

WA BTOP Year End Report 2011

January 30, 2012

Executive Summary

At the year-end, twenty two grant recipients have reported activity as a result of their BTOP grants. During the past year, one grantee (Safe Homes Veterans Technology Center) is no longer participating in the grant program. The Chelan County Court and the Kalispel Tribal Court started their grant activities later than the others.

All grantees have made progress over the past year towards their goals. New computer equipment, connectivity upgrades, developing and refining curriculum, improving websites, purchasing new technical equipment and hiring staff were among the continuing efforts of the majority of the grantees. In addition, grantees have made efforts towards sustainability of their programs by engaging in resource sharing, partnering with other community organizations, and increasing the visibility of their public computing centers through outreach activities. Outreach activities include staff presentations to schools and other community centers, attending community events, local news media promotion, and creating brochures promoting services.

All but three grantees have engaged in training programs for their clients, with the most number of training hours being provided in the areas of Basic Internet and Computer Use and Multimedia

The following are the six domains identified by Washington CCN-BTOP as targets for outcomes enabled by increased access to broadband services through community technology centers and public libraries.

- Technology Skills Enhancements
- Employment Skills and Opportunities
- Educational Enhancement
- Access to Information and Services
- Life Skills and Social Inclusion
- Legal and Law Related Services

Throughout the past year, the 23 grantees have shown use across all six of these use areas and also shown significant clients outcomes as a result. The areas of Access to Information and Services and Life Skills and Social Inclusion remained the highest use areas, followed by use related to Technology Skills Enhancement.

Introduction

This report is divided into five sections:

- Section 1: Major Grant Activity by Grantees

- Section 2: Grantee Inputs (e.g. operating hours, client visits, number of classes offered, etc.)
- Section 3: Activity Changes (e.g. training and classes offered, client attendance, etc.)
- Section 4: Domain Activity by Grantees
- Section 5: Problems Encountered by Grantees

Complete responses from the grantees responding to the survey are included in Appendices. Certain data reported by grantees was adjusted in the report to account for data entry errors.

I. Major Grant Activity by Grantees:

The following are summaries from the individual grantees detailing the major activities they have conducted this past reporting period.

Associated Recreational Council:

The Associated Recreation Council added additional internships for a total of 16 internships this year. These internships were created to increase technology literacy, interpersonal skills, employment experience and overall self-confidence for participating youth.

They developed a standardized curriculum and evaluation tool for the most common technology training courses resulting in 36 updated courses offered.

Through multiple outreach activities conducted recently, they have developed a growing base of community partners and formed a Communications Strategy Committee to develop and focus their marketing efforts and implement a public education campaign about the value of technology and encourage the adoption of broadband technology.

ARC installed wireless routers at each of their community centers and implemented new policies for access restrictions, filtering, and security. The new wireless capacity and use policies has allowed users to connect to the Internet when their labs were closed while keeping the network secure and protecting users from harmful or inappropriate content.

Future Plans: Launching the Rec-Tech blog, better survey tracking and reporting, adding staff, purchasing new equipment including projectors and screens for demonstrating training processes will be implemented 1st quarter 2012.

Burlington Public Library:

The Burlington Public Library set up a Career Resource Center with three desktop PCs networked into the Burlington Public Library public computing network. A newly designed webpage provides links to premium databases and three categories of web based resources. Twelve laptop computers purchased partially with BTOP funds were configured for public access throughout the library to be used by patrons within the library for accessing e-resources in support of job searching, education, career and business needs.

The library has implemented and documented new use policies and connected with the Washington State Work Source office staff and the Economic Development Association of Skagit County to align curriculum and identify other training needs. Library staff have received training on delivering technology training. The library director and reference librarian met with contract trainers from Worksource, Economic Development of Skagit County to lay the groundwork for future resource sharing.

Chelan County Law Library/Public Law & Justice Computing Center:

The Chelan County Law Library has made substantial progress in implementing their new public computing center, which is scheduled to open early 2012. They created a successful working relationship with the newly hired justice resource coordinator and reached a space exchange and sharing agreement to move the existing law library to a larger and more public space and better accommodate additional work stations. This more visible and accessible location will likely increase traffic to the public computing center. The new space arrangement will also provide a private area for patrons who require confidential communications via the grant-funded public computers.

Extensive outreach efforts will be coordinated with NCW Regional Library at the center's opening to reach a greater number of community members. Volunteers may be added. Space will be offered to specific law and justice related community agencies for their training needs.

Chinese Information and Service Center

CISC held four computer training workshops in Bellevue and Kirkland for 43 seniors. They are partnering with Jefferson Computer Lab to launch the first computer class for Mandarin residents living in Jefferson Terrace. Over the next year they intend to implement professional training for current staff as well as developing and offering more training in MS office applications to job seekers and small business owners. They will continue to seek funding opportunities to replace existing hardware and improve computer center operations.

They have increased their focus on outreach and sustainability by participating in the United Way Day of Caring and sponsoring a Tech Health Day, an event promoting the safe adoption of technology. They have also recruited volunteers through one of their classes.

Digital Promise:

Digital Promise incorporated SYEP youth placement and expanded hours coupled with assistive technology access. They were able to increase their hours of operation and lab time and saw several of their clients achieve economic outcomes, including one young disabled client who obtained a full-time job with benefits. They plan to continue to add new equipment and training classes, which will be developed in response to client demand on a feedback survey.

