QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	2. Award Identification Number	3. DUNS Number
Department of Commerce, National Telecommunications and Information Administration	25-43-B10582	958165953

4. Recipient Organization

BOSTON, CITY OF 1 CITY HALL PLAZA RM M4, BOSTON, MA 022011001

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
12-31-2011	◯ Yes ◉ No

7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

7a. Typed or Printed Name and Title of Certifying Official	7c. Telephone (area code, number and extension)
Bruce Havumaki	617-635-1300
	7d. Email Address Bruce.havumaki@cityofboston.gov

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	02-28-2012

Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

Technology Goes Home (TGH) - As of this quarter, TGH has taught 2003 families in Boston Public Schools and 571 individuals in community computing centers. We have impacted 2573 homes in Boston by providing each with a netbook computer. TGH has connected with a researcher willing to assist as an outside evaluator at no charge. She will obtain permission from the human subject research oversight board at her school, review collected data, create analysis, and write a scholarly article. An alternative Boston Public High School – Boston Day and Evening Academy – recently completed an extended pilot with mobile devices. In addition to the typical TGH curriculum, they investigated "the role of technology in uprisings", including the Arab Spring and the Occupy movement. They presented their work (posters, student speakers, video) in a community forum. Link for one of the YouTube videos created with the TGH technology: http://www.youtube.com/watch?v=e8bzvmQJV5U&feature=youtu.be

Online Learning Readiness (OLLR) - To date 302 students have participated in OLLR (37.75% of target) with 190 completions (33.93% of target). Seven cycles of OLLR completed during this quarter (114 registered, 74 completions). Two cycles began in this quarter but will not complete until January 2012 (35 registered).

Graduates of OLLR who elect to continue taking advanced level classes focused on technology certifications begin with the course Essential Credentials. During this 4 week course, they are exposed to more robust e-learning materials and create an individualized learning plan focused on the specific classes and activities they need to complete before they are ready to take the exam(s) needed to achieve their desired certifications. Three sessions of Essential Credentials (first course for Advanced level classes) were held during 4Q 2011 (21 students).

All program materials are now available online at www.timothysmithnetwork.org/ollr.

We began investigating the feasibility of creating paid internships for graduates of OLLR and advances classes at non-profits. A pilot program was run with one individual at United South End Settlements. We are still working through the legal and insurance issues prior to formalizing the program.

Connected Living (CL) - CL is conducting ongoing weekly small group sessions as well as continued weekly large group discussions on a variety of topics pertaining to integrated technology in all three BHA locations. The three sites held round 2 broadband independence graduations during December 2011. A total of 97 residents have graduated in the first two sessions. Many eligible graduates now have grant-subsidized Comcast internet in their apartments.   The remaining graduates are expected to have connectivity in their unit in Q1 2012.

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	**Overall Project**	55	n/a
2.b.	**Equipment / Supply Purchases**	-	Progress reported in Question 4 below
2.c.	**Awareness Campaigns**	-	Progress reported in Question 4 below
2.d.	**Outreach Activities**	-	Progress reported in Question 4 below
2.e.	**Training Programs**	-	Progress reported in Question 4 below
2.f.	**Other (please specify):**	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

OLLR: The amount of time needed to manage the overall project and to coordinate running OLLR at TS Centers far exceeds what was anticipated. The OLLR Project Coordinator continues to teach the resume and online presence components at all centers in addition to providing overall coordination.

Some instructors are not comfortable in teaching database (Microsoft Access) to OLLR students. We scheduled and ran a third train-the-trainer program the first week of January to address these issues.   Two Timothy Smith Centers have not started a cycle of OLLR

because of internal staffing issues. We will look for other non-profits to offer OLLR during 1Q 2012 to compensate for these organizations.

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
TGH @ Schools	130 classes	15 hours of training each	3,947	3,947	338	0
TGH in Community	56 classes	15 hours of training each	571	571	199	0
Run OLLR	18 cycles completed	12 week, 240 hour digital workforce skills training program	302	190	0	0
CL: Recruitment for broadband training program for low income seniors and people with disabilities.	3 locations	Awareness raising events including meetings with resident council and staff, resident sign-ups for training, group and individual training classes	396	185	78	0
Total:			**5,216**	**4,893**	**615**	**0**

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

TGH and OLLR: Baseline data on Internet subscriptions at home and information about participant's current use of the Internet at home or elsewhere will be collected at the outset through surveying all participants of each program funded by this grant. No later than at the conclusion of each program cycle for TGH and OLLR, each participant will be given information about the options for home Internet service, how to purchase that service and assistance in actually completing that purchase process with the commercial vendors. Throughout the duration of the grant period, each program will follow up with graduates through emails or online questionnaires to determine if they have obtained broadband connections in their homes. Each program will attempt final follow-up during the last month of the grant period.

CL - Connected Living: After 12 hours of Internet/broadband training, the resident is given a "broadband assessment" to determine "adoption" of broadband. Upon passing broadband assessment and the receipt of a $50 copay from resident to BHA, the resident is given a voucher to redeem for one laptop for use in their apartment and free internet provided by Comcast in their apartment through August of 2012. Those residents who already have Comcast internet do not qualify for free internet. Everyone who receives an Internet subscription is considered a new subscriber.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

TGH: Adoption numbers are below the target numbers due to the much larger number of broadband enabled households at the onset of the program. Based on our current six-month follow up data, we have a 90% adoption rate, resulting in an extrapolated total increase of 479 homes connected. In follow-up telephone surveys, an additional 22% of TGH graduates report that they signed up for Internet after participating in TGH. TGH is working with Boston Public Schools (BPS) to assist in the roll out of the Comcast program to their families. Measuring the impact of these efforts is difficult; however, TGH is investigating ways to increase their connections and influence with the BPS program.

