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) 09-30-2013	**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):** 10-30-2013

Project Indicators (This Quarter)

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

A project extension through March 31, 2014 was approved. The extension allows additional time to for the following: Increase broadband connectivity for healthcare providers (meet 100% of the target goal); Provide training and technical assistance to sites unable to fully utilize training and technical assistance opportunities during the project period; Complete planned library outreach efforts.

Access to Broadband Network: At the end of Q3 2013, 777 sites have access to the network. Of these, 245 sites have direct California Telehealth Network (CTN) connections and an additional 532 sites have access through the Corporation for Education Network Initiatives in California (CENIC) and other logical connections. CTN has expanded the list of connected broadband providers during this period and will continue towards the goal of 863 total connected sites by the end of March, 2014.

The Federal Communications Commission (FCC) Rural Health Care Pilot Project (RHCPP) completed a site visit with the CTN this quarter. The site visit consisted of documentation review, telemedicine discussions and critical access hospital visits along with a visit to the California Indian Rural Health Board. RHCPP representatives met with over ten professionals including the Project Coordinator, Associate Project Coordinator, nurses, Chief Information Officers and IT managers. The site visit report noted that all program rules and documentation were in order; all sites were able to show that the CTN connections were operational. Telemedicine is conducted over the network for tele-radiology, tele-pharmacy, tele-psychiatry, tele-rheumatology, ePrescribing, tele-pulmonology, tele-oncology, tele-stroke, tele-nephrology, team meetings, grand rounds, and adult/pediatric behavioral health. In addition, a comprehensive tele-diabetes program provides for a combination of education, endocrinology, podiatry, etc. Health Care Providers (HCPs) can connect to a state Health Information Exchange through the network. The medical professionals and others visited were all very enthusiastic about the infrastructure and bandwidth being provided that allows them to better serve their patients. All of the HCPs noted that the Pilot network funding was essential to their viability and ability to meet healthcare reform mandates, such as meaningful use etc. The site visit report noted that the CTN is an excellent program with plans to implement more telemed services across the state.

Model eHealth Communities: The Model eHealth Community (MC) awards concluded on June 30, 2013. Asset transfer of the major telehealth equipment, purchased and installed at MC sites, was initiated at the conclusion of the MC project period. A project compendium, highlighting lessons learned and best/promising practices is being compiled.

Final reports for the 15 MC were due July 15, 2013. Data collected from the reports indicate that in the Model Communities: More than 25 clinical applications resulted in over 40,000 telehealth visits during the grant period; more than 500 patients benefited from video interpretation services; 290 patients were enrolled in remote patient monitoring programs; over 1,500 consumers participated in consumer health education classes via video conference; 775 consumers attended health literacy courses; 233 Project Echo sessions were provided to 129 Primary Care Providers; over 400 providers attended Grand Rounds via video conference; 122 providers attended virtual tumor boards; and 1,221 providers attended CEU sessions provided over video conference.

eHealth Training: To date, 939 individuals accessed the online eHealth Broadband Adoption Training courses. September 1, the training courses were migrated to the Center for Health and Technology (CHT) website and will continue to be available until the content is outdated or no longer technically accurate. 29,723 individuals received 782 hours of course material on Broadband Enabled HealthCare through community college and continuing education course offerings. An additional 125 unique sites offered the course work online for continuing education credits. 204 individuals participated in the online, tutorials for library staff.   The in-person eHealth Resources Training for Public Libraries was delivered to 356 staff in 144 libraries in 34 counties. Fifty ExploreHealth kiosks were installed at community anchor sites. Although the Explore Health training kiosks have been de-commissioned, the Explore Health training content will continue to be available via the internet.

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**	95	The baseline milestone for Q3 2013 was 100%. Variance from the milestone is due in large part to the lack of broadband access, procurement challenges and delays as well as subrecipient issues which delayed progress. Specific challenges are outlined in #3 below.
2.b.	**Equipment / Supply Purchases**	-	Progress reported in Question 4 below

		Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
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: Due to ongoing vendor and Federal Communications Commission (FCC) administrative delays, the CTN has been unable to reach the stated goal of serving eight hundred and sixty-three (863) anchor institutions by August 31, 2013. The approval process through Universal Services Administration Contract (USAC) continued to delay site implementations along with continued issues with vendor installation lead times. CTN staff will continue to target achievement of 863 site installations. The extension to the project period will allow the CTN the time necessary to meet the goal of 863 connected sites thereby providing the connectivity needed for BTOP funded services.

The delays in broadband installation hindered implementation of telehealth applications; consequently relevant telehealth training and technical assistance has also been delayed for some sites. Sites that experienced delays in CTN installation and connectivity consequently experience slow starts implementing telehealth applications. Access to technical and operational assistance will be extended to these sites so they can address adoption issues.

Model eHealth Communities: The Model Community grants concluded at the end of June 2013. The challenges encountered and best-practices identified by the MCs are being compiled into a project compendium. The project compendium, as well as short videos highlighting MC activities, will be available early in Q4 2013.

Comprehensive eHealth Training: The in-person eResources in Health trainings for public library staff was very successful this quarter. However, administrative challenges resulted in a delay in executing an extension for the agency conducting the training services.

