

Capital Projects Fund Annual Performance Report Template for States, Territories, and Freely Associated States

Version 2.0

Note: The Annual Performance Report provides the public and Treasury both retrospective and prospective information on the projects that Recipients are undertaking or planning to undertake with program funding and how they are planning to ensure program outcomes are achieved in an effective, efficient, and equitable manner. While this template includes the minimum requirements for the Annual Performance report, each Recipient is encouraged to add information to the report that they feel is appropriate to provide information to their constituents.

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Revision Log

Version	Date Published	Summary of changes
1.0	7/1/2023	Initial publication
2.0	7/1/2024	Updated the reporting period for the 2024 Performance Report.

Notes on using this template

All States, territories, and freely associated states that are recipients of Capital Projects Fund (CPF) awards are required to produce an Annual Performance Report (the "Performance Report"). While the quarterly Project and Expenditure Report focuses on project-level information associated with approved CPF Program Plans, the Performance Report will provide information related to program outputs and outcomes against the stated objectives in the approved Program Plan(s).

Recipients must submit a Performance Report that contains information on each approved Program Plan. Performance Reports are due 30 calendar days after the end date of the reporting period, except for the final report, which is due 120 calendar days after the end of the period of performance.

Recipients must post each Performance Report on their public-facing website before submitting the report to Treasury, and the report must continue to be available on the Recipient's website for a period of not less than five years. This reporting requirement includes providing a link to the publicly available Performance Report document along with uploading the report using the Treasury Reporting Portal.

The 2024 Performance Reports should cover the period from July 1, 2023, through June 30, 2024 and are required to be submitted to Treasury by July 31, 2024. For a full schedule of reporting timelines, recipients should consult the [CPF Compliance and Reporting Guidance](#) (Reporting Guidance).

Instructions

This document is meant as a suggested template for CPF recipients to assist them in submitting their Performance Report. Treasury encourages Recipients to tailor this report to best meet their needs in terms of format and content. Through the Performance Report, recipients are encouraged to link to public documents, including, but not limited to, legislation, dashboards, survey results, community engagement reports, and equity frameworks to support the Performance Report narrative. Treasury recommends that Recipients make use of infographics, tables, charts, pictures, case studies, and other explanatory elements in describing their programs.

Recipients must report on each approved Program Plan. Treasury encourages Recipients to submit one comprehensive document that includes information on all approved Program Plans. Recipients should consult the [Reporting Guidance](#) for detailed reporting requirements and guidance on the submission of this report.

Text in italics represents the requirements from the Reporting Guidance and is meant to serve as a reference as recipients prepare their Performance Report. Prior to publishing the report and submitting to Treasury, the Recipient should remove the previous page, this instructions page, and the *text in italics* that is in the template.

For More Information

More information about the Capital Projects Fund program and associated reporting requirements are located on the [CPF Recipient Compliance and Reporting Responsibilities webpage](#).

Questions on reporting, eligible uses, or other general topics should be directed to CapitalProjectsFund@treasury.gov.

State of Connecticut
Performance Report

Capital Projects Fund
2024 Report

State of Connecticut
2024 Performance Report

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Executive Summary

Provide a high-level overview of the Recipient's actual uses of funding and progress made during the reporting period towards objectives stated in the approved Program Plan(s). The Executive Summary should also include an overview of key outcomes and any noteworthy challenges or opportunities identified during the reporting period.

New Haven Adult & Continuing Education Center

The New Haven Adult & Continuing Education Center is designing and developing a Multi-Purpose Community Facility project that will invest capital assets designed to directly enable work, education, and health monitoring.

The New Haven Adult & Continuing Education Center provides adult learners with high quality programs to earn high school credentials and to become productive citizens in school, in the workforce, and in their communities. Each adult learner will be provided with individualized, targeted academic, social, emotional, educational and health support they need as they proceed through our programs. Our model offers High School Credit, General Educational Diploma (G.E.D.), Citizenship, National External Diploma, English for Speakers of other Languages (ESOL), as well as Dual Credit programs with area institutes of higher education. Adult learners will have access to a wide range of courses, degrees, certifications, and credentials.

In September of 2023, our Design Team, composed of the City of New Haven Engineer, City of New Haven architect, New Haven Board of Education chief operating officer, and New Haven Adult Education principal, participated in requests for proposal meetings to interview architecture firms for the project. GWWO Architects were selected based on the City of New Haven scoring rubric.

In November of 2024, GWWO Architects was hired to complete the project.

Design Team meetings were held on the dates below.

- December 12, 2023
- January 9, 2024
- January 24, 2024
- February 6, 2024
- February 23, 2024
- April 10, 2024
- April 25, 2024
- May 22, 2024
- June 6, 2024
- June 21, 2024

In addition to Design Team meetings, the project has been reviewed monthly at Citywide Stewardship Building meetings.

On February 23, 2024 – GWWO Architects shared the schematic design report, inclusive of an executive summary, existing building conditions, program development, civil & landscaped narrative, architectural narrative, structural narrative, mechanical, electrical & plumbing and fire protection narratives (see attached Schematic Design Report).

In June of 2024, the Design Team met to review the design and development drawings and next steps.

Noteworthy challenges or opportunities identified during the reporting period:

The project team continues to work through some challenging geotechnical issues at the site, but have developed mitigation strategies.

Manchester Town Library

The Town of Manchester is in the process of constructing a 21st Century, state of the art new library in its Downtown Main Street area. The design is nearly finalized, and the building will be 70,000 square feet, replacing the current 26,000 square foot Mary Cheney main branch that is not ADA compliant and is unable to accommodate the programming and size required for Manchester’s 60,000 residents.

In late June 2024, the Town acquired the property at 1041 Main Street where the new library will be built. The current schedule is for the existing building at that location, a current Webster Bank branch, to be demolished in November 2024, once Webster Bank completes its move to a new location right across the street. Construction will then commence immediately following the demolition, by the end of 2024.

Connecticut Education Network (CEN) Broadband Infrastructure Program

CEN received notification to proceed in September of 2023; funding and local allocations were made available later that calendar year and began ramp up of projects shortly thereafter. The overall program was rebranded as ‘CEN Connect’ to help improve overall unity and recognition of the project components. Below is a high-level overview of CEN’s use of funding, progress made, key outcomes, and noteworthy challenges for each of the projects in the program.

