City and County of San Francisco

London Breed, Mayor

Human Services Agency

Department of Human Services
Department of Disability and Aging Services
Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
               ESPERANZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS

DATE: NOVEMBER 4, 2020

SUBJECT: **NEW GRANTS**: MULTIPLE GRANTEES (see table)
               FOR PROVISION OF THE SF CONNECTED PROGRAM

GRANT TERM: JANUARY 1, 2021 TO JUNE 30, 2023

ANNUAL   See table on Page 2
AMOUNTS

Funding Source	County	State	Federal	Contingency	Total
FUNDING:	$2,888,603	$0	$0	$288,859	$3,177,462
PERCENTAGE:	100%	0%	0%		100%

The Department of Disability & Aging Services (DAS) requests authorization to enter into new grants with multiple non-profit agencies as listed below for the period of January 1, 2021 to June 30, 2023, in an amount of $2,888,603, plus a 10% contingency for a total amount not to exceed $3,177,462. The purpose of the grants is to provide digital literacy training for older adults and adults with a disability, ensuring technical support, and administrative support for the SF Tech Council.

Background

In September 2010, the Department of Disability and Aging Services (DAS) and Department of Technology (DT) received a federal grant award under the Broadband Technology Opportunities Program (BTOP) to promote Sustainable Broadband Adoption (SBA). DAS oversaw the programs for older adults and adults with disabilities. City and County of San Francisco continued the funding from September 2013 to present through the city's General Fund and the program was renamed SF Connected.

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. By helping to acquire and/or enhance their digital competencies, the SF Connected Program will continue to improve the quality of life and independence of the target population.

The program has expanded training, learning, and support virtually for older adults and adults with disabilities since March 2020. DAS will be working closely with all Grantees to make certain that services are accessible and relevant with the changing environment. DAS seeks to continue and improve the SF Connected Program with funding for these services over the next two and a half years.

Grantee:	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	Total Budget	Contingency	Not to Exceed
Community Living Campaign (CLC)	$109,648	$219,295	$219,295	$548,238	$54,824	$603,062
Community Tech Network	$175,683	$351,365	$351,365	$878,412	$87,841	$966,253
Self Help for the Elderly	$67,916	$135,833	$135,833	$339,582	$33,958	$373,540
Lighthouse for the Blind	$29,127	$58,253	$58,253	$145,633	$14,563	$160,196
Conard House	$42,181	$84,361	$84,361	$210,903	$21,090	$231,993
ARC	$50,000	$100,000	$100,000	$250,000	$25,000	$275,000
CLC/Urban Equity Group	$48,573	$97,146	$97,146	$242,865	$24,286	$267,151
CLC/SF Tech Council	$54,594	$109,188	$109,188	$272,970	$27,297	$300,267
Total	$577,722	$1,155,441	$1,155,441	$2,888,603	$288,859	$3,177,462

Services to be Provided

Digital Literacy Training
Grantees will provide digital literacy training to older adults and adults with disabilities. Classes, workshops, and/or one-on-one training will be customized and adapted to serve the linguistically diverse population in San Francisco. The program seeks to increase social connection and improve independence by teaching how to access virtual activities, digital services and/or assistive technology. Older adults and adults with disabilities are often on the other side of the digital divide and this program works to bridge that divide and improve digital equity in San Francisco.

Tech Support Services
Grantees will provide tech support services to older adults and adults with disabilities. This may include time spent assisting a consumer in identifying the best low-cost internet option for their home, navigating the subscription process of an internet service provider, and/or obtaining a

personal device through federal/state/local programs. Access to the digital world is an essential utility and this service will support older adults and adults with disabilities in stabilizing that connection.

Information Technology Related Technical Support
Grantee will provide technical support for the SF Connected program. While the technology labs are closed to the target population, the Grantee shall provide the necessary support to other SF Connected Grantees that administer a device distribution/loaner program. Services include, but not limited to, receipt of ordered items from multiple vendors for storage, staging/configuring devices with appropriate resources on the home screen, as well as packaging and delivery to consumers. Community Tech Network and Community Living Campaign are currently providing devices through their Home Connect program and Neighborhood Tech Connections, respectively. The Grantee will provide recommendations to these two organizations and other Grantees that choose to develop their own device distribution program. This includes vetting the reliability of a particular device, sharing best practices for inventory of devices, asset tracking and processing returns of items under warranty. In addition, Grantee will provide tech support services and help consumers stabilize their broadband connection at home.

When the technology labs are allowed to operate, the Grantee will process and address all technical service requests to make sure that the service delivery of the SF Connected program to older adults and adults with disabilities is consistent and reliable. Support will be provided to all desktops, monitors, peripherals, servers, routers, switches, and software purchased by the program. Grantee will stay abreast of emerging technology and assess technology value and readiness for the program. The intent is to provide a high-performing and forward-facing computing environment while staying ahead of possible issues that could impede system functionality. Grantee will also provide observations and recommendations to DAS on how the technical functioning of the labs may impact the lab user experience and how the technology lab user experience might be improved. In addition, quarterly statistics will be provided to include response rate to service requests and time to close tickets.

Administrative Support to SF Tech Council
Grantee will provide administrative support to SF Tech Council. The SF Tech Council's mission is to advance digital inclusion for older adults and adults with disabilities so all can participate in the City's connected community. The 24-member Council consists of leaders from community organizations, local government, academia, health care, the business sector and the technology industry. Since establishing a vision and mission, innovative outcomes-oriented projects have been developed for launch, and will benefit all sectors, but most importantly, those who have been left behind in the digital revolution. For the new term, the SF Tech Council will map digital inclusion resources and lead efforts to coordinate a citywide action plan that addresses racial equity in digital access.

For more specific information regarding the specific services to be provided by each Grantee, please refer to the respective Appendices.

Selection

Grantees were selected through Request for Proposal #861, which was issued October 21, 2019.

Funding
Funding for these grants is provided by the City and County General Fund.

ATTACHMENTS

Computer Training
Appendix A – Services to be Provided – Community Living Campaign
Appendix B – Program Budget – Community Living Campaign

Appendix A – Services to be Provided – Community Technology Network
Appendix B – Program Budget – Community Technology Network

Appendix A – Services to be Provided – Self Help for the Elderly
Appendix B – Program Budget – Self Help for the Elderly

Appendix A – Services to be Provided – Lighthouse for the Blind
Appendix B – Program Budget – Lighthouse for the Blind

Appendix A – Services to be Provided – Conard House
Appendix B – Program Budget – Conard House

Appendix A – Services to be Provided – The ARC
Appendix B– Program Budget – The ARC

Appendix A – Services to be Provided – CLC/Urban Equity
Appendix B – Program Budget – CLC/Urban Equity

Appendix A – Services to be Provided – CLC/Tech Council
Appendix B – Program Budget – CLC/Tech Council

Appendix F – SF Connected Technology Labs Site Chart

APPENDIX A– SERVICES TO BE PROVIDED

Community Living Campaign

SF Connected Program: Digital Literacy Training

Effective January 1, 2021 – June 30, 2023

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. By helping to acquire and/or enhance their digital competencies, the SF Connected Program will continue to improve the quality of life and independence of the target population.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
CA GetCare		A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
DAS		Department of Disability and Aging Services.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Frail		An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee		Community Living Campaign
HSA		Human Services Agency of the City and County of San Francisco.

LGBTQ+		An acronym/term used to refer to persons who self-identify as non – heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority		An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships.
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Senior		Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program		A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAS-authorized technology labs.
SOGI		Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab		Senior centers, community centers, Rental Assistance Demonstration Housing, senior housing, supportive housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for the SF Connected Program

- Resident of San Francisco; and
- Person aged 60 and above; or
- Person 18 years of age or older with a disability.

V. Description of Services

Grantee shall provide digital literacy training and tech support services during the term of this grant:

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Spanish, Russian, Tagalog, and Vietnamese. Services are to be provided at SF Connected technology labs, DAS approved labs, and/ or virtually when said labs are inaccessible by the target population. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Participants with little or no computer skills will learn the basics of how to use the computer, the mouse, opening programs, and navigating the Internet.

Online Communications. Participants will learn how to communicate online, understand concepts and set up accounts to be able to contact friends and/or families via email and/or social media (e.g Skype, Apple FaceTime, Google Voice, WeChat and Facebook Messenger.)

Online Safety/Security. Participants will learn how to navigate the internet safely and get support in changing or updating privacy/security settings on online accounts and/or search browsers.

Assistive Technology. Participants will get training and support on assistive technologies and/or accessibility features to promote greater independence and enhance their daily living.

Access to Information. Participants will learn how to navigate and search the internet on information that is credible and relevant to their needs especially digital services (e.g. online banking, health information, job applications, and online government services like DAHLIA).

Access to Virtual Activities. Participants will receive training and support on video conferencing platforms/software (e.g. Zoom, Google Hangouts, Microsoft Teams, Skype, WebEx, etc.) to allow participation and engagement in virtual activities and virtual learning available for older adults and adults with disabilities.

Interpersonal and Professional Achievement Skills. Participants, particularly those with intellectual and developmental disabilities, will receive training to enhance digital and computer skills that are essential for vocational activities. Participants will receive instruction and practice on applying these computer skills both professionally and socially.

Digital literacy training in the SF Connected Program should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Introduce activities that promote social connection opportunities for individual consumers.

Tech Support Services
Recruit, train, manage, and supervise volunteer and/or paid instructors to provide tech support services to older adults and adults with disabilities. Services may include one or more of the following topics:

Securing Internet Connection at Home. Participants will receive assistance and support in identifying the best low-cost internet service option for their home and when navigating the process of subscribing with an internet service provider.

Referral to Other Services. Grantee will refer participants to other third party services that will further assist their technology needs. Examples include identifying the warranty status of a device and providing appropriate contact information and/or referring participants to other tech support services that can adequately resolve their tech issues (e.g. Apple Genius Bar, Geek Squad, etc.).

Acquiring a Personal Device. Interested participants will receive the necessary support to obtain a personal device that will enable them to access virtual services/activities. Federal/state/local programs will be identified and eligibility requirements will be shared with the participants. Receipt of a device is not guaranteed but participants will continually receive support until all options are exhausted.

For grantees that provide devices to participants by acquiring local, state, federal and/or private funds, a project proposal must be submitted to DAS/OCP for review and approval. The proposal shall include the following:
- Plan to equitably reach older adults and adults with disabilities that are isolated and would benefit most with receiving a device.
- Participant assessment that identifies need and eligibility to the program.
- Series of digital literacy workshops/classes that participants will need to complete in order to receive a device.