East African Community Services:

East African Community Services recruited 15 University of Washington students of East African origin to serve as mentors to participants in a summer youth program which had 75 participants. Fliers for their

Computer literacy program have been distributed to local community centers and business locations in order to recruit new clients. Forty-six training sessions of basic computer and internet usage were provided. Thirty-six people were helped with resume writing, and five of those secured employment.

Edith Bishel Center for the Blind and Visually Impaired:

Edith Bishel Center for the Blind and Visually Impaired developed a new curriculum for training blind and low vision clients in using the accessibility features of the iPad. Clients will learn to use the iPad with VoiceOver or Zoom to help them with daily living, in school or at work. They have conducted a presentation of these features to a group of blind and low vision people. A work station to provide additional training was installed and additional equipment and training curriculum will be added next year.

Full Life Care:

Technology literacy classes are fully implemented at both Full Life Care sites. Classes have filled up quickly for both basic and intermediate level instruction and there are now waiting lists for future instruction

Full Life Care participated in the United Way Day of Caring and initiated outreach activities to promote their services to their building residents. A new volunteer at the Jefferson Terrace location has enabled Full life to increase their weekly hours to 17. Open lab time hours were increased by 24 hours weekly between both sites, made possible by additional time commitments by volunteers and the program coordinator.

Helping Link:

Helping Link has refined their computer skills class curriculum and is now offering ten session basic computer skills sessions. They have been selected by Foster School of Business as a project site and will be meeting with students, Rotary and business mentors who will help promote and market their computer services in the next year. Outreach activities will be developed to attract new students, identify businesses to support their computer skills training and develop strategies for identifying and resolving other challenges.

Horn of Africa Services:

Horn of Africa Services was slow to get started on their grant activities and did not fully report their activities during the first three quarters. They now appear to be making progress towards their grant goals with new training in Basic Internet and Computer Use Skills.

Kalispel Tribe:

Kalispel Tribal Court installed videoconferencing systems at the Kalispel Tribal Court in Cusick and the Cama Center for Health and Wellness. Two more are scheduled for installation in the Kalispel Tribal Courtroom in Airway Heights, and one for the Pend Oreille County District Court in Newport, WA. In

addition, one of the confidential sites has been fully implemented in the Kalispel Tribal Court building in Cusick with one more in Airway Heights planned. Through a cooperative agreement, inmates in the Pend Oreille County Jail that are defendants in Kalispel Tribal Court may now appear through videoconferencing rather than being physically transported. Several hearings were held here via the video conferencing system purchased with BTOP funds.

LaConner Regional Library:

La Conner Regional Library has updated their software and purchased Wi-Fi spots. Handouts were updated in preparation for upcoming classes, which are scheduled for the first quarter of next year.

Lopez Family Resource Center:

The center is now providing additional technology courses, one-on-one training sessions and business coaching. Six certified Employment and Life Skills classes were offered.

They have acquired 6 new laptops, mice, and software for their computer classes, and has updated their software and purchased Wi-Fi spots. Purchase of four additional laptops are planed.

Multimedia Resources and Training Institute:

MRTI has purchased new multimedia software for their clients to train clients in video production, image editing, and website design courses. They have also added resources to help clients learn to play piano through a computer-aided program. They plan to live stream instruction through social media to train students who are unable to attend class.

Neighborhood House:

Neighborhood House expanded the Rainier Vista computer lab hours , launched a new mobile lab at their West Seattle High Point facility, and launched the Youth Access Corps (YAC) at both sites. The YAC program at Rainier Vista taught media literacy and video editing skills, while the High Point site focused on leadership training, technology skills building, financial literacy, and community service.

New Neighborhood House staff has been trained to use the lab equipment for youth and adult programs. They have hired a new AmeriCorps member in September 2011 to help with volunteer recruiting and training, teaching lab classes and developing new lab partnerships. They launched two new Youth Access Corps programs this fall, one at High Point and one at the Rainier Vista site. Both have over 10 youth enrolled. Both sites began offering classes in Basic Computer Skills, Job Skills, and ESL, as well as being open for open lab time.

New Futures:

New Futures has provided educational support services including ESL/ELL training conducted by volunteers and has onsite staff to assist children, youth, and adults with access to computers,

technology and learning related needs, most of whom are immigrants or refugees. They documented their procedures and policies and have trained new staff and volunteers.

Puyallup Public Library:

The library hired a project manager, developed curriculum, and planned classes for the next year, including an SAT preparation course. Their new Internet instruction curriculum is in the process of being translated into Spanish. They went through a community focus group to build partnerships with community leaders and to determine community needs.

They have increased their broadband with help from the Washington State Library and received 12 laptop computers, 2 desktops, and other accessory equipment. To date they have received all of their hardware and are just awaiting new computer tables to complete the installation of their grant funded equipment.

Street Youth Ministries:

Street Youth Ministries has received its new hardware and software and have finalized curriculum and procedures for their program targeting homeless youth for life skills acquisition for greater stability and independence. They plan to launch their program in the next year

Upper Skagit Library:

The library has revised their training manual and added 6 laptops for open lab time. They refined their curriculum and training documentation for new basic Internet literacy training sessions and plan to add training in social media at some point in the future. Future Plans: New furniture will be purchased to allow for more flexibility in their offered classes. Two staff members will be hired to provide increased support for problems or questions, and provide back up for the classes.

