

U.S. DEPARTMENT OF COMMERCE

## Performance Progress Report

**2. Award or Grant Number**

25-50-M09017

**4. Report Date (MM/DD/YYYY)**

09-17-2013

**1. Recipient Name**

Massachusetts Tech. Park Corporation dba MTC

**6. Reporting Period End Date:**

09-30-2013

**3. Street Address**

75 North Drive,

**5. City, State, Zip Code**

Westborough, MA 01581

**7a. Project / Grant Period Start Date: (MM/DD/YYYY)**

11-01-2009

**7b. End Date: (MM/DD/YYYY)**

10-30-2014

**8. Designated Entity on Behalf of:**

N/A

**9. List the individual projects in your approved project plan**



	Project Type (Data Collection, Capacity Building, Technical Assistance, etc.)	Project Name (if different from Project Type)	Total Federal Funding Amount	Total Federal Funding Amount expended at the end of this reporting period	Percent of Total Federal Funding amount expended
1	Data Collection	N/A	3,415,604	2,226,116	65%
2	Original Planning Grant	N/A	500,000	492,848	99%
3	Address File	N/A	243,500	128,202	53%
4	Application Usage and Development	Massachusetts Veterans' Portal	998,452	868,880	87%
5	Ownership and Adoption	CDC's Helping Small Businesses and Nonprofits	1,004,998	306,542	31%
6	N/A	N/A	0	0	
			\$6,162,554	\$4,022,588	65%

**10. Personnel**

**10a. If the project is not fully staffed, describe how any lack of staffing may impact the project's timeline and when the project will be fully staffed.**

Although the project is currently fully staffed and all MTC staff positions have been filled, they do not always operate at a full time equivalent on this project due to the activity and timelines required for the project. MTC's vendors and sub-recipients are utilized based on the needs of the project and will vary quarter to quarter.

10b. Staffing Table										
Job Title			FTE %	Project(s) Assigned			Change			
MBI Director			1	Data Collection			No Change			
MBI Deputy Director			5	Data Collection			No Change			
MBI Deputy Director			1	Application Usage and Development			No Change			
GIS Manager			99	Data Collection			No Change			
Senior GIS Analyst			88	Data Collection			No Change			
Community Manager			95	Application Usage and Development			No Change			
GIS Analyst			95	Data Collection			No Change			
Temporary Project Manager			5	Ownership and Adoption			New to Project			
Temporary Project Manager			1	Application Usage and Development			New to Project			
Project Coordinator			26	Ownership and Adoption			No Change			
Project Coordinator			2	Data Collection			No Change			
Federal Compliance Analyst			22	Data Collection			No Change			
GIS Intern 1			44	Data Collection			No Change			
GIS Intern 2			44	Data Collection			No Change			
			Add Row		Remove Row					
11. Subcontracts										
11a. Subcontracts Table - Include all subcontractors. The totals from this table equal the "Subcontracts Total" from the Program Budget Worksheet (Q. 12, Column 2, 3, and 4)										
Name	Subcontract Purpose	RFP Issued (Y/N)	Contract Executed (Y/N)	Start Date	End Date	Total Federal Funds Allocated	Total Matching Funds Allocated	Project and % Assigned (Example: Data Collection 75)		
BNC Consulting	Original Planning Grar	Yes	Yes	12/01/2009	06/30/2013	66,106	0	Planning	43	
BNC Consulting	Data Collection	Yes	Yes	12/01/2009	10/31/2014	86,375	0	Data Collection	57	
Deloitte and Touche	Data Collection	Yes	Yes	11/01/2009	06/30/2012	30,750	0	Data Collection	100	
McGladrey & Pullen, LLP	Data Collection	Yes	Yes	04/01/2012	11/30/2013	11,750	0	Data Collection	100	

