



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

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

DATE: FEBRUARY 1, 2023

SUBJECT: GRANT MODIFICATION: **MULTIPLE GRANTEES** (NON-PROFIT) FOR PROVISION OF THE SF CONNECTED PROGRAM

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	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	01/01/21- 06/30/23	02/01/23- 6/30/23	01/01/21- 06/30/23		
GRANT AMOUNT:	\$2,602,460	\$634,273	\$3,236,733	\$323,673	\$3,560,406
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$2,730,751	\$505,982		\$323,673	\$3,560,406
PERCENTAGE:	84%	16%			100%

The Department of Disability and Aging Services (DAS) requests authorization to modify existing grants with multiple providers for the period of February 1, 2023 through June 30, 2023, in the additional amount of \$634,273 plus a 10% contingency for a revised total amount not to exceed \$3,560,406. The specific breakdown of funding per grantee is summarized in the table on page 2.

Background

SF Connected program provides digital literacy training, awareness, access, and support to older adults and adults with disabilities in San Francisco. The SF Connected Program aims to improve the quality of life and independence of the target population by bridging the digital divide.

The digital divide is not a new issue among older adults and adults with disabilities and its effects have been exacerbated by the pandemic. The federal, state and local governments have recognized the need to provide additional resources to support community efforts in closing the digital divide. DAS has received additional federal funds from the State as well as local funds through the Board of Supervisor's addback to support SF Connected program partners who are continuing to serve above and beyond their scope and would benefit from this funding to address the increasing need for education and digital training of older adults and adults with disabilities.

<i>Grantee</i>	<i>Current 1/1/21- 6/30/23</i>	<i>Modification 2/1/23- 6/30/23</i>	<i>Revised FY 22/23</i>	<i>Grant Total 1/1/21- 6/30/23</i>	<i>Contingency</i>	<i>Not to Exceed</i>
Community Living Campaign – Tech Support	\$314,259	\$175,000	\$304,115	\$489,259	\$48,926	\$538,185
Community Living Campaign – Tech Council	\$372,439	\$152,635	\$281,676	\$525,074	\$52,507	\$577,581
Community Living Campaign – Tech Training	1,173,324	\$194,047	\$603,857	\$1,367,371	\$136,737	\$1,504,108
Self Help for the Elderly – Tech Training	\$477,438	\$85,811	\$231,086	\$563,249	\$56,325	\$619,574
The Arc San Francisco – Tech Training	\$265,000	\$26,780	\$129,780	\$291,780	\$29,178	\$320,958
Total	\$2,602,460	\$634,273	\$1,550,514	\$3,236,733	\$323,673	\$3,560,406

Services to be Provided

Grantee(s)	Services
Community Living Campaign, Self Help for the Elderly, The ARC San Francisco	Digital Literacy Training and Tech Support Services
Community Living Campaign-Urban Equality Group	Information Technology Related Technical Support
Community Living Campaign – SF Tech Council	Administrative Support to SF Tech Council

Digital Literacy Training:

Grantees 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 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's subcontractor Urban Equity Group will provide technical support for the SF Connected Program.

Support is provided to all desktops, laptops, monitors, peripherals, servers, routers, switches, and software purchased by the program. Urban Equity Group stays abreast of emerging technology and assesses 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. Urban Equity Group also provides 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 provides administrative support to the 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.

Grant Modification

Digital Literacy Training and Tech Support Services:

The ARC San Francisco, Community Living Campaign and Self-Help for the Elderly will use these funds to increase their digital literacy training and tech support capacity both in-person and virtually and match the elevated need in the community.

Grantee: The Arc San Francisco	Original	Modification	Revised
Unduplicated Consumers	60	0	60
Digital Literacy Training Hours	350	150	500
Tech Support Service Hours	50	25	75

Grantee: Community Living Campaign	Original	Modification	Revised
Unduplicated Consumers	615	60	675
Digital Literacy Training Hours	4273	2834	7107
Tech Support Service Hours	280	2410	2690

Grantee: Self Help for the Elderly	Original	Modification	Revised
Unduplicated Consumers	838	42	880
Digital Literacy Training Hours	2626	0	2626
Tech Support Service Hours	188	130	318

Information Technology Related Technical Support:

Community Living Campaign – Tech Support will use these funds to provide additional tech support in two areas:

Grantee’s subcontractor, Urban Equity Group, will update/refresh approximately 200 computers/laptops and other peripherals in the SF Connected technology labs.

Urban Equity Group (UEG) will also use the funds to develop a pilot program providing technical support for consumer devices. As older adults and adults with disabilities receive devices to connect to essential services, there is an increasing need for a program where consumers can get technical support for their devices. UEG will work with community partners, DAS, and other stakeholders in the development and management of the program.