OLLR: We have administered the 6 month survey but have not received responses. Since December, we began also having participants of OLLR determine their eligibility for reduced cost Internet service through Comcast twice during the OLRL program.

CL: At this time, we are on target to meet our baseline plan.

4d. Please provide the number of households and the number of businesses and CAIs receiving discounted broadband service as result of BTOP funds.

Households: 0	**Businesses and CAIs :** 0

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

TGH: During quarter 1 (Jan 1 to March 31, 2012), TGH will be piloting a class for Boston Public School students who are blind and their parents. Each family in this pilot will receive an iPad as the need to have a simple touch screen with text to speech capacity is essential to success with students who are blind. The iPad employs a feature called Voice Over that allows blind users to "hear" the keyboard. We have a trainer who has extensive experience with this population who is assisting us with curriculum creation and planning. We will then use the created curriculum to train other teachers of the blind so we can extend this support to more children and adults in the city.

Additionally, we are moving forward with our 6 month follow up survey and 1 year follow up survey.

Beginning in this quarter, TGH will be running a class in every Boston Housing Authority Public Computer Center. In addition, we are running our first classes at the Newcomer Center for children and parents who are new to the country. The classes will be run during the school day and the students/parents will learn within their home language. In addition, each family will qualify for an on-line version of Rosetta Stone to support English language learning.

Knowing that the ability to purchase netbooks will likely disappear in the next one to two years, we continue to pilot the use of mobile devices. Fenway High School is committed to completing a class using mobiles this quarter.

We continue to pursue the completion of our updated surveys. We have secured the assistance of a researcher who will be supporting us by providing a third party review of our data.

OLLR: We plan to accomplish the following during the next quarter:
- Graduation for 70 students on January 26th. Mayor Menino will hand out certificates.
- 9 additional cycles of OLLR will start in this quarter.
- Advanced classes will again be held with several students on target to pass certification exams.
- Anticipate announcing the paid-internship program if the legal and insurance issues can be resolved.
- Partner with One-Stops in Boston to recruit students.

CL: CL continues to raise awareness and gain new participants in round two with social events and special Workshops. We are planning to start the Wellness & Nutrition computer learning course as well. We will also continue to run the Skype clubs in two buildings.

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	Overall Project	65	n/a
2.b.	Equipment Purchases	-	Milestone Data Not Required
2.c.	Awareness Campaigns	-	Milestone Data Not Required
2.d.	Outreach Activities	-	Milestone Data Not Required
2.e.	Training Programs	-	Milestone Data Not Required
2.f.	Other (please specify):	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

TGH: One issue we are running into is difficulty keeping track of our participants once the program is complete. Many parents move, change their email accounts, and/or change their phone numbers. We are diligently working to obtain as many data points as possible so we can be as accurate with our outcome statements as possible.

Again, we are finding more of our families are already connected than we anticipated. Data from research is showing that the

"connected" number of families with children in schools is higher than for those without children in schools. Since the majority of our families are school based, this has lowered our "adoption" rate. We continue to prioritize participants based on those who do not have access, on home language, on disability, and on income level.

OLLR: Recruiting the "right students"—those with the motivation to go on for advanced training and employment—is the single biggest challenge we are facing. Students start the program thinking they can "do it their way" picking and choosing which components they will complete. To address this we have implemented a Student Learning Agreement in which the requirements for successful completion are clearly stated and which participants must sign prior to be accepted into the program.

OLLR fatigue: Centers are complaining that the graduation requirements are too rigorous and that they have to do too much administrative work in order to receive compensation. Translated this to means that they understand that we are serious about the pay-for-performance model and they are not accustomed to this approach. An executive director at one center explained that pay-for-performance means that instructors have to creatively work at retaining students. This may result in some centers not continuing to offer OLLR in which case we will allow other non-profits to participate in the grant. If we change the requirements for successful completion of OLLR it will be to tighten them rather than relaxing anything. The administrative aspects are what they are.

As background to this issue, the compensation model for organizations offering OLLR is "Pay for performance"—organizations are paid if students successfully complete OLLR (at least 90% attendance; pass all standardized tests with a grade of 90% or better, and complete all assignments and exercises with a grade of 90% or better). Instructors stay focused on causing learning to take place rather than simply counting number of participants and the number of hours. They have to understand their students' learning styles and employ creative ways to meet these needs. "Pay for performance" also ensures that monies are being expended based on achieving project goals.

CL: No challenges at this point

Sustainable Broadband Adoption Budget Execution Details

Activity Based Expenditures (Sustainable Broadband Adoption)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Cost Classification	Budget for Entire Project			Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$0	$0	$0	$0	$0	$0	$0	$0	$0
b. Fringe Benefits	$0	$0	$0	$0	$0	$0	$0	$0	$0
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$0	$0	$0	$0	$0	$0	$0	$0	$0
e. Supplies	$1,339,200	$0	$1,339,200	$1,160,462	$0	$1,160,462	$1,341,628	$0	$1,341,628
f. Contractual	$0	$0	$0	$0	$0	$0	$0	$0	$0
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$4,457,536	$1,484,260	$2,973,276	$2,011,811	$870,666	$1,141,145	$2,418,487	$878,144	$1,540,343
i. Total Direct Charges (sum of a through h)	$5,796,736	$1,484,260	$4,312,476	$3,172,273	$870,666	$2,301,607	$3,760,115	$878,144	$2,881,971
j. Indirect Charges	$0	$0	$0	$0	$0	$0	$0	$0	$0
k. TOTALS (sum of i and j)	$5,796,736	$1,484,260	$4,312,476	$3,172,273	$870,666	$2,301,607	$3,760,115	$878,144	$2,881,971

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: $0	b. Program Income to Date: $0