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-B10585	158484738

4. Recipient Organization

EdLab Group Foundation 19020 33rd Avenue West, Suite 210, Lynnwood, WA 98036-4754

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Annual 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)
Kathy Johnson	
	7d. Email Address kjohnson@edlabgroup.org

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	02-24-2012

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	0	0
Libraries	0	5	5
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):** Public Law and Justice	2	0	2
Other Community Support-*Non-Governmental* **(please specify):** Community Centers and Public Housing	0	15	15

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
Chelan County Court	2	35	0	54	8
Kalispel Tribal Court	3	40	0	10	0

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					
Associated Recreation Council	105	20	1	8.9	518
Burlington Public Library	15	43	6	10	810
Chinese Information and Service Center	16	14	0	15	40
Digital Promise	12	24	0	1.3	30
East African Community Services	10	40	2	10	55
Edith Bishel Center for the Blind and Visually Impaired	4	8	0	1	8
Full Life Care	9	8	1	1.5	40
Helping Link	13	16	0	12	18
Horn Of Africa Services	10	40	0	2.5	50

Prior to Improvement

La Conner Regional Library	5	40	6	1.4	460
Lopez Family Resource Center	6	40	0	1.5	60
Multimedia Resources and Training Institute (MMRTI)	6	10	5	2.2	40
Neighborhood House	14	30	0	6	154
New Futures	33	25	0	3	142
Puyallup Public Library	46	47	7	4.6	1,170
Street Youth Ministries	10	11	0	2.7	6
Upper Skagit Library	5	24	6	1.5	160
Yakama Nation Library	10	45	0	1.5	275
Yakima Interfaith Coalition	10	40	0	1.5	56
YMCA of Greater Seattle	18	35	0	7	116

Add New PCC	Remove New PCC

After Improvement

Associated Recreation Council	80	282	7	8.9	494
Burlington Public Library	35	42	6	10	478
Chinese Information and Service Center	16	120	48	7	62
Digital Promise	23	65	2	1.3	136
East African Community Services	9	48	5	10	7
Edith Bishel Center for the Blind and Visually Impaired	5	40	0	1	7
Full Life Care	14	52	10	1.5	131
Helping Link	15	21	0	12	35
Horn Of Africa Services	12	48	8	10	12
La Conner Regional Library	3	40	0	1.4	60
Lopez Family Resource Center	7	42	0	1.5	27
Multimedia Resources and Training Institute (MMRTI)	12	40	8	2.2	85
Neighborhood House	29	41	6	6	141
New Futures	34	11	0	3	547
Puyallup Public Library	52	44	7	4.6	1,405
Street Youth Ministries	2	12	0	2.7	8
Upper Skagit Library	5	24	6	1.5	114
Yakama Nation Library	37	41	7	1.5	500
Yakima Interfaith Coalition	20	40	4	1.5	140

YMCA of Greater Seattle	28	55	1	7	165

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:

The Kalispel Tribal Court contract is for justice related services (remote trials, attorney access to legal information, client access to legal information) for public court sessions. We are working with the court administrators to determine the number of users of these services.

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
CISCO	Catalyst 3750E, 24-Port switch, 10/1000	6,000	1	Ordered through our designated project equipment vendor, PCMall, who procured the item and shipped it directly to our subrecipient.
Totals:		6,000	1	

Add Equipment	Remove Equipment

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported _cumulatively_ 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	0	43,899	0
Multimedia	0	1,712	9,657
Office skills	0	477	2,135
ESL	0	495	9,439
GED	0	14	183
College Preparatory Training	0	483	2,077
Basic Internet and Computer Use	0	2,004	8,451
Certified Training Programs	0	196	640
Other (please specify): Cumulative for all Types	200,759	355	1,138
Total	200,759	49,635	33,720

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).

Fifteen grantees reported activity in the Employment Skills and Opportunities domain. Researching employment prospects or career opportunities and completing online resumes were the most frequently reported outcomes. To date, 3,398 people have participated in an activity that falls under the Employment Skills and Opportunities domain and 54 people have found jobs. Notable Employment Skills and Opportunities outcomes as a result of these programs/services include the following; Burlington Public Library patrons used the library testing preparation database to prepare for specific job tests; Digital Promise helped clients explore possible new careers in the new economy and receive on-the-job training for office skills and administration; Lopez Island Family Resource Center clients increased general comfort and ability to navigate computers and gained competency using Excel and Word; four clients at New Futures used the computers to find training opportunities for skills needed for jobs and 16 used their email accounts to review job notices that arrive through electronic job announcement list serves and subscription services; 14 patrons at the Puyallup Public Library used their Learning Express database for career purposes; Yakama Nation Library helped patrons find a job in other states. The EdLab Group as the grantee for CCNP, is co-hosting with the Workforce Development Council of Seattle-King County a train-the-trainer workshop,

entitled "Job Search Skills in the New Economy," which is taught by experts from our local WorkSource agency. Eighteen trainers attended the first of five sessions.

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).

Helping Link
Digital Promise
East African Community Services
Horn of Africa Services
Edith Bishel Center for the Blind and Visually Impaired
Multimedia Resources and Training Institute (MMRTI)
Yakima Interfaith Coalition

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).

During the course of the first year of the CCNP BTOP grant, several practices have been utilized and improved. We have found regular communication with each PCC to be important; quarterly webinars helped share new information about project reporting, invoicing, and federal documentation requirements; webinars could focus more specifically on one topic, rather than several, and PCC staff should be encouraged to participate. A grant-wide convening was held to allow all PCC subrecipients to meet and share their common experiences. This was a huge success; continuing this 'conversation' is difficult, but we hope our Web Portal's forum will become an online place for sharing. Individual site visits have been key to learning about and sharing the work that each PCC is doing. Several iterations of surveys have been utilized to retrieve data on PCC usage. Some individual PCCs have felt the surveys are difficult to administer to their clients, but our evaluation team has encouraged each site to use what works best for them and even tailor the surveys more specifically to their communities and to their own programs. These surveys have helped form the basis of federal data collection for the project, but also provide a stepping stone to improved program evaluation for all PCCs. Online reporting tools were set up early in the project, which has been very valuable to data collection and storage. Additionally, the BTOP webinars for Affinity Groups, which were set up late in the first year, have been well received. More of this type of interaction with other BTOP projects around the country would be good, so that grantees and subrecipients can continue to build on the work that is being done.