Administrative Support to SF Tech Council:

Community Living Campaign – Tech Council will collaborate with community-based organizations to offer eight digital inclusion events and provide information and education on the Affordable Connectivity Program (ACP) sign-up event. The grantee will also use these funds to support ten DAS/OCP-approved community-based organizations to implement and administer digital inclusion projects.

Selection

Grantees were selected through RFP #861, which was competitively bid in October 2019.

Funding

Funding for these grants is provided by City and County General Funds and State Funds.

ATTACHMENTS

Community Living Campaign-Tech Support

Appendix A-2, Scope of Services

Appendix B-2, Budget

Community Living Campaign – Tech Council

Appendix A-2, Scope of Services

Appendix B-2, Budget

Community Living Campaign – Tech training

Appendix A-3, Scope of Services

Appendix B-3, Budget

Self Help for the Elderly

Appendix A2, Scope of Services

Appendix B3, Budget

The Arc San Francisco

Appendix A-1, Scope of Services

Appendix B-1, Budget

APPENDIX A-2 – SERVICES TO BE PROVIDED***Community Living Campaign*****SF Connected Program: Technical Support/Urban Equity Group****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 bridge the digital divide.

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.
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/Laptop 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 internet service provider (ISP) within 1 business day.

Computer Equipment moves and changes: Subcontractor 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 scope 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, uninterruptible power supplies: These supporting devices will be monitored and supported by Subcontractor.

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: Subcontractor 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

Subcontractor 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.

Personal Device Service and Support

Imaging and Deployment of Devices

With DAS approval, Subcontractor shall provide the necessary support to other SF Connected grantees that administer a device distribution/loaner program. Services include, but are not limited to, receipt of ordered items from vendors for storage and inventory, staging/configuring of devices with appropriate resources on the home screen and prepping for delivery with appropriate packaging. The Subcontractor will provide expertise and recommendations to other grantees as they develop their processes.

Technical Support:

With DAS collaboration and approval, Subcontractor shall define the expected level of service. Subcontractor will develop and administer a program dedicated to provide technical support of consumer devices. The program shall work with community-based partners in the network to create a referral system.

Within one business day, Subcontractor shall respond to telephone and electronic inquiries including e-mail or via website from DAS, other SF Connected grantees or Technology Labs regarding consumers' devices (iPads, tablet, and laptops), record the incident, and perform diagnostic check to identify the problem. Provide solution and recommendation to referent.

Program Evaluation:

Grantee and Subcontractor shall develop and administer program evaluation and quality assurance tools, which may include but are not limited to, satisfaction surveys and questionnaires.

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:

- 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:

Sarah Chan, Program Analyst
DAS, Office of Community Partnerships
1650 Mission St., 5th Floor
San Francisco, CA 94103
sarah.chan@sfgov.org

Ella Lee, Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
ella.lee@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. 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name	Term					
Community Living Campaign	01/01/2021 to 06/30/2025					
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>						
If modification, Effective Date of Mod. 2/1/2023 No. of Mod. 2						
Program: SF Connected/Tech Support						
Budget Reference Page No.(s)	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23 - 6/30/23	7/1/22 - 6/30/23	
Program Term			Budget	Modification	Revised	Total
Expenditures						
Salaries & Benefits						
Operating Expense						
Capital/ Subcontractor Expenditure	\$74,284	\$97,146	\$119,465	\$159,091	\$278,556	\$449,986
Subtotal	\$74,284	\$97,146	\$119,465	\$159,091	\$278,556	\$449,986
Indirect Percentage (%)	8%	8%	8%	10%	9%	
Indirect Cost (Line 16 X Line 15)	\$5,942	\$7,772	\$9,650	\$15,909	\$25,559	\$39,273
Total Expenditures	\$80,226	\$104,918	\$129,115	\$175,000	\$304,115	\$489,259
HSA Revenues						
General Fund	\$54,516	\$104,918	\$104,918		\$104,918	\$264,352
CODB	\$2,914		\$4,197		\$4,197	\$7,111
OTO for device support	\$22,796					\$22,796
OTO for Refresh pilot			\$20,000		\$20,000	\$20,000
FY22/23 Addback for devices, boardband, and training				\$25,760	\$25,760	\$25,760
FY22/23 Access To Technology				\$149,240	\$149,240	\$149,240
TOTAL HSA REVENUES	\$80,226	\$104,918	\$129,115	\$175,000	\$304,115	\$489,259
Other Revenues						
Metta Fund	\$37,500	\$37,500	\$56,250		\$56,250	\$131,250
Total Other Revenues	\$37,500	\$37,500	\$56,250		\$56,250	\$131,250
Total Revenues	\$117,726	\$142,418	\$185,365	\$175,000	\$360,365	\$620,509
Full Time Equivalent (FTE)						
Prepared by: Kate Kuckro	Telephone No.: 415-308-1976				1/18/2023	
HSA-CO Review Signature:	_____					
HSA #1						10/25/2016