- Connection to digital literacy support and other virtual social services program after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

Grantee shall maintain a cooperative relationship with DAS technology labs and if necessary, develop a Memorandum of Agreement to guarantee that both parties understand their individual responsibilities.

Grantee shall coordinate with DAS to maintain the program calendar, and collaborate with other digital literacy providers to continue and support the Tech Council, which includes stakeholders, community members and program participants.

Grantee shall administer the annual consumer survey, designed by SF Connected staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the section below.

VI.   Service Objectives

On an annual basis, the grantee will meet the following service objectives:

- Grantee will serve **500** unduplicated consumers.
  One unit is one consumer receiving services highlighted in this scope of work.

- Grantee will provide **3,100** units of digital literacy training hours.
  One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.

- Grantee will provide **200** units of tech support service hours.
  One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee will administer the annual consumer survey to collect the data.

- Participants enhance their well-being/wellness by using learned skills to search online for programs or services. Target: 75%
- Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
- Participants are kept up to date with changing technology through the program. Target: 75%
- Participants are able to connect with relatives and/or friends through technology using learned skills (i.e. Zoom, email, social media, digital messaging). Target: 75%

Results from the following measures will help identify the quantity of consumers stabilizing digital access in their home. These measures will be collected at the end of the fiscal year through an online form created by DAS/OCP.

- Quantity of consumers obtaining a personal device in the fiscal year.
- Quantity of consumers acquiring broadband internet in their home

VIII. Reporting Requirements and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
B. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training and Elder Abuse Mandated Reporter Training on an annual basis; Grantee will maintain evidence of staff completion of these trainings.
F. Grantee will provide an annual consumer survey report to OCP by March 15th or a date agreed upon by DAS and grantee each grant year.
G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

| Paulo Salta, Program Analyst
DAS, Office of Community Partnerships
1650 Mission St., 5th Floor
San Francisco, CA 94103
Paulo.Salta@sfgov.org | Candace Gray, Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
Candace.Gray@sfgov.org |

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates,

back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting Training, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, hours of operation are current according to the SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

B. <u>Fiscal Compliance and Contract Monitoring</u>: Fiscal monitoring will include review of the grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, state and federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of personnel manual, emergency operations plan, compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1				Appendix B, Page 1	
2					
3	**HUMAN SERVICES AGENCY BUDGET SUMMARY**				
4					
5	Name	Term			
6	Community Living Campaign	1/1/21-6/30/23			
7	(Check One) New ☑ Renewal ____ Modification ____				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: SF Connected				
10	Budget Reference Page No.(s)				
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	Total
12	**Expenditures**				
13	Salaries & Benefits	$89,352	$178,705	$178,705	$446,762
14	Operating Expenses	$5,994	$11,986	$11,986	$29,967
15	**Subtotal**	$95,346	$190,691	$190,691	$476,728
16	Indirect Percentage (%) (insert Indirect %)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	$14,302	$28,604	$28,604	$71,510
18	Capital/Subcontractor Expenditures	$0	$0	$0	$0
19	Total Expenditures	$109,648	$219,295	$219,295	$548,238
20	**HSA Revenues**				
21					
22	General Fund	$109,648	$219,295	$219,295	$548,238
23					$0
24					
25	TOTAL HSA REVENUES	$109,648	$219,295	$219,295	$548,238
26	**Other Revenues**				
27	United Way of the Bay Area	$16,319	$32,637	$32,637	$81,593
28	PPP Grant	$33,762			$33,762
29					
30					
31	Total Revenues	$159,728	$251,932	$251,932	$663,592
32	Full Time Equivalent (FTE)				
34	Prepared by:	Telephone No.:		Date: 10/1/20	
35	HSA-CO Review Signature:				
36	**HSA #1**				

Community Living Campaign, Program: SF Connected
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

	POSITION TITLE	New Salary	HSA Program Total FTE	New FTE	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/23 TOTAL Budgeted Salary
10	Executive Director	$89,625	100%	0.06	$2,500	$5,000	$5,000	$12,500
11	Deputy Director	$85,325	100%	0.06	$2,500	$5,000	$5,000	$12,500
12	Program Manager	$63,000	100%	0.39	$12,325	$24,650	$24,650	$61,625
13	Program Coordinator - Chester	$56,160	50%	0.21	$3,000	$6,000	$6,000	$15,000
14	Program Coordinator - Wanda	$56,160	100%	1.00	$28,080	$56,160	$56,160	$140,400
15	Digital Literacy Trainers 1	$52,000	39%	1.00	$10,000	$20,000	$20,000	$50,000
16	Digital Literacy Trainers 2	$48,880	34%	0.99	$8,135	$16,270	$16,270	$40,675
17	Operations/Reporting Analyst	$52,000	50%	0.17	$2,250	$4,500	$4,500	$11,250
18	Accounting	$78,000	75%	0.10	$3,000	$6,000	$6,000	$15,000
19								
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28								
29	TOTALS		6.47	3.99	$71,790	$143,580	$143,580	$358,950
30								
31	FRINGE BENEFIT RATE	24%						
32	EMPLOYEE FRINGE BENEFITS				$17,562	$35,125	$35,125	$87,812
33								
34								
35	TOTAL SALARIES & BENEFITS				$89,352	$178,705	$178,705	$446,762
36	**HSA #2**							**10/25/2016**

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Community Living Campaign, Program: SF Connected
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	TOTAL 1/1/21-6/30/23
Rental of Property		$2,657	$5,314	$5,314	$13,285
Utilities					
Office Supplies, Postage					
Software Systems License					
Printing and Reproduction		$500	$1,000	$1,000	$2,500
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)		$983	$1,965	$1,965	$4,913
Rental of Equipment					
CONSULTANTS					
OTHER					
Activity/Meeting Expenses		$254	$507	$507	$1,269
Program Supplies		$1,600	$3,200	$3,200	$8,000
TOTAL OPERATING EXPENSE		**$5,994**	**$11,986**	**$11,986**	**$29,967**

APPENDIX A – SERVICES TO BE PROVIDED

Community Tech Network

SF Connected Program: Digital Literacy Training

Effective January 1, 2021 – June 30, 2023

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. By helping to acquire and/or enhance their digital competencies, the SF Connected Program will continue to improve the quality of life and independence of the target population.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
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Grantee		Community Tech Network
HSA		Human Services Agency of the City and County of San Francisco.

LGBTQ+		An acronym/term used to refer to persons who self-identify as non – heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
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Minority		An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships.
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Senior		Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program		A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAS-authorized technology labs.
SOGI		Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab		Senior centers, community centers, Rental Assistance Demonstration Housing, senior housing, supportive housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for the SF Connected Program

- Resident of San Francisco; and
- Person aged 60 and above; or
- Person 18 years of age or older with a disability.

V. Description of Services

Grantee shall provide digital literacy training and tech support services during the term of this grant:

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Spanish, Russian, Tagalog, and Vietnamese. Services are to be provided at SF Connected technology labs, DAS approved labs, and/ or virtually when said labs are inaccessible by the target population. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Participants with little or no computer skills will learn the basics of how to use the computer, the mouse, opening programs, and navigating the Internet.

Online Communications. Participants will learn how to communicate online, understand concepts and set up accounts to be able to contact friends and/or families via email and/or social media (e.g Skype, Apple FaceTime, Google Voice, WeChat and Facebook Messenger.)

Online Safety/Security. Participants will learn how to navigate the internet safely and get support in changing or updating privacy/security settings on online accounts and/or search browsers.

Assistive Technology. Participants will get training and support on assistive technologies and/or accessibility features to promote greater independence and enhance their daily living.

Access to Information. Participants will learn how to navigate and search the internet on information that is credible and relevant to their needs especially digital services (e.g. online banking, health information, job applications, and online government services like DAHLIA).

Access to Virtual Activities. Participants will receive training and support on video conferencing platforms/software (e.g. Zoom, Google Hangouts, Microsoft Teams, Skype, WebEx, etc.) to allow participation and engagement in virtual activities and virtual learning available for older adults and adults with disabilities.

Interpersonal and Professional Achievement Skills. Participants, particularly those with intellectual and developmental disabilities, will receive training to enhance digital and computer skills that are essential for vocational activities. Participants will receive instruction and practice on applying these computer skills both professionally and socially.

Digital literacy training in the SF Connected Program should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Introduce activities that promote social connection opportunities for individual consumers.

Tech Support Services
Recruit, train, manage, and supervise volunteer and/or paid instructors to provide tech support services to older adults and adults with disabilities. Services may include one or more of the following topics:

Securing Internet Connection at Home. Participants will receive assistance and support in identifying the best low-cost internet service option for their home and when navigating the process of subscribing with an internet service provider.

Referral to Other Services. Grantee will refer participants to other third party services that will further assist their technology needs. Examples include identifying the warranty status of a device and providing appropriate contact information and/or referring participants to other tech support services that can adequately resolve their tech issues (e.g. Apple Genius Bar, Geek Squad, etc.).

Acquiring a Personal Device. Interested participants will receive the necessary support to obtain a personal device that will enable them to access virtual services/activities. Federal/state/local programs will be identified and eligibility requirements will be shared with the participants. Receipt of a device is not guaranteed but participants will continually receive support until all options are exhausted.

For grantees that provide devices to participants by acquiring local, state, federal and/or private funds, a project proposal must be submitted to DAS/OCP for review and approval. The proposal shall include the following:
- Plan to equitably reach older adults and adults with disabilities that are isolated and would benefit most with receiving a device.
- Participant assessment that identifies need and eligibility to the program.
- Series of digital literacy workshops/classes that participants will need to complete in order to receive a device.

- Connection to digital literacy support and other virtual social services program after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

Grantee shall maintain a cooperative relationship with DAS technology labs and if necessary, develop a Memorandum of Agreement to guarantee that both parties understand their individual responsibilities.

Grantee shall coordinate with DAS to maintain the program calendar, and collaborate with other digital literacy providers to continue and support the Tech Council, which includes stakeholders, community members and program participants.

Grantee shall administer the annual consumer survey, designed by SF Connected staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the section below.

VI.   Service Objectives

On an annual basis, the grantee will meet the following service objectives:

- Grantee will serve **600** unduplicated consumers.
  One unit is one consumer receiving services highlighted in this scope of work.

- Grantee will provide **3,600** units of digital literacy training hours.
  One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.

