

RECIPIENT NAME:Cambridge Housing Authority

AWARD NUMBER: 25-42-B10503

DATE: 02/22/2011

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12-31-2013

### ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

#### General Information

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b> Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b> 25-42-B10503	<b>3. DUNS Number</b> 073799215
<b>4. Recipient Organization</b>  Cambridge Housing Authority 675 Massachusetts Ave, Cambridge, MA 02139		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  12-31-2010	<b>6. Is this the last Annual Report of the Award Period?</b>  <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Steven Swanger  Director of Resident Services	<b>7c. Telephone (area code, number and extension)</b>  (617) 520-6246	
	<b>7d. Email Address</b>  sswanger@cambridge-housing.org	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  02-22-2011	

**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	0	0
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	0	3	3
(please specify): Public Housing Authority			
Other Community Support-Non-Governmental	0	0	0
(please specify): N.A.			

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
NA	0	0	0	0	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
<b>Prior to Improvement</b>					
5-A Jefferson Park Cambridge, MA 02140	20	0	0	16	0
119 Windsor St. Cambridge, MA 02139	17	0	0	16	0
14 Roosevelt Towers Cambridge, MA 02141	5	0	0	1	0

Add New PCC

Remove New PCC

**After Improvement**

5-A Jefferson Park Cambridge, MA 02140	20	21	3	16	97
119 Windsor St. Cambridge, MA 02139	17	23	4	16	115
14 Roosevelt Towers Cambridge, MA 02141	20	15	2	16	34

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:  
N.A.

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
N.A.	N.A.	0	0	N.A.
<b>Totals:</b>		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 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	762	909	0
Multimedia	0	0	0
Office skills	0	0	0
ESL	100	149	2,981
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	115	156	2,343
Certified Training Programs	0	0	0
Other (please specify): Family Literacy & Camb Employmt Prog	0	45	960
<b>Total</b>	977	1,259	6,284

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).  
The centers provide broadband access to adolescents for schoolwork, job readiness instruction, preparation of resumes, college and financial aid search, and college and financial aid applications, thereby preparing them to enter the labor market at their full potential. The centers provide basic digital literacy to adults who are then able to use those skills as employees, as consumers and as parents who wish to promote their children's education. Digital literacy-enhanced ESOL classes provide adults with the skills to participate in the labor market at their full potential and to function fully as consumers.

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).

We have a contract with one vendor who meets the definition of a socially and economically disadvantaged small business. That company provides technical support for our three labs.

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

In working with a population for whom English is often not the native language and whose educational opportunities have been extremely limited, we have found that computer classes are extraordinarily challenging. The use of a keyboard, which requires a reasonably high level of literacy and comfort with the English language, is the first challenge faced by this population. Beyond that, many of those with limited formal education, while not lacking at all in intelligence and the ability to learn experientially, struggle with how to learn in a classroom setting. We have found that the teachers who do best with this population are not those who have strong

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computer backgrounds and some teaching experience, but rather those who have extensive experience with and skills in working with adult learners. For this reason, we have chosen our local adult education provider to teach not only ESOL classes, but also the classes in basic Internet and computer use. This has proven highly successful in both retaining students and in helping them to gain the skills they need to function in a digital society.