



**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: WEDNESDAY, JANUARY 5, 2022

SUBJECT: GRANT MODIFICATION: **COMMUNITY LIVING
CAMPAIGN (NON-PROFIT) FOR PROVISION OF SF
CONNECTED PROGRAM – TECH COUNCIL**

DS
EB

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	01/01/21- 06/30/23	01/01/22- 06/30/23	01/01/21- 06/30/23		
GRANT AMOUNT:	\$300,246	\$67,230	\$367,476	\$36,748	\$404,224
ANNUAL AMOUNT:	<u>FY 20/21</u>	<u>FY 21/21</u>	<u>FY 22/23</u>		
	\$65,870	\$177,528	\$124,078		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$367,476			\$36,748	\$404,224
PERCENTAGE:	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant with Community Living Campaign for the period of January 1, 2022 through June 30, 2023, in the additional amount of \$67,230 plus a 10% contingency for a revised total amount not to exceed \$404,224. This modification will allow the advancement of digital inclusion efforts for older adults and adults with disabilities.



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Background

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

The SF Connected program has three components that are carried out by contracted community based organizations. First is to provide digital literacy training and support to older adults and adults with disabilities. Second is technical support for all hardware, software, and broadband at all SF Connected labs. Lastly, administrative support to the SF Tech Council.

At the end of the federal grant that established the SF Connected program, DAS and community stakeholders saw the importance of having a council that address the ongoing digital inclusion needs of all San Franciscans and encourage knowledge sharing across organization in different disciplines and sectors. Community Living Campaign provides the administrative support through consultants and agency staff.

Services To Be Provided

Grantee will provide administrative support to SF Tech Council. The SF Tech Council's mission is to advance digital inclusion for older adults and adults with disabilities so all can participate in the City's connected community. The 24-member Council consists of leaders from community organizations, local government, academia, health care, the business sector and the technology industry.

The Grantee will work to ensure that the council continues to develop multi-sector solutions that encompass these four key themes:

- Educational efforts and systems to get people online which includes peer and community-based initiatives.
- Isolation experienced by older adults and adults with disabilities is pervasive and complicated but can be significantly reduced through online engagement and use of technology and technology-related interventions.



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- 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.

Under this modification, the additional funding will allow the following.

1. Thriving in Place (Cecile Poretz) to present and provide follow-ups on the Empowered Cities Technology Access Needs Assessment Report to more forums, organizations, and stakeholders. The sharing of needs assessments findings and recommendation to the wider community helps align efforts and strengthen the collective impact of digital inclusion efforts. DAS, through the SF Tech Council as a fiscal sponsor, will increase access to this report and allow follow-up to stakeholders. This report will advise DAS, SF Tech Council members, community based organizations, and other city departments as they advance digital inclusion and bridge the digital divide.
2. Strengthen the capacity of two Equity & Innovation Pilot Projects as they extend their reach to support more individuals. In April 2021, local organizations were awarded Equity & Innovation Pilot Projects Grants funded by the Metta Fund and administered by the SF Tech Council. The goal of these pilots was to decrease social isolation and improve wellness outcomes for San Francisco residents, particularly in underserved communities, through technology-based activities that increase digital access, digital literacy, or tech support. Metta Fund has continued the support to these pilots and DAS will provided additional funding to further increase their capacity and reach.

The pilot with Family Caregiver Alliance focuses on providing tablets, internet connectivity, tech support, ongoing education, and in-home support to family caregivers who are unable to access remote support services during the pandemic due to lack of devices and connectivity. The additional funds will support program staff to conduct outreach, enrollment, and support.

The pilot with Televist.org has designed a technology platform with ease-of-use in mind so participants can feel comfortable using devices regardless of their skill level. The device functions more as a picture frame or window that automatically activates the social and educational programming at regularly scheduled times without the user having to navigate through the device



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interface. Cohorts have a host/moderator that speaks the appropriate language and provides two 30-minute sessions each week. Televisit.org has developed materials and conducted sessions dealing with anti-Asian discrimination and hate crimes, providing a space where participants can share their own experiences as well as learn how to identify and report hate crimes. The additional funding will extend sessions, work with volunteers to offer ESL classes, and add sessions that focus on technology.

3. SF Tech Council to develop a white paper that synthesizes the data outcomes from the pilots focusing on best practices, project improvements, and lessons learned. This will benefit other organizations by sharing strategies that not only successfully support the design and replication of similar pilots in the community, but also position them over the longer term to advance pilots into sustainable programs at scale.
4. SF Tech Council to collaborate with Bay Area Video Coalition (BAVC) to produce a video that would allow pilot participants to share their personal experiences and the resulting benefits from using technology to foster connection to reduce isolation and loneliness. This will provide a window to the impact and success of technology initiatives that can be shared widely through different platforms.

Selection

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

Funding

Funding for this grant is provided through City and County General Funds.