- Grantee will provide **720** units of tech support service hours.
  One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee will administer the annual consumer survey to collect the data.

- Participants enhance their well-being/wellness by using learned skills to search online for programs or services. Target: 75%
- Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
- Participants are kept up to date with changing technology through the program. Target: 75%
- Participants are able to connect with relatives and/or friends through technology using learned skills (i.e. Zoom, email, social media, digital messaging). Target: 75%

Results from the following measures will help identify the quantity of consumers stabilizing digital access in their home. These measures will be collected at the end of the fiscal year through an online form created by DAS/OCP.

- Quantity of consumers obtaining a personal device in the fiscal year.
- Quantity of consumers acquiring broadband internet in their home

VIII. Reporting Requirements and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
B. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training and Elder Abuse Mandated Reporter Training on an annual basis; Grantee will maintain evidence of staff completion of these trainings.
F. Grantee will provide an annual consumer survey report to OCP by March 15th or a date agreed upon by DAS and grantee each grant year.
G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Paulo Salta, Program Analyst	Candace Gray, Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
Paulo.Salta@sfgov.org	Candace.Gray@sfgov.org

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates,

back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting Training, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, hours of operation are current according to the SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

B. <u>Fiscal Compliance and Contract Monitoring</u>: Fiscal monitoring will include review of the grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, state and federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of personnel manual, emergency operations plan, compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1				Appendix B, Page 1	
2					
3	**HUMAN SERVICES AGENCY BUDGET SUMMARY**				
4	**BY PROGRAM**				
5	Name			Term	
6	Community Tech Network			1/1/21-6/30/23	
7	(Check One) New ☑ Renewal _____ Modification _____				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: SF Connected				
10	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	Total
11	**Expenditures**				
12	Salaries & Benefits	$97,606	$195,213	$195,213	$488,032
13	Operating Expense	$55,161	$110,322	$110,322	$275,805
14	**Subtotal**	$152,767	$305,535	$305,535	$763,837
15	Indirect Percentage (%)	15%	15%	15%	$0
16	Indirect Cost (Line 16 X Line 15)	$22,914	$45,830	$45,830	$114,575
17	Capital Expenditure	$0	$0	$0	$0
18	Total Expenditures	$175,682	$351,365	$351,365	$878,412
19	**HSA Revenues**				
20	General Fund	$175,682	$351,365	$351,365	$878,412
21					
22					
23					
24					
25					
26					
27					
28	TOTAL HSA REVENUES	$175,682	$351,365	$351,365	$878,412
29	**Other Revenues**				
30					
31					
32					
33					
34					
35	Total Revenues	$175,682	$351,365	$351,365	$878,412
36	Full Time Equivalent (FTE)	3.03	3.03	3.03	
38	Prepared by: Kami Griffiths, Executive Director Telephone No.: 650-784-1156 Date: 10/16/20				
39	HSA-CO Review Signature:				
40	**HSA #1**				**10/25/2016**

	A	B	C	D	E	F	G	H	I
1								Appendix B, Page 2	
2									
3									
4	Program Name: SF Connected								
5	(Same as Line 9 on HSA #1)								
6									
7					**Salaries & Benefits Detail**				
8									
9									
10						1/1/21-6/30/23	7/1/21-6/30/22	7/1/22-6/30/23	
11		Agency Totals		HSA Program		DAS Program	DAS Program	DAS Program	
12	POSITION TITLE	Annual Full TimeSalary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	TOTAL
13	Executive Director (Kami)	*$85,000*	*1.00*	*10%*	*0.10*	$4,250	$8,500	$8,500	$21,250
14	Senior Program Manager (Stephen)	*$57,000*	*1.00*	*100%*	*1.00*	$28,500	$57,000	$57,000	$142,500
15	Program Coordinator	*$49,200*	*1.00*	*100%*	*1.00*	$24,600	$49,200	$49,200	$123,000
16	Administrative Manager (Kate)	$54,080	0.75	50%	0.38	$9,889	$19,777	$19,777	$49,443
17	Digital Literacy Tutor (Cantonese)	$47,840	0.75	20%	0.15	$3,588	$7,176	$7,176	$17,940
18	Digital Literacy Tutor (Spanish)	$49,200	1.00	20%	0.20	$4,920	$9,840	$9,840	$24,600
19	Digital Literacy Tutor (Russian)	$49,200	1.00	20%	0.20	$4,920	$9,840	$9,840	$24,600
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30	TOTALS		6.50	320%	3.03	$80,667	$161,333	$161,333	$403,333
31									
32	FRINGE BENEFIT RATE	21%							
33	EMPLOYEE FRINGE BENEFITS					$16,940	$33,880	$33,880	$84,700
34									
35									
36	TOTAL SALARIES & BENEFITS	$0				$97,606	$195,213	$195,213	$488,032
37	**HSA #2**								**10/25/2016**

Appendix B, Page 3

Program Name: SF Connected
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21-6/30/23	7/1/21-6/30/22	7/1/22-6/30/23	TOTAL
Rental of Property		$1,663	$3,326	$3,326	$8,315
Utilities(Elec, Water, Gas, Phone, Garbage)		$480	$960	$960	$2,400
Office Supplies, Postage		$1,500	$3,000	$3,000	$7,500
Building Maintenance Supplies and Repair					$0
Printing and Reproduction		$1,800	$3,600	$3,600	$9,000
Insurance					$0
Staff Training					$0
Staff Travel-(Local & Out of Town)		$480	$960	$960	$2,400
Rental of Equipment					$0
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
Marketing/design		$3,000	$6,000	$6,000	$15,000
Bilingual instructors		$36,000	$72,000	$72,000	$180,000
Volunteer Trainer		$3,000	$6,000	$6,000	$15,000
Instructional Designer		$2,500	$5,000	$5,000	$12,500
					$0
OTHER					
Technology		$3,478	$6,956	$6,956	$17,390
Background checks		$1,260	$2,520	$2,520	$6,300
					$0
					$0
TOTAL OPERATING EXPENSE		$55,161	$110,322	$110,322	$275,805

HSA #3   **10/25/2016**

APPENDIX A– SERVICES TO BE PROVIDED

Self Help for the Elderly

SF Connected Program: Digital Literacy Training

Effective January 1, 2021 – June 30, 2023

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. By helping to acquire and/or enhance their digital competencies, the SF Connected Program will continue to improve the quality of life and independence of the target population.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
CA GetCare		A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
DAS		Department of Disability and Aging Services.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Frail		An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee		Self Help for the Elderly
HSA		Human Services Agency of the City and County of San Francisco.

LGBTQ+		An acronym/term used to refer to persons who self-identify as non – heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority		An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships.
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Senior		Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program		A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAS-authorized technology labs.
SOGI		Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab		Senior centers, community centers, Rental Assistance Demonstration Housing, senior housing, supportive housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.

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Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
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- Resident of San Francisco; and
- Person aged 60 and above; or
- Person 18 years of age or older with a disability.

V. Description of Services

Grantee shall provide digital literacy training and tech support services during the term of this grant:

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Spanish, Russian, Tagalog, and Vietnamese. Services are to be provided at SF Connected technology labs, DAS approved labs, and/ or virtually when said labs are inaccessible by the target population. Grantee shall provide training in one or more of the following topics:

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- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Introduce activities that promote social connection opportunities for individual consumers.

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- Plan to equitably reach older adults and adults with disabilities that are isolated and would benefit most with receiving a device.
- Participant assessment that identifies need and eligibility to the program.
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- Connection to digital literacy support and other virtual social services program after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

Grantee shall maintain a cooperative relationship with DAS technology labs and if necessary, develop a Memorandum of Agreement to guarantee that both parties understand their individual responsibilities.

Grantee shall coordinate with DAS to maintain the program calendar, and collaborate with other digital literacy providers to continue and support the Tech Council, which includes stakeholders, community members and program participants.

Grantee shall administer the annual consumer survey, designed by SF Connected staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the section below.

VI.   Service Objectives

On an annual basis, the grantee will meet the following service objectives:

- Grantee will serve **700** unduplicated consumers.
  One unit is one consumer receiving services highlighted in this scope of work.

- Grantee will provide **2,350** units of digital literacy training hours.
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- Grantee will provide **50** units of tech support service hours.
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The following outcome objectives will be used to measure the impact of services provided. The grantee will administer the annual consumer survey to collect the data.

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- Participants are kept up to date with changing technology through the program. Target: 75%
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Results from the following measures will help identify the quantity of consumers stabilizing digital access in their home. These measures will be collected at the end of the fiscal year through an online form created by DAS/OCP.

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- Quantity of consumers acquiring broadband internet in their home.

VIII. Reporting Requirements and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

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Paulo Salta, Program Analyst	Tahir Shaikh, Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
Paulo.Salta@sfgov.org	Tahir.Shaikh@sfgov.org

IX. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of

service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting Training, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, hours of operation are current according to the SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

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Appendix A

	A	B	C	D	E
1				Appendix B, Page	
2				Document Date:	10/15/2020
3	**HUMAN SERVICES AGENCY BUDGET SUMMARY**				
4	**BY PROGRAM**				
5	Name			Term	1/1/21-6/30/23
6	SELF-HELP FOR THE ELDERLY				
7	(Check One) New ☑ Renewal ____ Modification ____				
8	If modification, Effective Date of Mod. 1/1/21 No. of Mod.				
9	Program: SF Connected				
10	Budget Reference Page No.(s)				
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	Total
12	**Expenditures**				
13	Salaries & Benefits	$57,804	$115,607	$115,607	$289,018
14	Operating Expense	$1,253	$2,509	$2,509	$6,271
15	**Subtotal**	$59,057	$118,116	$118,116	$295,289
16	Indirect Percentage (%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	$8,859	$17,717	$17,717	$44,293
18	Capital Expenditure	$0	$0	$0	$0
19	Total Expenditures	$67,916	$135,833	$135,833	$339,582
20	**HSA Revenues**				
21	General Fund	$67,916	$135,833	$135,833	$339,582
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	$67,916	$135,833	$135,833	$339,582
30	**Other Revenues**				
31					
32					
33					
34					
35					
36	Total Revenues				$0
37	Full Time Equivalent (FTE)				
39	Prepared by:	Leny Nair	Telephone No.:	415-677-7682	Date 10/15/2020
40	HSA-CO Review Signature:				
41	**HSA #1**				**11/15/2007**