Subcontractor/Capital Expenditures

	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23-6/30/23	7/1/22-6/30/23	
SUBCONTRACTORS			Budget	Modification	Revised	Total
Unscheduled tech service	\$3,161	\$9,600	\$9,984		\$9,984	\$22,745
Scheduled tech service	\$12,855	\$48,600	\$50,544		\$50,544	\$111,999
Consumer Tech Support Services	\$9,288	\$2,000	\$2,080	\$83,284	\$85,364	\$96,652
Parking/Mileage				\$9,907	\$9,907	\$9,907
Tech support 10 weeks (to support CTN)	\$6,750					\$6,750
DAS support for Tech Labs	\$5,000					\$5,000
Server / infrastructure support	\$2,107	\$6,000	\$6,240		\$6,240	\$14,347
Tablet Project - image/prep	\$10,520					\$10,520
Tablet Project - shipping	\$3,915					\$3,915
Tablet Project - warm handoff	\$10,687					\$10,687
Tablet Project - device support	\$10,000					\$10,000
Remote Control software		\$2,500	\$2,600		\$2,600	\$5,100
Support Services (Includes Refresh Project)		\$28,446	\$31,091	\$65,900	\$96,991	\$125,437
TOTAL SUBCONTRACTOR COST	\$74,284	\$97,146	\$102,539	\$159,091	\$261,630	\$433,060
EQUIPMENT			Budget	Modification	Revised	Total
OTO equipment for refresh pilot systems			\$16,926		\$16,926	\$16,926
TOTAL EQUIPMENT COST			\$16,926		\$16,926	\$16,926
OTHER			Budget	Modification	Revised	Total
Description						
TOTAL REMODELING COST						
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$74,284	\$97,146	\$119,465	\$159,091	\$278,556	\$449,986

APPENDIX A-2 – 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 establish and maintain partnerships, and 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.
- Establish and maintain signed subcontract performance agreements with DAS-OCP approved community-based organizations that implement and support digital inclusion project.
- 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.
- Develop and administer program evaluation and quality assurance tools, which may include but are not limited to, satisfaction surveys and questionnaires.

For FY 21-22, 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 focus on mapping digital inclusion resources and efforts to coordinate a citywide action plan that addresses racial equity in digital access.**
- 7. 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.

Modifications in FY 22-23

- 8. Collaborate with community-based organizations to offer digital inclusion events at a minimum of eight (8) sites.**
- 9. Collaborate with at least ten (10) DAS-OCP approved community-based organizations to implement and administer digital inclusion projects.**

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%
3. Digital inclusion events/projects participants agree that the support they received was effective in increasing their digital skills/ knowledge. Target: 85%

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:

Sarah Chan, Program Analyst
DAS, Office of Community Partnerships
1650 Mission St., 5th Floor
San Francisco, CA 94103
sarah.chan@sfgov.org

Ella Lee, Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
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VII. Monitoring Activities

- A. Program Monitoring: 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. 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name	Term					
Community Living Campaign	01/01/2021 to 06/30/2025					
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>						
If modification, Effective Date of Mod. 2/1/2023 No. of Mod. 3						
Program: SF Connected/Tech Council						
Budget Reference Page No.(s)	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23 - 6/30/23	7/1/22 - 6/30/23	
Program Term			Budget	Modification	Revised	Total
Expenditures						
Salaries & Benefits	\$8,166	\$10,708	\$17,851	\$4,371	\$22,222	\$41,096
Operating Expense	\$49,112	\$120,186	\$94,358	\$55,312	\$149,670	\$318,968
Subtotal	\$57,278	\$130,894	\$112,209	\$59,683	\$171,892	\$360,064
Indirect Percentage (%)	15%	15%	15%		15%	
Indirect Cost (Line 16 X Line 15)	\$8,592	\$19,634	\$16,832	\$8,952	\$25,784	\$54,010
Capital/ Subcontractor Expenditure		\$27,000		\$84,000	\$84,000	\$111,000
Total Expenditures	\$65,870	\$177,528	\$129,041	\$152,635	\$281,676	\$525,074
HSA Revenues						
General Fund	\$54,594	\$109,188	\$109,188		\$109,188	\$272,970
CODB	\$3,276	\$6,890	\$11,853		\$11,853	\$22,019
Adult Day/GrandPad Project	\$8,000	\$8,000	\$8,000		\$8,000	\$24,000
FY21/22 OTO - Thriving in Place		\$27,000				\$27,000
FY21/22 Supplemental Funding - Pilots		\$26,450				\$26,450
FY22/23 Addback for devices, boardband, and training				\$26,700	\$26,700	\$26,700
FY22/23 Access To Technology				\$125,935	\$125,935	\$125,935
TOTAL HSA REVENUES	\$65,870	\$177,528	\$129,041	\$152,635	\$281,676	\$525,074
Other Revenues						
Metta Fund	\$37,500	\$37,500	\$56,250		\$56,250	\$131,250
Total Other Revenues	\$37,500	\$37,500	\$56,250		\$56,250	\$131,250
Total Revenues	\$103,370	\$215,028	\$185,291	\$152,635	\$337,926	\$656,324
Full Time Equivalent (FTE)						
Prepared by: Kate Kuckro	Telephone No.: 415-308-1976				1/18/2023	
HSA-CO Review Signature:	_____					
HSA #1						10/25/2016