Resolutions for addressing technical (hardware and software) issues relating to the ExploreHealth kiosks were evaluated this quarter. A workable solution to the technical issues (remote management of the ExploreHealth kiosks; and restricted access to other internet sites) could not be identified. Due to the number of software concerns that could not be addressed the decision was made to close the ExploreHealth kiosk portal, and decommission the deployed kiosks. Sites were notified that the ExploreHealth kiosk would no longer be supported; instructions were provided to reset the table to the original operating system. Sites were encouraged to continue to access the content via the ExploreHealth website.

Tablets that were originally intended to be ExploreHealth Consumer Education kiosks were made available to Connecting to Care (CtoC), a non-profit organization that was lead agency for two Model eHealth Community grants. CtoC works with many northern California communities to promote the use of telehealth to expand access to health care. The tablets will be used in CtoC tele-behavioral health services. For individuals diagnosed with multiple disabilities in addition to Autism Spectrum Disorder (ASD), there are often serious barriers to functional communication; meaningful interaction with their community, access to medical care, educational opportunities and work opportunities. These tablets have been found to be a highly effective speech generating device, enabling individuals to communicate their needs and feelings. Using tablets as an Assistive Technology (AT) device, individuals with ASD and multiple disabilities can integrate socially, absent the stigma associated with having a disability. The inclusion of tablet technology is a necessary evolution for individuals with special needs who utilize AT services. The tablets will be used to promote access to broadband dependent healthcare.

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

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 Addendum	Activities have been reported on the attached addendum.	11,612,826	11,561,680	0	0
Total:			11,612,826	11,561,680	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 Q3 2013 was 1,398. At the end of September 2013 the total has grown to 1,296. In addition to the 777 CTN sites, 134 (87 unique anchor sites) were 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. 236 additional unique anchor sites participated in trainings for public libraries and other consumer health organizations; 40 unique sites had the ExploreHealth kiosk installed, 31 community colleges (unique sites) incorporated eHealth course content into existing curriculum and 125 unique sites hosted the continuing education courses for registered nurses.

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 staff is focused on accelerating the pace of installations to meet the goal of 863 total connected sites by the end of March 2014. Trainings (face-to-face and webinars) on operational areas key for a successful telehealth program (scheduling, billing, contracting, provider buy-in, marketing etc.) will be provided to sites impacted by the delay in connectivity.

Model eHealth Communities: The project period for the Model eHealth Communities ended on June 30, 2013. The project compendium, highlighting lessons learned and best/promising practices is being finalized and will include information compiled from the MC monitoring data and focus groups.

Comprehensive eHealth Trainings: Library field trainers will continue the on-site trainings for library staff in underserved areas in urban and rural locations throughout the state. Broadband Enabled HealthCare continuing education courses for nursing credits will continue to be offered online.

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	97	The overall project baseline milestone was projected to be 100% complete by the end of August 2013. Reasons for variance from the projection 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: CTN has deployed Site Outreach Consultants to encourage broadband adoption in rural and medically underserved urban communities. The expectation is that these consultants will be successful; however results have not yet met expectations. CTN is providing the Site Outreach Consultants additional training to enhance productivity.

Model eHealth Communities: No challenges are anticipated for this component of the project as the project period for the Model eHealth Community grants ended June 30, 2013.

Comprehensive eHealth Training: The in-person eHealth Resources Training for library staff will continue to be offered to libraries in rural and urban underserved locations throughout the state. Administrative delays create a challenge for maintaining staffing continuity.

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	$1,762,684	$991,350	$771,334	$1,649,438	$935,531	$713,907	$1,671,952	$952,078	$719,874
b. Fringe Benefits	$569,851	$300,190	$269,661	$563,112	$323,421	$239,691	$572,814	$330,506	$242,308
c. Travel	$279,001	$21,813	$257,188	$156,456	$21,616	$134,840	$159,456	$24,616	$134,840
d. Equipment	$4,815,000	$1,323,134	$3,491,866	$4,740,742	$1,331,356	$3,409,386	$4,740,742	$1,331,356	$3,409,386
e. Supplies	$486,370	$145,195	$341,175	$902,461	$358,706	$543,755	$902,462	$358,707	$543,755
f. Contractual	$2,216,706	$969,240	$1,247,466	$1,884,527	$662,082	$1,222,445	$2,197,027	$699,582	$1,497,445
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$2,441,301	$862,505	$1,578,796	$2,055,628	$779,200	$1,276,428	$2,090,628	$814,200	$1,276,428
i. Total Direct Charges (sum of a through h)	$12,570,913	$4,613,427	$7,957,486	$11,952,364	$4,411,912	$7,540,452	$12,335,081	$4,511,045	$7,824,036
j. Indirect Charges	$1,226,183	$63,841	$1,162,342	$1,099,430	$49,438	$1,049,992	$1,111,767	$58,684	$1,053,083
k. TOTALS (sum of i and j)	$13,797,096	$4,677,268	$9,119,828	$13,051,794	$4,461,350	$8,590,444	$13,446,848	$4,569,729	$8,877,119

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