Yakama Nation Library:

Yakama Nation library has installed 15 additional new computers which has alleviated waiting times for patrons. A grant funded computer lab assistant was hired to provide technical advice to patrons. A multimedia youth workshop was conducted to help encourage youth to utilize the library as a resource and introduce them to technology available to them. In the next year they plan to add basic computer training on Saturdays and an adult multi-media workshop. They also plan to provide classes to the neighboring elder housing complex next year. They are partnering with YN land enterprise to wirelessly access their Internet, and provide an Internet connection to clients using laptops funding by BTOP grants at other housing projects.

Yakima Interfaith Coalition:

The coalition offered classes in four new locations in partnership with other agencies. Yakima They added additional hours of ESL classes using Rosetta Stone software and a computer-based drivers' training program. For outreach, they are participating in a monthly one-hour radio program, issued PSAs

to Spanish language radio stations, and participated in 3 community fairs. Next year they will add classes in the mornings and evenings and will partner with the Wapato school district for an additional class. They also plan to update all their computers to Windows 7 and Office 2010. 11 of their 45 students registered for their citizenship class became US citizens in the fall.

YMCA of Greater Seattle

YMCA added 25 new training sessions, completing curriculum for Techrecreation sessions, and marketing their program to other partners. Six fee for services sessions were lined up for summer 2012 to increase revenue to the department. They have engaged in extensive outreach activities, including maintaining a blog, having tables at community events, and also meeting with other WA BTOP grantees.

II. Grantee Inputs

Table 1 shows the change in resource inputs as reported by each of the grantees between the 3rd and fourth quarters of the previous year. Collectively operating hours per week for all locations increased by 44, with some centers reporting a decline in hours open. The number of public work stations increased overall by 25, though some centers reported a decline, perhaps as a result of taking old equipment out of service. Volunteer hours increased by 679 hours, or approximately 31 hours per center. The average number of client visits per week increased by 619, an average of 21 additional visits per center. For some of the organizations, the numbers of visits reflect multi-use facilities or are the total of multiple centers maintained by one organization. 200 new classes were offered.

Table 1: Change in resources by organization

Name of Organization	Operating hours (M-F)	Operating hours (S-S)	Public Workstations	Volunteer hours	Average client visits per week	Number of classes offered
Associated Recreation Council	-81	-13	-30	376	31	11
Burlington Public Library	-2	0	12	31	-22	56
Chelan County Law Library/Public Law & Justice Computing Center	0	0	0	0	-2	0
*Chinese Information and Service Center	-2	0	0	100	7	10
Digital Promise	15	-2	0	-447	-16	-2
East African Community Services	-12	-5	-1	218	-117	18
Edith Bishel Center for the Blind and Visually Impaired	5	0	0	0	-1	62
Full Life Care	24	0	1	101	54	17
Helping Link	21	0	15	0	35	37
Horn Of Africa Services	48	8	12	312	12	3
Kalispel Tribe	0	0	2	0	0	0
La Conner Regional Library	0	0	0	0	60	0
Lopez Family Resource Center	2	0	0	16	6	-6
Multimedia Resources and Training Institute (MMRTI)	0	2	4	15	30	0
Neighborhood House	0	0	0	412	-226	1
New Futures	-23	0	0	-536	482	-4
Puyallup Public Library	0	0	2	10	-195	8
Street Youth Ministries	12	0	2	144	0	0

Upper Skagit Library	0	0	0	0	-26	4
Yakama Nation Library	-4	0	7	-22	315	1
Yakima Interfaith Coalition	0	1	-1	109	32	0
YMCA of Greater Seattle	49	1	0	-160	160	-16
Total	52	-8	25	679	619	200
Average	2.4	-0.4	1.1	30.9	28.1	9.1

III. Activity Changes

Table 2 indicates that during the previous year, 4 grantees upgraded their broadband capacity and added new wireless capability. As a result of BTOP grants, 129 new computer work stations were added in 12 of the 23 technology centers. Along with new computer terminals, 105 new training curricula were added at 14 technology centers as well as 105 new training sessions at 15 centers. A total of 309 operating hours were added since the inception of the BTOP program in 9 centers.

Table 2: Grant activities by organization

Name of Organization	Upgraded Broadband Capacity	New Wireless Capability	New workstations	New or revised technology training		Additional Hours
				Curricula	Sessions	
Associated Recreation Council	No	Yes	29	6	39	0
Burlington Public Library	No	No	15	0	1	0
Chelan County Law Library/Public Law & Justice Computing Center	No	No	0	0	0	0
Chinese Information and Service Center	No	Yes	16	12	31	4
Digital Promise	No	No	0	3	3	10
East African Community Services	No	No	6	0	0	0
Edith Bishel Center for the Blind and Visually Impaired	No	No	2	40	129	0
Full Life Care	No	No	3	1	12	26
Helping Link	No	No	0	5	2	0
Horn Of Africa Services	Yes	No	0	0	0	6
Kalispel Tribe	No	No	4	0	0	0
La Conner Regional Library	No	Yes	0	0	0	0
Lopez Family Resource Center	Yes	No	0	9	21	2
Multimedia Resources and Training Institute (MMRTI)	No	No	10	1	1	0
Neighborhood House	Yes	Yes	15	14	52	17
New Futures	No	No	0	0	0	0
Puyallup Public Library	Yes	Yes	0	5	3	0
Street Youth Ministries	No	No	2	0	0	0
Upper Skagit Library	No	No	0	1	6	0
Yakama Nation Library	No	No	15	1	3	192
Yakima Interfaith Coalition	No	No	12	1	10	3
YMCA of Greater Seattle	No	Yes	0	6	46	49
Total	4	6	129	105	359	309

Table 3 indicates that the highest reported training hours for classes were related to multimedia, with the grantees providing over 9,600 training hours in this area over the past year. The next highest reported training hours were for basic Internet and computer use classes, with nearly 8,500 training hours. In total, the grantees provided nearly 33,719 training hours across eight categories in the past year.