Applied Geographics Inc.	Data Collection	Yes	Yes	06/14/2010	10/31/2014	247,218	0	Data Collection	57
Applied Geographics Inc.	Address File	Yes	Yes	09/05/2012	10/31/2014	183,629	0	Address File	43
BYO Consulting	Application Usage and	Yes	Yes	01/19/2011	09/30/2012	52,312	46,019	Veteran's Portal	100
Gopi Bala, LLC	Application Usage and	Yes	Yes	09/23/2011	06/30/2014	339,782	38,729	Veteran's Portal	100
Communications Media Advisors, LLC	Original Planning Grar	Yes	Yes	11/30/2011	11/30/2012	99,000	54,000	Planning	97
Communications Media Advisors, LLC	Data Collection	Yes	Yes	08/01/2009	12/31/2012	5,485	0	Data Collection	3
Cambridge Strategic Management Consultants	Original Planning Grar	Yes	Yes	08/27/2011	06/30/2012	45,096	0	Planning	100
MassGIS	Data Collection	No	Yes	04/01/2009	09/30/2009	0	41,315	Data Collection	100
Veterans' Services Officers	Application Usage and	No	No	01/01/2011	12/31/2013	0	11,639	Veteran's Portal	100
MA Department of Veterans' Services	Application Usage and	No	No	01/01/2011	12/31/2013	0	223,596	Veteran's Portal	100
Aggregate of Data Collection Subcontracts under \$25K	Data Collection	Yes	Yes	05/01/2010	12/31/2013	15,686	0	Data Collection	100
Aggregate of Application Usage and Development Subcontracts under \$25K	Application Usage and	No	Yes	06/01/2010	09/30/2013	8,217	9,173	Veteran's Portal	100
Aggregate of Ownership and Adoption Subcontracts under \$25K	Ownership and Adopti	No	Yes	06/01/2010	12/31/2010	156	0	CDC's Helping Small 	100
Unallocated Data Collection Funds	Data Collection	No	No	12/31/2014	12/31/2014	372,542	0	Data Collection	100
Unallocated Address File Funds	Address File	No	No	12/31/2014	12/31/2014	58,423	0	Address File	100
Unallocated Application Usage and Development Funds	Application Usage and	No	No	12/31/2014	12/31/2014	10,472	0	Veteran's Portal	100
Unallocated Ownership and Usage Funds	Ownership and Adopti	No	No	12/31/2014	12/31/2014	3,772	0	CDC's Helping Small 	100
						Add Row	Remove Row		

**11b. Describe any challenges encountered with vendors or subrecipients.**

None at this time.

<b>12. Budget worksheet</b>						
Columns 2, 3, and 4 will match your current project budget for your entire award, which is the SF-424A on file. Only list matching funds that the Department of Commerce has already approved.						
<b>Project Budget Element</b>	<b>Federal Funds Awarded</b>	<b>Approved Matching Funds</b>	<b>Total Budget</b>	<b>Federal Funds Expended</b>	<b>Approved Matching Funds Expended</b>	<b>Total Funds Expended</b>
<b>Personnel Salaries</b>	\$1,249,116	\$23,982	\$1,273,098	\$912,416	\$10,870	\$923,286
<b>Personnel Fringe Benefits</b>	\$420,869	\$8,326	\$429,195	\$307,334	\$3,730	\$311,064
<b>Travel</b>	\$24,229	\$0	\$24,229	\$13,176	\$0	\$13,176
<b>Equipment</b>	\$44,239	\$8,930	\$53,169	\$31,719	\$8,930	\$40,649
<b>Materials / Supplies</b>	\$51,741	\$0	\$51,741	\$35,538	\$0	\$35,538
<b>Subcontracts Total</b>	\$1,636,771	\$424,470	\$2,061,241	\$1,019,234	\$424,470	\$1,443,704
<b>Construction</b>	\$0	\$0	\$0	\$0	\$0	\$0
<b>Other</b>	\$1,537,382	\$1,186,822	\$2,724,204	\$785,950	\$1,182,460	\$1,968,410
<b>Total Direct Costs</b>	\$4,964,347	\$1,652,530	\$6,616,877	\$3,105,367	\$1,630,460	\$4,735,827
<b>Total Indirect Costs</b>	\$1,198,207	\$24,792	\$1,222,999	\$917,221	\$11,099	\$928,320
<b>Total Costs</b>	\$6,162,554	\$1,677,322	\$7,839,876	\$4,022,588	\$1,641,559	\$5,664,147
<b>% of Total</b>	79	21	100	71	29	100
<b>13. Hardware / Software</b>						
13a. List any hardware/software purchased during this reporting period.						
No hardware or software was purchased in this quarter.						
13b. Please note any hardware/software that has yet to be purchased and explain why it has not been purchased.						
Replacement workstations and a replacement data server will be purchased next quarter as the existing workstations and server reach their planned replacement dates.						
<b>14. SBI PPR Project Attachment (Skip question 14b if Data Collection is your only project).</b>						
14a. Complete a SBI PPR Project Data Collection Attachment and attach it to the PPR.						
14b. Complete a SBI PPR Attachment for each additional funded project and attach it to the PPR.						