Next Generation Infrastructure (NGI) Direct Implementation Project

The Next Generation Infrastructure (NGI) Direct Implementation Project has made significant progress since its official launch in late 2023. The project started with a comprehensive procurement phase, which included ramping up activities, reviewing the project scope, assembling multidisciplinary teams, and commencing the kickoff. Equipment, including licenses, was procured at a significant discount and securely stored for inventory management, asset tagging, kitting, and staging for timely delivery. Field site survey audits were completed to

document all physical point of presence locations, aiding in the development of detailed reports for the installation of the new equipment and the removal of old. The requirements and implementation plan for the optical platform were reviewed and sequenced, while detailed engineering discussions on packet platform project planning occurred during multi-day in-person meetings. Project implementation began in June, focusing on upgrading the Optical Network nodes which has an anticipated completion of late August.

Key outcomes for the NGI implementation include:

- The procurement of a single vendor platform that will enhance unified monitoring, management, automation, and orchestration, transitioning from a mixed 10 Gbps and 100 Gbps backbone to an all 400 Gbps backbone, significantly boosting capacity 4X-40X across all locations in the network. Enhanced reliability will result from new hardware, a unified code train, and improved management, visibility, and monitoring, facilitating improved reliability and better operational decisions.
- Processes for asset management and tracking were defined to adhere to project requirements and state asset management requirements.
- Site surveys of every service location were completed by May 31st, 2024.

The project faced some challenges, particularly during the initial procurement phase, which was slowed by negotiations over updated scopes and contract finalizations, alongside issues with procurement processing. Additionally, coordinating access to member-customer controlled local sites has proven challenging on occasion, although the vast majority of member-customers have been agreeable and helpful in scheduling work. In addition, the CEN team has made progress across interdependent internal projects critical to migrating services from legacy equipment, and essential for the overall network to transition to the new infrastructure.

Community Wireless Grant Program (WiFi Grant Program)

The Community WiFi Grant Program has made notable strides in its development. A consultant was onboarded to provide guidance on the grant program, leading to the completion of a draft rollout plan in collaboration with them. A detailed draft of program guidance and requirements has also been created, is near completion, and will be made public pending review by the US Treasury. Additionally, licenses for Salesforce Grant Management were procured, which includes an online user portal, scoring, and reporting capabilities. Key outcomes from these efforts include the onboarding of the consultant to assist with the programmatic build-out and the development of grant guidance content from the ground up. The purchase of the grant module positions the team to begin the build-out once the guidance is finalized, with promotion and engagement planning currently underway. However, challenges were encountered due to the state's parallel program for the same unified grants management module that we were considering using. Initial plans to pilot this program were ultimately deemed incompatible with ARPA deadlines, necessitating the development of a dedicated instance to meet the specific needs of the Community WiFi Grant Program.

Connecting Connecticut's Communities Initiative (C3I)

The Connecting Connecticut's Communities Initiative (C3I) designed for municipalities, councils of government, libraries, and charter schools initially had 176 eligible organizations. Of these, 101 have entered into active discussions. Broadcast program promotion and outreach utilizing email, websites, webinars, direct mail, conference and affiliate groups workshops have led to individual discussions and presentations with each engaged organization. These discussions consider the program requirements, features, and benefits, demarcation locations, potential alternate sites, and legal agreements. Engagement of remaining entities is being pursued with personal emails, phone calls, and site visits. Currently, 33 signed agreements are in progress to connect, while 17 organizations have formally declined participation, primarily due to legacy agreements that cannot be broken, uncertainty about potentially competing programs (e.g. BEAD). The funds initially allocated for these declined participants will be reallocated to the remaining constituents. Overall, the key outcomes thus far are the 33 signed contracts and 17 declined agreements. Although the program is still in its early stages and gaining momentum, some minor challenges have arisen, particularly concerning the messaging around CAI funds within the IJJA BEAD program. The team is actively collaborating with BEAD program administrators at CT Department of Energy and Environmental Protection (DEEP) to address these issues.

Connecticut Broadband Infrastructure Program

During the period covered, the Department of Energy and Environmental Protection (DEEP) made progress towards achieving the objectives outlined in the approved Program Plan. The funds were utilized effectively to begin implementation of the ConnectED Communities Grant Program, carry out a comprehensive communications strategy, and identify opportunities to improve by addressing challenges. Below is a high-level overview of DEEP's uses of funding, progress made, key outcomes, and noteworthy challenges:

Approval of Updated Program Plan

To ensure the Program Plan was responsive to stakeholder input, aligned with the upcoming Broadband Equity Access and Deployment (BEAD) Program, and fostered fair and transparent labor standards, DEEP extended interagency discussions on the application of prevailing wage and the design of project areas. The resulting updates to the Program Plan will provide critical benefits to Connecticut's residents and promote efficiencies in program implementation.

Opening of Grant Application Period

Following approval of the updated Program Plan, the grant application period opened on Friday, March 1, 2024, and closed on May 14, 2024. In response to stakeholder feedback, the application period was extended by two weeks to provide potential applicants with ample time to submit comprehensive applications. DEEP's application evaluation panel is in the final phase of application review and awards will be announced this summer.

Selection of Grant Management Software

To increase the efficiency of the grant application intake process and subsequent award management, DEEP has selected and begun utilizing the grant management software AmpliFund.

Onboarding of Technical Consultant

After careful consideration, DEEP engaged a new consultant whose experience and expertise better suited the grant administration and management needs of the program. The change has proved to increase the efficiency and effectiveness of program implementation.

Implementation of Communications Strategy

Utilized various communication channels, including tailored e-newsletters, digital media, regular web updates, and applicant webinars to engage potential applicants, disseminate essential information, and foster stakeholder involvement. DEEP also engaged a marketing firm to ensure clear and consistent messaging regarding the ConneCTed Communities Grant Program, as well as the program's relationship to other State broadband initiatives.

Key Outcomes

The period under review yielded several key outcomes that advanced federal and state goals. Notably, we accomplished the following milestones:

- **Program Implementation:** The ConneCTed Communities Grant Program is now underway, and awards will be announced this summer.
- **Grant Management Preparedness:** The selection of AmpliFund's software has helped DEEP create capacity, increase efficiency, and improve transparency in the grant program.
- **Alignment with State and Federal Goals:** DEEP remained agile and responsive, updating the Program Plan to better suit Connecticut's current and future needs.

