## QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

| General Information | | |
|---|---|---|
| **1.  Federal Agency and Organizational Element to Which Report is Submitted**<br><br>**Department of Commerce, National Telecommunications and Information Administration** | **2.  Award Identification Number**<br><br>**39-43-B10506** | **3.  DUNS Number**<br><br>**179260901** |

**4.  Recipient Organization**

OneCommunity 800 W. St. Clair Avenue, Cleveland, OH 44113

| **5.  Current Reporting Period End Date (MM/DD/YYYY)**<br><br>12-31-2012 | **6.  Is this the last Report of the Award Period?**<br><br>◯ 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**<br><br>Bill   Callahan | **7c.  Telephone (area code, number and extension)**<br><br>216-870-4736 |
|---|---|
| | **7d.  Email Address**<br><br>bcallahan@onecommunity.org |
| **7b.  Signature of Certifying Official**<br><br>Submitted Electronically | **7e.  Date Report Submitted (MM/DD/YYYY):**<br><br>01-30-2013 |

| Project Indicators (This Quarter) |
|---|

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

a. Five of our seven local Subrecipients (Lead Community Agencies, or LCAs) were still actively engaged in training and support activities for new participants for at least part of this quarter. They conducted CYC training courses in 25 locations, with more than 1,170 unique participants.  (The other two Subrecipients, Manatee Education Foundation and the Urban League of Lexington-Fayette County, completed their program activities on June 30 and September 30 respectively, and conducted only close-out activities this quarter.)

b. LCAs reported that 1,484 additional CYC training participants were verified as Sustainable Broadband Adopters (SBAs) this quarter, including 1,116 home broadband adopters. Most received no-cost or low-cost computers through their LCAs. 2,501 additional SBAs were "pending" (with signed individual broadband adoption plans) at the end of the quarter. Here are the numbers by Lead Community Agency:
Cleveland Housing Network and partners -- 575 verified, 1,737 pending
Akron Urban League -- 151 verified, 65 pending
Focus:HOPE and partners, Detroit -- 343 verified, 699 pending
ACCEL, Appalachian Ohio -- 220 verified, 0 pending
WinstonNet, Winston-Salem -- 195 verified, 0 pending

d. Community volunteers contributed over 1,115 hours of assistance with instruction and other tasks.

e. Other notable developments this quarter:
1) Cleveland Housing Network connected nearly 500 additional Cleveland adopters with CLEAR home 4G accounts through Mobile Citizen this quarter. Most were city high school families and new college entrants, recruited through a CHN/OneCommunity collaboration with College Now.
2) WinstonNet trained and connected 195 public school parents through a special initiative with the local school district. Most of these new adopters signed up for home broadband through Time Warner's Connect 2 Compete pilot initiative.
3) Akron Urban League, Cleveland Housing Network and WinstonNet formally ended their CYC training and adoption support work during or at the end of this quarter.
4) OneCommunity undertook two major survey research initiatives this quarter to gather data for our strategic evaluation of the CYC Project:
-- A telephone survey of 1,261 adult residents of Cuyahoga County, OH was conducted for the Project in October by Dr. Caroline Tolbert of the University of Iowa and Dr. Karen Mossberger of the University of Illinois to gather baseline data on household broadband adoption and use.
-- In November and December an in-house team led by OneCommunity staff made calls to a sample of 10,400 CYC Project participants, gathering about 2,300 completed interviews regarding the respondents' connection status, significant Internet uses, program satisfaction and other information.
5) In December, OneCommunity completed our review of all CYC participant files from training classes conducted through November. SBA verification data in our Project (Moodle) database was confirmed or corrected, and scanning and uploading of the files to electronic storage was completed.  This has enabled the CYC Project staff to make a hard count of confirmed new home broadband subscribers produced by our Subrecipients' efforts over the past two years, as well as other new adopters (i.e. those using community broadband access resources); and to estimate the minimum number of additional new home adopters who've been trained and supported by our CYC partners but not captured by our reporting system. This file review and verification process is reflected in our responses to Questions 4a and 4B, below.

**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** | 96 | As stated in previous Performance Progress Reports, this Project has consistently met its benchmark goals while underspending somewhat with respect to to our original projections. Consequently we have been able to continue our training and adoption support work in most participating communities for several extra months, and still have a small balance of grant resources available for additional program work in Cleveland, Appalachian Ohio and Detroit at the end of this quarter. Thus |

| | Milestone | Percent Complete | Narrative (describe reasons for any variance from baseline plan or any other relevant information) |
|---|---|---|---|
| | | | OneCommunity sought and has received approval of a no cost extension of this grant to September 30, 2013, which will allow us to continue some program activity through April or longer, train and connect a few hundred more home broadband subscribers, complete our strategic evaluation of the Project and pursue sustainability transition plans for several communities. |
| 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).**