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23			Total Budgeted Salary
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Modification Budgeted Salary	Revised Budgeted Salary	
Co-Executive Director	\$100,000	1.00	7.82%	0.08	\$1,000	\$3,323	\$7,823		\$7,823	\$12,146
Co-Executive Director	\$100,000	1.00	1.00%	0.01	\$3,575	\$1,000	\$1,000		\$1,000	\$5,575
Finance	\$80,000	1.00	2.50%	0.03	\$1,000	\$1,000	\$2,000		\$2,000	\$4,000
Outreach Staff	\$54,080	0.38	19.46%	0.07	\$1,230	\$3,600	\$4,000		\$4,000	\$8,830
NTC Program Director	\$78,478	0.50	10.07%	0.05				\$3,953	\$3,953	\$3,953
TOTALS	\$412,558	3.88	40.86%	0.24	\$6,805	\$8,923	\$14,823	\$3,953	\$18,776	\$34,504
FRINGE BENEFIT RATE	18%				20%	20%	20%			
EMPLOYEE FRINGE BENEFIT	\$75,718				\$1,361	\$1,785	\$3,028	\$418	\$3,446	\$6,592
TOTAL SALARIES & BENEFIT	\$488,276				\$8,166	\$10,708	\$17,851	\$4,371	\$22,222	\$41,096
HSA #2										10/25/2016

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
				Budget	Modification	Revised	
Rental of Property							
Utilities(Elec, Water, Gas, Phone, Garbage)							
Office Supplies, Postage							
Building Maintenance Supplies and Repair							
Printing and Reproduction		\$822	\$1,000	\$1,785	\$750	\$2,535	\$4,357
Insurance							
Staff Training							
Staff Travel-Local & Out of Town)		\$400	\$3,400	\$800		\$800	\$4,600
Rental of Equipment							
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE							
Tech Council Staff Consultants (Karla, Andrew)		\$45,615	\$88,501	\$86,686	\$32,300	\$118,986	\$253,102
Other Consulting (Marketing, Collective Action, etc.)		\$1,125	\$2,250		\$10,455	\$10,455	\$13,830
FCA Tech Pilot			\$4,000				\$4,000
Televisit.org			\$5,500				\$5,500
SFTC White Paper			\$5,500				\$5,500
BAVC Video Production			\$8,000				\$8,000
OTHER							
Program & Meeting Refreshment/supplies		\$1,150	\$1,295	\$4,337	\$2,045	\$6,382	\$8,827
Website			\$740	\$750		\$750	\$1,490
Stipend for volunteers					\$7,800	\$7,800	\$7,800
Translation/Transcription					\$1,080	\$1,080	\$1,080
Program incentives					\$882	\$882	\$882
TOTAL OPERATING EXPENSE		\$49,112	\$120,186	\$94,358	\$55,312	\$149,670	\$318,968

Subcontractor/Capital Expenditures

	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23			
SUBCONTRACTORS			Budget	Modification	Revised	Total
Thriving in Place		\$25,000				\$25,000
Admin Fee (8% - No indirect)		\$2,000				\$2,000
Community Digital Inclusion Projects: at minimum 10 DAS approved Community Based Organization to support digital inclusion projects				\$84,000	\$84,000	\$84,000
TOTAL SUBCONTRACTOR COST		\$27,000		\$84,000	\$84,000	\$111,000
EQUIPMENT			Budget	Modification	Revised	Total
TOTAL EQUIPMENT COST						
OTHER			Budget	Modification	Revised	Total
TOTAL REMODELING COST						
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$27,000		\$84,000	\$84,000	\$111,000
HSA #4						12/2/2020

APPENDIX A-3 – 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. The SF Connected Program will continue to improve the quality of life and independence of the target population by bridging the digital divide.