Noteworthy Challenges and Opportunities

Despite the overall progress, DEEP addressed two noteworthy challenges:

- **Application of State Labor Requirements:** Interagency discussions were extended, delaying the application period, to ensure fair and transparent policies across State initiatives.
- **Delay in Administrative Expenses Incurred:** As DEEP ended its relationship with a consultant, it took some time to negotiate payments that fairly reflected the work completed. Ultimately, this delay was necessary to ensure the fair and responsible use of grant funds.

In conclusion, DEEP has diligently utilized the funding to accomplish critical program implementation milestones, create forward-looking efficiencies in grant management, and address challenges that emerged during the process.

Uses of Funds

Provide a short narrative describing the intended and actual use of funds and the performance of each Program Plan. Recipients should reference the objectives and activities outlined in the approved Program Plan(s). The narrative should also explain the data, including performance indicators, submitted via the Project and Expenditure Reports during the reporting period and must address the following topics:

- *Activities implemented over the reporting period, including summaries of key milestones achieved, outputs produced, and outcomes achieved;*
- *Activities planned for the next reporting period;*

- Narratives about individuals/households benefiting from CPF funds, including information about methods used for collecting and measuring success;
- Notable challenges and the status of each challenge;
- Overview and outcomes of ancillary costs incurred to support bringing the capital asset(s) into full use (e.g., focused advertising to increase broadband subscriptions in high-need communities, digital literacy training to support device loan programs, community engagement to support successful operations, etc.)

If appropriate, include information on your jurisdiction's use (or planned use) of other federal funds including other programs under the American Rescue Plan, such as the State and Local Fiscal Recovery Fund, and those under the Infrastructure Investment and Jobs Act, including the Broadband Equity, Access, and Deployment program.

Note: Through the Performance Report, recipients are encouraged to link to public documents, including, but not limited to, legislation, dashboards, survey results, community engagement reports, and equity frameworks to support the Performance Report narrative. Treasury recommends that Recipients make use of infographics, tables, charts, pictures, case studies, and other explanatory elements in describing their programs.

New Haven Adult & Continuing Education Center

The New Haven Adult & Continuing Education Center is developing a Multi-Purpose Community Facility project that will invest capital assets designed to directly enable work, education, and health monitoring.

The funds expended during this period are for architectural and engineering design services. The total amount expended is \$617,146 during the project period, of which \$117,146 is from this grant and \$500,000 from a separate funding source. The prime vendor during this period has been GWWO Architects.

1. Activities implemented over the reporting period:

During the reporting period, the project team selected Design Team (led by GWWO Architects) for the project, and completed Conceptual, Schematic, and Design Development stages of the project design. Also, the City secured the necessary zoning relief for the project. In the next reporting period, the City anticipates procuring and completing preparatory abatement and demolition, securing all final permits, completing final design, procuring a general contractor, and initiating final construction.

2. Narratives about individuals/households benefiting from CPF funds:

New Haven Adult & Continuing Education Center will directly enable education and opportunity by providing adult learners with high quality programs to earn high school credentials and to become productive citizens in school, in the workforce, and in their

communities. Each adult learner will be provided with individualized, targeted academic, social, emotional, educational and health support they need as they proceed through our programs. Our model offers High School Credit, G.E.D., Citizenship, National External Diploma, ESOL, as well as Dual Credit programs with area institutes of higher education. Adult learners will have access to a wide range of courses, degrees, certifications, and credentials.

We are positioned to expand our current program to include education and training for high demand industries, inclusive of manufacturing, health care services, education, life science and IT/business. Specialized content curricula and embedded mindfulness in daily practice will assure a campus of peace and tolerance. We will continue to build upon our evidence-based practices that will enhance this trajectory through immersion, digital and contextualized learning within our Science, Technology, Engineering, Math (STEM) labs. Adult learners will have access to programs through seamless on-site and virtual platforms. Through a collaborative model, educators and partners will work toward ensuring that career path experiences are aligned to relevant mentorships and internships that will facilitate opportunities for meaningful employment.

LACES (Literacy, Adult and Community and Education System) is used to measure student success and for program tracking purposes. LACES data is streamlined with state and federal agencies, allowing us to measure educational and employment successes of our current students and graduates.

3. Notable challenges and the status of each challenge:

Funding has been an issue. The program of the building has required an additional \$7.5M in funding, which has been secured through the Connecticut State Bond Commission.

4. Overview and outcomes of ancillary costs incurred to support bringing the capital asset(s) into full use:

The capital asset will be operated and maintained using the existing funding for the New Haven Adult and Continuing Education Program.

Manchester Town Library

Funds have not been used yet, but bids on the building project are getting ready to go out over the next few months, and we will use the ARPA CPF funds towards those earliest awarded construction contracts so that the CPF funds are eligible and meet spending deadlines. These funds will be used for building construction contracts and site development.

1. Activities implemented over the reporting period:

Work completed during this reporting period includes:

- Completion of schematic and Design Development phases

- Community engagement sessions by design team
- Estimate and budget reviews
- Site acquisition
- Initial local regulatory review and permitting

Outcomes of these milestones have been modifications to the initial design based on community input and budget reconciliation efforts. Additionally, final acquisition of the site has allowed the project to move beyond Schematic Design and complete the Design Development of the project.

2. Narratives about individuals/households benefiting from CPF funds:

The Town intends to include space to offer to third party health, education, and job-training organizations to further supplement the vision to provide a multi-purpose civic engagement center.

Historically disadvantaged communities have experienced disproportionately poor work, education, and health outcomes, in part due to lack of access to equitable resources and opportunities in these areas. Central Manchester is one of these location, and it is the Town of Manchester’s vision to build a Multi-Purpose 21st Library that helps ensure this area of our community emerges from COVID-19 stronger, more resilient, and more equitable.

From an equity standpoint, the demographic shift in Manchester underscores the urgent need for a new library. Those who are impacted most by the aging public library, and more importantly, those who would benefit most from an updated, 21st century library, are residents from historically marginalized communities. Moreover, the current library is located in a census tract deemed to be at the highest level on the federal government’s Socially Vulnerably Index Scale, with a score of 0.8047.

3. Notable challenges and the status of each challenge:

The only challenge will be timing on awarding the contracts. The project has just reached 100% of the Design Development phase and we are moving to prepare trade bid documents. Bidding and award of trade packages present a timeline challenge in meeting the required end of calendar year obligation of funds but we anticipate early bidding for long lead time items and site development work will ensure that spending timelines are met.

4. Overview and outcomes of ancillary costs incurred to support bringing the capital asset(s) into full use:

All costs will be covered by the capital projects funds already secured including local bonds, state and federal support.