ATTACHMENTS

Appendix A-1, Scope of Services

Appendix B-1, Budget

APPENDIX A-1 – 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 Connected program has three components that are carried out by contracted community based organizations. First is to provide digital literacy training and support to older adults and adults with disabilities. Second is technical support for all hardware, software, and broadband at all SF Connected labs. Lastly, administrative support to the SF Tech Council.

At the end of the federal grant that established the SF Connected program, DAS and community stakeholders saw the importance of having a council that address the ongoing digital inclusion needs of all San Franciscans and encourage knowledge sharing across organization in different disciplines and sectors. Community Living Campaign provides the administrative support through consultant and agency staff.

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

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

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

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

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.
- Prepare a white paper synthesizing quantitative and qualitative pilot data, outlining lessons learned and best practices, and recommending sustainability strategies.
- Produce a video in collaboration with Bay Area Video Coalition (BAVC) with client and staff testimonials from both pilot projects on their experiences using technology to foster connection and reduce isolation and loneliness.

IV. Service Objectives

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

1. **Ten (10) Tech Council Meetings will be scheduled and completed.**
2. **Ten (10) Steering Committee meetings will be scheduled and completed.**
Steering Committee meetings are held between SF Tech Council meetings.
3. **Prepare and submit at least three (3) requests for funding** to foundations in support of the SF Tech Council. Approved projects will be prepared and submitted within each fiscal year.
4. **At least twelve (12) Work Group meetings will be scheduled and completed.**
The Access & Learning Workgroup meets on a monthly basis. The Project & Metrics Workgroup meets on a quarterly basis.

5. **Ensure that 80% of membership positions are filled at least 10 months out of each fiscal year.**
6. **Provide a summative evaluation of the SF Tech Council's achievements and assessment of consultant staff support to determine needs.** Feedback from SF Tech Council members via a survey will be obtained and prepared each year and the council will evaluate its achievements and assess the work of the Grantee.

V. Outcome Objectives

On an annual basis, the Grantee will meet the following outcome objectives:

1. The SF Tech Council advances digital inclusion and bridges the digital divide by advancing at least two (2) projects supported by government entities, community partners, foundations, and/or corporate funders.
2. SF Tech Council members and participants agree that the SF Tech Council is effective in helping close the digital divide for our target population. Target: 85%
The grantee will administer an annual member survey to collect the data for this outcome objective.

VI. Reporting Requirements

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

- A. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV & V – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- E. Grantee will provide Ad Hoc reports as required by the Department.
- F. For assistance with reporting requirements or submission of reports, contact:

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

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

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 Community Living Campaign								Term 1/1/21 - 6/30/23
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>								
If modification, Effective Date of Mod. 12/22/2021 No. of Mod. 1								
Program: SF Connected Tech Council								
Budget Reference Page No.(s)	Revised	Current	Modification	Revised	Current	Modification	Revised	Total
Program Term	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/21 - 6/30/22	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/22 - 6/30/23	7/1/22 - 6/30/23	1/1/21 - 6/30/23
Expenditures								
Salaries & Benefits	\$8,166	\$12,732	(\$2,024)	\$10,708	\$12,732	(\$2,024)	\$10,708	\$29,582
Operating Expense	\$49,112	\$89,171	\$31,015	\$120,186	\$89,171	\$8,015	\$97,186	\$266,484
Subtotal	\$57,278	\$101,903	\$28,991	\$130,894	\$101,903	\$5,991	\$107,894	\$296,066
Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$8,592	\$15,285	\$4,349	\$19,634	\$15,285	\$899	\$16,184	\$44,410
Capital/ Subcontractor Expenditure			\$27,000	\$27,000				\$27,000
Total Expenditures	\$65,870	\$117,188	\$60,340	\$177,528	\$117,188	\$6,890	\$124,078	\$367,476
HSA Revenues								
General Fund	\$54,594	\$109,188		\$109,188	\$109,188		\$109,188	\$272,971
FY20/21 CODB	\$3,276		\$3,276	\$3,276		\$3,276	\$3,276	\$9,828
Adult Day/GrandPad Project	\$8,000	\$8,000		\$8,000	\$8,000		\$8,000	\$24,000
FY21/22 CODB			\$3,614	\$3,614		\$3,614	\$3,614	\$7,228
FY21/22 OTO - Thriving in Place			\$27,000	\$27,000				\$27,000
FY21/22 Supplemental Funding - Pilots			\$26,450	\$26,450				\$26,450
TOTAL HSA REVENUES	\$65,870	\$117,188	\$60,340	\$177,528	\$117,188	\$6,890	\$124,078	\$367,476
Other Revenues								
Metta Fund-Tech Pilots	\$37,500	\$37,500		\$37,500				\$75,000
Total Other Revenues	\$37,500	\$37,500		\$37,500				\$75,000
Total Revenues	\$103,370	\$154,688	\$60,340	\$215,028	\$117,188	\$6,890	\$124,078	\$442,476
Full Time Equivalent (FTE)								
Prepared by: Kate Kuckro				Telephone No.: 415-308-1976				

