QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

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** **06-43-B10584**	**3. DUNS Number** **047120084**

4. Recipient Organization

University of California, Davis 1850 Research Park Drive, STE 300, Davis, CA 95618

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2012	**6. Is this the last Report of the Award Period?** ◯ 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 Sandra Stevens	**7c. Telephone (area code, number and extension)**
	7d. Email Address smstevens@ucdavis.edu
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-11-2013

Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

Access to Broadband Network: The California Telehealth Network (CTN) continues to make progress towards the mission of expanding access to broadband in underserved regions in the state. This quarter CTN completed installation of the California Rural Indian Health Board (CRIHB) broadband circuit into the CRIHB data center providing logical connections to 300 additional Indian Health Services (IHS) sites. Total number of sites connected to the CTN network at the end of Q4 2012 is now 527 sites. Of these, 165 sites have direct CTN connections and an additional 362 sites have access through logical connections.

Model eHealth Communities: The Model eHealth Community (MC) awardees span 26 counties in rural, urban and suburban regions. All major telehealth equipment ($4 million) has been purchased for participating sites. Supplemental equipment will be purchased and delivered/installed next quarter. Equipment installation and on-site training has been provided at all but three MC sites. The remaining three sites are scheduled for January 2013. The UC Davis and CTN team conducted site visits at 13 sites that received telehealth equipment under the grant. Two final site visits are scheduled for early in the first quarter of 2013. Based on assessment interviews conducted in Q3 2012, the decision was made to focus on workshop content to support community providers participation in health information exchange and to develop a Health Information Exchange (HIE) Guide as an additional resource. Three HIE trainings were conducted this quarter with 41 participants.

Comprehensive eHealth training: In Q4 2012 content for the remaining two online eHealth training courses was completed; 100% of the online eHealth training course content is now available online. At the end of Q4 2012, 629 individuals have accessed the online eHealth course content. Also during this quarter, the first "certificates of completion" were issued to students who have completed all lessons.

Development of training and educational opportunities for consumers and other anchor institutions continues to move forward. All (20 of 20) of the eHealth course content for community colleges targeting nursing, medical assistant and computer information sciences students is available for implementation in the Winter 2013 quarter. To date the course curriculum has been utilized by 29 instructors at ten community college campuses, reaching over 1,200 students. One in-person training on reliable internet-based consumer health resources was held this quarter. The self-paced tutorials completed in Q3 2012 continue to be available. In addition to the 59 individuals enrolled in the self-paced tutorials in Q3 2012, 48 individuals enrolled this quarter. During this quarter there was a roll-out of the multilingual version of the Explore Health kiosk software. This version of ExploreHealth has both English and Spanish screens for users to select the language of their choice. A training video on touch screen kiosk use was also added. At the end of Q4 2012, twenty ExploreHealth kiosks, the web-based materials to assist consumers accessing health information via the internet, have been installed in community anchor sites; 19 sites were identified for installation early in 2013.

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	**Overall Project**	78	The baseline milestone for Q4 2012 was 90%. Variance from the milestone is due to invoicing delays and the challenges outlined in #3 below.
2.b.	**Equipment / Supply Purchases**	-	Progress reported in Question 4 below
2.c.	**Awareness Campaigns**	-	Progress reported in Question 4 below
2.d.	**Outreach Activities**	-	Progress reported in Question 4 below
2.e.	**Training Programs**	-	Progress reported in Question 4 below
2.f.	**Other (please specify):**	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

Access to Broadband Network: Vendor installation lead times and recent FCC/USAC delays releasing Funding Commitment Letters continued to impact CTN's ability to complete site broadband connections in a timely manner.

Model eHealth Communities (MCs): Four of the Model eHealth Community Lead Agencies took steps to redeploy equipment, having determined that the participating site partner for each of these MCs was not using the equipment received under the grant. The lead

agencies for these Model Communities will identify partner sites that will utilize the equipment as intended. While most of the Model eHealth Communities expressed interest in the Health Information Exchange (HIE) trainings/workshops, it has been challenging to establish dates and agree on the format (in person versus webinar) with several of the MCs.