Program Name:
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	Agency Totals Annual Full TimeSalary for FTE	Total % FTE	r HSA Progra Adjusted FTE	1/1/21-6/30/21 For DAS Program Budgeted Salary	7/1/21-6/30/22 For DAS Program Budgeted Salary	7/1/22-6/30/23 For DAS Program Budgeted Salary	TOTAL 1/1/21-6/30/23
Project Coordinator	$47,840	32%	100%	$7,654	$15,309	$15,309	$38,272
Computer Instructor-Lead	$46,800	30%	100%	$7,020	$14,040	$14,040	$35,100
Instructor-Chinese Ringo	$43,680	45%	100%	$9,828	$19,656	$19,656	$49,140
Instructor-Chinese-Sam	$43,680	20%	100%	$4,368	$8,736	$8,736	$21,840
Instructor-Vietnamese-Jin	$43,680	24%	100%	$5,242	$10,483	$10,483	$26,208
Instructor-Russian-TBH	$43,680	20%	100%	$4,368	$8,736	$8,736	$21,840
Instructor-Spanish- Eugenia	$43,680	10%	100%	$2,184	$4,368	$4,368	$10,920
Instructor-TBH	$43,680	17%	100%	$3,713	$7,426	$7,426	$18,564
Instructor-TBH	$43,680	17%	100%	$3,713	$7,426	$7,426	$18,564
TOTALS		2.15	9.00	$48,090	$96,179	$96,179	$240,448
FRINGE BENEFIT RATE	20%						
EMPLOYEE FRINGE BENEFITS				$9,714	$19,428	$19,428	$48,570
TOTAL SALARIES & BENEFITS	$0			$57,804	$115,607	$115,607	$289,018

HSA #2   **11/15/2007**

Appendix B, Page
Document Date:

Program Name:
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	TOTAL 1/1/21-6/30/23
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Scavenger)					
Office Supplies, Postage		$253	$509	$509	$1,271
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance		$250	$500	$500	$1,250
Staff Training					
Staff Travel-(Local & Out of Town)			$100	$100	$200
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
OTHER					
Recruitment		$250	$400	$400	$1,050
Communications		$500	$1,000	$1,000	$2,500
Software/Database					
TOTAL OPERATING EXPENSE		$1,253	$2,509	$2,509	$6,271

HSA #3   **11/15/2007**

APPENDIX A– SERVICES TO BE PROVIDED

LightHouse for the Blind and Visually Impaired

SF Connected Program: Digital Literacy Training

Effective January 1, 2021 – June 30, 2023

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. By helping to acquire and/or enhance their digital competencies, the SF Connected Program will continue to improve the quality of life and independence of the target population.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
CA GetCare		A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
DAS		Department of Disability and Aging Services.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Frail		An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee		LightHouse for the Blind and Visually Impaired
HSA		Human Services Agency of the City and County of San Francisco.

LGBTQ+		An acronym/term used to refer to persons who self-identify as non – heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority		An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships.
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Senior		Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program		A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAS-authorized technology labs.
SOGI		Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab		Senior centers, community centers, Rental Assistance Demonstration Housing, senior housing, supportive housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for the SF Connected Program

- Resident of San Francisco; and
- Person aged 60 and above; or
- Person 18 years of age or older with a disability.

V. Description of Services

Grantee shall provide digital literacy training and tech support services during the term of this grant:

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Spanish, Russian, Tagalog, and Vietnamese. Services are to be provided at SF Connected technology labs, DAS approved labs, and/ or virtually when said labs are inaccessible by the target population. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Participants with little or no computer skills will learn the basics of how to use the computer, the mouse, opening programs, and navigating the Internet.

Online Communications. Participants will learn how to communicate online, understand concepts and set up accounts to be able to contact friends and/or families via email and/or social media (e.g Skype, Apple FaceTime, Google Voice, WeChat and Facebook Messenger.)

Online Safety/Security. Participants will learn how to navigate the internet safely and get support in changing or updating privacy/security settings on online accounts and/or search browsers.

Assistive Technology. Participants will get training and support on assistive technologies and/or accessibility features to promote greater independence and enhance their daily living.

Access to Information. Participants will learn how to navigate and search the internet on information that is credible and relevant to their needs especially digital services (e.g. online banking, health information, job applications, and online government services like DAHLIA).

Access to Virtual Activities. Participants will receive training and support on video conferencing platforms/software (e.g. Zoom, Google Hangouts, Microsoft Teams, Skype, WebEx, etc.) to allow participation and engagement in virtual activities and virtual learning available for older adults and adults with disabilities.

Interpersonal and Professional Achievement Skills. Participants, particularly those with intellectual and developmental disabilities, will receive training to enhance digital and computer skills that are essential for vocational activities. Participants will receive instruction and practice on applying these computer skills both professionally and socially.

Digital literacy training in the SF Connected Program should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Introduce activities that promote social connection opportunities for individual consumers.

<u>Tech Support Services</u>
Recruit, train, manage, and supervise volunteer and/or paid instructors to provide tech support services to older adults and adults with disabilities. Services may include one or more of the following topics:

Securing Internet Connection at Home. Participants will receive assistance and support in identifying the best low-cost internet service option for their home and when navigating the process of subscribing with an internet service provider.

Referral to Other Services. Grantee will refer participants to other third party services that will further assist their technology needs. Examples include identifying the warranty status of a device and providing appropriate contact information and/or referring participants to other tech support services that can adequately resolve their tech issues (e.g. Apple Genius Bar, Geek Squad, etc.).

Acquiring a Personal Device. Interested participants will receive the necessary support to obtain a personal device that will enable them to access virtual services/activities. Federal/state/local programs will be identified and eligibility requirements will be shared with the participants. Receipt of a device is not guaranteed but participants will continually receive support until all options are exhausted.

For grantees that provide devices to participants by acquiring local, state, federal and/or private funds, a project proposal must be submitted to DAS/OCP for review and approval. The proposal shall include the following:
- Plan to equitably reach older adults and adults with disabilities that are isolated and would benefit most with receiving a device.
- Participant assessment that identifies need and eligibility to the program.
- Series of digital literacy workshops/classes that participants will need to complete in order to receive a device.

- Connection to digital literacy support and other virtual social services program after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

Grantee shall maintain a cooperative relationship with DAS technology labs and if necessary, develop a Memorandum of Agreement to guarantee that both parties understand their individual responsibilities.

Grantee shall coordinate with DAS to maintain the program calendar, and collaborate with other digital literacy providers to continue and support the Tech Council, which includes stakeholders, community members and program participants.

Grantee shall administer the annual consumer survey, designed by SF Connected staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the section below.

VI.   Service Objectives

On an annual basis, the grantee will meet the following service objectives:

- Grantee will serve **95** unduplicated consumers.
  One unit is one consumer receiving services highlighted in this scope of work.

- Grantee will provide **1,180** units of digital literacy training hours.
  One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.

- Grantee will provide **20** units of tech support service hours.
  One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee will administer the annual consumer survey to collect the data.

- Participants enhance their well-being/wellness by using learned skills to search online for programs or services. Target: 75%
- Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
- Participants are kept up to date with changing technology through the program. Target: 75%
- Participants are able to connect with relatives and/or friends through technology using learned skills (i.e. Zoom, email, social media, digital messaging). Target: 75%

Results from the following measures will help identify the quantity of consumers stabilizing digital access in their home. These measures will be collected at the end of the fiscal year through an online form created by DAS/OCP.

- Quantity of consumers obtaining a personal device in the fiscal year.
- Quantity of consumers acquiring broadband internet in their home

VIII.   Reporting Requirements and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

A.   Grantee will enter consumers' data into the CA GetCare-SF Connected module.

B.   Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.

C.   Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.

D.   Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

E.   Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training and Elder Abuse Mandated Reporter Training on an annual basis; Grantee will maintain evidence of staff completion of these trainings.

F.   Grantee will provide an annual consumer survey report to OCP by March 15th or a date agreed upon by DAS and grantee each grant year.

G.   Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.

H.   Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).

I.   Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

J.   Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Reanna Albert, Program Analyst	Candace Gray, Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
Reanna.Albert@sfgov.org	Candace.Gray@sfgov.org

IX.   Monitoring Activities

A.   Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of

service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting Training, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, hours of operation are current according to the SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

B. <u>Fiscal Compliance and Contract Monitoring</u>: Fiscal monitoring will include review of the grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, state and federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of personnel manual, emergency operations plan, compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1				Appendix B, Page 1	
2					
3	**HUMAN SERVICES AGENCY BUDGET SUMMARY**				
4	**BY PROGRAM**				
5	Name			Term	
6	LightHouse for the Blind and Visually Impaired			1/1/2021-6/30/2023	
7	(Check One) New ☑ Renewal _____ Modification _____				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program:	SF Connected	SF Connected	SF Connected	
10	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	Total
11	**Expenditures**				
12	Salaries & Benefits	$25,791	$51,582	$51,582	$128,956
13	Operating Expense	$213	$425	$425	$1,063
14	**Subtotal**	$26,004	$52,007	$52,007	$130,018
15	Indirect Percentage (%)	12%	12%	12%	
16	Indirect Cost (Line 16 X Line 15)	$3,123	$6,246	$6,246	$15,615
17	Capital Expenditure	$0	$0	$0	$0
18	Total Expenditures	$29,127	$58,253	$58,253	$145,633
19	**HSA Revenues**				
20					$0
21	General Fund	$29,127	$58,253	$58,253	$145,633
22					
23					
24					
25	TOTAL HSA REVENUES	$29,127	$58,253	$58,253	$145,633
26	**Other Revenues**				
27					
28					
29					
30	Total Revenues	$29,127	$58,253	$58,253	$145,633
31	Full Time Equivalent (FTE)		0.70		
33	Prepared by: Iris Feng		Telephone No.:	415-694-7341	Date: 10/15/2020
34	HSA-CO Review Signature:				
35	**HSA #1**				**10/25/2016**

Appendix B, Page 2

Program Name: SF Connected
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

		Agency Totals		HSA Program		1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	
						DAS Program	DAS Program	DAS Program	TOTAL
	POSITION TITLE	Annual Full TimeSalary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	1/1/21 to 6/30/23
13	Senior Director, Programs-SB	$172,000	1.00	0.275%	0.003	$237	$473	$473	$1,183
14	Director of Access Technology-EL	$95,219	1.00	4%	0.040	$1,904	$3,809	$3,809	$9,522
15	Access Technology Coordinator-TBD	$71,793	1.00	4.5%	0.045	$1,615	$3,231	$3,231	$8,077
16	Access Technology Specialist - AM	$71,400	1.00	5%	0.050	$1,785	$3,570	$3,570	$8,925
17	Access Technology Specialist-JC	$66,500	1.00	15.6%	15.6%	$5,187	$10,374	$10,374	$25,935
18	Access Technology Trainer-JB	$46,878	0.60	35%	0.210	$4,922	$9,844	$9,844	$24,611
19	Access Technology Trainer-AC	$43,427	1.00	20%	0.200	$4,343	$8,685	$8,685	$21,714
20									
21									
22									
23	TOTALS		6.60	84%	0.70	$19,993	$39,986	$39,986	$99,966
24									
25	FRINGE BENEFIT RATE	29%							
26	EMPLOYEE FRINGE BENEFITS					$5,798	$11,596	$11,596	$28,990
27									
28									
29	TOTAL SALARIES & BENEFITS	$0				$25,791	$51,582	$51,582	$128,956
30	**HSA #2**								**10/25/2016**

Appendix B, Page 3

Program Name: **SF Connected**
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	TOTAL 1/1/2021-6/30/2023
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage					
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
Language interpreters		$213	$425	$425	$1,063
OTHER					
Program supplies					
TOTAL OPERATING EXPENSE		$213	$425	$425	$1,063

HSA #3   **10/25/2016**

APPENDIX A – SERVICES TO BE PROVIDED

Conard House, Inc.