**15. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purpose set forth in the award documents.**

15a. Typed or Printed Name and Title of Authorized Certifying Official

15c. Telephone  
(area code, number, and extension)

15d. Email Address

15b. Signature of Authorized Certifying Official

15e. Date Report Submitted  
(MM/DD/YYYY)

09-17-2013

**Financial Information Summary****1. Overall Budget**

Project Budget Element (1)	Federal Funds Awarded (2)	Approved Matching Funds (3)	Total Budget (4)	Federal Funds Expended (5)	Approved Matching Funds Expended (6)	Total Funds Expended (7)
Personnel Salaries	\$1,249,116	\$23,982	\$1,273,098	\$912,416	\$10,870	\$923,286
Personnel Fringe Benefits	\$420,868	\$8,326	\$429,194	\$307,334	\$3,730	\$311,064
Travel	\$24,230	\$0	\$24,230	\$13,176	\$0	\$13,176
Equipment	\$44,239	\$8,930	\$53,169	\$31,719	\$8,930	\$40,649
Materials/Supplies	\$51,741	\$0	\$51,741	\$35,538	\$0	\$35,538
Subcontracts Total	\$1,636,772	\$424,470	\$2,061,242	\$1,019,234	\$424,470	\$1,443,704
Construction	\$0	\$0	\$0	\$0	\$0	\$0
Other	\$1,537,382	\$1,186,822	\$2,724,204	\$785,950	\$1,182,460	\$1,968,410
Total Direct Costs	\$4,964,347	\$1,652,530	\$6,616,877	\$3,105,367	\$1,630,460	\$4,735,827
Total Indirect Costs	\$1,198,207	\$24,792	\$1,222,999	\$917,221	\$11,099	\$928,320
Total Costs	\$6,162,554	\$1,677,322	\$7,839,876	\$4,022,588	\$1,641,559	\$5,664,147
% of Total	79%	21%	100%	71%	29%	100%

**2. Budget by Project Type**

Project Type (1)	Federal Funds Awarded (2)	Approved Matching Funds (3)	Total Budget (4)	Federal Funds Expended (5)	Approved Matching Funds Expended (6)	Total Funds Expended (7)
Data Collection	\$3,415,604	\$882,572	\$4,298,176	\$2,226,116	\$888,911	\$3,115,027
Original Planning Grant	\$500,000	\$131,268	\$631,268	\$492,848	\$163,410	\$656,258
Capacity Building	\$0	\$0	\$0	\$0	\$0	\$0
Technical Assistance	\$0	\$0	\$0	\$0	\$0	\$0
Planning Teams	\$0	\$0	\$0	\$0	\$0	\$0
Address File	\$243,500	\$0	\$243,500	\$128,202	\$0	\$128,202
Application Usage and Development	\$998,452	\$513,482	\$1,511,934	\$868,880	\$480,554	\$1,349,434
Ownership and Adoption	\$1,004,998	\$150,000	\$1,154,998	\$306,542	\$108,684	\$415,226
Leading Practices	\$0	\$0	\$0	\$0	\$0	\$0
Other	\$0	\$0	\$0	\$0	\$0	\$0
Total Costs across all Project Types	\$6,162,554	\$1,677,322	\$7,839,876	\$4,022,588	\$1,641,559	\$5,664,147

