



**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: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR
FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
 ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE: MAY 5, 2021
SUBJECT: GRANT MODIFICATIONS: **COMMUNITY LIVING
 CAMPAIGN (NON-PROFIT) FOR SF CONNECTED
 PROGRAM**

GRANT TERM: 01/01/2021-06/30/2023

ANNUAL AMOUNT: See tables on pages 3-4.

Funding Source:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING:	\$381,776	\$0	\$0	\$38,178	\$419,954
PERCENTAGE:	100%	%	%		100%

DS
EL

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant agreements with Community Living Campaign for the provision of digital literacy training to older adults and adults with disabilities and for the provision of technical support for the period of January 1, 2021 to June 30, 2023, in the amount of \$381,776 plus a 10% contingency for a total amount not to exceed \$1,290,167.

Background

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

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

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

Services to be Provided

Digital Literacy Training:

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

Tech Support Services:

Grantee will provide tech support services to older adults and adults with disabilities. This may include time spent assisting a consumer in identifying the best low-cost internet option for their home, navigating the subscription process of an internet service provider, and/or obtaining a personal device through federal/state/local programs. Access to the digital world is an essential utility and this service will support older adults and adults with disabilities in stabilizing that connection.

Information Technology Related Technical Support:

Grantee will provide technical support for the SF Connected Program. While the technology labs are closed to the target population, the Grantee shall provide the necessary support to other SF Connected Grantees that administer a device distribution/loaner program. Services include, but not limited to, receipt of ordered items from multiple vendors for storage, staging/configuring devices with appropriate resources on the home screen, as well as packaging and delivery to consumers. Community Tech Network and Community Living Campaign are currently providing devices through their Home Connect program and Neighborhood Tech Connections, respectively. The Grantee will provide recommendations to these two organizations and other Grantees that choose to develop their own device distribution program. This includes vetting the reliability of a

particular device, sharing best practices for inventory of devices, asset tracking and processing returns of items under warranty. In addition, Grantee will provide tech support services and help consumers stabilize their broadband connection at home.

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

Adult Day Services (ADS) Digital Connections Pilot Program

Grantee will lead and coordinate the Adult Day Services Digital Connections Pilot Program. The goal of the pilot is to build digital connections for participants attending Adult Day Programs. These programs provide a variety of social activities and support services for people requiring assistance with daily living tasks and respite to their caregivers. This pilot will enable participants to join virtual activities available through their centers, connect with friends and/or family, and access care through remote video calls with care providers.

Administrative Support to SF Tech Council:

Grantee will provide administrative support to SF Tech Council. The SF Tech Council's mission is to advance digital inclusion for older adults and adults with disabilities so all can participate in the City's connected community. The 24-member Council consists of leaders from community organizations, local government, academia, health care, the business sector and the technology industry. Since establishing a vision and mission, innovative outcomes-oriented projects have been developed for launch, and will benefit all sectors, but most importantly, those who have been left behind in the digital revolution. The SF Tech Council will also lead the evaluation of the Adult Day Services Digital Connections Pilot Program.

Grant Modification

The purpose of this modification is to provide

Digital Literacy Training:

Additional funding in the amount of \$328,000 to Community Living Campaign to lead and coordinate the Adult Day Services Digital Connections Pilot Program. This modification also includes cost of doing business adjustment of \$6,579.

	1/1/21 – 6/30/21	7/1/21 – 6/30/22	7/1/22 – 6/30/23	Total
Budget	\$109,648	\$219,295	\$219,295	\$548,238
Modification	\$150,579	\$92,000	\$92,000	\$334,579
Revised	\$260,227	\$311,295	\$311,295	\$882,817
Revised contingency				\$88,282
Revised Not-to-exceed				\$971,099

Tech Support Services and Information Technology Related Technical Support:

Additional funding in the amount of \$44,283 to Community Living Campaign/Urban Equity Group technical support program for the purpose of supporting SF Connected Grantees in their device distribution/loaner programs. Support includes device preparation/configuration, inventory/asset tagging, and repackaging/preparation for delivery to program participants. Additional funding is also added to bolster the programs ability to support technology labs in their reopening efforts. This modification also include cost of doing business adjustment of \$2,914.