SF Connected Program: Digital Literacy Training

Effective January 1, 2021 – June 30, 2023

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. By helping to acquire and/or enhance their digital competencies, the SF Connected Program will continue to improve the quality of life and independence of the target population.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
CA GetCare		A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
DAS		Department of Disability and Aging Services.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Frail		An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee		Conard House, Inc.
HSA		Human Services Agency of the City and County of San Francisco.

LGBTQ+		An acronym/term used to refer to persons who self-identify as non – heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority		An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM		Office of Contract Management, Human Services Agency.
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OCP		Office of Community Partnerships.
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Senior		Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program		A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAS-authorized technology labs.
SOGI		Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab		Senior centers, community centers, Rental Assistance Demonstration Housing, senior housing, supportive housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for the SF Connected Program

- Resident of San Francisco; and
- Person aged 60 and above; or
- Person 18 years of age or older with a disability.

V. Description of Services

Grantee shall provide digital literacy training and tech support services during the term of this grant:

Digital Literacy Training
Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Spanish, Russian, Tagalog, and Vietnamese. Services are to be provided at SF Connected technology labs, DAS approved labs, and/ or virtually when said labs are inaccessible by the target population. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Participants with little or no computer skills will learn the basics of how to use the computer, the mouse, opening programs, and navigating the Internet.

Online Communications. Participants will learn how to communicate online, understand concepts and set up accounts to be able to contact friends and/or families via email and/or social media (e.g Skype, Apple FaceTime, Google Voice, WeChat and Facebook Messenger.)

Online Safety/Security. Participants will learn how to navigate the internet safely and get support in changing or updating privacy/security settings on online accounts and/or search browsers.

Assistive Technology. Participants will get training and support on assistive technologies and/or accessibility features to promote greater independence and enhance their daily living.

Access to Information. Participants will learn how to navigate and search the internet on information that is credible and relevant to their needs especially digital services (e.g. online banking, health information, job applications, and online government services like DAHLIA).

Access to Virtual Activities. Participants will receive training and support on video conferencing platforms/software (e.g. Zoom, Google Hangouts, Microsoft Teams, Skype, WebEx, etc.) to allow participation and engagement in virtual activities and virtual learning available for older adults and adults with disabilities.

Interpersonal and Professional Achievement Skills. Participants, particularly those with intellectual and developmental disabilities, will receive training to enhance digital and computer skills that are essential for vocational activities. Participants will receive instruction and practice on applying these computer skills both professionally and socially.

Digital literacy training in the SF Connected Program should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Introduce activities that promote social connection opportunities for individual consumers.

Tech Support Services

Recruit, train, manage, and supervise volunteer and/or paid instructors to provide tech support services to older adults and adults with disabilities. Services may include one or more of the following topics:

Securing Internet Connection at Home. Participants will receive assistance and support in identifying the best low-cost internet service option for their home and when navigating the process of subscribing with an internet service provider.

Referral to Other Services. Grantee will refer participants to other third party services that will further assist their technology needs. Examples include identifying the warranty status of a device and providing appropriate contact information and/or referring participants to other tech support services that can adequately resolve their tech issues (e.g. Apple Genius Bar, Geek Squad, etc.).

Acquiring a Personal Device. Interested participants will receive the necessary support to obtain a personal device that will enable them to access virtual services/activities. Federal/state/local programs will be identified and eligibility requirements will be shared with the participants. Receipt of a device is not guaranteed but participants will continually receive support until all options are exhausted.

For grantees that provide devices to participants by acquiring local, state, federal and/or private funds, a project proposal must be submitted to DAS/OCP for review and approval. The proposal shall include the following:
- Plan to equitably reach older adults and adults with disabilities that are isolated and would benefit most with receiving a device.
- Participant assessment that identifies need and eligibility to the program.
- Series of digital literacy workshops/classes that participants will need to complete in order to receive a device.

- Connection to digital literacy support and other virtual social services program after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

Grantee shall maintain a cooperative relationship with DAS technology labs and if necessary, develop a Memorandum of Agreement to guarantee that both parties understand their individual responsibilities.

Grantee shall coordinate with DAS to maintain the program calendar, and collaborate with other digital literacy providers to continue and support the Tech Council, which includes stakeholders, community members and program participants.

Grantee shall administer the annual consumer survey, designed by SF Connected staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the section below.

VI.   Service Objectives

On an annual basis, the grantee will meet the following service objectives:

- Grantee will serve __105_ unduplicated consumers.
  One unit is one consumer receiving services highlighted in this scope of work.

- Grantee will provide __720_ units of digital literacy training hours.
  One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.

- Grantee will provide __N/A_ units of tech support service hours.
  One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee will administer the annual consumer survey to collect the data.

- Participants enhance their well-being/wellness by using learned skills to search online for programs or services. Target: 75%
- Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
- Participants are kept up to date with changing technology through the program. Target: 75%
- Participants are able to connect with relatives and/or friends through technology using learned skills (i.e. Zoom, email, social media, digital messaging). Target: 75%

Results from the following measures will help identify the quantity of consumers stabilizing digital access in their home. These measures will be collected at the end of the fiscal year through an online form created by DAS/OCP.

- Quantity of consumers obtaining a personal device in the fiscal year.
- Quantity of consumers acquiring broadband internet in their home

VIII. Reporting Requirements and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
B. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training and Elder Abuse Mandated Reporter Training on an annual basis; Grantee will maintain evidence of staff completion of these trainings.
F. Grantee will provide an annual consumer survey report to OCP by March 15th or a date agreed upon by DAS and grantee each grant year.
G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Reanna Albert, Program Analyst	Candace Gray, Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
Reanna.Albert@sfgov.org	Candace.Gray@sfgov.org

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of

service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting Training, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, hours of operation are current according to the SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

B. <u>Fiscal Compliance and Contract Monitoring</u>: Fiscal monitoring will include review of the grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, state and federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of personnel manual, emergency operations plan, compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1				Appendix B, Page 1	
2					
3	**HUMAN SERVICES AGENCY BUDGET SUMMARY**				
4					
5	Name	Term			
6	Conard House, Inc.	1/1/21-6/30/23			
7	(Check One)　　New ☑　　Renewal ____　　Modification ____				
8	If modification, Effective Date of Mod.　　No. of Mod.				
9	Program: SF Connected				
10	Budget Reference Page No.(s)				
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	Total
12	**Expenditures**				
13	Salaries & Benefits	$35,499	$70,997	$70,997	$177,493
14	Operating Expenses	$1,829	$3,659	$3,659	$9,147
15	**Subtotal**	$37,328	$74,656	$74,656	$186,640
16	Indirect Percentage (%) (insert Indirect %)	13%	13%	13%	13%
17	Indirect Cost (Line 16 X Line 15)	$4,853	$9,705	$9,705	$24,263
18	Capital/Subcontractor Expenditures	$0	$0	$0	$0
19	Total Expenditures	$42,181	$84,361	$84,361	$210,903
20	**HSA Revenues**				
21					
22	General Fund	$42,181	$84,361	$84,361	$210,903
23					
24	TOTAL HSA REVENUES	$42,181	$84,361	$84,361	$210,903
25	**Other Revenues**				
26					
27					
28					
29					
30	Total Revenues	$42,181	$84,361	$84,361	$210,903
31	Full Time Equivalent (FTE)				
33	Prepared by:	Telephone No.:		Date: 10/1/20	
34	HSA-CO Review Signature:				
35	**HSA #1**				

	A	B	C	D	E	F	G	H
1						Appendix B, Page 2		
2	Program: SF Connected							
3	(Same as Line 9 on HSA #1)							
4								
5					**Salaries & Benefits Detail**			
6								
7					1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/23
8		HSA Program						TOTAL
9	POSITION TITLE	New Salary	Total FTE	New FTE				Budgeted Salary
10	IT Trainer	$44,410	100%	1.00	$22,205	$44,410	$44,410	$111,025
11	Fill-in IT Trainer	$40,811	100%	0.25	$5,102	$10,203	$10,203	$25,508
12								
13								
14								
15								
16								
17	TOTALS		2.00	1.25	$27,307	$54,613	$54,613	$136,533
18								
19	FRINGE BENEFIT RATE	30%						
20	EMPLOYEE FRINGE BENEFITS				$8,192	$16,384	$16,384	$40,960
21								
22								
23	TOTAL SALARIES & BENEFITS				$35,499	$70,997	$70,997	$177,493
24	**HSA #2**							**10/25/2016**

Appendix B, Page 3

Program: SF Connected
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	TOTAL 1/1/21-6/30/23
Rental of Property					
Utilities					
Office Supplies, Postage		$213	$425	$425	$1,063
Software Systems License					
Printing and Reproduction					
Insurance		$959	$1,918	$1,918	$4,795
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
CONSULTANTS					
OTHER					
Data Security & Systems [WiFi]		$657	$1,316	$1,316	$3,289
TOTAL OPERATING EXPENSE		**$1,829**	**$3,659**	**$3,659**	**$9,147**

APPENDIX A – SERVICES TO BE PROVIDED

The Arc San Francisco

SF Connected Program: Digital Literacy Training

Effective January 1, 2021 – June 30, 2023

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. By helping to acquire and/or enhance their digital competencies, the SF Connected Program will continue to improve the quality of life and independence of the target population.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
CA GetCare		A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
DAS		Department of Disability and Aging Services.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Frail		An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Grantee		The Arc San Francisco
HSA		Human Services Agency of the City and County of San Francisco.

