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	06-42-B10579	022319342

4. Recipient Organization

Youth Policy Institute, Inc. 634 S Spring St STE 818, Los Angeles, CA 90014

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)
Dixon Slingerland	(213) 688-2802
	7d. Email Address
Executive Director	dslingerland@ypiusa.org

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	02-22-2012

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)	33	0	33
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	14	0	14
Other Community Support-*Governmental* **(please specify):**	0	0	0
Other Community Support-*Non-Governmental* **(please specify):** Space rented by YPI & donation	3	0	3

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
241 N. Maclay St., San Fernando, CA 91340	24	40	0	1.5	397
13630 Van Nuys Blvd., Pacoima, CA 91331	20	50	0	12	209
322 S. Lucas Ave., Los Angeles, CA 90017	35	50	0	7.45	172
625 Coleman Ave., Los Angeles, CA 90042	25	50	0	0.55	228
130 North Brand Blvd., San Fernando, CA 91340	30	53	0	17.5	487
1921 South Maple Ave., Los Angeles, CA 90011	30	60	0	17.97	913
1625 W Olympic Blvd. #718, Los Angeles, CA 90015	10	50	0	5.26	34
10995 Lehigh Ave., Pacoima, CA 91331	16	40	0	1.54	136
1521 North Highland Ave., Hollywood, CA 90028	35	55	0	5.68	457
2830 Lancaster Ave., Los Angeles, CA 90033	0	0	0	0	0
2941 West 70th St., Los Angeles, CA 90043	25	51	0	0.32	135
635 South Harvard Blvd., Los Angeles, CA 90005	31	40	0	18.62	451

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
234 East Ave 33, Los Angeles, CA 90031	26	60	0	1	322
12513 Gain St., Pacoima, CA 91331	15	30	0	5	25
600 La Fayette Park Place, 1st Fl, Los Angeles, CA 90057	25	50	0	6	293
147 N. Occidental Blvd., Los Angeles, CA 90026	10	50	0	6	143
1501 Wilshire Blvd., Los Angeles, CA 90017	30	40	0	4.9	574
4471 Inglewood Blvd., Los Angeles, CA 90066	21	60	0	2.25	253
13000 Oxnard St., Valley Glen, CA 91401	36	50	0	15.47	600
2202 W. Martin Luther King Jr. Blvd., Los Angeles, CA 90008	25	48	0	1.9	376
14705 Blythe St., Panorama City, CA 91402	12	45	0	2.56	84
4000 South Main Street, Los Angeles, CA 90037	20	50	0	8.43	650
12540 Pierce Ave., Pacoima, CA 91331	33	30	0	12.88	281
9400 Remick Ave., Pacoima, CA 91331	30	35	0	40.07	589
1248 North Highland Ave., Los Angeles, CA 90038	30	30	0	5.68	79
4120 11th Ave., Los Angeles, CA 90008	30	55	0	0.22	193
7450 Hawthorne Ave., Los Angeles, CA 90046	32	50	0	1.25	112
130 W Bruno St., Los Angeles, CA 90012	14	45	0	6.21	147
6611 Selma Ave., Los Angeles, CA 90028	30	50	0	1.41	213
5231 Colfax Ave., North Hollywood, CA 91601	30	50	0	8.56	467
6535 Cedros Ave., Van Nuys, CA 91411	20	50	0	8.56	177
5200 Virginia Ave., Los Angeles, CA 90029	26	50	0	3.65	375
3311 North Figueroa St., Los Angeles, CA 90065	15	40	0	2	126
5151 State University Drive, Los Angeles, CA 90032	12	33	0	3	89
13550 Paxton St., Pacoima, CA 91331	16	40	0	5	51
11016 Norris Ave., Pacoima, CA 91331	24	40	0	5.23	306

7330 Bakman Ave., Sun Valley, CA 91352	30	35	0	9.11	31
5749 S. Crenshaw Blvd., Los Angeles, CA 90043	30	48	0	9.44	665
13330 Vaughn St., San Fernando, CA 91340	20	50	0	15.59	72
2265 E. 103rd St., Los Angeles, CA 90002	25	34	0	14.69	61
1001 Arroyo Ave., San Fernando, CA 91340	31	40	0	10.52	275
1200 West Colton St., Los Angeles, CA 90026	25	50	0	12.72	77