Project Title: Data Collection

## 1. Budget

Project Budget Element (1)	Federal Funds Awarded (2)	Approved Matching Funds (3)	Total Budget (4)	Federal Funds Expended (5)	Approved Matching Funds Expended (6)	Total Funds Expended (7)	Expended Matching Funds Description (Ex. Staff salary for project manager and GIS specialist)
Personnel Salaries	\$945,468	\$10,870	\$956,338	\$691,735	\$10,870	\$702,605	Pre-award salary of project manager & director
Personnel Fringe Benefits	\$317,355	\$3,706	\$321,061	\$231,270	\$3,730	\$235,000	Pre-award benefits of PM and Director
Travel	\$22,716	\$0	\$22,716	\$11,662	\$0	\$11,662	n/a
Equipment	\$44,239	\$8,930	\$53,169	\$31,719	\$8,930	\$40,649	GIS Software, pre-award purchase
Materials/Supplies	\$51,741	\$0	\$51,741	\$35,538	\$0	\$35,538	n/a
Subcontracts Total	\$769,806	\$41,315	\$811,121	\$289,190	\$47,882	\$337,072	Pre-award consulting in-kind services and discounts
Construction	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Other	\$359,222	\$806,447	\$1,165,669	\$240,717	\$806,400	\$1,047,117	In-kind data
Total Direct Costs	\$2,510,547	\$871,268	\$3,381,815	\$1,531,831	\$877,812	\$2,409,643	n/a
Total Indirect Costs	\$905,058	\$11,304	\$916,362	\$694,285	\$11,099	\$705,384	Pre-award personnel indirect costs allocation
Total Costs	\$3,415,604	\$882,572	\$4,298,176	\$2,226,116	\$888,911	\$3,115,027	n/a
% of Total	79%	21%	100%	71%	29%	100%	n/a



**2. Describe any additional project milestones that have been accomplished over this reporting period (Ex. Updates to state broadband maps and websites, map outreach activities)**

Collected, integrated and validated broadband service provider data and expanded and updated the Community Anchor Institution (CAI) list. This data was submitted to the National Telecommunications and Information Administration (NTIA) on September 30th. • The database included broadband availability for 407,031 census blocks, 11,327 road segments and 35 wireless areas as well as 278 middle mile network interconnection points from 16 broadband service providers. Data was provided for a total of 35 broadband service providers: 18 wireline providers, 16 wireless providers and 1 middle mile only provider. • The Community Anchor Institution (CAI) dataset, containing location and broadband subscription information, included 5,657 CAI records from 5,224 unique institutions. Approximately 57% of the CAIs contained broadband subscription information, of which 92% subscribe to broadband services.

Significant improvements were made to the CAI data this quarter, including more complete CAI ID, technology and subscription speed information as well as new CAIs locations and types. • As directed by the NTIA, the CAIs ID were compared and updated for K-12 schools and Colleges and Universities using the National Center for Education Statistics (NCES) list and public libraries using the Institute of Museum and Library Services (IMLS) list. Only about 4% of the K-12 schools and the libraries still do not have IDs. The libraries with missing IDs are primarily branch locations or administrative offices (formerly regional system headquarters) that don't appear to have their own entries in the national dataset and the majority of unmatched schools are private institutions. • Subscription information was added for most of the K-12 schools and public libraries in the state. Download speeds for schools were incorporated from a statewide survey of schools acquired from the MA Executive Office of Elementary and Secondary Education (ESE). New public library information included transmission technology and upload/download speeds provided by the MA Board of Library Commissioners and the regional library resource sharing networks, but only contains information about broadband connections maintained by the regional resource sharing organizations. Most libraries subscribe to more than one Internet service. • Additional subscription information was acquired through surveys received directly from individual municipalities and school districts in western and central MA. • New CAIs were also added to the dataset, including public safety answering points, ambulance services, boards of health, councils on aging and senior centers in addition to newly identified CAIs in the previous existing categories. These new CAIs are in part affiliated with last mile planning work MBI is doing to address connecting the remaining CAIs in the western and north central MA regions to the MBI's MassBroadband 123 middle mile fiber-optic network.

Enhancements were made to the series of town-based cable and DSL maps developed last quarter that show census block availability data received from providers, MBI/community service area models and MBI public survey responses. The maps were distributed to select people in underserved communities that indicated a desire to help improve the service area boundaries during MBI municipal meetings. These maps will be posted on the web site next quarter so they are available for all residents to review and comment on. This continued input from the public is valuable for engaging service providers in discussions to improve the accuracy of their availability data.