Table 3: Cumulative trainings hours provided

Name of Organization	Basic	Multimedia	Office	ESL	GED	College	Certified	Other
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	Internet and Computer use		Skills				Preparatory	Training Programs	
Associated Recreation Council	631	1116	114	475	0	1767	0	356	
Burlington Public Library	23	23	12	0	0	0	0	6	
Chelan County Law Library/Public Law & Justice Computing Center	10	0	0	0	0	0	0	0	
Chinese Information and Service Center	1257	350	344	0	0	272	0	0	
Digital Promise	719	20	895	0	0	0	0	68	
East African Community Services	584	18	42	70	0	5	0	75	
Edith Bishel Center for the Blind and Visually Impaired	276	18	25	0	0	0	0	13	
Full Life Care	159	62	98	0	0	0	0	0	
Helping Link	18	20	56	55	0	0	0	0	
Horn Of Africa Services	384	288	144	0	0	20	2	0	
Kalispel Tribe	0	0	0	0	0	0	0	0	
La Conner Regional Library	0	0	0	0	0	0	0	0	
Lopez Family Resource Center	408	82	42	230	53	0	127	0	
Multimedia Resources and Training Institute (MMRTI)	34	49	40	0	0	5	0	0	
Neighborhood House	390	2330	162	1638	0	6	0	309	
New Futures	131	21	0	5480	0	0	0	0	
Puyallup Public Library	10	0	3	0	0	0	0	20	
Street Youth Ministries	0	0	0	0	0	0	0	0	
Upper Skagit Library	23	0	0	0	0	0	0	0	
Yakama Nation Library	152	261	149	0	0	2	0	1	
Yakima Interfaith Coalition	2753	0	0	1491	130	0	0	142	
YMCA of Greater Seattle	490	5000	9	0	0	0	511	148	
Total	8452	9658	2135	9439	183	2077	640	1138	

Table 4 indicates the most widely attended training activity attended was basic Internet and computer use with 2,004 clients served. The second most attended classes were those related to multimedia, with 1,712 clients served. In total, 5,736 clients attended classes and training sessions provided by the grantees; the YMCA provided classes to the most number of clients, totally 1,329; the Associate Recreation Council was nearly as productive, serving 1,177 clients. Both YMCA and ARC mostly serve youth.

Table 4: Attendance at trainings and classes

Name of Organization	Basic Internet and Computer use	Multimedia	Office Skills	ESL	GED	College Preparatory	Certified Training Programs	Other
Associated Recreation Council	162	371	54	75	0	443	0	72
Burlington Public Library	56	37	24	0	0	0	0	30
Chelan County Law Library/Public Law & Justice Computing Center	0	0	0	0	0	0	0	0
Chinese Information and Service Center	384	83	77	0	0	17	0	0
Digital Promise	167	2	65	0	0	0	0	0
East African Community Services	39	21	13	85	0	6	0	75
Edith Bishel Center for the Blind and Visually Impaired	178	15	25	0	0	0	0	4
Full Life Care	275	37	49	0	0	0	0	0

Helping Link	10	10	29	16	0	0	0	0
Horn Of Africa Services	8	9	5	0	0	10	2	0
Kalispel Tribe	0	0	0	0	0	0	0	0
La Conner Regional Library	0	0	0	0	0	0	0	0
Lopez Family Resource Center	41	21	5	15	1	0	55	0
Multimedia Resources and Training Institute (MMRTI)	32	41	30	0	0	0	0	0
Neighborhood House	46	91	18	38	0	6	0	42
New Futures	86	12	0	187	0	0	0	0
Puyallup Public Library	190	0	52	0	0	0	0	20
Street Youth Ministries	0	0	0	0	0	0	0	0
Upper Skagit Library	17	0	0	0	0	0	0	0
Yakama Nation Library	25	40	25	0	0	1	0	0
Yakima Interfaith Coalition	122	0	0	79	13	0	0	16
YMCA of Greater Seattle	166	922	6	0	0	0	139	96
Total	2004	1712	477	495	14	483	196	355

IV. Outputs & Impacts

The six IMPACT types identified by WA BTOP resulting from increased access to broadband based on the purpose of the awarded grants are listed below:

- Technology Skills Enhancement
- Employment Skills and Opportunities
- Educational Enhancement
- Access to Information and Services
- Life Skills and Social Inclusion
- Legal and Law Related Services

Table 5 indicates that 47,413 clients used equipment or services provided by the grant recipients in the Life Skills and Social Inclusion domain, followed closely by Access to Information and Services with 43,899. The Puyallup Public Library dominated use in these two domains due to extensive public access computing terminals. Clients may achieve impacts in multiple areas and may be counted multiple times depending on frequency of visits. Impact types are reported for open lab hours as well as training sessions.