Comprehensive eHealth Training: Although all of the community college course curriculum was completed this quarter, marketing to the nursing faculty at community colleges has proven to be challenging. Most registered nursing (RN) programs focus on the acute care practice since that is where the majority of RNs work. A direct marketing campaign will be implemented to include licensed vocational nursing faculty. Similarly, identifying additional training sites for the eResources in Health in-person training continues to be a challenge. Organizations in the Central Valley have expressed interest in hosting a training, however no firm plans have been made at this time.

The development and testing of the multilingual version of the Explore Health Kiosk software, coupled with upgrading to a new operation system, resulted in user interface issues; features that were functional with the first version did not work correctly on the tablets. Recoding needed to be done to overcome several of these issues resulting in installation delays for new sites.

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
See Attached Addendum	See Attached Addundum	Activities have been reported on the attached addendum.	11,598,521	11,547,339	0	0
Total:			**11,598,521**	**11,547,339**	**0**	**0**

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

As stated in the original proposal, funding from the Federal Communications Commission (FCC) was estimated to allow enrollment of 863 Community Anchor healthcare sites to the California Telehealth Network for medical grade, secure access. Of these 575 will be medical and healthcare providers, 262 will be public safety entities, and 26 will be institutions of higher education. In addition to these healthcare sites, 55 community colleges and 480 libraries will be involved with the eHealth Training component.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

The targeted number of new subscribers (as defined in number 4b above) noted in the baseline plan for Q4 2012 was 1,150. At the end of December 2012 the total has grown to 695. In addition to the 527 CTN sites, 134 sites (88 unique anchor sites) are involved through the Model Community initiative. These sites include libraries, institutions of higher education, government and public safety facilities as well as non-profit organizations and tribal and non-CTN healthcare providers. 58 additional unique anchor sites participated in trainings for public libraries and other consumer health organizations; 14 unique sites had the ExploreHealth kiosk installed and 8 community colleges (unique sites) incorporated eHealth course content into existing curriculum.

4d. Please provide the number of households and the number of businesses and CAIs receiving discounted broadband service as result of BTOP funds.

Households: 0	**Businesses and CAIs :** 0

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

Access to Broadband Network: CTN plans to implement 170 sites during each of the first and second quarters of 2013 reaching the total connected sites of 863. Responses from requests for proposals have been received from additional broadband providers and encryption endpoint providers to diversify and accelerate CTN connectivity activities. CTN plans to award agreements to multiple vendors from this review and selection process providing sites with a variety of medical grade broadband connection options.

Model eHealth Communities: All of the remaining Implementation Support grants that have been submitted will be reviewed and processed. MCs have identified peripherals and/or software that would enhance or increase their capacity for equipment utilization. Requests for the equipment enhancements, approximately $15,000 per MC, will be reviewed and processed. The remaining HIE trainings for MC sites will be scheduled in the next quarter and the HIE guide should also be completed.

Comprehensive eHealth Training: A broadband coalition based in the Central Valley has expressed interest in hosting the in-person eResources in Health training. Installation of the remaining Explore Health kiosks will take place during the coming quarter. 19

locations are currently scheduled for installation in Q1 2013; hosts for the remaining 25 continue to be identified.

A direct marketing campaign to promote the Community College course curriculum will be implemented in Q1 2013. The campaign will include LVN faculty and students. A list of helpful strategies is also being prepared for instructors to assist them with implementing the curriculum. This will be sent to the target groups of nursing, medical assistant, and computer science faculty.