II. Definitions

Adult with a Disability	Person 18 years of age or older living with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
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.
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.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person’s primary language.
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 (formerly known as Office on the Aging / OOA)
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.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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

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:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

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 populations 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

- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*
- 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.*
- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY20/21	FY21/22	FY22/23		
			Original	Modification	Revised
Unduplicated Consumers	500	500	615	60	675
Digital Literacy Training Hours	3100	3100	4273	2834	7107
Tech Support Service Hours	200	200	280	2410	2690

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:

Sarah Chan, Program Analyst
DAS, Office of Community Partnerships
1650 Mission St., 5th Floor
San Francisco, CA 94103
sarah.chan@sfgov.org

Ella Lee, Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
ella.lee@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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name	Term					
Community Living Campaign	01/01/2021 to 06/30/2025					
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>						
If modification, Effective Date of Mod. 2/1/2023 No. of Mod. 6						
Program: SF Connected/Tech Training						
Budget Reference Page No.(s)	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23 - 6/30/23	7/1/22 - 6/30/23	
Program Term			Budget	Modification	Revised	Total
Expenditures						
Salaries & Benefits	\$149,151	\$316,914	\$307,356	\$170,808	\$478,164	\$944,229
Operating Expense	\$20,660	\$25,374	\$48,566	(\$2,072)	\$46,494	\$92,528
Subtotal	\$169,811	\$342,288	\$355,922	\$168,736	\$524,658	\$1,036,757
Indirect Percentage (%)	15%	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$25,473	\$51,342	\$53,388	\$25,311	\$78,699	\$155,514
Capital/ Subcontractor Expenditure	\$92,800	\$81,800	\$500		\$500	\$175,100
Total Expenditures	\$288,084	\$475,430	\$409,810	\$194,047	\$603,857	\$1,367,371
HSA Revenues						
General Fund	\$137,504	\$300,474	\$290,274		\$290,274	\$728,252
Program enhancement	\$92,000	\$92,000	\$92,000		\$92,000	\$276,000
CODB	\$6,580	\$11,774	\$27,536		\$27,536	\$45,890
OTO	\$52,000	\$71,182				\$123,182
FY22/23 Addback for devices, boardband, and training				\$26,570	\$26,570	\$26,570
FY22/23 Access To Technology				\$167,477	\$167,477	\$167,477
TOTAL HSA REVENUES	\$288,084	\$475,430	\$409,810	\$194,047	\$603,857	\$1,367,371
Other Revenues						
Metta Fund	\$37,500	\$37,500	\$56,250	(\$36,250)	\$20,000	\$95,000
Smith Foundation				\$10,000	\$10,000	\$10,000
United Way of the Bay Area				\$20,000	\$20,000	\$20,000
Other Foundation Grants				\$44,500	\$44,500	\$44,500
Total Other Revenues	\$37,500	\$37,500	\$56,250	\$38,250	\$94,500	\$169,500
Total Revenues	\$325,584	\$512,930	\$466,060	\$232,297	\$698,357	\$1,536,871
Full Time Equivalent (FTE)						
Prepared by: Kate Kuckro	Telephone No.: 415-308-1976					1/18/2023
HSA-CO Review Signature: _____						
HSA #1						10/25/2016