NA

**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 |
|---|---|---|---|---|---|---|
| Outreach | All participating communities | The CYC Project is committed to reach out to 335,000 potential new broadband adopter trainees through media, direct community marketing, network marketing (e.g.congregations, organization members, agency clients, etc.) and other means. This quarter, three of our seven Subrecipients (Cleveland/Lorain, Detroit, and Winston-Salem) continued to recruit new participants, though at significantly lower levels than in previous quarters. Our cumulative outreach audience exceeded 535,000 at the end of this quarter. | 335,000 | 535,000 | 0 | 0 |
| Training | All participating communities | During this quarter, CYC Corps Members and volunteers conducted classes in 25 separate locations, with a total of 1,170 individual trainees. By the end of the quarter over 33,200 individuals had participated in CYC classes. According to local partners' reports, about 32,000 of them had completed CYC classes and created personal Broadband Adoption Plans. | 33,800 | 33,200 | 0 | 0 |
| Other: Direct broadband adoption assistance | All participating communities | 1) CYC Members provide ongoing post-training advice and assistance to new adopters; 2) Financial assistance is provided for hardware purchases and other adoption costs; 3) Free or subsidized Net access is provided by community wireless networks in some communities. During this quarter, local CYC partners reported that they assisted 1,484 additional trainees to become sustainable broadband users, including 1,116 who are verified new home subscribers, and 110 who are verified "Community Connectors." Most of the home connectors received free or subsidized hardware from their LCAs. About 2,800 CYC adopters are estimated to be using free or subsidized service, primarily in Cleveland (AT&T DSL through a CHN/One Economy program, CLEAR 4G service through reseller Mobile Citizen), Detroit (Community Telecommunications Network free 4G fixed wireless), and Manatee County (Bright House Networks half-priced service).<br><br>The figures given to the right for "Participants" and "New Subscribers: Households" reflect our recently completed review of participant files and correction of our participant database. "New Subscribers" is our hard count of new home broadband users recorded in our database | 26,000 | 26,038 | 22,900 | 0 |

| 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 |
|---|---|---|---|---|---|---|
| | | (21,563) plus a modest estimate of 1,337 additional new home subscribers trained and assisted by our Subrecipients but not captured by our data system. "Participants" includes these HomeConnectors plus 3,138 verified CommunityConnectors, i.e. new adopters who are using community Internet resources (e.g. public wifi, libraries) for reasons of affordability or access.<br>The sum of HomeConnectors and CommunityConnectors equals our Project goal of 26,000 Sustainable Broadband Adopters. | | | | |
| **Total:** | | | 394,800 | 594,238 | 22,900 | 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).**

In our Performance Progress Reports through April-June 2012, the "New Subscriber" total reported in Question 4a was based on our Subrecipients' weekly and quarterly field reports, reflecting our individual case management approach which enabled local CYC partners to maintain a first-hand count of participants who become broadband subscribers and users through their efforts. For our last PPR (July-September 2012), we adjusted the field report total for the first time to reflect the findings of One Community's ongoing review of CYC participant files.

We have now substantially completed that review of more than 30,000 files, and either verified or corrected the corresponding information in our participant database.

The "New Subscribers: Household" total given in response to Question 4a is based entirely on our corrected database and is the sum of two numbers:
-- Verified new home broadband users trained and assisted by our Subrecipients (21,563); plus
-- An estimate of additional new home users produced by the Project but not captured by our data system due to incomplete files, failure to follow up, etc. There are 6,686 participants in the database for whom outcome data is not available. We believe 20% of those participants is a minimal estimated "conversion rate", based on our experience with callbacks and the overall verification process; that estimate yields at least 1,337 additional new subscribers.

**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).**

NA

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

| **Households:** 2,800 | **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).**

Thanks to the approval of our request for a no cost extension of this grant to September 30, 2013, we look forward to a full quarter of program activity that will include:
-- Providing training and affordable Citizen Clear 4G accounts to 300 additional public school parents in Cleveland, using local foundation funds to provide subsidized computers and modems.
-- Training and connection of a last cohort of CYC participants in Detroit and Appalachian Ohio.
-- Analysis and public sharing of the data provided by the two telephone surveys conducted for the Project this quarter.
-- Successful closeout of all of our Subrecipient contracts, accompanied by significant progress on sustainable transition plans for future broadband adoption programming by CYC partners in Northeast Ohio, Detroit and Winston-Salem.

**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** | 100 | NA |
| 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).**
NA

## 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 | $1,128,970 | $98,492 | $1,030,478 | $1,003,276 | $95,065 | $908,211 | $1,082,026 | $104,565 | $977,461 |
| b. Fringe Benefits | $204,904 | $23,524 | $181,380 | $179,656 | $22,838 | $156,818 | $195,420 | $24,752 | $170,668 |
| c. Travel | $147,258 | $340 | $146,918 | $140,526 | $340 | $140,186 | $144,226 | $340 | $143,886 |
| d. Equipment | $23,692 | $11,426 | $12,266 | $23,692 | $11,426 | $12,266 | $23,692 | $11,426 | $12,266 |
| e. Supplies | $4,808 | $341 | $4,467 | $4,779 | $341 | $4,438 | $4,808 | $341 | $4,467 |
| f. Contractual | $520,653 | $43,817 | $476,836 | $461,394 | $43,817 | $417,577 | $516,394 | $43,817 | $472,577 |
| g. Construction | $0 | $0 | $0 | $0 | $0 | $0 | $0 | $0 | $0 |
| h. Other | $19,844,646 | $4,539,403 | $15,305,243 | $19,192,784 | $4,065,352 | $15,127,432 | $19,835,595 | $4,530,352 | $15,305,243 |
| i. Total Direct Charges (sum of a  through h) | $21,874,931 | $4,717,343 | $17,157,588 | $21,006,107 | $4,239,179 | $16,766,928 | $21,802,161 | $4,715,593 | $17,086,568 |
| j. Indirect Charges | $1,544,183 | $0 | $1,544,183 | $1,456,860 | $0 | $1,456,860 | $1,544,183 | $0 | $1,544,183 |
| k. TOTALS (sum of i and j) | $23,419,114 | $4,717,343 | $18,701,771 | $22,462,967 | $4,239,179 | $18,223,788 | $23,346,344 | $4,715,593 | $18,630,751 |

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 |
|---|---|