SAN FRANCISCO HUMAN SERVICES AGENCY

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR
FROM:	ANNA PINEDA, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	JUNE 27, 2025
SUBJECT:	NEW GRANT: **ARRIBA JUNTOS** (NONPROFIT) FOR PROVISION OF DIGITAL SERVICES PROGRAM

	Full Term	Contingency	Total		
GRANT TERM:	7/1/25-6/30/29				
GRANT AMOUNT:	$1,660,000	$166,000	$1,826,000		

	FY 25-26	FY 26-27	FY 27-28	FY 28-29	
ANNUAL AMOUNT:	$415,000	$415,000	$415,000	$415,000	

	County	State	Federal	Contingency	Total
FUNDING SOURCE:	$307,100	$318,720	$1,034,180	$166,000	$1,826,000
PERCENTAGE:	18.5%	19.2%	62.3%		100%

The Department of Benefit and Family Support (BFS) requests authorization to enter into a new grant agreement with Arriba Juntos for the period of July 1, 2025 to June 30, 2029 in the amount of $1,660,000 plus a 10% contingency for a total amount not to exceed $1,826,000. The purpose of this grant is to provide digital literacy services including provision of digital literacy training and the distribution of technology devices to participants in HSA activities.

Background

The digital divide is a barrier confronting the low-income populations served by HSA.   A significant percentage of our clients are unable to benefit from employment and supportive services due to a lack of access to technology and the internet, and a lack of knowledge and skills to utilize the technology. HSA has expanded its availability of employment and training services to include virtual methods in order to provide additional options for clients to remotely engage in services. Through this RFP, HSA intends to offer the technology and skills needed to access virtual services including job search and job readiness, training, and education.

Services to be Provided

Grantee will offer the technology and skills needed to access virtual services including job search and job readiness training, and education. Services include Digital Literacy Training, Technology Equipment, and Technical Support.

Grantee will provide services to a total of 250 participants.

Location

Services will be provided at 1850 Mission Street, San Francisco.

Selection

The grantee was selected through RFP #1145 issued on January 30, 2025.

Funding

Funding for this grant is provided through Federal, State, and County General Funds.

ATTACHMENTS

Appendix A, Scope of Services
Appendix B, Budget

Appendix A
DIGITAL SERVICES PROGRAM
Services to be provided by
Arriba Juntos
July 1, 2025 – June 30, 2029

I.   Purpose
The digital divide is a barrier confronting the low-income populations served by HSA. A significant percentage of our clients are unable to benefit from employment and supportive services due to a lack of access to technology and the internet, and a lack of knowledge and skills to utilize the technology.

Through the Digital Services Program (DSP), HSA intends to offer the technology and skills needed to access virtual services including job search and job readiness, training, and education.

II.   Definitions

ABAWD	Able-Bodied Adults Without Dependents, i.e., CalFresh recipients age 18 to 54 who are able to work and do not share a household with a minor child
CAAP	County Adult Assistance Programs, which provide aid to single indigent adults, and are administered by HSA
CalFresh	Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
CalWORKs	California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CARBON	Contract Administration, Reporting and Billing On-line, HSA's payment and reporting system
DSP	Digital Services Program provides technology equipment, digital literacy training, and technical support.
Grantee	Arriba Juntos
HSA, also Department	Human Services Agency, City and County of San Francisco
Launchpad	A client tracking system used by HSA

RCA   Refugee Cash Assistance. Adults without minor dependents who have one of the following U.S. Immigration statuses: Refugee, Asylee, Parolee (from Cuba, Haiti, Afghanistan) or T and U Visa applicants.

ZixCorp   An Email Encryption and Email Data Loss Prevention system used by HSA

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need which include:

Current San Francisco CalWORKs, CAAP, RCA, or CalFresh/ABAWD participants who are referred by HSA staff and who require a device in order to engage in virtual employment activities.

IV. Description of Services

A. Intake and Enrollment of Participants Referred by HSA

1. Grantee will accept referrals of eligible participants by HSA

2. Participants will be enrolled to receive assessment, and begin Digital Literacy Training, preferably within 30 days of referral.

B. Digital Literacy Training

1. Mandatory training will be a minimum of 10 total hours.

2. Grantee will provide digital literacy training to include the following components:

   a) Use and care of issued equipment

   b) Setting up and linking to Wi-Fi,

   c) Basic computer and internet training including:

   - Establishing and using an email account, attaching/detaching files
   - Use of video conferencing platforms, how to participate in and schedule meetings
   - Basics of performing Internet searches
   - Computer basics, save files, create/store in folders, organizational tips
   - Basics of using word processing and spreadsheet programs
   - Use of basic applications as prescribed by CW staff (e.g., job search, general education, other digital learning platforms).
   - Establishing a user account in BenefitsCal.com so that clients can manage their benefits online.
   - How to access HSA website and services (sfhsa.org)

   d) Promote use of available distance learning platforms

      e) Basic security awareness including updating system software, understanding security/antivirus alerts, and identifying phishing emails

      f) Basic troubleshooting

3. After participant has successfully completed training hours, passed a skills competency assessment with a score of 80% or greater, device ownership will be gifted to participant. HSA may refer some participants who only need to pass a skills competency assessment (ex: City College students) to receive a device.