Connecticut Education Network (CEN) Broadband Infrastructure Program

CEN has made significant strides toward achieving the objectives outlined in the broadband infrastructure program proposal. The progress includes key milestones and outputs achieved through

the implementation of various activities. Initially, the overall program and individual projects were ramped up effectively, with essential tasks such as account setup and the definition of codes and subcodes completed. Program administration was streamlined by creating a separate account dedicated to this purpose, which has enhanced financial oversight. Additionally, tracking of internal in-kind contributions has been established to ensure accurate reporting and resource management. More individualized updates on use of funds per project are below.

Next Generation Infrastructure (NGI)

The Next Generation project has achieved significant milestones. The procurement phase saw the acquisition of a 400 Gbps capable platform, licensed for ten years. Alongside this, comprehensive monitoring and management tools were secured to support automation, telemetry, and orchestration. Additionally, contracts for professional services were signed, ensuring expert guidance throughout the project. A skilled project team was assembled, with consultants brought on board to provide specialized expertise. With the team in place, the project kickoff marked the official commencement of the initiative. Site surveys were conducted to audit field conditions and plan installations meticulously. This crucial step ensured a clear understanding of the requirements and facilitated precise planning for the upgrades.

Planned Activities for next reporting period:

1. Complete Optical Platform Upgrades: Enhance the optical infrastructure to support the new capabilities.
2. Complete Network Management & Tooling Installation: Implement advanced tools for efficient network management and monitoring.
3. Complete Packet Core Network Upgrade: Upgrade the core network to handle increased data traffic and improve performance.
4. Substantially Complete the Packet Extranet Sites: Enhance external packet sites to support seamless connectivity.
5. Substantially Complete the Packet Aggregation Sites: Upgrade aggregation sites to ensure efficient data handling and routing.

One of the key challenges is maintaining regular and clear communication with member constituents. It is essential to keep them well-informed about the project's progress, the direction we are heading, and how they can best leverage the new capabilities. Additionally, it is important to prepare them for planned changes and potential minor disruptions along the way. By addressing these communication challenges proactively, we aim to ensure a smooth transition and maximize the benefits of the new platform.

Community Wireless Grant Program (WiFi Grant Program)

The program development phase has achieved significant milestones. A consultant was onboarded to assist with developing program guidance, and Salesforce Grant Management licenses were purchased to facilitate sub-grant awardee management. Currently, 90% of the grant guidance has been completed.

In preparation for the program launch, CEN will finalize all logistical aspects to ensure a seamless deployment. The communications plan will be employed to inform potential applicants about the application deadline, process, and requirements. After a thorough review of applications, successful applicants will be officially announced. Accepted applicants will have until January to confirm their participation in the broadband infrastructure program.

A notable challenge in this process is ensuring effective communication, outreach, and engagement with all stakeholders to help ensure we are reaching intended parties.

Connecting Connecticut's Communities Initiative (C3I)

The Connecting Connecticut's Communities Initiative (C3I) has made substantial progress. To date, 33 agreements have been signed, 9 fiber construction purchase orders (POs) for 28 locations have been placed, and additional equipment POs have been secured. Moving forward, the initiative will focus on developing additional program branding and marketing resources, promoting the program, and inviting community organizations to participate. This will include individual presentations and reviews with each organization.

Connecticut Broadband Infrastructure Program

During the period covered, DEEP made significant strides towards achieving the objectives outlined in the approved 'Connected Communities' Program Plan. The following is a comprehensive narrative addressing the intended and actual use of CPF funds, performance of the Program Plan, planned activities for the next period, narratives about beneficiaries, challenges faced, and outcomes of ancillary costs incurred to support program implementation.

Intended Use of CPF Funds and Program Plan Objectives:

The primary aim of the CPF funds received was to establish and implement a comprehensive broadband infrastructure program that facilitates low-income and multi-family curb-to-home and business broadband infrastructure buildout in underserved areas. The Program Plan was designed with the following objectives in mind:

1. Develop a well-structured broadband infrastructure program that aligns with State and federal goals and community needs, focusing on expanding access and improving internet connectivity.
2. Establish a strong communication strategy to engage potential applicants, local communities, and stakeholders effectively, fostering collaboration and support for the program.
3. Identify and address potential challenges and barriers that may arise during and before program launch and infrastructure deployment, ensuring a smooth and successful implementation.
4. Successfully launch the broadband infrastructure program for the benefit of underserved homes and businesses, bridging the digital divide and enhancing economic opportunities.

Activities Implemented, Key Milestones, and Outputs:

5. Launch of the ConneCTed Communities Grant Program: DEEP finalized the updated Program Plan and related components. The launch utilized a comprehensive grant management system to intake applications and facilitate their evaluation.
Key Milestones and Output: Approval of Program Plan, Utilization of AmpliFund’s Grant Management System software, and Receipt of Grant Applications.
6. Selection of a Technical Consultant and Marketing Firm: The CPF funds enabled DEEP to onboard a new technical consultant with greater expertise and experience in the development and implementation of broadband infrastructure projects. To further the aims of DEEP’s communications strategies developed during the previous reporting period, the State also onboarded a marketing firm, utilizing CPF funds to implement digital media campaigns, regular web updates, and applicant webinars that engaged potential participants and disseminated crucial program information.
Key Milestone and Output: Technical Review of Grant Applications and Implementation of the Communications Plan.

Activities Planned: As we progress toward award announcement and project implementation, the next period will focus on the following activities on an estimated timeline:

1. Grant Award Announcements: Award announcements will be made early in the next reporting period.
2. Potential Second Round of Grants: If all funds are not expended in the first round of grants, DEEP will likely pursue the rapid deployment of a second round of funding that will allow for the reimbursement of funds prior to the grant round, but within the ARPA CPF award period, if the projects were developed in anticipation of ARPA CPF funding.
3. Subgrantee Reporting Begins: As projects break ground, DEEP will simultaneously begin implementing reporting mechanisms to ensure projects are completed on-time and achieve the service requirements.
4. Develop Efficiencies in the Pole Attachment Process: To ensure projects are completed, including permanent pole attachments, by December 31, 2026, DEEP will be pursuing opportunities to create a more efficient process.

Individuals/Households Benefiting from CPF Funds: CPF funds will be instrumental in expanding broadband access and connectivity to underserved areas, especially in anticipation of the BEAD Program funds. Throughout the program's implementation, DEEP will collect data and narratives about the individuals and households benefiting from improved internet access. Surveys, interviews, and case studies may be used to measure the program's success in meeting its objectives, offering valuable insights into the positive impact on beneficiaries and their experiences.