	1/1/21 – 6/30/21	7/1/21 – 6/30/22	7/1/22 – 6/30/23	Total
Budget	\$48,573	\$97,146	\$97,146	\$242,865
Modification	\$31,653	\$7,772	\$7,772	\$47,197
Revised	\$80,226	\$104,918	\$104,918	\$290,062
Revised contingency				\$29,006
Revised not-to-exceed				\$319,068

Total modification:

	1/1/21 – 6/30/21	7/1/21 – 6/30/22	7/1/22 – 6/30/23	Total
Budget	\$158,221	\$316,441	\$316,441	\$791,103
Modification	\$182,232	\$99,772	\$99,772	\$381,776
Revised	\$340,453	\$416,213	\$416,213	\$1,172,879
Revised contingency				\$117,288
Revised not-to-exceed				\$1,290,167

Selection

Grantee was selected through RFP #861 issued in October 2019.

Funding

These grants will be funded through County General Funds, specifically Dignity Fund.

Attachments**Digital Literacy Training:**

Appendix A-1 – Services to be Provided

Appendix B-2 – Budget

Tech Support Services and Information Technology Related Technical Support:

Appendix A-1 – Services to be Provided

Appendix B-2 – Budget

Community Living Campaign
Digital Literacy Training

APPENDIX A-1 – SERVICES TO BE PROVIDED*Community Living Campaign***SF Connected Program: Digital Literacy Training****Effective January 1, 2021 – June 30, 2023****I. Purpose**

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

II. Definitions

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

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

III. Target Population

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

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

IV. Eligibility for the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

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

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

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

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

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

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

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

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

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

- Provide quality services that attain a high satisfaction level from participants.

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

Tech Support Services

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

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

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

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

For grantees that provide devices to participants by acquiring local, state, federal and/or private funds, a project proposal must be submitted to DAS/OCP for review and approval. The proposal shall include the following:

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

Adult Day Services (ADS) Digital Connections Pilot Program

Grantee will lead and coordinate the Adult Day Services Digital Connections Pilot Program. The goal of the pilot is to build digital connections for participants attending Adult Day Services. These programs provide a variety of social activities and support services for people requiring assistance with daily living tasks and respite to their caregivers. This pilot will enable participants to join virtual activities available through their centers, connect with friends and/or family, and access care through remote video calls with care providers.

The GrandPad® has been identified as the best device for this pilot due to its ergonomic design, ability to connect through cellular data, and 24/7 support for participants.

The Grantee will provide the following services:

1. Work with all ADS centers in identifying sites that will join the pilot program. The pilot will initially work with 3 sites for the first fiscal year and will include additional sites thereafter.

2. Develop policy and procedures that address the following: duties and responsibilities of the ADS centers participating in the program, duties and responsibilities of the SF Tech Council who will lead the evaluation component, and duties and responsibilities of the Grantee as a lead and coordinating body of the pilot program.
3. Develop a user agreement for program participants that details their responsibilities and commitment.
4. Procurement and delivery of 60 GrandPad devices during the first fiscal year and additional devices as funding allows.
5. Work with ADS staff in identifying the best user and language configuration for each program participant.
6. Work with GrandPad in the training of ADS staff on the device usage and GrandPad Partner Portal.
7. Develop a process on how to replace defective devices and peripherals covered under the Master Service Agreement with GrandPad.
8. Assist the SF Tech Council (SFTC) as they lead the evaluation component of the pilot program. SFTC will assess the GrandPad's effectiveness in reducing social isolation by improving social engagement and increasing social connectedness.
9. Develop and maintain clear communication channels between ADS centers, SFTC, and DAS.