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					
0	0	0	0	0	0

Add New PCC	Remove New PCC

After Improvement					
0	0	0	0	0	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:
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
Apple, Inc.	computers	1,199	605	iMac and Macbook computers purchased to be installed and used at our sites
Newegg	chairs	81	129	Swivel chairs for use in our computer labs
Smart! Office Interiors	tables	277	468	Tables for use in our computer labs
Smart! Office Interiors	chairs	44	868	Chairs for use in our computer labs
Golden Star Technology	computers	829	79	HP Computers for use in our City of LA sites
CompuCom	software	285	70	Software for computers in our City of LA sites
The Vantage Group	software	25,146	1	Software for computers in our labs
B2B Computer Products	projectors & screens	568	15	Projectors & screens for use in our computer labs
B2B Computer Products	computers	1,152	187	PC computers for use in our labs
B2B Computer Products	notebook locks	36	1,033	Notebook locks used for our PC computers

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Totals:		29,617	3,455	

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	588,421	179,993	0
Multimedia	11,467	44,197	55,060
Office skills	440	1,695	2,645
ESL	0	0	0
GED	205	792	1,194
College Preparatory Training	49	190	714
Basic Internet and Computer Use	2,208	8,491	10,651
Certified Training Programs	0	0	0
Other (please specify):	0	0	0
Total	602,790	235,358	70,264

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).
Our Public Computer Centers promote economic recovery in the San Fernando Valley and greater Los Angeles region by providing support to clients during drop-in hours as well as offering courses that aim to improve the skill set to potentially support the increase economic opportunities of our clients. During open drop-in hours, YPI site staff are available to assist clients with basic troubleshooting to specific curricula tasks such as creating resumes and searching for jobs. Our basic and advanced computer literacy courses also assist clients in becoming more computer-savvy and build their skills to succeed in the 21st century. Our centers also host GED classes, college application workshops and SAT preparation courses to assist students in the process of applying and preparing for college. The majority of the students are the first of their family members to attend college. As first-generation college students, these prep courses prove critical in their application process. Next year, our centers will continue to offer these and additional workshop with the objective of supporting economic stability and educational advancement for residents in the San Fernando Valley and greater Los Angeles region.
Also, just to clarify, nine of the sites that we reported in Section 3a were built during December 2011 but were not actually open until January 2012. This explains why we did not have any data to collect for the year, but wanted to report the sites since funding of the establishment of these sites occurred in 2011.

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).

None.

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

One of the best practices we gained during the past year is the importance to hire staff knowledgeable of the community surrounding the center. This is vital for the community to trust staff and feel comfortable asking them about the center's services and build rapport to provide us feedback. Without the ability to relate to community members, it would be an additional barrier to communicate and outreach clients to utilize the center. We also learned the importance of establishing solid relationships with local organizations in order to publicize the center, bring in new programs/ curricula, recruit volunteers and obtain critical feedback about how to improve accessibility and function of the center.

Another lesson we gained this past year is the importance to engage in innovative outreach protocols to ensure community members were aware of the center but also felt comfortable to access and utilize our centers. A lot of our outreach really involved ensuring

families felt comfortable coming into the lab; understanding that the services are free of charge; use is anonymous when using the computers or completing a survey for confidentiality measures; and ensure community members that our staff are available to support them as they navigate the use of a computer or simply supporting their needs.

A great challenges we have faced during this past year was developing the infrastructure to offer the services to our community. Overseeing the development of 80 individually unique public computer centers is an overwhelming task, especially when we began outlining the strengths and limitations for each site. Protocols such as strategizing outreach methods or planning and scheduling courses must be customized to each individual site and surrounding neighborhood; there is no one formula for all 80 centers. Additional factors such as hours of operation, location and clients all come into play when developing work plans for each public computer center. Creating these protocols were definitely time consuming but simultaneously, beneficial to YPI staff understanding the needs of the communities we serve. One approach that has helped alleviate these challenges were to break up our centers into categories based on similarities such as schools, community based organizations and stand alone sites. Having three general categories helped align and plan how to best implement program design and increase accessibility of the centers.

Another best practices we learned is how to establish a routine and flow for installation days. We developed a system of assigning roles and responsibilities for all staff involved to ensure efficiency. We also learned the importance of identifying programming goals and using these as the overarching guiding lens when developing curriculum.

We found Open Source software is extremely valuable for agency's that do not have additional funding to invest in software and database solutions. With a little research, we have found free solutions for something that you would otherwise have to spent a significant amount of money on. For example, we use Google docs to develop our tracking system and DropBox for storing collaborative documents.

The YPI website is: www.ypiusa.org.