C. Technology Distribution

1. Prior to distribution of devices to participants, Grantee must follow protocols to track the devices including:

      a) Device serial numbers

      b) Completed transfer of ownership agreements

      c) Completion of Digital Literacy Training documentation as needed

      d) Maintenance of devices including updating and maintaining operating system and software, installing and maintaining system security software such as antivirus, and secure configuration of operating system and software.

2. Grantee will provide devices with the following minimum specifications

      a) System RAM: 4 GB minimum

      b) Processor Speed: 2 gigahertz minimum

3. Assist participants in identifying internet service providers as needed

D. Technical Support

1. Grantee will provide basic technical support to participants as needed for a minimum of 6 months.

2. Provide contact info including hours, phone number, email, and location if drop in services are offered.

3. Technical support to include:

- Diagnosing device problems

- Assisting with troubleshooting issues related to the use of the device

V. Information and Referral

Through Grantee's connections to the community, Grantee will refer potential CalWORKs clients to HSA to be screened for CalWORKs eligibility.

VI. Location and Time of Services

Grantee services will be provided at 1850 Mission Street, San Francisco. Services will be

Monday through Friday except on the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

VII. Service Objectives

Grantee will meet the following Service Objectives:

A. Grantee will enroll 250 participants, contingent upon HSA referral. (Enrollment will be defined as completing Intake paperwork and at minimum, one hour of Digital Literacy Training.)

VIII. Outcome Objectives

The Grantee will meet the following Outcome Objectives:

A. A minimum of 80% of participants who enroll will complete the digital literacy training and take ownership of the device. Completion of the digital literacy training will include passing a skills competency assessment with a score of 80% or greater.

B. 80% of participants who complete the digital literacy training will report that it was useful and helped them engage in services, education, job training and/or job search activities. Participant feedback will be gathered using a survey instrument designed by provider with SFHSA input.

IX. Reporting Requirements

A. Capture in Launchpad, the following notices within two business days of occurrence, preferably on the day of occurrence:

- Show/No Show to referred activity and Enrollment

- Participant Exit information including Digital Literacy Training completion date and transfer of device ownership to participant.

B. Enter data timely in Launchpad to record and track distribution and transfer of ownership of equipment

C. Maintain daily attendance for Digital Literacy Training in Launchpad for each participant served.

D. Report participant absences by e-mail or Launchpad chat to HSA staff within two business days of occurrence for the following situations:

- Attendance falls below 80% of total training hours

- Participant is being exited from the program

- Note: Reasonable accommodations should be made available to allow participants to make up missed hours.

E. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and entered timely. HSA will generate monthly reports from Launchpad by the 15th of the following month.

1. Reports shall contain the following data.
   - Number of referrals
   - Number of enrollments
   - Number of completions

2. Tracking of technology equipment distributed to participants will be entered into Launchpad using the Technology object.

3. Upload into Launchpad the transfer of ownership agreement, scored skills competency assessment, and, if applicable, certificate of completion.

4. Supporting documentation for the numbers presented in the reports must be maintained by the Grantee and must be available for auditing by the Department.

F. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.

G. Grantee will submit an Annual Report summarizing the contract activities, referencing the tasks as described in Service and Outcome Objectives.

H. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA, e.g. using ZixCorp secure email portal.

X.   Monitoring Activities

A. <u>Program Monitoring</u>: Program monitoring will include review of documentation of reported client progress towards meeting service and outcome objectives, participant case files, training curricula, and program policies and procedures.

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 American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

C. For assistance with reporting requirements or submission of reports, contact
   1. Marlén Sánchez, Program Monitor, marlen.sanchez@sfgov.org
      Workforce Development Division

   2. Colleen Birmingham, Contract Manager, colleen.birmingham@sfgov.org
      Office of Contract Management

Appendix B: Calculation of Charges
Digital Service Program
Arriba Juntos
July 1, 2025 – June 30, 2029

I.   The Department agrees to pay the Grantee a flat unit rate as outlined in the table per client for services described in Appendix A. This unit rate is inclusive of all costs, including salary, operating, and indirect expenses. Payments to be reimbursed as follows:

    A. Initial 50% of the total unit rate ($830) per client enrollment based upon verification in Launchpad that client has attended at least one hour of Digital Literacy Training.

    B. Final 50% of the total unit rate ($830) per client based upon verification of Digital Literacy Training completion and device transfer to client in Launchpad.

	FY26	FY27	FY28	FY29
Rate per participant enrollment	$830	$830	$830	$830
Rate per participant completion	$830	$830	$830	$830
Total rate per participant	$1,660	$1,660	$1,660	$1,660
Participants	250	250	250	250
Annual Amount	$415,000	$415,000	$415,000	$415,000

II.   Client referrals are subject to change based upon client and HSA service need and funding availability.

III.   Grant amount will not exceed **$1,660,000.**

IV.   Contingent amount up to **$166,000** may be available at the City's sole and absolute discretion.

V.   Total grant amount will not exceed **$1,826,000.**