Table 5: Cumulative domain activity by organization

Name of organization	Number of clients participating in domain activities					
	Technology Skills Enhancement	Employment	Education	Access to information	Life skills/social	Legal and Law
Associated Recreation Council	1064	184	602	545	0	0
Burlington Public Library	180	45	0	0	3	0
Chelan County Law Library/Public Law & Justice Computing Center	0	0	25	60	0	70
Chinese Information and Service Center	1765	769	806	1475	745	0
Digital Promise	48	26	0	72	51	0
East African Community Services	0	102	27	4	0	0
Edith Bishel Center for the Blind and Visually Impaired	165	8	6	49	51	0
Full Life Care	299	593	190	337	2012	0
Helping Link	26	21	22	10	12	0

Horn of Africa Services	0	50	25	25	40	0
Kalispel Tribe	0	0	0	0	0	100
La Conner Regional Library	0	0	0	0	0	0
Lopez Family Resource Center	64	98	25	470	420	6
Multimedia Resources and Training Institute (MMRTI)	91	4	4	95	34	0
Neighborhood House	162	217	93	767	675	0
New Futures	0	107	808	938	635	0
Puyallup Public Library	16175	284	35	35884	35884	0
Street Youth Ministries	0	12	2	69	24	2
Upper Skagit Library	6	3	0	1	0	0
Yakama Nation Library	293	815	200	3020	6520	0
Yakima Interfaith Coalition	185	4	378	78	27	0
YMCA of Greater Seattle	693	56	75	0	280	0
Total	21,216	3,398	3,323	43,899	47,413	178

Technology Skills Enhancement Impacts

21,216 clients used technology or services from 15 of the 23 grant recipients for activities related to Technology Skills Enhancement this quarter. Table 6 indicates the most frequently reported outcome in the Technology Skills Enhancement domain was improving mouse and keyboarding skills with 1,896 clients achieving this outcome. The second most reported outcome was successfully navigating the Internet, which 1,784 were able to achieve.

Table 6: Cumulative technology skills enhancement impacts

Name of organization	Total Number of Clients Using CTC for this purpose	Specific Types of Uses and Impacts										
		Mouse and keyboard	Navigate Internet	Internet Safety	Create Email	Word Document	Advanced Technology	Enroll in a certified training program	Complete a certified training program	Maintain Computer	Operate digital camera	Record and edit files
Associated Recreation Council	1064	97	109	71	49	77	44	0	0	7	25	217
Burlington Public Library	180	53	16	0	12	20	0	1	0	0	1	0
Chelan County Law Library/Public Law & Justice Computing Center	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Chinese Information and Service Center	1765	974	957	956	45	89	159	39	34	398	857	458
Digital Promise	48	31	31	31	27	31	12	0	1	15	3	2
East African Community Services	0	24	18	15	9	24	0	0	0	0	0	0
Edith Bishel Center for the Blind and Visually Impaired	165	56	56	56	9	50	0	0	0	10	2	2
Full Life Care	299	197	197	6	197	119	4	0	0	3	22	0
Helping Link	26	17	11	7	10	12	2	2	0	2	5	5
Horn Of Africa Services	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Kalispel Tribe	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
La Conner Regional Library	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Lopez Family Resource Center	64	4	9	3	24	11	0	17	17	2	3	3

Multimedia Resources and Training Institute (MMRTI)	91	20	11	14	13	5	4	4	2	10	53	8
Neighborhood House	162	133	141	146	115	177	0	0	0	0	74	54
New Futures	0	0	0	0	0	0	0	0	0	0	0	0
Puyallup Public Library	16175	139	94	0	94	115	0	0	0	0	0	0
Street Youth Ministries	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Upper Skagit Library	6	6	6	0	6	6	0	0	0	0	0	0
Yakama Nation Library	293	21	15	16	40	100	2	0	0	0	55	70
Yakima Interfaith Coalition	185	108	92	185	81	94	0	61	0	0	29	0
YMCA of Greater Seattle	693	16	21	68	47	58	88	0	0	0	382	415
Total	21,216	1,896	1,784	1,574	778	988	315	124	54	447	1,511	1,234

Notable technology skills and enhancement activities include:

- At the Yakima Interfaith Coalition, all students enrolled in computer classes participated in a project using PowerPoint and presented it at the center's end of the quarter celebration.
- At Full Life Care a client was able to scan and edit images he is using to create greeting cards for sale.
- Fourteen Associated Recreational Council clients completed digital animation projects for presentation tools and Internet applications.
- Full Life Care clients created Power Point presentations to demonstrate their newly acquired computer technology skills.
- Burlington Public Library patrons downloaded eBooks to eReaders; applied for driver's licenses renewal via the state website; create a blog; learned a new language via library database.
- Digital Promise started using Sky Drive to help clients save documents to a jump drive so they can transport their documents.
- Ten Multimedia Resources and Training Institute (MMRTI) clients used social media to stream their video on the internet.
- Neighborhood House clients improved their typing skills and learned to use flashdrives.
- Five patrons at the Puyallup Public Library used database courses to improve technology skills
- Yakama Nation Library patrons learned to use iTunes on their iPods and iPads.
- Five parents at the Yakima Interfaith Coalition learned how to access an online system to see their children's school records.

Employment Skills & Opportunity Impacts

3,412 clients from 19 technology centers used equipment or services related to building employment skills or looking for employment opportunities. Table 7 indicates the most frequently reported outcomes in the Employment Skills and Opportunities domain were searching for employment with 1,279 clients engaged in this activity, followed by getting information about a career with 1,271 clients achieving this outcome.