Notable Challenges and Status of Each Challenge: As previously mentioned, the primary challenges that arose during the period covered relating State labor requirements and consultant invoicing were resolved.

Promoting Equitable Outcomes

Treasury encourages uses of funds that promote strong, equitable growth, including racial equity, in communities with a critical need, such as high-poverty and rural areas. For the purposes of CPF, equity and underserved communities are defined in the [Executive Order 13985 On Advancing Racial Equity and](#)

[Support for Underserved Communities Through the Federal Government](#), as issued on January 20, 2021 (EO 13985). Treasury additionally supports “equity for all, including people of color and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality” EO 13985 at 7009.

Each Performance Report must provide an update, using qualitative and quantitative data, on how the Recipient achieved or promoted equitable outcomes and addressed critical needs or progressed toward equity objectives during the reporting period, and any constraints or challenges related to increasing equity.

Please describe how the Recipient considered and measured equity and addressed critical need at various stages of the Program during the reporting period, including:

- a) **Objectives:** Based on your definition of communities with critical need, are there particular historically underserved, marginalized, or adversely affected groups, including those living in rural areas and/or high-poverty areas, that the capital assets being funded by CPF are designed to serve? Include the definition of critical need used for each Program Plan.*
- b) **Awareness:** How equal and practical was the ability for members of these communities, including households, businesses, and other organizations, to become aware of the services funded by CPF?*
- c) **Outcomes:** What progress has the Program made toward addressing critical need(s) identified in targeted communities, such as closing gaps, reaching universal levels of service, or disaggregating progress by race, ethnicity, and other equity dimensions that are relevant to the policy objective? What methods (e.g., surveys, interviews) are being used (if applicable) to quantify and qualify Project and Program outcomes?*

Connecticut Education Network (CEN) Broadband Infrastructure Program

Objectives

The State has identified the Connecticut Education Network (CEN) Broadband Infrastructure Program ‘CEN ConneCT’ as a key initiative to serve Community Anchor Institutions (CAIs) and communities in need of improved cyberinfrastructure across the state. The definition of critical need for this program encompasses existing members-customers of CEN, as well as communities with limited access to high-capacity Internet services, which are essential for workforce development, digital government, learning, innovation, and health and human services. The program's design and objectives were vetted through the legislative process and supported by the passage of CT PA 22-118, as amended by PA 22-146, to ensure alignment with the state’s broadband and equity goals.

Awareness

The CEN ConneCT Program prioritizes equitable access and practical awareness of its services among all CAI participants. Through comprehensive engagement efforts and personalized outreach, CEN made significant efforts to ensure that CAIs are fully aware of the available services funded by the Capital Projects Fund (CPF). This proactive approach includes informational campaigns, community meetings,

and partnerships with affiliate organizations to disseminate information clearly and effectively. These efforts will continue for the life of the project.

Outcomes

By investing in the CEN ConneCT Program, the state is realizing its policy goals of digital equity and closing the digital divide. This investment guarantees a high-quality, high capacity, and secure Internet service option in every community, providing equitable service to all connected entities, and overcoming socioeconomic barriers that often limit service availability and adoption by commercial entities driven by profit and shareholder motives. Key target outcomes include:

- **Equitable Access:** Ensuring broadband access for all CAIs regardless of geographic or demographic factors. This is achieved through the deployment of high-quality Internet services in every community, thus bridging the digital divide.
- **Reliable and Secure Internet:** Providing consistent and secure broadband internet performance, including enhanced cybersecurity measures like Distributed Denial of Service (DDoS) detection and mitigation at no extra charge.
- **Non-Profit Cost Recovery Model:** Operating on a cost recovery basis without for-profit motives, ensuring affordable and sustainable internet access.
- **Pandemic Resilience:** Supporting CAIs as vital community resources capable of delivering critical services through ongoing and future public health crises.
- **Uniform High-Speed Internet:** Offering 1 Gigabit symmetrical or better, low latency, Dedicated Internet Access wireline service to all connected entities, with capabilities for 10Gbps and 100Gbps service handoffs across a 400Gbps backbone in every municipality.

Measurement of Progress

The program is only beginning to make progress in addressing critical needs in targeted communities. To quantify and qualify program outcomes, CEN may employ a variety of methods, including surveys and interviews with program participants, as the projects progress. These tools help gather data on service adoption rates, user satisfaction, and the impact of broadband access on community development.

Connecticut Broadband Infrastructure Program

The Connected Communities Grant Program defines communities with critical need as those historically underserved, marginalized, and/or adversely affected by persistent poverty and inequality, including residents living in rural areas and high-poverty regions. In the program application, we incorporated considerations that specifically address the needs of these communities. Our applicants were required to provide information on community benefit, including, among other things:

- Project area demographics including whether the project is located in an area of low or moderate income, high unemployment, high poverty, or economic distress such as those designated as Distressed Municipalities by the Connecticut Department of Economic and Community Development.

- Anticipated regional impact, including but not limited to whether the project is coordinated with or builds upon other nearby projects, supports network resiliency, and/or addresses a region of the State with high need but relatively few funded projects.
- The project’s anticipated impact to the local economy and community that explains the specific short-, medium-, and long-term impacts of the proposed plan, including a description of efforts aimed at ensuring low to moderate income households in the project area will have sustained and affordable access to speeds at or above 100 Mbps/100 Mbps.

Applicants proposing projects were encouraged to seek a match waiver to avoid deterring participation in the program by small and nontraditional providers, in marginalized or low-income communities, or could threaten affordability. The entire match will be waived if at least 75% of the addresses the project proposes to serve are located in one or more Distressed Municipalities (current or within five years subsequent to the date of the determination that such municipality fails to meet such thresholds).

Applicants had to provide a holistic justification for why the communities they seek to serve have critical need in terms of internet access, affordability, reliability, and/or consistency. To further encourage proposals in communities with critical need, DEEP reduced project area restrictions in Distressed Municipalities. DEEP also applied eligibility criteria aligned with the Program’s focus on economically distressed communities and other communities with critical need in determining eligibility for funding of non-standard installations. In the next reporting period, we will be able to report on the resulting project area demographics and how DEEP anticipates those results will specifically impact the affected communities with critical need.