The MBI's address application development vendor continued development of a broadband analysis website that combines address data with other dataset to support broadband adoption and aggregation decision making. Progress on the application included completion of a digital pledge card, predefined spatial queries, and functionality for basic and advanced searches, map interaction and data editing. The vendor also completed enhancements to the Provider Portal landing page to improve the user interface and embed help videos that will be created next quarter. A design review of the public interactive map identified user interface and data layer management improvements to be made next quarter as well.

**3. Provide number of unique visitors for your state broadband website:**

	Current Quarter	Cumulative (since website launch)
Unique Visitors	2,545	8,023
Avg. Number Pages per Visit	3.38	3.82

**4. Provide any other information or statistics that you think would be useful to NTIA as it assesses your broadband data collection, Validation and publication activities.**

The web statistics above are for the new MBI web site, [broadband.masstech.org](http://broadband.masstech.org), launched on November 15, 2012. Those numbers do not include the previous MBI web site or other SBI related web pages like the interactive Mass Broadband Map and the Mass VetsAdvisor.

There is no way of aggregating the statistics from the various web sites because there's no way to identify unique visitors across all of the sites. Additional web statistics are provided below for Q3 2013 for other Massachusetts SBI related web sites and the original MBI web site that was replaced in October 2012.

Mass Broadband Map Web Site (Interactive Map):

<http://mapping.massbroadband.org/>

1,871 Q3 unique visitors; cumulative unique visitors not available

avg. pages per visit is not applicable

Mass VetsAdvisor Web Site:

<http://www.massvetsadvisor.org/>

7,260 Q3 unique visitors; 40,913 cumulative unique visitors

3.33 Q3 avg. pages per visit; 4.01 cumulative avg. pages per visit

Previous MBI Web Site (May 2009 –Nov 2012):

<http://www.massbroadband.org>

54,722 cumulative unique visitors

avg. pages per visit not available

**Project Title:** Original Planning Grant

**1. Budget**

Project Budget Element (1)	Federal Funds Awarded (2)	Approved Matching Funds (3)	Total Budget (4)	Federal Funds Expended (5)	Approved Matching Funds Expended (6)	Total Funds Expended (7)	Expended Matching Funds Description (Ex. Staff salary for project manager and GIS specialist)
Personnel Salaries	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Personnel Fringe Benefits	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Travel	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Equipment	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Materials/Supplies	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Subcontracts Total	\$210,202	\$54,000	\$264,202	\$210,202	\$54,000	\$264,202	Vendor discounts
Construction	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Other	\$289,798	\$77,268	\$367,066	\$282,646	\$109,410	\$392,056	In kind services
Total Direct Costs	\$500,000	\$131,268	\$631,268	\$492,848	\$163,410	\$656,258	n/a
Total Indirect Costs	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Total Costs	\$500,000	\$131,268	\$631,268	\$492,848	\$163,410	\$656,258	n/a
% of Total	79%	21%	100%	75%	25%	100%	n/a

**2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.**

WesternMA Connect (WMC) continued to follow up on and collect outstanding baseline broadband inventory surveys distributed to municipally-based Community Anchor Institutions (CAI) in the Berkshire, Pioneer Valley, Franklin County, Montachusett and Central MA regions. The purpose of the survey was to gather information on CAI's current technology uses, contract terms, expenses and use of technology to communicate with other department or agencies. The survey responses are being used by the MBI during one-on-one municipal CAI briefing meetings to assist schools and municipally-based CAIs to adopt broadband as quickly and robustly as possible and utilize the MassBroadband 123 fiber-optic network currently under development in western and north central Massachusetts.

WMC continued to assist the MBI in scheduling the municipal meetings, respond to public inquiries about broadband planning efforts in the region and updated the MBI Community Representative database.

WMC completed a final draft of the Final Report summarizing the activities conducted by WMC and the Regional Planning Agencies and providing guidance for performing similar work throughout the state.

**3. If the project team anticipates requesting any changes to the approved project plan in the next quarter, describe these below. Note that any substantive changes to the project plan must be approved by the Department of Commerce before implementation.**

None. This project is complete pending acceptance of the final report.

**4. Provide any other information that you think would be useful to NTIA as it assesses this project's progress.**

All work was performed as in-kind services this quarter as the federal funds for this project were expended in the previous quarter.