Table 7: Employment skills and opportunity impacts

Name of organization	Specific Types of Uses and Impacts											
	Total Number of Clients Using CTC for this purpose	Learned "soft-skills"	Using workplace technology	Maintaining workplace technology	Find information about career	Search for a job	Create a resume	Online application	Received interview	Got hired	Business planning	Use small business software
Associated Recreation Council	184	56	96	10	46	101	62	50	2	2	0	0
Burlington Public Library	45	0	6	0	38	17	17	17	0	0	0	6
Chelan County Law Library/Public Law & Justice Computing Center	0	0	0	0	0	0	0	0	0	0	0	0
Chinese Information and Service Center	769	30	26	23	42	48	39	33	21	22	23	23
Digital Promise	26	11	12	5	19	26	5	23	5	4	0	5
East African Community Services	102	20	28	0	9	22	16	9	10	5	0	0
Edith Bishel Center for the Blind and Visually Impaired	8	4	7	0	7	6	3	3	2	0	0	0
Full Life Care	593	0	49	0	98	231	68	99	2	1	45	0
Helping Link	21	0	6	0	10	12	12	0	0	0	0	0
Horn Of Africa Services	50	24	0	0	0	25	40	40	0	5	0	0
Kalispel Tribe	0	0	0	0	0	0	0	0	0	0	0	0
La Conner Regional Library	0	0	0	0	0	0	0	0	0	0	0	0
Lopez Family Resource Center	98	0	54	10	6	9	4	6	1	1	60	3
Multimedia Resources and Training Institute (MMRTI)	4	4	8	2	4	6	4	4	2	2	2	2
Neighborhood House	217	10	114	61	133	103	89	68	0	0	0	0
New Futures	107	9	31	0	95	97	27	4	3	1	0	0
Puyallup Public Library	298	0	14	0	158	0	43	0	0	0	0	284
Street Youth Ministries	12	2	0	0	8	8	4	2	0	0	0	0
Upper Skagit Library	3	0	0	0	0	0	0	2	0	0	0	0
Yakama Nation Library	815	10	90	0	195	540	105	410	100	10	0	0
Yakima Interfaith Coalition	4	1	0	0	5	4	5	1	1	1	0	0
YMCA of Greater Seattle	56	24	35	0	33	24	24	24	0	0	0	0
Total	3,412	205	576	111	906	1279	567	795	149	54	130	323

Notable Employment Skills and Opportunities outcomes as a result of these programs/services included:

- 54 people found employment using technology from the grantees.
- Puyallup Public Library had 284 clients use the REFERENCE USA database for business research.
- Burlington Public Library patrons used the library testing preparation database to prepare for specific job tests.

- Digital Promise helped clients explore possible new careers in the new economy and receive on the job training for office skills and administration.
- Lopez Family Resource Center clients increased general comfort and ability to navigate computers and gained competency using Excel and Word.
- Four clients at New Futures used the computers to find training opportunities for skills needed for jobs and 16 used their email accounts to review job notices that arrive through electronic job announcement list servs and subscription services.
- 14 patrons at the Puyallup Public Library used their Learning Express database for career purposes
- Yakama Nation Library helped patrons find a job in other states.

Education Enhancement Impacts

3,398 clients used technology or services provided by 17 grant recipients for Education Enhancement. Table 8 indicates that the most frequent outcome of this use was doing homework assignments, with 1,776 clients served. The second most frequent outcome in the education domain was improving literacy skills, with 1,237 clients benefitting in this way.

Table 8: Education enhancement impacts

Name of organization	Total Number of Clients Using CTC for this purpose	Specific Types of Uses and Impacts									
		Improve literacy	Homework	GED	Learned about educational opportunities	Applied for educational opportunities	# accepted	Completed program	Learned about financial aid	# applied	# received
Associated Recreation Council	602	59	477	0	42	0	0	0	42	0	0
Burlington Public Library	0	0	0	0	0	0	0	0	0	0	0
Chelan County Law Library/Public Law & Justice Computing Center	25	0	1	0	0	0	0	0	0	0	0
Chinese Information and Service Center	806	63	31	4	31	0	0	0	8	0	0
Digital Promise	0	0	0	0	0	0	0	0	0	0	0
East African Community Services	27	9	23	0	0	0	0	0	0	0	0
Edith Bishel Center for the Blind and Visually Impaired	6	6	3	0	0	0	0	0	0	0	0
Full Life Care	190	4	120	0	40	0	0	0	26	0	0
Helping Link	22	12	17	0	5	5	5	0	5	5	5
Horn Of Africa Services	25	15	9	0	10	6	3	0	12	12	3
Kalispel Tribe	0	0	0	0	0	0	0	0	0	0	0
La Conner Regional Library	0	0	0	0	0	0	0	0	0	0	0
Lopez Family Resource Center	25	14	16	0	2	0	0	0	1	1	0
Multimedia Resources and Training Institute (MMRTI)	4	4	6	0	4	1	0	0	5	2	0

Neighborhood House	93	111	101	9	93	26	0	0	21	21	0
New Futures	808	801	708	0	176	6	4	0	89	13	5
Puyallup Public Library	35	0	0	0	0	0	0	0	0	0	0
Street Youth Ministries	2	0	2	0	1	0	0	0	0	0	0
Upper Skagit Library	0	0	0	0	0	0	0	0	0	0	0
Yakama Nation Library	200	25	70	1	80	14	0	0	50	10	0
Yakima Interfaith Coalition	378	39	117	6	102	0	0	0	34	0	0
YMCA of Greater Seattle	75	75	75	0	0	0	0	0	0	0	0
Total	3,323	1,237	1,776	20	586	58	12	0	293	64	13

Notable educational outcomes as a result of these programs/services included:

- 12 students were accepted into educational programs and 13 received financial aid as a result of using technology provided by the grantees.
- CISC reports that eight high school participants have learned how to prepare their personal statement for their college education.
- New Futures after school program clients participated in monthly science sessions provided by Environmental Science Center, activities ranged from studying camouflaging sea creatures to visits with live squids.
- Puyallup Public Library proctored 45 tests for people enrolled in higher education.
- Burlington Public Library helped their clients prepare for specific job tests through the library testing preparation database.
- Digital Promise provided access to training to websites enabling their clients to explore careers in the new economy as well as training relating to office skills and administration.
- Clients at Lopez Family Resource Center achieved greater competency using computer applications such as MS Word and Excel.
- Four clients at New Futures accessed job training skills opportunities through computers at the site. Sixteen clients accessed their e-mail accounts to access job position notices obtained through electronic job announcement list serves and subscription services.
- Fourteen Puyallup Public Library clients accessed their Learning Express database for career purposes.
- Yakama Nation Library clients have accessed their resources to locate employment out of state.

Access to Information and Services Impacts

43,899 clients used technology or services provided by 18 grantees to access information and services, largely driven by the number of patrons at the Puyallup Public Library using open lab time for this purpose. Table 9 indicates that the most commonly reported outcome in the Access to Information domain was for researching health information, with 1,306 clients achieving outcomes in this area. Accessing government information and services followed as the next most frequent outcome area within this domain with 1,148 clients using their center's technology for this purpose.

Table 10: Access information and services impacts

Name of organization	Total Number of Clients Using CTC for this purpose	Specific Types of Uses and Impacts						
		Legal needs	Health	Track health issues	Change diet	Government	Government services	Meetings
Associated Recreation Council	545	0	0	0	0	0	0	0
Burlington Public Library	0	0	0	0	0	0	0	0
Chelan County Law Library/Public Law & Justice Computing Center	60	50	0	0	0	10	0	0
Chinese Information and Service Center	1475	22	461	33	54	443	29	12
Digital Promise	72	0	16	5	5	15	14	5
East African Community Services	4	0	0	0	0	0	0	0
Edith Bishel Center for the Blind and Visually Impaired	49	22	24	0	23	23	5	5
Full Life Care	337	134	92	0	0	71	29	7
Helping Link	10	10	10	0	0	10	0	10
Horn Of Africa Services	25	0	0	0	0	0	0	0
Kalispel Tribe	0	0	0	0	0	0	0	0
La Conner Regional Library	0	0	0	0	0	0	0	0
Lopez Family Resource Center	470	73	64	59	33	77	76	22
Multimedia Resources and Training Institute (MMRTI)	95	23	40	53	28	23	4	14
Neighborhood House	767	66	49	0	0	83	25	0
New Futures	938	3	27	0	10	196	10	0
Puyallup Public Library	35884	0	0	0	0	0	0	0
Street Youth Ministries	69	2	12	0	0	6	0	0
Upper Skagit Library	1	0	0	0	0	1	1	0
Yakama Nation Library	3020	35	505	0	0	135	753	1
Yakima Interfaith Coalition	78	56	6	0	0	55	30	0
YMCA of Greater Seattle	0	0	0	0	0	0	0	0
Total	43899	496	1306	150	153	1148	976	76

Notable outcomes related to use for access to information and services impacts:

- Through a new partnership with the Seattle University Law School, Associated Recreation Council added a course called Citizenship through Naturalization at the Yesler lab. Through this course, 2 participants this quarter became U.S. Citizens.

- Helping Link clients read Vietnamese newspapers on line and did research for Vietnamese resources.
- Horn Of Africa Services clients read news online
- New Futures clients accessed bus schedules, train schedules, and map services to schedule and arrive at appointments, whether medical, professional, personal, legal or otherwise.
- Seven Yakima Interfaith Coalition students held online appointments with the USCIS office related to immigration information.

Life Skills and Social Inclusion Impacts

47,413 clients used technology or services from 16 of the 23 grantees for purposes in the Life Skills and Social Inclusion domain, the highest use domain area. Table 10 indicates that the most widely reported outcome in the Life Skills and Social Inclusion domain was connecting with family and friends using technology, with 9341 clients benefiting in this way. The second most frequently reported use was doing social networking, an activity which 4,548 engaged in. A notable 3rd activity was getting information or organizing neighborhood events.

Table 10: Life skills and social inclusion impacts

Name of organization	Total Number of Clients Using CTC for this purpose	Specific Types of Uses and Impacts										
		Access financial institutions	Budgeting help	Buy/sell something	Use assistive technology to access the Internet	Social networking	Personal website	Monitor social behavior	Connect with friends/family	Get support for a personal problem	Neighborhood events	Hobby engagement
Associated Recreation Council	0	0	0	0	0	0	0	0	0	0	0	0
Burlington Public Library	3	0	0	3	0	0	0	0	0	0	0	0
Chelan County Law Library/Public Law & Justice Computing Center	0	0	0	0	0	0	0	0	0	0	0	0
Chinese Information and Scrvce Center	745	58	33	33	21	36	35	37	409	32	47	66
Digital Promise	51	0	0	0	8	4	2	0	23	1	7	12
East African Community Services	0	0	0	0	0	0	0	0	0	0	0	0
Edith Bishel Center for the Blind and Visually Impaired	51	2	1	0	51	3	1	2	2	2	2	2
Full Life Care	2012	0	0	0	0	460	0	0	1522	0	0	0
Helping Link	12	5	5	0	0	10	0	1	9	1	11	6
Horn Of Africa Services	40	15	25	0	0	0	0	0	0	0	0	0
Kalispel Tribe	0	0	0	0	0	0	0	0	0	0	0	0