LGBTQ+		An acronym/term used to refer to persons who self-identify as non – heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority		An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships.
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Senior		Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program		A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAS-authorized technology labs.
SOGI		Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab		Senior centers, community centers, Rental Assistance Demonstration Housing, senior housing, supportive housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.

Appendix A

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following groups that have been identified as demonstrating the greatest economic and social need. In particular:

- Low-income
- Non or limited English speaking
- Minority
- Frail
- Lesbian, Gay, Bisexual, Transgender

IV. Eligibility for the SF Connected Program

- Resident of San Francisco; and
- Person aged 60 and above; or
- Person 18 years of age or older with a disability.

V. Description of Services

Grantee shall provide digital literacy training and tech support services during the term of this grant:

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Spanish, Russian, Tagalog, and Vietnamese. Services are to be provided at SF Connected technology labs, DAS approved labs, and/ or virtually when said labs are inaccessible by the target population. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Participants with little or no computer skills will learn the basics of how to use the computer, the mouse, opening programs, and navigating the Internet.

Online Communications. Participants will learn how to communicate online, understand concepts and set up accounts to be able to contact friends and/or families via email and/or social media (e.g Skype, Apple FaceTime, Google Voice, WeChat and Facebook Messenger.)

Online Safety/Security. Participants will learn how to navigate the internet safely and get support in changing or updating privacy/security settings on online accounts and/or search browsers.

Assistive Technology. Participants will get training and support on assistive technologies and/or accessibility features to promote greater independence and enhance their daily living.

Access to Information. Participants will learn how to navigate and search the internet on information that is credible and relevant to their needs especially digital services (e.g. online banking, health information, job applications, and online government services like DAHLIA).

Access to Virtual Activities. Participants will receive training and support on video conferencing platforms/software (e.g. Zoom, Google Hangouts, Microsoft Teams, Skype, WebEx, etc.) to allow participation and engagement in virtual activities and virtual learning available for older adults and adults with disabilities.

Interpersonal and Professional Achievement Skills. Participants, particularly those with intellectual and developmental disabilities, will receive training to enhance digital and computer skills that are essential for vocational activities. Participants will receive instruction and practice on applying these computer skills both professionally and socially.

Digital literacy training in the SF Connected Program should be designed to:

- Provide quality services that attain a high satisfaction level from participants.
- Provide services that meet the needs of individual consumers.
- Increase access to information and educational materials that help enable individual consumers to maximize independence while living in the community.
- Introduce activities that promote social connection opportunities for individual consumers.

Tech Support Services
Recruit, train, manage, and supervise volunteer and/or paid instructors to provide tech support services to older adults and adults with disabilities. Services may include one or more of the following topics:

Securing Internet Connection at Home. Participants will receive assistance and support in identifying the best low-cost internet service option for their home and when navigating the process of subscribing with an internet service provider.

Referral to Other Services. Grantee will refer participants to other third party services that will further assist their technology needs. Examples include identifying the warranty status of a device and providing appropriate contact information and/or referring participants to other tech support services that can adequately resolve their tech issues (e.g. Apple Genius Bar, Geek Squad, etc.).

Acquiring a Personal Device. Interested participants will receive the necessary support to obtain a personal device that will enable them to access virtual services/activities. Federal/state/local programs will be identified and eligibility requirements will be shared with the participants. Receipt of a device is not guaranteed but participants will continually receive support until all options are exhausted.

For grantees that provide devices to participants by acquiring local, state, federal and/or private funds, a project proposal must be submitted to DAS/OCP for review and approval. The proposal shall include the following:
- Plan to equitably reach older adults and adults with disabilities that are isolated and would benefit most with receiving a device.
- Participant assessment that identifies need and eligibility to the program.
- Series of digital literacy workshops/classes that participants will need to complete in order to receive a device.

- Connection to digital literacy support and other virtual social services program after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

Grantee shall maintain a cooperative relationship with DAS technology labs and if necessary, develop a Memorandum of Agreement to guarantee that both parties understand their individual responsibilities.

Grantee shall coordinate with DAS to maintain the program calendar, and collaborate with other digital literacy providers to continue and support the Tech Council, which includes stakeholders, community members and program participants.

Grantee shall administer the annual consumer survey, designed by SF Connected staff, to consumers with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the section below.

VI.   Service Objectives

On an annual basis, the grantee will meet the following service objectives:

- Grantee will serve **60** unduplicated consumers.
  One unit is one consumer receiving services highlighted in this scope of work.

- Grantee will provide **350** units of digital literacy training hours.
  One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.

- Grantee will provide **50** units of tech support service hours.
  One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. The grantee will administer the annual consumer survey to collect the data.

- Participants enhance their well-being/wellness by using learned skills to search online for programs or services. Target: 75%
- Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
- Participants are kept up to date with changing technology through the program. Target: 75%
- Participants are able to connect with relatives and/or friends through technology using learned skills (i.e. Zoom, email, social media, digital messaging). Target: 75%

Results from the following measures will help identify the quantity of consumers stabilizing digital access in their home. These measures will be collected at the end of the fiscal year through an online form created by DAS/OCP.

- Quantity of consumers obtaining a personal device in the fiscal year.
- Quantity of consumers acquiring broadband internet in their home

VIII. Reporting Requirements and Other Requirements

Grantee will provide various reports during the term of the grant agreement:

A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
B. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training and Elder Abuse Mandated Reporter Training on an annual basis; Grantee will maintain evidence of staff completion of these trainings.
F. Grantee will provide an annual consumer survey report to OCP by March 15th or a date agreed upon by DAS and grantee each grant year.
G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Reanna Albert, Program Analyst	Candace Gray, Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
Reanna.Albert@sfgov.org	Candace.Gray@sfgov.org

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates,

back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting Training, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, hours of operation are current according to the SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, state and federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of personnel manual, emergency operations plan, compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1				Appendix B, Page 1	
2					
3	**HUMAN SERVICES AGENCY BUDGET SUMMARY**				
4					
5	Name	Term			
6	The Arc San Francisco	1/1/21-6/30/23			
7	(Check One) New ☑ Renewal ____ Modification ____				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: SF Connected				
10	Budget Reference Page No.(s)				
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	Total
12	**Expenditures**				
13	Salaries & Benefits	$41,981	$78,094	$78,094	$198,169
14	Operating Expenses	$3,474	$11,361	$11,361	$26,196
15	**Subtotal**	$45,455	$89,455	$89,455	$224,365
16	Indirect Percentage (%) (insert Indirect %)	10%	10%	10%	10%
17	Indirect Cost (Line 16 X Line 15)	$4,545	$8,945	$8,945	$22,435
18	Capital/Subcontractor Expenditures	$0	$1,600	$1,600	$3,200
19	Total Expenditures	$50,000	$100,000	$100,000	$250,000
20	**HSA Revenues**				
21					
22	General Fund	$50,000	$100,000	$100,000	$250,000
23					
24	TOTAL HSA REVENUES	$50,000	$100,000	$100,000	$250,000
25	**Other Revenues**				
26					
27					
28					
29					
30	Total Revenues	$50,000	$100,000	$100,000	$250,000
31	Full Time Equivalent (FTE)				
33	Prepared by: Jason McMonagle	Telephone No.: 415-816-6810		Date: 10/16/20	
34	HSA-CO Review Signature:				
35	**HSA #1**				

Appendix B, Page 2

Program: SF Connected
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	New Salary	Total FTE	New FTE	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/23
	HSA Program						TOTAL
							Budgeted Salary
Ed Specialist (DSP)	$45,000	100%	1.00	$26,250	$45,000	$45,000	$116,250
Program Manager	$50,000	100%	0.10	$2,917	$5,000	$5,000	$12,917
Peer Help Desk Attendant	$42,000	100%	0.03	$612	$1,050	$1,050	$2,712
Job Coach	$45,000	100%	0.03	$656	$1,125	$1,125	$2,906
Associate Director, ED	$60,000	100%	0.09	$3,150	$5,400	$5,400	$13,950
Volunteer Coordinator	$70,000	100%	0.07	$0	$4,900	$4,900	$9,800
TOTALS		6.00	1.31	$33,585	$62,475	$62,475	$158,535
FRINGE BENEFIT RATE	25%						
EMPLOYEE FRINGE BENEFITS				$8,396	$15,619	$15,619	$39,634
TOTAL SALARIES & BENEFITS				$41,981	$78,094	$78,094	$198,169
HSA #2							**10/25/2016**

Appendix B, Page 3

Program: SF Connected
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	TOTAL 1/1/21-6/30/23
Rental of Property					
Utilities					
Office Supplies, Postage					
Software Systems License					
Printing and Reproduction					
Insurance					
Staff Training		$800	$2,000	$2,000	$4,800
Staff Travel-(Local & Out of Town)		$224	$161	$161	$546
Rental of Equipment					
CONSULTANTS					
Special Ed Consultant		$2,450	$9,200	$9,200	$20,850
OTHER					
TOTAL OPERATING EXPENSE		**$3,474**	**$11,361**	**$11,361**	**$26,196**

	A	B	C	D	E	F
1						Appendix B, Page 4
2						
3						
4	Program: SF Connected					
5	(Same as Line 9 on HSA #1)					
6	**Program Expenditure Detail**					
7	**SUBCONTRACTORS**		1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/23
8						$0
9						$0
10						$0
11						
12	**TOTAL SUBCONTRACTOR COST**		**$0**	**$0**	**$0**	$0
13						
14						
15	**E Q U I P M E N T**	**TERM**	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/23
16	No.	ITEM/DESCRIPTION				
17	2	Electronics (laptops, tablets, etc., etc)	$0	$1,600	$1,600	$3,200
18						
19						
20	**TOTAL EQUIPMENT COST**		$0	$1,600	$1,600	$3,200
21						
22	**R E M O D E L I N G**					
23	Description:					1/1/21-6/30/23
24						
25						
26						
27	**TOTAL REMODELING COST**					**$0**
28						
29	**TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE**		**$0**	**$1,600**	**$1,600**	**$3,200**
30						
31	**HSA #4**					**10/25/2016**

APPENDIX A – SERVICES TO BE PROVIDED

Community Living Campaign

SF Connected Program: Technical Support

Effective January 1, 2021 – June 30, 2023

I.   Purpose

The purpose of this grant is to provide technical support for the SF Connected Program which aims to improve the quality of life of older adults and adults with disabilities by helping to acquire and/or enhance their digital competencies.

