ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

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	53-42-B10004	133872619

4. Recipient Organization

TINCAN 1317 West Second Ave., Spokane, WA 99201

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Annual Report of the Award Period?
12-31-2012	⊙ 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)
Karen Michaelson	509-744-0972
	7d. Email Address
Executive Director	kmichaelson@asisna.com

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	02-13-2013

PROJECT INDICATORS

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?

◯ **New**   ◯ **Improved**   ◉ **Both**

2. How many PCCs were established or improved, and what type of institution(s) were they associated with? Please provide actual total numbers to date. Figures should be reported cumulatively from award inception to the end of the most recent calendar year. Recipients should only count the PCCs that were fully established or in which improvements have been fully completed in that year (that is, partial improvements should not be counted).

Institutions	Established	Improved	Total
Schools (K-12)	0	1	1
Libraries	0	1	1
Community Colleges	0	0	0
Universities / Colleges	0	0	0
Medical / Health care Facilities	0	0	0
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	0	0	0
Other Community Support-*Governmental* **(please specify):** community centers	3	1	4
Other Community Support-*Non-Governmental* **(please specify):** non profit organizations	11	0	11

3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.

3.a. New PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
Tincan 1317 West Second Ave Spokane, WA 99223	38	42	0	15	211
Volunteers of America 525 West Second Ave Spokane, WA 99201	10	70	10	2	25
Martin Luther King Jr Family Outreach Center 845 South Sherman Spokane, WA 99202	10	40	0	2	20
YMCA 930 North Monroe Spokane, WA 99201	2	35	18	1	144
Crosswalk 525 West Second Ave Spokane, WA 99201	4	20	0	2	13
The ARC Community Center 116West Indiana Spokane WA 99205	5	35	0	1	26
West Central Community Center 1603 N Belt Spokane, WA 99205	10	20	0	15	128
East Central Community Center 500 S Stone Spokane, WA 99202	15	20	0	15	20

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
Peaceful Valley Community Center 214 N Cedar Spokane, WA 99201	20	40	0	15	50
Transitions Women's Hearth 920 West Second Ave Spokane, WA 99201	10	21	0	0	114
Corbin Senior Center 827 W Cleveland Ave Spokane, WA 99205	10	11	0	15	3
Salvation Army 222 East Indiana Spokane, WA 00207	11	20	0	2	72
Richard Allen Center 645 S. Richard Allen Ct. Spokane, WA 99202	14	8	0	15	30
Park Tower 217 Spokane Falls Blvd. Spokane, WA 99201	13	35	13	15	363

Add New PCC	Remove New PCC

3.b. Improved PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
Prior to Improvement					
Spokane Public Library 906 West Main Ave Spokane, WA 99201	104	54	8	10	4,042
Northeast Community Center Association 4001 N Cook Spokane, WA 99207	10	40	0	10	150
Contract-based Education 123 South Bowdish Spokane, WA 99206	0	0	0	0	0

Add New PCC	Remove New PCC

After Improvement

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
Spokane Public Library 906 West Main Ave Spokane, WA 99201	116	40	8	15	4,062
Northeast Community Center Association 4001 N Cook Spokane, WA 99207	31	40	0	15	217
Contract-based Education 123 South Bowdish Spokane, WA 99206	1	35	0	15	0

Add New PCC	Remove New PCC

4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)

☑ **Open Lab Time** ☐ **Other** ☑ **Training**

4.b. If "other," please specify the primary use of the PCCs:

5. Please list all of the PCC broadband equipment and/or supplies you have purchased during the past year using BTOP grant funds or other (matching) funds, including any customer premises equipment or end-user devices. If additional space is needed, please attach a list of equipment and/or supplies. Please also describe how the equipment and supplies have been deployed (600 words or less).

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
none	none	0	0	none
Totals:		0	0	

Add Equipment   Remove Equipment

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported <u>cumulatively</u> from award inception to the end of the most recent calendar year.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Open Lab Access	188,721	516,714	0
Multimedia	188,721	3,387	10,966
Office skills	188,721	72	72
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	188,721	1,782	2,674
Certified Training Programs	0	0	0
Other (please specify):	0	0	0
Total	754,884	521,955	13,712

7. Please describe how your Public Computer Center(s) promotes economic recovery in your area, such as through providing job training, access to job searches, online course offerings, certifications and the like (600 words or less).
All users of our PCCs are asked what the primary usage of the lab is. More than half are job searching or filling our employment applications and creating resumes. In addition, we offer workshops in how to search for jobs online, create a winning resume, and interview for a job. We also offer classes in social media skills that job-seekers can put on their resumes. One of our most successful programs is our small business series, which offers training in web site development, using social media to promote your business, and online etiquette for businesses. Over 72 businesses have taken one or more business development workshops..

8. To the extent that you have made any subcontracts or sub grants, please provided the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP. Please also provide the names of these SDB entities (150 words or less).

n/a

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).
It is valuable to make training available at times and places that are most accessible to people, and to analyze which workshops are popular. The timing or workshops is particularly important for small business owners, who often cannot leave their businesses during the day. The paperwork burden for the grant is large and thus it is important to collect data monthly instead of waiting until the reports are due. Accessibility for people with disabilities is a significant issue. Many of the issues that are barriers for those with disabilities also

affect the senior population. In running a PCC, it is important to have a knowledgeable, empathetic lab assistant on site. Many of the users have little computer or Internet experience, and are often uncertain of their chances of using the computer to get what they need. Over time, having an accepting and open lab environment not only promotes greater computer use, but the development of a sense of community among users.