DEEP also utilized a consultant to conduct a study on broadband availability in Multi-Dwelling Units (MDU) within Distressed Municipalities to identify MDUs that may benefit from infrastructure and service improvements to inform program progress. The analysis identified a total of 8,103 MDUs that had six or more units across the 25 municipalities. Of those, 3,358 were identified as having potential service availability issues. The findings were summarized in a memo for each municipality.

Awareness

DEEP is committed to ensuring equitable and practical access for members of historically underserved communities to understand the potential benefits of the program. To achieve this, we are continuing to leverage various communication channels, including digital and print media and community outreach to engage residents in these targeted communities.

In the reporting period, DEEP also held in-person community forums in each of Connecticut’s nine regions to communicate how the state’s broadband funding would impact communities, and to seek feedback on the specific challenges and barriers faced by communities with critical need.

Further, as part of each application for funds, DEEP required applicants to submit a description of any specific activities, programs, introductory pricing, or other promotions to overcome barriers to adoption; metrics to determine the success of the initiatives; and any communications plan to publicize information about the proposed project in the communities it will serve.

Outcomes

While awards will not be announced until the next reporting period, DEEP is dedicated to making substantial progress toward addressing critical needs identified in the targeted communities, with an

emphasis on closing gaps and reaching universal levels of service. Quantitative and qualitative methods, including surveys and interviews, will be employed to assess Project and Program outcomes.

Labor

Describe workforce practices on any Broadband Infrastructure and/or Multi-Purpose Community Facility projects being pursued. How are projects using strong labor standards to promote effective and efficient delivery of high-quality projects while also supporting the economic recovery through employment opportunities for workers? For example, report whether any of the following practices are being utilized: project labor agreements, community benefits agreements, prevailing wage requirements, and/or local hiring.

New Haven Adult & Continuing Education Center

The City of New Haven has ordinance requirements for workforce participation, prevailing wage requirements, and disadvantaged business hiring that meet or exceed the requirements under ARPA. The City will implement these programs on this project as allowable by the grant agreement.

Manchester Town Library

The Board of Directors has approved the use of a Project Labor Agreement (PLA) for the project. Development of this PLA will begin shortly as trade packages are prepared for bidding. Inclusion of hiring goals for local, veteran, and minority labor and trade workers will be included in the PLA.

Connecticut Education Network (CEN) Broadband Infrastructure Program

CEN's broadband infrastructure projects employ strong labor standards towards effective and efficient delivery of projects. Each broadband infrastructure project has unique labor requirements

- Issued through several statement of works (SOW), the Next Generation Infrastructure Direct Implementation project pulls from local, regional, and national resource pools to amass the specializations needed to upgrade and actively operate the network.
- Community Wireless Grant Program (WiFi Grant Program) will leverage language from the program guidance, federal and local statutes as pass-through requirements to the awardee to adhere to with our subcontractor helping with compliance per grant awardee.

The Connecting Connecticut's Communities Initiative (C3I) utilizes state prevailing wage rate compliant sub-contractors, documented via our fiber contractor's letter of commitment, for installation of new fiber to expand the network to new member-customers. In addition, for professionals outside prevailing wage rate classifications, local teams working with CEN union employees are leveraged to help configure and install devices and new member-customer locations.

Connecticut Broadband Infrastructure Program

While no projects are currently active, CT DEEP has finalized our workforce practices to ensure effective and efficient delivery of high-quality infrastructure projects and to support economic recovery

through employment opportunities for workers. DEEP is committed to implementing best practices that prioritize labor standards and foster a positive impact on workers by securing State Labor requirements for prevailing wage.

Also included in applicant and project eligibility standards is a thorough review of any previous labor violations along with ensuring labor law compliance and the prioritization of local hires. Applicants were asked, as part of their application, to submit information on workforce for consideration, including:

- Information to determine how the project’s workforce meets high safety and training standards, including professional certification, licensure and/or robust in-house training
- Whether the project prioritizes the hiring of local workers and/or workers from historically disadvantaged communities
- Whether the applicant plans to utilize a directly employed workforce, or policies and practices in place to ensure contractors and subcontractors meet high labor standards
- Whether the applicant or any of its partners have received violations of federal and state labor and employment laws within the last five (5) years

In the next report, we will be able to provide details on the awarded projects.

Generally, all contracts in excess of \$100,000 that involve employment of mechanics or laborers must include a provision for compliance with certain provisions of the Contract Work Hours and Safety Standards Act, 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. Part 5). To assist with ensuring a binding commitment to strong labor standards and protections for the project workforce, each contract for the construction, remodeling, refinishing, refurbishing, rehabilitation, alteration or repair of broadband infrastructure, and each subcontract thereunder, shall contain the following provision: “The wages paid on an hourly basis to any person performing the work of any mechanic, laborer or worker on the work herein contracted to be done and the amount of payment or contribution paid or payable on behalf of each such person to any employee welfare fund, as defined in subsection (i) of Conn. Gen. Stat. § 31-53, shall be at a rate equal to the rate customary or prevailing for the same work in the same trade or occupation in the town in which such project is being constructed. Any contractor who is not obligated by agreement to make payment or contribution on behalf of such persons to any such employee welfare fund shall pay to each mechanic, laborer or worker as part of such person's wages the amount of payment or contribution for such person's classification on each pay day.”

After a project commences, awardees must submit Certified Payrolls with a statement of compliance monthly to DEEP.

Community Engagement

Please describe how the Recipient incorporated or plans to incorporate feedback from communities, organizations, and constituents when selecting CPF Projects and how the Recipient plans to address feedback received during project construction and/or implementation.

Recipients should report on (and include quantitative information, such as counts) about the following activities related to community engagement in support of the implementation and operations of each Program and related Projects:

- *Community engagement efforts and activities that occurred with and/or in communities served by the Program. Recipients should include information about the types of organizations (such as training providers, community colleges, libraries, churches, and community-based groups) and, where possible, names of organizations and communities the Recipient and Subrecipient(s) were engaged with to support the implementation and operations of Projects;*
- *Outreach, advertising, and translation activities and services deployed to reach communities the Program is designed to serve; and*
- *Languages used in community outreach efforts and materials for people with limited English proficiency, and other approaches taken to solicit feedback from underserved communities. If relevant, Recipients must report on how funds will build the capacity of community organizations to serve people with significant barriers to services, including people of color, people with low incomes, populations with limited English proficiency, and other traditionally unserved or underserved groups.*

Recipients should also outline any plans to sustain, improve, and or grow community engagement efforts in the subsequent performance year.