**5. Attach as a separate document any success stories or best practices you have identified. Please be as specific as possible.**

**Project Title:** Address File

**1. Budget**

Project Budget Element (1)	Federal Funds Awarded (2)	Approved Matching Funds (3)	Total Budget (4)	Federal Funds Expended (5)	Approved Matching Funds Expended (6)	Total Funds Expended (7)	Expended Matching Funds Description (Ex. Staff salary for project manager and GIS specialist)
Personnel Salaries	\$495	\$0	\$495	\$495	\$0	\$495	n/a
Personnel Fringe Benefits	\$161	\$0	\$161	\$165	\$0	\$165	n/a
Travel	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Equipment	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Materials/Supplies	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Subcontracts Total	\$242,053	\$0	\$242,053	\$126,738	\$0	\$126,738	n/a
Construction	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Other	\$291	\$0	\$291	\$317	\$0	\$317	n/a
Total Direct Costs	\$243,000	\$0	\$243,000	\$127,715	\$0	\$127,715	n/a
Total Indirect Costs	\$499	\$0	\$499	\$487	\$0	\$487	n/a
Total Costs	\$243,500	\$0	\$243,500	\$128,202	\$0	\$128,202	n/a
% of Total	100%	0%	100%	100%	0%	100%	n/a

**2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.**

The address file project consists of two sub-projects: an address standardization database/toolkit and a crowd sourcing address maintenance application. The MBI’s application development vendor completed testing and additional development of the address standardization toolkit. The MBI will test and use the toolkit on “real” datasets in the next quarter. The vendor also continued to make minor fixes and enhancements to and work on the offline capabilities of the address maintenance application. The MBI organized a volunteer focus group of residents from the Town of Leverett who tested and provided helpful feedback on the address maintenance application. As a result of feedback on the application, additional modifications will be made to the address data model to accommodate a “primary” address designation. Initial designations were assigned based on proximity to roads, which will be made accessible for review and correction in the address maintenance application.

Next quarter, at least one more focus group will be held with volunteers from other underserved areas to get additional feedback on the address maintenance application. In the meantime, the application development vendor will make enhancements based on feedback from the first focus group.

**3. If the project team anticipates requesting any changes to the approved project plan in the next quarter, describe these below. Note that any substantive changes to the project plan must be approved by the Department of Commerce before implementation.**

None at this time.

**4. Provide any other information that you think would be useful to NTIA as it assesses this project's progress.**

None at this time.

**5. Attach as a separate document any success stories or best practices you have identified. Please be as specific as possible.**

**Project Title:** Application Usage and Development  
Massachusetts Veterans Portal

**1. Budget**

Project Budget Element (1)	Federal Funds Awarded (2)	Approved Matching Funds (3)	Total Budget (4)	Federal Funds Expended (5)	Approved Matching Funds Expended (6)	Total Funds Expended (7)	Expended Matching Funds Description (Ex. Staff salary for project manager and GIS specialist)
Personnel Salaries	\$227,491	\$13,112	\$240,603	\$184,866	\$0	\$184,866	n/a
Personnel Fringe Benefits	\$77,779	\$4,620	\$82,399	\$63,674	\$0	\$63,674	n/a
Travel	\$1,514	\$0	\$1,514	\$1,514	\$0	\$1,514	n/a
Equipment	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Materials/Supplies	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Subcontracts Total	\$410,783	\$329,155	\$739,938	\$392,948	\$322,588	\$715,536	Vendor in kind services and rate discounts, volunteer in kind services
Construction	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Other	\$60,286	\$153,107	\$213,393	\$39,050	\$157,966	\$197,016	Public Service Announcements and Billboard Advertising
Total Direct Costs	\$777,852	\$499,994	\$1,277,846	\$682,052	\$480,554	\$1,162,606	n/a
Total Indirect Costs	\$220,600	\$13,488	\$234,088	\$186,828	\$0	\$186,828	n/a
Total Costs	\$998,452	\$513,482	\$1,511,934	\$868,880	\$480,554	\$1,349,434	n/a
% of Total	66%	34%	100%	64%	36%	100%	n/a

**2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.**

The primary focus was continued promotion and improvement of the MassVetsAdvisor.org web portal with quality assurance reviews conducted by the MBI, MA Department of Veterans' Services (DVS) and the Advisory Board.