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23-6/30/23	7/1/22-6/30/23	Total Budgeted Salary
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Modification Budgeted Salary	Revised Budgeted Salary	
Executive Director	\$100,000	1.00	15.00%	0.15	\$8,650	\$6,000	\$15,000		\$15,000	\$29,650
Executive Director	\$100,000	1.00	5.00%	0.05	\$2,650	\$1,000	\$5,000		\$5,000	\$8,650
Program Directors	\$78,478	1.00	12.74%	0.13				\$10,000	\$10,000	\$10,000
Program Manager-English	\$64,000	1.00	96.88%	0.97	\$21,065	\$58,615	\$53,000	\$9,000	\$62,000	\$141,680
Program Manager-Chinese	\$66,560	1.00	100.00%	1.00	\$32,945	\$57,587	\$56,860	\$9,700	\$66,560	\$157,092
Program Coordinator	\$50,960	1.00	76.02%	0.32				\$16,142	\$16,142	\$16,142
Device and Connectivity M	\$50,000	0.50	36.71%	0.18	\$14,625	\$15,622	\$9,178		\$9,178	\$39,425
Program Coordinator	\$58,240	0.60	13.91%	0.08				\$4,860	\$4,860	\$4,860
Digital Literacy Trainers 1	\$50,960	2.87	100.00%	2.87	\$35,314	\$99,192	\$107,811	\$38,432	\$146,243	\$280,749
Digital Literacy Trainers 2	\$52,000	0.38	100.00%	0.38				\$19,500	\$19,500	\$19,500
Digital Literacy Trainers 3	\$54,080	0.53	100.00%	0.53				\$28,392	\$28,392	\$28,392
Operations/Reporting	\$54,080	0.13	64.01%	0.08	\$2,385	\$6,473	\$4,500		\$4,500	\$13,358
Finance	\$71,200	2.00	1.05%	0.02	\$3,948	\$4,000	\$1,500		\$1,500	\$9,448
Operations & Strategic Plan	\$64,494	0.50	15.51%	0.08	\$1,005		\$5,000		\$5,000	\$6,005
Deputy Director				-		\$6,247				\$6,247
Bookkeeper				-		\$2,000				\$2,000
				-						
				-						
				-						
TOTALS	\$915,053	13.50	736.82%	6.83	\$122,587	\$256,736	\$257,849	\$136,026	\$393,875	\$773,198
FRINGE BENEFIT RATE	22%				22%	23%	19%	26%	21%	
EMPLOYEE FRINGE BENEFIT	\$202,864				\$26,564	\$60,178	\$49,507	\$34,782	\$84,289	\$171,031
TOTAL SALARIES & BENEFIT	\$1,117,917				\$149,151	\$316,914	\$307,356	\$170,808	\$478,164	\$944,229
HSA #2										10/25/2016

Operating Expense Detail

Expenditure Category	TERM	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23-6/30/23	7/1/22-6/30/23	Total
				Budget	Modification	Revised	
Rental of Property		\$2,816	\$5,314	\$5,314	\$58	\$5,372	\$13,502
Utilities(Elec, Water, Gas, Phone, Garbage)			\$3,000	\$540		\$540	\$3,540
Office Supplies, Postage							
Building Maintenance Supplies and Repair							
Printing and Reproduction		\$530	\$1,000	\$1,200	(\$200)	\$1,000	\$2,530
Insurance							
Staff Training		\$2,500					\$2,500
Staff Travel-(Local & Out of Town)		\$1,042	\$365	\$1,000	(\$500)	\$500	\$1,907
Rental of Equipment							
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE							
Technical specialist (GrandPad program)		\$10,763	\$7,500	\$18,000		\$18,000	\$36,263
Tech support				\$3,000		\$3,000	\$3,000
Translation					\$2,000	\$2,000	\$2,000
OTHER							
Program supplies and expenses		\$3,009	\$8,195	\$13,012	(\$430)	\$12,582	\$23,786
Encore Recruitment Services				\$6,500	(\$3,000)	\$3,500	\$3,500
TOTAL OPERATING EXPENSE		\$20,660	\$25,374	\$48,566	(\$2,072)	\$46,494	\$92,528

Subcontractor/Capital Expenditures

	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23-6/30/23	7/1/22-6/30/23	
SUBCONTRACTORS			Budget	Modification	Revised	Total
TBD subcontractors/consultants (GrandPad program)		\$13,000				\$13,000
UEG (Tablet deployment)		\$8,700				\$8,700
TOTAL SUBCONTRACTOR COST		\$21,700				\$21,700
EQUIPMENT			Budget	Modification	Revised	Total
GrandPads	\$92,800	\$52,300	\$500		\$500	\$145,600
Tablets		\$7,800				\$7,800
TOTAL EQUIPMENT COST	\$92,800	\$60,100	\$500		\$500	\$153,400
OTHER			Budget	Modification	Revised	Total
TOTAL REMODELING COST						
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	\$92,800	\$81,800	\$500		\$500	\$175,100

APPENDIX A2– SERVICES TO BE PROVIDED

Self-Help for the Elderly

SF Connected Program: Digital Literacy Training

Effective January 1, 2021 – June 30, 2023

Modification: February 1, 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. The SF Connected Program will continue to improve the quality of life and independence of the target population by bridging the digital divide.

