

ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration	2. Award Identification Number 06-42-B10015	3. DUNS Number 118390368
4. Recipient Organization Housing Authority of the County of San Bernardino 715 E Brier Drive, San Bernardino, CA 92408-2841		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> 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 Yissell Torres	7c. Telephone (area code, number and extension) 909-890-0644	
	7d. Email Address ytorres@hacsb.com	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 01-30-2012	

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	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	5	5
(please specify): Housing Authority			
Other Community Support-Non-Governmental	0	0	0
(please specify):			

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
N/A	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
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Prior to Improvement

Waterman Gardens Neighborhood Network Center, 425 Crestview, San Bernardino, CA 92410	10	20	0	1	27
Medical Center Neighborhood Networks Center, 906 Wilson, San Bernardino, CA 92411	10	20	0	1	68
Redlands Neighborhood Networks Center, 131 E Lugonia, Redlands, CA 92374	10	20	0	1	27
Colton Neighborhood Networks Center, 772 Pine Street, Colton, CA 92324	10	20	0	1	28

Prior to Improvement					
Barstow Neighborhood Networks Center, 932 Lassen Drive, Barstow, CA 92311	10	20	0	3	41

Add New PCC

Remove New PCC

After Improvement					
Waterman Gardens Neighborhood Network Center, 425 Crestview, San Bernardino, CA 92410	15	40	20	2	225
Medical Center Neighborhood Networks Center, 906 Wilson, San Bernardino, CA 92411	15	40	20	2	200
Redlands Neighborhood Networks Center, 131 E Lugonia, Redlands, CA 92374	15	40	20	2	200
Colton Neighborhood Networks Center, 772 Pine Street, Colton, CA 92324	15	40	20	2	181
Barstow Neighborhood Networks Center, 932 Lassen Drive, Barstow, CA 92311	15	40	20	2	150

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:

In addition to open lab, training in basic computer use, Word, Excel, and Internet use, and job training at all five PCC sites, the lab at the Medical Center PCC also offers children's programs after school once weekly.

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 per BTOP--no equipment over \$5,000/unit	0	0	0	N/A
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 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	27,318	8,328	0

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Multimedia	0	0	0
Office skills	0	0	0
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	0	366	732
Certified Training Programs	315	145	1,916
Other (please specify): Microsoft Office (Word/Excel/Power Point, incl. Spanish, n=3,056 people; 6,112 hrs.; children's workshops (278/278/278).	3,334	3,334	6,390
Total	30,967	12,173	9,038

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 Public Computer Centers (PCCs) are promoting economic recovery across San Bernardino County, an area in which poverty now exceeds 15%. All PCCs offer access to computers and Internet for job searches and resume writing not only to residents of public housing, but also to the public at large, and HACSB has undertaken vigorous outreach in the community to communicate this message to everyone. People may also access job training and placement assistance via the PCCs, and as a result of these services 145 people have secured employment since the project began.

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).
 HACSB has contracted three socially and economically disadvantaged small business (SDB) concerns to deliver services as part of this project. They are: Surveillance, Protection, and Investigation Group, Inc. (security); Sunwest Printing, Inc. (printing); and Clayton-Morrow, Inc. (monitoring and reporting).

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).
 The project team has found it helpful to "think big" when doing outreach: in 2011, HACSB advertised the PCCs and the services available using banners placed on all buses in the fleet (n=97 buses) of the regional bus service (OmniTrans). When this strategy was implemented, the quarterly number of user visits increased from 12,504 in Quarter2 of 2011 to 16,812 in Quarter 3, i.e., by more than 4,000 visits.