Improvements to the web site this quarter included:

- An additional 12 Veterans' Service Officers (VSO), 11 Services Providers and 1,545 users signed up for the web site.
- 15 services and 10 benefits were added to the portal and outdated benefits were removed.
- As of September 30, 2013 over 97% of all VSOs were signed up for the portal and a total of 426 programs and benefits were available to portal users.
- Launched Spanish and Portuguese translations using Google Translator. Options for other untested languages are also available using Google Translator.
- Mass Vets Advisor staff from the MBI continues to participate on the Montachusett Regional Transit Authority's Move Veterans (MoVET) Advisory Board in order to help develop a comprehensive transportation identification system for Veterans.
- Began the project performance assessment by creating a survey and getting feedback from key stakeholders.

Outreach this quarter included:

- The social media campaign and monthly newsletter launched in September 2012 were continued throughout this quarter.
- Mass VetsAdvisor followers continue to receive updates on benefits and events through Facebook, Twitter and LinkedIn. As of September 30, MassVetsAdvisor had 19 new Facebook followers for a total of 203, 94 Twitter followers for a total of 706 and 6 new LinkedIn group members for a total of 56.
- Outreach efforts led to 30,906 page views by 7,260 unique visitors during the quarter.
- Conducted 6 training seminars and attended 10 regional events, including outreach at Becker College, MA National Guard and Reserve Yellow Ribbon events, 2013 State Administrators' Meeting for state and federal labor officials, Plymouth County Veterans Support Council meeting, Massachusetts Veteran Stand Down, Military Friends Foundation Run for the Fallen, The Big E fair, 2013 Veterans Expo, job fairs and additional events listed below. A significant amount of knowledge, feedback, and contact information was collected at these events.
- Mass VetsAdvisor staff participated in the launch of Cyber Aces (cyberaces.org) with Governor Patrick and the National Guard to encourage high school students, college students, Veterans and job seekers to train and test the cyber skills online.
- The MBI's Community Manager participated in two roundtable discussions with Senator Elizabeth Warren, Congresswoman Niki Tsongas, and Holly Petreaus of the Consumer Financial Protection Bureau's Office of Servicemember Affairs to discuss financial issues facing Veterans at Bunker Hill Community College and the University of Massachusetts Lowell.
- Met with the Department of Labor and the Veterans Administration (VA) to discuss the expansion of MassVetsAdvisor.
- Conducted a training seminar at the Veteran's Transition House in New Bedford.

**3. If the project team anticipates requesting any changes to the approved project plan in the next quarter, describe these below. Note that any substantive changes to the project plan must be approved by the Department of Commerce before implementation.**

The overall project remains on schedule with a current focus on ongoing web site maintenance, training and promotion. Project assessment and sustainability planning work has begun and will continue through the end of the project.



**4. Provide any other information that you think would be useful to NTIA as it assesses this project's progress.**

The MassVetsAdvisor.org web site has had over 230,000 page views since its launch in May 2012. From April 1 through June 30, 2013 there were 30,906 page views by 7,260 unique visitors, of which 73% were new users. This success can be attributed to the number of outreach events that have been conducted as well as a substantial outreach contribution from state leaders, including Senator Elizabeth Warren and Congresswoman Niki Tsongas in this quarter.

The MBI also began discussions this quarter with the Veterans Administration (VA) and Department of Labor to assess the possibility of a regional expansion of the website.

**5. Attach as a separate document any success stories or best practices you have identified. Please be as specific as possible.**

**Project Title:** Ownership and Adoption  
CDCs Helping Small Businesses and Nonprofits

**1. Budget**

Project Budget Element (1)	Federal Funds Awarded (2)	Approved Matching Funds (3)	Total Budget (4)	Federal Funds Expended (5)	Approved Matching Funds Expended (6)	Total Funds Expended (7)	Expended Matching Funds Description (Ex. Staff salary for project manager and GIS specialist)
Personnel Salaries	\$75,662	\$0	\$75,662	\$35,320	\$0	\$35,320	n/a
Personnel Fringe Benefits	\$25,573	\$0	\$25,573	\$12,225	\$0	\$12,225	n/a
Travel	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Equipment	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Materials/Supplies	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Subcontracts Total	\$3,928	\$0	\$3,928	\$156	\$0	\$156	n/a
Construction	\$0	\$0	\$0	\$0	\$0	\$0	n/a
Other	\$827,785	\$150,000	\$977,785	\$223,220	\$108,684	\$331,904	In-Kind Services
Total Direct Costs	\$932,948	\$150,000	\$1,082,948	\$270,921	\$108,684	\$379,605	n/a
Total Indirect Costs	\$72,050	\$0	\$72,050	\$35,621	\$0	\$35,621	n/a
Total Costs	\$1,004,998	\$150,000	\$1,154,998	\$306,542	\$108,684	\$415,226	n/a
% of Total	87%	13%	100%	74%	26%	100%	n/a