II. Definitions

Adult with a Disability	Person 18 years of age or older living with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
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.
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.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person’s primary language.
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 (formerly known as Office on the Aging / OOA)
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.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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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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:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

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 populations 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

- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*
- 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.*
- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY21/22	FY21/22	FY22/23		
			Original	Modification	Revised
Unduplicated Consumers	700	838	838	42	880
Digital Literacy Training Hours	2350	2626	2626	0	2626
Tech Support Service Hours	50	188	188	130	318

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:

Sarah Chan, Program Analyst DAS, Office of Community Partnerships 1650 Mission St., 5 th Floor San Francisco, CA 94103 sarah.chan@sfgov.org	Tahir Shaikh, Contract Manager Office of Contract Management PO Box 7988 San Francisco, CA 94120 Tahir.Shaikh@sfgov.org
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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	F	I	L	M	N	O
1							Appendix B3, Page 1
2							Date: 12/27/2022
3	HUMAN SERVICES AGENCY BUDGET SUMMARY						
4							
5	Name						
6	SELF-HELP FOR THE ELDERLY						
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification X <input checked="" type="checkbox"/>						
8	If modification, Effective Date of Mod. 1/1/21 No. of Mod.						
9	Program: SF Connected						
10	Budget Reference Page No.(s)	Budget	Budget	Budget	Modifications	Revised Budget	Total
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	2/1/23-6/30/23	7/1/22-6/30/23	1/1/21-6/30/23
12	Expenditures						
13	Salaries & Benefits	\$75,896	\$185,746	\$123,817	\$66,118	\$189,935	\$451,577
14	Operating Expense	\$2,288	\$15,599	\$2,509	\$8,500	\$11,009	\$28,896
15	Subtotal	\$78,184	\$201,345	\$126,326	\$74,618	\$200,944	\$480,473
16	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$11,728	\$30,201	\$18,949	\$11,193	\$30,142	\$72,071
18	Capital Expenditure	\$10,705					\$10,705
19	Total Expenditures	\$100,617	\$231,546	\$145,275	\$85,811	\$231,086	\$563,249
20	HSA Revenues						
21	General Fund	\$100,617	\$135,833	\$135,833		\$135,833	\$372,283
22	FY 20/21 CODB		\$4,075	\$4,075		\$4,075	\$8,150
23	OTO Add-Back		\$86,271	\$0		\$0	\$86,271
24	FY 21/22 CODB		\$4,197	\$5,367		\$5,367	\$9,564
25	MCO		\$1,170	\$0		\$0	\$1,170
26	CODB 4% FY 22/23				\$5,811	\$5,811	\$5,811
27	Add-Back				\$80,000	\$80,000	\$80,000
28							
29	TOTAL HSA REVENUES	\$100,617	\$231,546	\$145,275	\$85,811	\$231,086	\$563,249
30	Other Revenues						
31							
32							
33							
34							
35							
36	Total Revenues	\$100,617	\$231,546	\$145,275	\$85,811	\$231,086	\$563,249
37	Full Time Equivalent (FTE)						
39	Prepared by:						Date 12/27/2022
40	HSA-CO Review Signature: _____						
41	HSA #1						11/15/2007

	A	B	C	D	E	F
1						Appendix B3, Page 4
2						Document Date: 12/27/2022
3						
4	Program Name: SF Connected					
5	(Same as Line 9 on HSA #1)					
6						
7	Capital Expenditure Detail					
8	(Equipment and Remodeling Cost)					
9						TOTAL
10	EQUIPMENT	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
11	No.	ITEM/DESCRIPTION				
12		Tablet/Keyboard/Mouse	10,705			10,705
13						
14						
15						
16						
17						
18						
19						
20	TOTAL EQUIPMENT COST		10,705	0	0	10,705
21						
22	REMODELING					
23	Description:					
24						
25						
26						
27						
28						
29	TOTAL REMODELING COST		0	0	0	0
30						
31	TOTAL CAPITAL EXPENDITURE		10,705	0	0	10,705
32	(Equipment and Remodeling Cost)					
33	HSA #4					11/15/2007

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. The SF Connected Program will continue to improve the quality of life and independence of the target population by bridging the digital divide.

II. Definitions

Adult with a Disability	Person 18 years of age or older living with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
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.
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.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person’s primary language.
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 (formerly known as Office on the Aging / OOA)
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.
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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

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:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

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 populations 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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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.
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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

- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*
- 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.*
- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY20/21	FY21/22	FY22/23		
			Original	Modification	Revised
Unduplicated Consumers	60	60	60	0	60
Digital Literacy Training Hours	350	350	350	150	500
Tech Support Service Hours	50	50	50	25	75

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:

- Grantee will enter consumers' data into the CA GetCare-SF Connected module.
- 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.
- 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.
- 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
DAS, Office of Community Partnerships
1650 Mission St., 5th Floor
San Francisco, CA 94103
Reanna.Albert@sfgov.org