II.   Definitions

Adult with Disability	Person 18 years of age or older living with a disability
CARBON	Contracts Administration, Reporting and Billing On Line System
City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging Services (formerly Department of Aging and Adult Services)
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Grantee	Community Living Campaign
HSA	Human Services Agency of the City and County of San Francisco
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM	Office of Contract Management, Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with senior.
OCP	Office of Community Partnerships
Senior	Person who is 60 years or older, used interchangeably with older adult.
SF Connected	A program that provides technology education, awareness, training,

Program		access, and support to older adults and adults with disabilities in San Francisco at DAS-authorized technology labs.
Subcontractor		Urban Equity Group
Technology Lab		Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.

III. Description of Services

Grantee will use the subcontractor, Urban Equity Group, to provide the following services during the term of this grant:

Desktop Service and Support

Routine Service: Routine service shall be performed quarterly for each computer. Routine service shall consist of checking general system health, ensuring that system and application updates have been applied, checking logs for system and hardware errors, checking network errors, checking disk space and resolving any issues identified. Routine service may be performed remotely once per year providing the systems have been reimaged that fiscal year. If no reimaging was completed, the systems will need to be checked twice per year.

Technical Support: Within one business day, respond to telephone and electronic inquiries including e-mail or via website from DAS and staff of SF Connected Program technology labs regarding computer, related peripherals, and internet connectivity issues. Record the incident and identify the problem. In the case of computer and local area network problems, the issues must be resolved either remotely or on site. The technical support is for the computers and associated peripherals up to the switch or router installed at the SF Connected Program technology labs. In the case of internet connectivity issues, diagnosis shall be performed. Issues with the router or switch and/or further upstream must be forwarded to DAS and/or the appropriate ISP within 1 business day.

Computer Equipment moves and changes: Grantee shall deploy computer equipment as requested by DAS to either current labs or new labs. This includes, but not limited to, replacing current equipment, moving equipment from current labs to other labs, and updating and refreshing software image.

Hardware Support: Response would be within current SLA for technical support. Resolutions would be within 12 business days.

Unscheduled Service: Provide on-site technical service when authorized by DAS.

Infrastructure Service and Support

Servers, routers, switches, cable management, cable locks & keys, Uninterruptable Power Supply: These supporting devices will be monitored and supported by the Grantee. Support

for third party devices (e.g. Comcast routers) is the responsibility of the SF Connected program.

Research and Development

Proactive Research on Optimization and Continual Service Improvement: Grantee shall stay abreast of emerging technology and assess technology value and readiness for the program. The intent is to provide a high-performing and forward-facing computing environment while staying ahead of possible issues that could impede system functionality.

Quarterly Observations and Recommendations
Grantee shall provide observations and recommendations to DAS on how the technical functioning of the labs may impact the lab user experience and how the technology lab user experience might be improved. In addition, quarterly statistics shall be provided to include response rate to service requests and time to close tickets.

Imaging and Deployment of Devices
Grantee shall provide the necessary support to other SF Connected grantees that administer a device distribution/loaner program. Services include, but not limited to, receipt of ordered items from multiple vendors for storage, staging/configuring devices with appropriate resources on the home screen, as well as packaging and delivery to consumers. The grantee will provide expertise and recommendations to other grantees as they develop their processes.

Tech Support Service
When the budget allows, the grantee will provide tech support services to SF Connected consumers. Services may include one or more of the following topics:

Securing Internet Connection at Home. SF Connected participants will receive assistance and support in identifying the best low-cost internet service option for their home and when navigating the process of subscribing with an internet service provider.

Referral to Other Services. Grantee will refer SF Connected participants to other third party services that will further assist their technology needs. Examples include identifying the warranty status of a device and providing appropriate contact information and/or referring participants to other tech support services that can adequately resolve their tech issues (e.g. Apple Genius Bar, Geek Squad, etc.).

Acquiring a Personal Device. Interested SF Connected participants will receive the necessary support to obtain a personal device that will enable them to access virtual services/activities. Federal/state/local programs will be identified and eligibility requirements will be shared with the participants. Receipt of a device is not guaranteed but participants will continually receive support until all options are exhausted.

IV. Service Objectives
On an annual basis, the Grantee will meet the following service objectives:

- At least 90% of technical support requests are responded to within 1 business day.
- At least 95% of technical issues are closed within 3 business days.

- At least 99% of technical support requests are closed within 5 business days.
- At least 90% of hardware support requests are closed within 12 business days.
- On a quarterly basis, the Grantee will meet with DAS-SF Connected and conduct and deliver quarterly outcome reports to DAS.
- Provide input to the Tech Council where appropriate.

V.   Outcome Objectives
On an annual basis, the Grantee will meet the following outcome objective:

- Based on the annual satisfaction survey, respondents are satisfied/very satisfied with the technical support received through the program. Target: 90%

VI.   Reporting Requirements

A. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section IV & V - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.

B. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.

C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

D. Grantee will provide an annual consumer satisfaction survey report to OCP by March 15 each grant year.

E. Grantee will provide Ad Hoc reports as required by the Department.
For assistance with reporting requirements or submission of reports, contact:

Paulo Salta, Program Manager
DAS, Office of Community
Partnerships
1650 Mission St., 5th Floor
San Francisco, CA 94103
Paulo.Salta@sfgov.org

Candace Gray, Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
Candace.Gray@sfgov.org

VII.   Monitoring Activities
A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, and whether services are provided appropriately according to Sections III-V.

B. <u>Fiscal Compliance and Contract Monitoring</u>: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix A

	A	B	C	D	E
1				Appendix B, Page 1	
2					
3	**HUMAN SERVICES AGENCY BUDGET SUMMARY**				
4					
5	Name	Term			
6	Community Living Campaign/ Urban Equity Group	1/1/21-6/30/23			
7	(Check One) New ☑ Renewal _____ Modification _____				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: SF Connected				
10	Budget Reference Page No.(s)				
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	Total
12	**Expenditures**				
13	Salaries & Benefits	$0	$0	$0	$0
14	Operating Expenses	$48,573	$97,146	$97,146	$242,865
15	**Subtotal**	$48,573	$97,146	$97,146	$242,865
16	Indirect Percentage (%) (insert Indirect %)	0%	0%	0%	0%
17	Indirect Cost (Line 16 X Line 15)	$0	$0	$0	$0
18	Capital/Subcontractor Expenditures	$0	$0	$0	$0
19	Total Expenditures	$48,573	$97,146	$97,146	$242,865
20	**HSA Revenues**				
21					
22	General Fund	$48,573	$97,146	$97,146	$242,865
23					
24	TOTAL HSA REVENUES	$48,573	$97,146	$97,146	$242,865
25	**Other Revenues**				
26					
27					
28					
29					
30	Total Revenues	$48,573	$97,146	$97,146	$242,865
31	Full Time Equivalent (FTE)				
33	Prepared by:	Telephone No.:		Date: 10/1/20	
34	HSA-CO Review Signature:				
35	**HSA #1**				

Appendix B, Page 2

Program: SF Connected
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

	A	B	C	D	E	F	G	H
					1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/23
8		HSA Program						TOTAL
9	POSITION TITLE	New Salary	Total FTE	New FTE				Budgeted Salary
10								$0
11								$0
12								$0
13								$0
14								$0
15								$0
16								$0
17								$0
18	TOTALS		0.00	-	$0	$0	$0	$0
19								
20	FRINGE BENEFIT RATE	30%						
21	EMPLOYEE FRINGE BENEFITS				$0	$0	$0	$0
22								
23								
24	TOTAL SALARIES & BENEFITS				$0	$0	$0	$0
25	**HSA #2**							**10/25/2016**

Appendix B, Page 3

Program: SF Connected
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	TOTAL 1/1/21-6/30/23
Unscheduled tech service		$4,800	$9,600	$9,600	$24,000
Scheduled tech service		$8,200	$48,600	$48,600	$105,400
Server / infrastructure support			$6,000	$6,000	$12,000
Tablet Project - image/prep		$5,000			$5,000
Tablet Project - shipping		$12,000			$12,000
Tablet Project - warm handoff		$8,143			$8,143
Admin / Reports		$2,430	$2,000	$2,000	$6,430
Remote Control software			$2,500	$2,500	$5,000
Support Services		$8,000	$28,446	$28,446	$64,892
TOTAL OPERATING EXPENSE		**$48,573**	**$97,146**	**$97,146**	**$242,865**

APPENDIX A – SERVICES TO BE PROVIDED

Community Living Campaign

SF Connected Program: SF Tech Council

January 1, 2021 – June 30, 2023

I.   Purpose of Grant

The purpose of this grant is to provide continued administrative support to the SF Tech Council which advances digital inclusion for older adults and adults with disabilities.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability
CARBON		Contracts Administration, Reporting and Billing On Line System
City		City and County of San Francisco, a municipal corporation.
DAS		Department of Disability and Aging Services (formerly Department of Aging and Adult Services)
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		Community Living Campaign
HSA		Human Services Agency of the City and County of San Francisco
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM		Office of Contract Management, Human Services Agency
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships
Senior		Person who is 60 years or older, used interchangeably with older adult.

SF Connected Program		A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAS-authorized technology labs.
Technology Lab		Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.

III.   Description of Services

The SF Tech Council advances digital inclusion and bridges the digital divide so everyone, especially vulnerable San Franciscans, can participate in the City's connected community. The focus of the Tech Council's work is to enhance the quality, efficiency, and effectiveness of digital literacy and access in San Francisco. The Grantee will work to ensure that the council continues to develop multi-sector solutions that encompass these four key themes:

- Educational efforts and systems to get people online which includes peer and community-based initiatives.
- Isolation experienced by older adults and adults with disabilities is pervasive and complicated but can be significantly reduced through online engagement and use of technology and technology-related interventions.
- Healthcare and life challenges drive the reality and well-being of many older adults and adults with disabilities, online connection and related technology can help them navigate these challenges.
- Diversity in San Francisco is challenged on a number of fronts, yet there are many opportunities to advance initiatives that engage, preserve, and enhance diversity in the City.