La Conner Regional Library	0	0	0	0	0	0	0	0	0	0	0	0
Lopez Family Resource Center Multimedia Resources and Training Institute (MMRTI)	420	40	11	21	1	185	40	27	339	35	165	5
Neighborhood House	34	12	4	4	0	24	12	2	10	10	26	7
New Futures Puyallup Public Library	675	57	29	0	0	92	44	46	111	0	0	0
Street Youth Ministries	635	13	0	4	0	388	0	4	538	209	122	0
Upper Skagit Library	35884	0	0	0	0	0	0	0	0	0	0	0
Yakama Nation Library	24	0	0	0	0	0	0	0	0	0	0	0
Yakima Interfaith Coalition	0	0	0	0	0	0	0	0	0	0	0	0
YMCA of Greater Seattle	7020	80	0	22	0	3050	20	0	6174	30	3700	200
	27	0	17	0	0	16	0	0	12	0	13	1
	280	0	0	0	0	280	156	280	192	0	182	0
Total	47913	282	125	87	81	4548	310	399	9341	320	4275	299

Notable outcomes related to use for life skills and social inclusion included:

- Edith Bishel visually impaired clients have learned to use assistive technology (e.g. JAWS).
- A Yakama Nation Library client has been able to advertise their newly published book online.
- A Full Life Care client was able to order a computer component to repair his computer himself resulting in substantial cost savings.
- Yakama Nation Library clients have been able to access the Yakima School District to view their children’s records online.
- CISC clients learned how to access “Source,” a resource website for families, teachers, administrators and students to be able to communicate and collaborate for academic achievement, such as tracking attendance, class schedule, homework list, etc. of their children enrolled in Seattle Public Schools.
- At the Chinese Information and Service Center participants from a blogging class volunteered to help to create and maintain a blog for seniors to share their thoughts with others online. Six participants from a Skype class learned to communicate with their families and friends online.
- 133 participants at the YMCA of Greater Seattle learned about utilizing online platforms and technology for civic engagement purposes.

Legal and Law Related Services Impacts

178 clients used equipment or services for activities related to the Legal and Law domain. This is the lowest area of use, but is notable as a new type of public computing; 4 grantees have begun to offer services and training related directly to this area and have been successful so far in improving access to legal and law related services for their clients. Table 11 indicates the most commonly reported activity in the Legal and Law domain was participating in a legal proceeding, with 111 clients served; some of this participation was done through video conferencing equipment provided by BTOP grants. 44 clients were able to research legal information as a result of having access to technology resources at the 4 centers.

Table 11: Legal and law related services impacts

Name of organization	Specific Types of Uses and Impacts								
	Total Number of Clients Using CTC for this purpose	Researched law, legal rights and legal responsibility	Found court record	Accessed civil legal advice and assistance	Retained an attorney	Completed court forms	Participated in a legal proceeding	Accessed online video training	Solved one or more legal problems
Associated Recreation Council	0	0	0	0	0	0	0	0	0
Burlington Public Library	0	0	0	0	0	0	0	0	0
Chelan County Law Library/Public Law & Justice Computing Center	70	40	10	0	0	5	10	0	15
Chinese Information and Scrvic Center	0	0	0	0	0	0	0	0	0
Digital Promise	0	0	0	0	0	0	0	0	0
East African Community Services	0	0	0	0	0	0	0	0	0
Edith Bishel Center for the Blind and Visually Impaired	0	0	0	0	0	0	0	0	0
Full Life Care	0	0	0	0	0	0	0	0	0
Helping Link	0	0	0	0	0	0	0	0	0
Horn Of Africa Services	0	0	0	0	0	0	0	0	0
Kalispel Tribe	100	0	0	0	0	0	100	0	0
La Conner Regional Library	0	0	0	0	0	0	0	0	0
Lopez Family Resource Center	6	4	1	4	1	3	1	0	1
Multimedia Resources and Training Institute (MMRTI)	0	0	0	0	0	0	0	0	0
Neighborhood House	0	0	0	0	0	0	0	0	0
New Futures	0	0	0	0	0	0	0	0	0
Puyallup Public Library	0	0	0	0	0	0	0	0	0
Street Youth Ministries	2	0	2	0	0	0	0	0	0
Upper Skagit Library	0	0	0	0	0	0	0	0	0
Yakama Nation Library	0	0	0	0	0	0	0	0	0
Yakima Interfaith Coalition	0	0	0	0	0	0	0	0	0
YMCA of Greater Seattle	0	0	0	0	0	0	0	0	0
Total	178	44	13	4	1	8	111	0	16

Notable outcomes related to use for legal and law related services included:

- Kalispel Tribe added access to video conferencing
- One client at the Lopez Family Resource Center connected with guardianship paperwork.

V. Problems Encountered By Grantees

Overall, the evaluation reports and online surveys over the past year indicate that all grantees are making progress in implementing their WA BTOP grants. Some grantees failed to provide reports during the previous year, but by the final quarter, all of them submitted their reports and training trackers. The quality of data provided has consistently improved, though grantees continue to struggle with how best to collect use data from their clients, particularly those who are using open labs. Additional webinars and notifications to subrecipients have been provided to improve compliance. Individual communication with and training for subrecipients who are consistently behind in reporting has also been conducted.

Some of the problems which continue to occur are difficulty in hiring and retaining staff and recruiting volunteers. Other subrecipients reported technical difficulties such as insufficient bandwidth, software failures, or delays in equipment orders as areas of concern.