**2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.**

The MBI continued to work with the Community Development Corporation (CDC) subrecipients to recruit proposals, select businesses and nonprofits to receive sub-grants and implement their projects. All 4 CDCs are currently working with their selected businesses and nonprofits to implement their projects, including hardware and software purchases, website development and technical training. A total of 43 businesses have been awarded \$287,245 in technical assistance. It is expected that 2 CDCs will select additional businesses in the coming months. The MBI also began developing a performance assessment plan and baseline measures in a joint effort with the Mass VetsAdvisor team. The project assessment will continue until the end of the project period to determine overall project impacts after the awarded businesses have completed their individual projects.

CDC Updates: • Community Economic Development Center of Southeastern MA (CEDC) developed a technical assistance program specifically for Spanish speaking businesses. The 5 participating businesses will receive training on how to use email, Microsoft Office, and use the internet for their business. Participants will then receive laptops, software and a broadband subscription. CEDC still expects to award approximately 5 additional businesses. Dorchester Bay Economic Development Corporation (Dorchester Bay) released an application for the 13 participating businesses to request additional funding to purchase additional computers and software or receive additional training. Dorchester Bay also continued to provide strategic consulting to businesses and help with hardware/software purchases.

• Pittsfield Economic Revitalization Corporation (PERC) awarded 1 additional business this quarter and expects to award up to 3 additional businesses by the end of next quarter. To date PERC has awarded 9 businesses a total of \$106,000. All businesses awarded by PERC are implementing their projects by purchasing hardware/software, developing websites and receiving digital literacy training. • Quaboag Valley Community Development Corporation (Quaboag Valley) continued to work with prequalified consultants to provide businesses with website development, recommendations for hardware purchases and digital literacy training. They also worked to capture stories from program participants to gauge the impacts of the project.

Highlighted Businesses: • Bright Star Health is an independent nurse practitioner who needs to implement Electronic Health Records (“EHR”) and achieve Meaningful Use of EHRs in order to keep her practice as part of a state and federal mandate. However, she does not have a computer or appropriate software and has very basic digital literacy skills. Through the program Bright Star Health will receive a computer, computer literacy training, and specialized software for EHR and development of a website. • Balicki Auto Body specializes in selling scrap parts to insurance companies and other auto repair shops. In recent years this industry has changed dramatically to favor businesses with an online inventory presence. This business does not have an online presence and has very basic computer skills. Through the program this business will receive computer literacy skills to train all employees, new computers, specialized software for online inventory management and development of a website. As a result this business will be able to sell their product to online customers on a national level.

Project Assessment: The MBI has been working with the CDCs to develop the methodology, surveys, interview protocol, and project goals and timeline for the project assessment. Below is the proposed timeline and expected deliverables. • October – December 2013: Develop and gather baseline measures and incorporate them into the technology plans to show starting point of each business. • January - March 2014: Interview several selected businesses to gather testimonials and narrative stories. • April – June 2014: Survey businesses to gather quantitative and qualitative metrics and outcomes to compare against the baseline measures. Compile qualitative/quantitative metrics and narrative stories into final presentation which will highlight project impacts, lessons learned, and recommendations for program improvement. • July – Continue to gather metrics and outcomes for

**3. If the project team anticipates requesting any changes to the approved project plan in the next quarter, describe these below. Note that any substantive changes to the project plan must be approved by the Department of Commerce before implementation.**

There are no substantive changes in the project.

**4. Provide any other information that you think would be useful to NTIA as it assesses this project's progress.**

None at this time.

**5. Attach as a separate document any success stories or best practices you have identified. Please be as specific as possible.**