With an over-arching goal of supporting older adults and adults with disabilities so that they experience reduced isolation and loneliness and improved quality of life, the Tech Council will:

- Coordinate effective and efficient efforts between DAS, SF Connected program partners, and community stakeholders to create a stronger commitment to a collective impact, and foster a culture of accountability.
- Expand resources to improve internet access, training, and online materials.
- Develop plans for leveraging assets toward the sustainability of SF Connected and its efforts.
- Identify, support, and continue projects that will build bridges between the technology and service sectors in San Francisco.

For the new term, the SF Tech Council will map digital inclusion resources and lead efforts to coordinate a citywide action plan that addresses racial equity in digital access. More specifically:

- Map the digital resources that exist for older adults and adults with disabilities and organize by a digital inclusion focus (i.e., connectivity, equipment, and training).
- Overlay these mapped training resources with demographic and community-level data to identify racial inequities and digital inclusion service gaps.
- Virtually convene local government, tech industry, and non-profit organizations to identify strategies that address service gaps and lead development of Digital Inclusion Work Plans (DIWPs).
- Ensure alignment of DIWPs with the City's Digital Equity Strategic Plan and other relevant City-wide initiatives that would benefit from efforts to advance digital inclusion.
- Monitor the implementation and impact of DIWPs on digital access, training, and support, and centralize knowledge, tools, and resources for shared use among the community.

IV. **Service Objectives**
On an annual basis, the Grantee will meet the following service objectives:

1. **Ten (10) Tech Council Meetings will be scheduled and completed.**

2. **Ten (10) Steering Committee meetings will be scheduled and completed.** Steering Committee meetings are held between SF Tech Council meetings.

3. **Prepare and submit at least three (3) requests for funding** to foundations in support of the SF Tech Council. Approved projects will be prepared and submitted within each fiscal year.

4. **At least twelve (12) Work Group meetings will be scheduled and completed.** The Access & Learning Workgroup meets on a monthly basis. The Project & Metrics Workgroup meets on a quarterly basis.

5. **Ensure that 80% of membership positions are filled at least 10 months out of each fiscal year.**

6. **Provide a summative evaluation of the SF Tech Council's achievements and assessment of consultant staff support to determine needs**. Feedback from SF Tech Council members via a survey will be obtained and prepared each year and the council will evaluate its achievements and assess the work of the Grantee.

V. **Outcome Objectives**
On an annual basis, the Grantee will meet the following outcome objectives:

1. The SF Tech Council advances digital inclusion and bridges the digital divide by advancing at least two (2) projects supported by government entities, community partners, foundations, and/or corporate funders.

2. SF Tech Council members and participants agree that the SF Tech Council is effective in helping close the digital divide for our target population. Target: 85%
The grantee will administer an annual member survey to collect the data for this outcome objective.

VI. Reporting Requirements

Grantee will provide various reports during the term of the grant agreement:

A. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV & V – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.

C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

D. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.

E. Grantee will provide Ad Hoc reports as required by the Department.

F. For assistance with reporting requirements or submission of reports, contact:

Paulo Salta, Program Analyst	Candace Gray, Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
paulo.salta@sfgov.org	candace.gray@sfgov.org

VII. Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of compliance to specific program standards or requirements; back up documentation for the units of service and all reporting, progress of service and outcome objectives, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections III-V.

B. <u>Fiscal Compliance and Contract Monitoring</u>: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet,

cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix A

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name			Term	
Community Living Campaign			01/01/2021 to 06/30/2023	

(Check One) New ☑ Renewal ____ Modification ____

If modification, Effective Date of Mod. No. of Mod.

Program: SF Connected Tech Council				
Budget Reference Page No.(s)				
Program Term	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	Total
Expenditures				
Salaries & Benefits	$5,766	$11,532	$11,532	$28,830
Operating Expense	$41,708	$83,414	$83,414	$208,536
Subtotal	$47,474	$94,946	$94,946	$237,366
Indirect Percentage (%)	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	$7,120	$14,242	$14,242	$35,604
Capital Expenditure	$0	$0	$0	$0
Total Expenditures	$54,594	$109,188	$109,188	$272,970
HSA Revenues				
General Fund	$54,594	$109,188	$109,188	$272,970
TOTAL HSA REVENUES	$54,594	$109,188	$109,188	$272,970
Other Revenues				
Total Other Revenues	$54,594	$109,188	$109,188	$272,970
Full Time Equivalent (FTE)				

Prepared by: Jim Battaglia   Telephone No.: 415-305-6263   10/16/2020

Program: SF Connected Tech Council

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		DAS Program 1/1/21- 6/30/21	DAS Program 7/1/21 - 6/30/22	DAS Program 7/1/22 - 6/30/23	
	Annual Full TimeSalary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	TOTAL
Deputy Director	$85,325	1.00	7%	0.07	$3,075	$6,150	$6,150	$15,375
Accounting & Reporting Manage	$78,000	1.00	1%	0.01	$500	$1,000	$1,000	$2,500
Outreach Staff	$52,000	0.19	25%	0.05	$1,230	$2,460	$2,460	$6,150
TOTALS		2.19		0.13	$4,805	$9,610	$9,610	$24,025
FRINGE BENEFIT RATE	20.0%							
EMPLOYEE FRINGE BENEFITS					$961	$1,922	$1,922	$4,805
TOTAL SALARIES & BENEFITS	$0				$5,766	$11,532	$11,532	$28,830

HSA #2   **10/25/2016**

Program: SF Connected Tech Council

Operating Expense Detail

Expenditure Category	TERM 1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	TOTAL
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction	$822	$1,643	$1,643	$4,108
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)	$400	$800	$800	$2,000
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Tech Council Staff Consultants (Karla, Andrew)	$38,211	$76,421	$76,421	$191,053
Other Consulting (Marketing, Collective Action, etc.)	$1,125	$2,250	$2,250	$5,625
OTHER				
Program & Meeting Expenses	$1,150	$2,300	$2,300	$5,750
TOTAL OPERATING EXPENSE	$41,708	$83,414	$83,414	$208,536

HSA #3   **10/25/2016**

SF Connected Technology Labs

Agency	Address	Technology Lab
Bayview Hunters Point	1250 La Salle Avenue	Bayview ADHC
Bayview Hunters Point	1753 Carrol Avenue	Dr. George Davis Senior Center
Bayview Hunters Point	1111 Buchanan Street	Rosa Parks Community Center
Bayview Hunters Point	1390 -1/2 Turk Street	Western Addition Senior Center
Bernal Heights Neighborhood	515 Cortland Avenue	Bernal Heights Neighborhood Center
Bernal Heights Neighborhood	4468 Mission Street	Excelsior Senior Center
Bethany Center	580 Capp Street	Bethany Center
Catholic Charities-CYO	65 Beverly Street	CCCYO OMI Senior Center
Catholic Charities-CYO	50 Broad Street	CCCYO San Francisco ADS
Centro Latino de San Francisco	1656 15th Street	Centro Latino
Community Housing Partnership	666 Ellis Street	666 Ellis Street
Community Living Campaign	1663 Mission Street	Community Living Campaign Tech Hub
Conard House	259 Hyde Street	Allen Hotel
Conard House	64 Turk Street	Aranda Residence
Conard House	2441 Jackson Street	Cooperative Apartments
Conard House	150 - 9th Street	El Dorado Hotel
Conard House	820 O'Farrell Street	Jordan Apartments
Conard House	154 - 9th Street	The Café
Conard House	140 Jones Street	The Lyric
Conard House	270 McAllister Street	The McAllister
Conard House	240 Hyde Street	The Midori
Conard House	42 Washburn Street	Washburn Residence
Curry Senior Center	315 Turk Street	Curry Senior Center
Department of Homelessness	988 Howard Street	Plaza Apartments
Episcopal Community Center	705 Natoma Street	Canon Kip Senior Center
Golden Gate Senior Services	110 Diamond Street	Castro Senior Center
Golden Gate Senior Services	6221 Geary Boulevard	Richmond Senior Center
Jewish Family and Children's	2534 Judah Street	L'Chaim Adult Day Services
Kimochi, Inc	1531 Sutter Street	Kimochi Home ADS
Lighthouse for the Blind	1155 Market Street	LightHouse
Mercy Housing	54 McAllister Street	Dorothy Day Senior Center
Mission Neighborhood Center	362 Capp Street	Capp Street Senior Center
On Lok	225 - 30th Street	30th Street Senior Center
Self-Help for the Elderly	408 - 22nd Avenue	Jackie Chan ADS
Self-Help for the Elderly	5757 Geary Boulevard	Jackie Chan Senior Center
Self-Help for the Elderly	500 Raymond Avenue	John King Senior Center
Self-Help for the Elderly	1483 Mason Street	Lady Shaw Residence
Self-Help for the Elderly	1484 Mason Street	Lady Shaw Senior Center
Self-Help for the Elderly	131 Lenox Way	West Portal Club House
Sequoia Living	890 Beach Street	Aquatic Park Senior Center
Sequoia Living	481 O'Farrell Street	Downtown Senior Center
Sequoia Living	711 Eddy Street	Eastern Park Cyber Cafe
Sequoia Living	1280 Laguna Street	Western Park Apartments
SF Public Library	5075 3rd Street	Bayview Library
SF Public Library	345 Randolph Street	Ocean View Library
Southwest Community	446 Randolph Street	IT Bookman Community Center
St. Francis Living Room	350 Golden Gate	St. Francis Living Room
SteppingStone ADHC/SFADN	350 Golden Gate	Golden Gate ADHC
SteppingStone ADHC/SFADN	55 Mabini Street	Mabini ADHC
SteppingStone ADHC/SFADN	930 - 4th Street	Mission Creek ADHC
SteppingStone ADHC/SFADN	301 Ellis Street	Presentation ADHC
Telegraph Hill Center	660 Lombard Street	Telegraph Hill Center
WACTC	916 Laguna Street	Western Addition Technology Center
YMCA of San Francisco	1601 Lane Street	Bayview YMCA
YMCA of San Francisco	4080 Mission Street	Mission YMCA
YMCA of San Francisco	3150 20th Avenue	Stonestown YMCA

District	Number of Systems
1	16
2	23
3	8
4	7
5	20
6	57
7	10
8	21
9	17
10	11
11	20

Most technology labs are closed for public use due to DPH guidelines. SF Connected services have expanded since March 2020 to include virtual digital training, learning, and support. The program will work with all the agencies if and when guidelines allow for opening of these labs.