Ella Lee
Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
Ella.Lee@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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name		Term				
The Arc San Francisco		01/01/2021 to 06/30/2025				
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>						
If modification, Effective Date of Mod. 2/1/2023 No. of Mod. 5						
Program: SF Connected						
Budget Reference Page No.(s)	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23 - 6/30/23	7/1/22 - 6/30/23	
Program Term			Budget	Modification	Revised	Total
Expenditures						
Salaries & Benefits	\$45,455	\$92,205	\$92,381	\$4,510	\$96,891	\$234,551
Operating Expense				\$12,600	\$12,600	\$12,600
Subtotal	\$45,455	\$92,205	\$92,381	\$17,110	\$109,491	\$247,151
Indirect Percentage (%)	10%	10%	10%		10%	
Indirect Cost (Line 16 X Line 15)	\$4,545	\$9,195	\$9,019	\$1,670	\$10,689	\$24,429
Capital/ Subcontractor Expenditure	\$9,000	\$1,600	\$1,600	\$8,000	\$9,600	\$20,200
Total Expenditures	\$59,000	\$103,000	\$103,000	\$26,780	\$129,780	\$291,780
HSA Revenues						
General Fund	\$50,000	\$100,000	\$100,000		\$100,000	\$250,000
CODB		\$3,000	\$3,000	\$4,120	\$7,120	\$10,120
OTO	\$9,000					\$9,000
FY22/23 Addback for devices, boardband, and training				\$22,660	\$22,660	\$22,660
TOTAL HSA REVENUES	\$59,000	\$103,000	\$103,000	\$26,780	\$129,780	\$291,780
Other Revenues						
Total Other Revenues						
Total Revenues	\$59,000	\$103,000	\$103,000	\$26,780	\$129,780	\$291,780
Full Time Equivalent (FTE)						
Prepared by:	Telephone No.:					
HSA-CO Review Signature:	_____					
HSA #1						10/25/2016

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/1/23-6/30/23	7/1/22-6/30/23	Total Budgeted Salary
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Modification Budgeted Salary	Revised Budgeted Salary	
Ed Specialist (DSP)	\$45,000	1.00	100.00%	1.00	\$28,856	\$45,000	\$45,000		\$45,000	\$118,856
Program Manager	\$50,000	1.00	32.86%	0.33	\$2,917	\$16,289	\$16,430		\$16,430	\$35,636
Peer Help Desk Attendant	\$42,000	1.00	2.50%	0.03	\$612	\$1,050	\$1,050		\$1,050	\$2,712
Job Coach	\$45,000	1.00	2.50%	0.03	\$656	\$1,125	\$1,125		\$1,125	\$2,906
Associate Director, ED	\$60,000	1.00	12.84%	0.13	\$3,150	\$5,400	\$5,400	\$2,305	\$7,705	\$16,255
Volunteer Coordinator	\$70,000	1.00	8.86%	0.09		\$4,900	\$4,900	\$1,303	\$6,203	\$11,103
				-						
				-						
TOTALS	\$312,000	6.00	159.56%	1.60	\$36,191	\$73,764	\$73,905	\$3,608	\$77,513	\$187,468
FRINGE BENEFIT RATE	25%				26%	25%	25%			
EMPLOYEE FRINGE BENEFIT	\$77,999				\$9,264	\$18,441	\$18,476	\$902	\$19,378	\$47,083
TOTAL SALARIES & BENEFIT	\$389,999				\$45,455	\$92,205	\$92,381	\$4,510	\$96,891	\$234,551
HSA #2										10/25/2016

Operating Expense Detail

Expenditure Category	TERM	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/2/23-6/30/23	7/1/22-6/30/23	Total
				Budget	Modification	Revised	
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							
Curriculum Consultant					\$10,000	\$10,000	\$10,000
OTHER							
2 Owl Cameras					\$2,600	\$2,600	\$2,600
TOTAL OPERATING EXPENSE					\$12,600	\$12,600	\$12,600
HSA #3							10/25/2016

Subcontractor/Capital Expenditures

		1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	2/2/23-6/30/23	7/1/22-6/30/23		
SUBCONTRACTORS				Budget	Modification	Revised	Total	
TOTAL SUBCONTRACTOR COST								
EQUIPMENT				Budget	Modification	Revised	Total	
Units	Electronics (laptops, tablets, etc.)		\$1,600	\$1,600		\$1,600	\$3,200	
	OTO Devices/Internet	\$9,000					\$9,000	
2	SMART Board				\$8,000	\$8,000	\$8,000	
TOTAL EQUIPMENT COST		\$9,000	\$1,600	\$1,600	\$8,000	\$9,600	\$20,200	
OTHER				Budget	Modification	Revised	Total	
Description								
TOTAL REMODELING COST								
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$9,000	\$1,600	\$1,600	\$8,000	\$9,600	\$20,200	
HSA #4							12/2/2020	