Salaries & Benefits Detail												
Current Modification Revised Current Modification Revised Total												
1/1/21 - 6/30/21 7/1/21 - 6/30/22 7/1/21 - 6/30/22 7/1/21 - 6/30/22 7/1/22 - 6/30/23 7/1/22 - 6/30/23 7/1/22 - 6/30/23 1/1/21 - 6/30/23												
Agency Totals		HSA Program										
Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
POSITION TITLE												
Co-Executive Director (Marie)	\$100,000	1.00	2%	0.02	\$1,000	\$1,000	\$2,323	\$3,323	\$1,000	\$2,323	\$3,323	\$7,647
Co-Executive Director (Kate)	\$100,000	1.00	7%	0.07	\$3,575	\$6,150	(\$5,150)	\$1,000	\$6,150	(\$5,150)	\$1,000	\$5,575
Accounting & Reporting Manager	\$78,000	1.00	3%	0.03	\$1,000	\$1,000		\$1,000	\$1,000		\$1,000	\$3,000
Outreach Staff (JW)	\$52,000	0.19	25%	0.05	\$1,230	\$2,460	\$1,140	\$3,600	\$2,460	\$1,140	\$3,600	\$8,430
TOTALS	\$330,000	3.19		0.16	\$6,805	\$10,610	(\$1,687)	\$8,923	\$10,610	(\$1,687)	\$8,923	\$24,652
FRINGE BENEFIT RATE	20%											
EMPLOYEE FRINGE BENEFITS	\$66,000				\$1,361	\$2,122	(\$337)	\$1,785	\$2,122	(\$337)	\$1,785	\$4,930
TOTAL SALARIES & BENEFITS	\$396,000				\$8,166	\$12,732	(\$2,024)	\$10,708	\$12,732	(\$2,024)	\$10,708	\$29,582
HSA #2												12/29/2021

Operating Expense Detail

Expenditure Category	TERM	7/1/21 - 6/30/22			7/1/22 - 6/30/23			Total 1/1/21 - 6/30/23
		1/1/21 - 6/30/21	Current 7/1/21 - 6/30/22	Modification 7/1/21 - 6/30/22	Revised 7/1/21 - 6/30/22	Current 7/1/22 - 6/30/23	Modification 7/1/22 - 6/30/23	
Rental of Property								
Utilities(Elec, Water, Gas, Phone, Garbage)								
Office Supplies, Postage								
Building Maintenance Supplies and Repair								
Printing and Reproduction		\$822	\$1,643	(\$643)	\$1,000	\$1,643	\$357	\$2,000
Insurance								
Staff Training								
Staff Travel-(Local & Out of Town)		\$400	\$800	\$2,600	\$3,400	\$800	\$800	\$4,600
Rental of Equipment								
Consultant/Subcontractor								
Tech Council Staff Consultants (Karla, Andrew)		\$45,616	\$82,178	\$6,323	\$88,501	\$82,178	\$6,323	\$88,501
Other Consulting (Marketing, Collective Action, etc.)		\$1,125	\$2,250		\$2,250	\$2,250		\$2,250
FCA Tech Pilot				\$4,000	\$4,000			\$4,000
Televisit.org				\$5,500	\$5,500			\$5,500
SFTC White Paper				\$5,500	\$5,500			\$5,500
BAVC Video Production				\$8,000	\$8,000			\$8,000
Other								
Program & Meeting Expenses		\$1,150	\$2,300	(\$1,005)	\$1,295	\$2,300	\$595	\$2,895
Website				\$740	\$740		\$740	\$740
TOTAL OPERATING EXPENSE		\$49,112	\$89,171	\$31,015	\$120,186	\$89,171	\$8,015	\$97,186

HSA #3

12/29/2021

Subcontractor/Capital Expenditures

SUBCONTRACTORS	1/1/21 - 6/30/21	Current	Modification	Revised	Current	Modification	Revised	Total	
		7/1/21 - 6/30/22	7/1/21 - 6/30/22	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/22 - 6/30/23	7/1/22 - 6/30/23		
Thriving in Place			\$25,000	\$25,000				\$25,000	
Admin Fee (8% - No indirect)			\$2,000	\$2,000				\$2,000	
TOTAL SUBCONTRACTOR COST			\$27,000	\$27,000				\$27,000	
EQUIPMENT									
	TERM	1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/21 - 6/30/22	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/22 - 6/30/23	7/1/22 - 6/30/23	1/1/21 - 6/30/23
Units	ITEM/DESCRIPTION								
	Equipment A								
TOTAL EQUIPMENT COST									
OTHER									
	TERM	1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/21 - 6/30/22	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/22 - 6/30/23	7/1/22 - 6/30/23	1/1/21 - 6/30/23
Description:									
Remodel A									
TOTAL REMODELING COST									
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE			\$27,000	\$27,000					\$27,000
HSA #4									12/29/2021