New Haven Adult & Continuing Education Center

The City of New Haven and New Haven Adult Education held two community meetings in the summer of 2022, where the concept of multi-faceted community training services was warmly received. In addition, there was significant support from the Newhallville neighborhood to host the Center, including support from all four neighborhood elected members of the Board of Alders. The New Haven Board of Education adopted 188 Bassett Street as the location of the Center in August of 2022.

The schematic design report was based on internal and external stakeholder feedback. Focus groups of students, staff, teachers, and community members were held in the fall of 2023. Stakeholders were asked to provide insight into the desired program elements, layout of the proposed building, and visions of how an existing building can be transformed to meet the needs of a growing adult education program.

Feedback offered during construction will be handled by appropriate Design Team members.

1. Community engagement efforts and activities that occurred with and/or in communities served by the Program:

Two community meetings held in July/August 2022 were arranged by the Newhallville alderpersons and were open to all Newhallville community residents, organizations, businesses, agencies, etc. Direct support was provided by Workforce Alliance, and we engaged with CT State Gateway for collaboration efforts as well.

2. Outreach, advertising, and translation activities and services deployed to reach communities the Program is designed to serve:

- Community meetings
- Focus groups, surveys, one on one conversations with current students and staff.

- Classroom visits by community members and city elders
- Publicizing project progress and community engagement opportunities through local media (WTNH, New Haven Independent)
- Solicitation of community feedback through New Haven Adult Education social media platforms

3. Languages used in community outreach efforts and materials for people with limited English proficiency, and other approaches taken to solicit feedback from underserved communities:

Alderpersons provided outreach within the Newhallville community through their typical channels. Social media platforms are used to translate into most languages, as can communication received through those platforms.

New Haven Adult & Continuing Education Center will directly enable education to people with significant barriers to services, including people of color, people with low incomes, populations with limited English proficiency, and other traditionally unserved or underserved groups, by providing adult learners with high quality programs to earn high school credentials and to become productive citizens in school, in the workforce, and in their communities. Each adult learner will be provided with individualized, targeted academic, social, emotional, educational and health support they need as they proceed through our programs. Our model offers High School Credit, G.E.D., Citizenship, National External Diploma, ESOL, as well as Dual Credit programs with area institutes of higher education. Adult learners will have access to a wide range of courses, degrees, certifications, and credentials.

Manchester Town Library

In 2020, Manchester established an office of Communications and Civic Engagement. The Office of Communications & Civic engagement serves to keep the Manchester community aware, informed, and engaged. We value transparency and accessibility, bringing important information directly to residents via Town communications channels, and this Library project will be an on-going engagement initiative, including ensuring that the critical needs of education, jobs, and health monitoring are addressed.

Moreover, there is a comprehensive public process on the planning and design of the new facility. In the past two decades, multiple architectural studies, needs assessment analyses, public focus groups, and opinion polls were conducted regarding this library's services offered and its space needs.

In 2021, the town's elected body created a 21st Century Library Task Force to gather community input on a potential new library. The results made it clear that the community is looking for a vibrant civic space that meets the changing needs of an increasing diverse population.

In response to the Task Force final report, the Board of Director's tasked the Town Administration with working with consults to develop building concepts and program design specifications for a new library that will function as multi-purpose civic space. The Town will utilize a portion of the new library to **directly enable work, education, and health monitoring.**

The Town and architects of the new library have completed several stages of community engagement to inform both the interior and exterior design of the library. These have included opinion surveys, focus groups, and online engagement polls as described in the next section.

1. Community engagement efforts and activities that occurred with and/or in communities served by the Program:

In October of 2023, the design team hosted in-person engagement sessions for members of the community. At these sessions, presentations with images of library spaces were shared to spark ideas about the possibilities for a new Manchester Public Library and to demonstrate changes, trends, and new service ideas for public libraries. Participants were asked to record and share their reactions; identifying images they liked, commenting on features they found appealing, and sharing which elements they did not find fitting for the community. In order to reach as many members of the community as possible, the same activity was provided through an online survey.

The turnout was impressive. Over 100 community members attended the in-person sessions and over 200 online responses were collected. By analyzing these reactions, designers were able to identify key takeaways of what aspects of this new library are most important to future patrons. There are many spaces within a library that can be tailored to fit the needs/preferences of each community, and this input gathering process ensures that the public is involved in creating a library that is the best fit for the Town of Manchester.

In addition to public engagement, staff members at the current library were surveyed to gather information on what their needs would be in the new library. Results collected from staff questionnaires are assembled as the final report.

2. Outreach, advertising, and translation activities and services deployed to reach communities the Program is designed to serve:

Notices for the community engagement sessions and online surveys have been made in Spanish and Bengali, as well as English, and we have offered translation services on site.

3. Languages used in community outreach efforts and materials for people with limited English proficiency, and other approaches taken to solicit feedback from underserved communities:

The Town conducted outreach surveys specifically in Spanish and had translation services available for other languages. These surveys were conducted both online and in-person engagement sessions resulting in over 100 in-person and 200 online responses.

For more information, please see <https://yourvoicemattersmanchesterct.com/futurelibrary> as well as attached summary of community engagement.

As a result of this feedback, elements are being incorporated within the design to aid in community messaging and outreach for, not only library information, but broader town communication efforts to better engage and serve the community.

Connecticut Education Network (CEN) Broadband Infrastructure Program

CEN is committed to actively engaging with and soliciting feedback from our member communities, key stakeholders, and program participants. This approach reflects our core organizational values of member focus, transparency, integrity, efficiency, equity, and excellence, as outlined in our mission and vision. (Learn more at [CEN Mission & Vision](#)). CEN expects to continue stakeholder and community engagement through the life of the program. Engagement activities includes though are not limited to:

Quarterly updates to The Commission for Educational Technology

The CT Commission for Educational Technology received quarterly updates throughout the year, with meetings held on December 4, 2023, March 4, 2024, and June 3, 2024. These sessions provided an opportunity to review ongoing progress and stay informed and provide opportunity for discussion. For additional details, the commission's updates can be accessed via their official page. https://portal.ct.gov/das/ctedtech/commission-for-educational-technology?language=en_US

Open community forums and updates

In a series of open community forums, significant updates were provided about the CEN ConneCT Program. On November 2, 2023, the Office of the Governor announced federal approval for the CT Education Network's Broadband Infrastructure Plan, marking a pivotal moment in expanding connectivity across the state. Following this announcement, an online forum titled "CEN Connect - Where Connectivity Builds Community" was held, where participants learned about eligibility for a complimentary fiber build and the benefits of joining the CEN community. The webinar took place on February 22, 2024, with 16 registered participants, followed by another session on March 13, 2024, which attracted 20 attendees.