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	**Overall Project**	85	The overall project baseline milestone was projected to be 95% complete by the end of March 2013. The project completion percentage (85%) is about 10 percentage points below baseline projections. The reasons for the variance are outlined in number 3 below.
2.b.	**Equipment Purchases**	-	Milestone Data Not Required
2.c.	**Awareness Campaigns**	-	Milestone Data Not Required
2.d.	**Outreach Activities**	-	Milestone Data Not Required
2.e.	**Training Programs**	-	Milestone Data Not Required
2.f.	**Other (please specify):**	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

Access to Broadband Network: Installation lead times for the primary vendor coupled with recent FCC/USAC delays releasing Funding Commitment Letters may impact the CTN's ability to complete FCC Rural Health Care Pilot Program installations by the close of March 2013 as previously indicated.

Model eHealth Communities: Model Community (MC) sites that are not utilizing the equipment received have been identified. Due to lack of use at the original location, equipment from these sites may be relocated to other sites within the MC. Establishing training dates for the HIE training has been a challenge for some of the communities. Problems with one Lead Agency have been encountered with promoting the training and engaging their participants; UC Davis is working closely with the HIE trainer to resolve this problem.

Comprehensive eHealth Training: Although there have been limited problems with managing the ExploreHealth kiosks remotely, some maintenance and technical support needs to be undertaken to maintain the functionality for kiosks already installed. On-site service is limited due to the distant geographical location of installed sites.

We anticipate that promotion of the in-person eResources in Health trainings will continue to be a challenge. Keeping up publicity about the self-paced tutorials, continuing to engage participants, and keeping registrations numbers up will continue to be a focus in the coming quarter. The Library Field Trainer position continues to be unfilled due to the institutional and bargaining unit requirements for recruitment and hiring for this classification. Other alternatives, such as utilizing a temporary placement agency, are being explored, however, at this time it is highly unlikely that a suitable candidate will be identified. The primary role of this position would be to conduct on-site trainings, primarily in rural locations, for library staff to increase their knowledge of and ability to provide reliable internet-based information and resources on consumer health promotion and wellness. The inability to fill this position in a timely manner will impact progress for meeting project indicators and milestones.

We are encouraged by the response of community college faculty utilizing the eHealth curriculum. Engaging faculty from additional institutions may be a challenge.

Sustainable Broadband Adoption Budget Execution Details

Activity Based Expenditures (Sustainable Broadband Adoption)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Cost Classification	Budget for Entire Project			Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$2,161,217	$1,074,087	$1,087,130	$1,429,352	$839,674	$589,678	$1,500,819	$881,657	$619,162
b. Fringe Benefits	$676,860	$303,852	$373,008	$470,140	$287,127	$183,013	$489,988	$301,484	$188,504
c. Travel	$300,000	$16,522	$283,478	$69,712	$0	$69,712	$87,140	$0	$87,140
d. Equipment	$4,792,000	$1,170,700	$3,621,300	$4,069,033	$706,011	$3,363,022	$4,489,299	$1,059,017	$3,430,282
e. Supplies	$362,450	$157,000	$205,450	$565,836	$303,958	$261,878	$619,731	$305,478	$314,253
f. Contractual	$3,478,137	$1,070,580	$2,407,557	$1,333,856	$347,788	$986,068	$1,400,549	$365,177	$1,035,372
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$1,050,500	$826,200	$224,300	$1,922,241	$762,013	$1,160,228	$2,114,465	$838,215	$1,276,250
i. Total Direct Charges (sum of a through h)	$12,821,164	$4,618,941	$8,202,223	$9,860,170	$3,246,571	$6,613,599	$10,701,991	$3,751,028	$6,950,963
j. Indirect Charges	$975,932	$58,327	$917,605	$852,800	$39,974	$812,826	$1,017,392	$42,000	$975,392
k. TOTALS (sum of i and j)	$13,797,096	$4,677,268	$9,119,828	$10,712,970	$3,286,545	$7,426,425	$11,719,383	$3,793,028	$7,926,355

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: $0	b. Program Income to Date: $0