Additionally, another online forum, "CEN Next Generation Infrastructure - CT's First 400G Network," was organized to discuss the Next Generation Infrastructure (NGI) project. This initiative promises to enhance the CEN network by expanding capacity, increasing speeds, and lowering latency, all while supporting the growing demand for internet usage. This session was well-received, with 115 participants registered on February 21, 2024, and 70 more on March 12, 2024.

Beyond the online forums, the CEN Connect program was presented at various meetings, including multiple Council of Government (CoG) gatherings, a Connecticut State Library webinar, the Connecticut Council of Municipalities (CCM) Meeting, and the Connecticut Library Association (CLA) Conference. These presentations reached municipal and library leadership across the state, emphasizing the importance of connectivity in building robust connected communities. For further information, interested parties could visit the engagement events page.

CEN Annual Conference

The CEN Annual Conference, re-branded as CEN ConneCT to support the active ARPA program, took place on May 8-9, 2024, at the CT Convention Center, with an attendance of 755 participants. The conference kicked off at 9 AM with opening remarks that provided an overview of the ARPA program and its benefits to the community. Following this, a session at 10:15 AM focused on "Innovations in CEN's Nextgen Network," while a 2 PM session titled "CEN Connect - Where Connectivity Builds Community" explored how connectivity fostered community engagement. For more details, visit [the conference website](#) or [register here](#).

Digital and Print Media

CEN has developed several informational print materials to distribute to stakeholders in addition to providing consistent web updates and social media posts for engagement. Highlights include a one-page summary of current and planned programs, presentations, website updates, and postcards.

External Presentations

Schools, Health, & Libraries Broadband Coalition (SHLB) having seen the US Treasury fact sheet on the project, followed by Governor Lamont's press announcement, requested a 'Spotlight Presentation' CEN Executive Director Ryan Kocsondy presented to SHLB on December 18, 2023, in a 'Member Spotlight' describing the CEN Connect Program, the plans, goals, and outcomes. The online forum was very well attended nationally and many SHLB partners reached out to inquire more and what portions of the CEN may translate into their states and regional networks. <https://www.linkedin.com/feed/update/urn:li:activity:7148714528963268608/>
<https://www.facebook.com/photo?fbid=762901522549079&set=a.553235530182347>

Additional Planned Stakeholder Outreach Initiatives

Regional Community Forums

CEN plans to host Regional Community Forums across the state to help ensure full geographic coverage and direct engagement of communities. These forums will provide a platform for direct engagement with community members, enabling us to discuss program objectives and gather valuable feedback. Venues will be identified, and the forums are being planned for Winter 2024-5. These Regional Community forums will also help with new strategy development on how to best leverage new capabilities of the network platforms and further enhance the cybersecurity.

Community Anchor Surveys

CEN Plans to construct and collect community input via survey response for various portions of the CEN ConneCT projects. These surveys gathered, and continue to gather, valuable insights

and data, guiding the creation of actionable plans to address the specific needs of different groups and regions. Surveys will be available in both English and Spanish.

Transparency in Reporting

To promote transparency and accountability, CEN will update our online content to reflect project progress and make progress reports available to the public.

Connecticut Broadband Infrastructure Program

DEEP has continued its commitment to actively engage and solicit feedback from communities, organizations, and constituents during the selection of projects and throughout the construction and implementation phases. Our approach focuses on transparency, inclusivity, and responsiveness to ensure that the needs of the communities served by the projects are effectively addressed. In the reporting period, DEEP engaged approximately 450 stakeholders.

Completed and Active Stakeholder Outreach Initiatives:

1. Meeting with State Agencies and Community Organizations Serving Underrepresented Communities

Understanding the importance of inclusivity and tailored solutions, DEEP continued to conduct individual meetings with state agencies and community organizations serving communities that would benefit from the program. Through these engagements, we identified and harnessed existing resources, avoiding duplication of efforts, and built relationships that will be leveraged throughout program implementation. Additionally, gaining insights into their specific plans and needs enabled us to customize our initiatives to better address the unique challenges faced by these communities.

A sample of relevant stakeholders engaged in the reporting period include:

- Mashantucket Pequot Tribal Nation
- Mohegan Tribe
- Naugatuck Valley Council of Government
- Northwest Hills Council of Government
- State Representative for the City of Bridgeport
- First Selectman of the Town of Griswold
- First Selectman of the Town of Preston
- Town of East Haddam Municipal Broadband Committee
- Town of Kent
- Connecticut Equity and Environmental Justice Advisory Council
- DEMHS and ESF-15 Diverse Communities Taskforce
- Connecticut Department of Veterans Affairs
- United Way

2. Stakeholder Roundtables

As part of DEEP's commitment to inclusivity and collaboration, we have continued to organize quarterly stakeholder roundtables in three sessions to engage with various key stakeholders in government, industry, and community organizations. These discussions provide a platform for

meaningful dialogue, allowing DEEP to identify opportunities and address obstacles to program success.

3. Digital and Print Media

DEEP has developed a number of informational print materials to distribute to stakeholders in addition to providing consistent web updates and social media posts for engagement. Highlights include a one-page summary of state broadband programs for the general public.

4. Regional Community Forums

These events, held at accessible locations in each of Connecticut’s nine regions, focused on the lived experiences of community members, aiding the state in gathering feedback on issues with access, performance, affordability, and digital skills. The sessions also touched on unique local challenges and opportunities to help inform the state’s programming.

Planned Stakeholder Outreach Initiatives

1. Feedback and Grievances during Implementation

Throughout the construction and implementation phases, DEEP will maintain open channels of communication to receive feedback, grievances, and suggestions from stakeholders. Regular engagement and communication will allow provide a platform for stakeholders to voice their concerns. DEEP will ensure that all concerns are promptly acknowledged, investigated, and addressed in a timely manner.

2. Transparency in Reporting

To promote transparency and accountability, DEEP will make progress reports available to the public. These reports will include updates on project milestones, construction activities, and discussion on any feedback received and addressed. This process will foster trust and allow stakeholders to track the progress and outcomes of CPF-funded projects.

In conclusion, DEEP will strive to achieve sustainable and meaningful impacts while fostering positive relationships with all stakeholders involved in the CPF-funded projects.