Other Services

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

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

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

VI. Service Objectives

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

- Grantee will serve **500** unduplicated consumers.
One unit is one consumer receiving services highlighted in this scope of work.
- Grantee will provide **3,100** units of digital literacy training hours.
One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.
- Grantee will provide **200** units of tech support service hours.
One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.
- For the Adult Day Services Digital Connections Pilot Program, Grantee will provide **60** GrandPad devices to Adult Day Service participants.
One unit is one device per one consumer enrolled in the pilot program.

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.

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%

For the Adult Day Services Digital Connections Pilot Program, the evaluation component through the SF Tech Council will meet the following outcome objectives:

- Participants report that participation in the program has helped reduce social isolation by improving social engagement. Target: 75%
- Participation in the program has helped participants avoid institutionalization as evidenced by their continued engagement in virtual pilot activities for at least 6 months from receipt of device. Target: 75%

VIII. Reporting Requirements and Other Requirements

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

- A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
- B. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training and Elder Abuse Mandated Reporter Training on an annual basis; Grantee will maintain evidence of staff completion of these trainings.
- F. Grantee will provide an annual consumer survey report to OCP by March 15th or a date agreed upon by DAS and grantee each grant year.
- G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.

- H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

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

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

IX. Monitoring Activities

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

Name Community Living Campaign	Term 1/1/2021 - 6/30/2023
--	-------------------------------------

(Check One) New Renewal Modification

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

Program: **SF Connected - Tech Training FY21-23**

Budget Reference	1/1/21 - 6/30/21			7/1/21-6/30/22			7/1/22-6/30/23			1/1/21-6/30/23
Program Term	Budget	Modification	Revised	Budget	Modification	Revised	Budget	Modification	Revised	Total
Expenditures										
Salaries & Benefits	\$89,352	\$38,077	\$127,429	\$178,705	\$20,000	\$198,705	\$178,705	\$20,000	\$198,705	\$524,839
Operating Expenses	\$5,994	\$12,166	\$18,160	\$11,986	\$1,044	\$13,030	\$11,986	\$1,044	\$13,030	\$44,220
Subtotal	\$95,346	\$50,243	\$145,589	\$190,691	\$21,044	\$211,735	\$190,691	\$21,044	\$211,735	\$569,059
Indirect Percentage (%) (insert Indirect %)	15%		15%	15%		15%	15%		15%	
Indirect Cost (Line 16 X Line 15)	\$14,302	\$7,536	\$21,838	\$28,604	\$3,156	\$31,760	\$28,604	\$3,156	\$31,760	\$85,358
Capital/Subcontractor Expenditures		\$92,800	\$92,800		\$67,800	\$67,800		\$67,800	\$67,800	\$228,400
Total Expenditures	\$109,648	\$150,579	\$260,227	\$219,295	\$92,000	\$311,295	\$219,295	\$92,000	\$311,295	\$882,817
HSA Revenues										
General Fund	\$109,648		\$109,648	\$219,295		\$219,295	\$219,295		\$219,295	\$548,238
GrandPad program		\$92,000	\$92,000		\$92,000	\$92,000		\$92,000	\$92,000	\$276,000
GrandPad program implementation services		\$25,000	\$25,000							\$25,000
Program enhancement		\$27,000	\$27,000							\$27,000
CODB		\$6,579	\$6,579							\$6,579
TOTAL HSA REVENUES	\$109,648	\$150,579	\$260,227	\$219,295	\$92,000	\$311,295	\$219,295	\$92,000	\$311,295	\$882,817
Other Revenues										
United Way of the Bay Area	\$16,319		\$16,319	\$32,637		\$32,637	\$32,637		\$32,637	\$81,593
PPP Grant	\$33,762		\$33,762							\$33,762
Total Revenues	\$159,729	\$150,579	\$310,308	\$251,932	\$92,000	\$343,932	\$251,932	\$92,000	\$343,932	\$998,172
Full Time Equivalent (FTE)										

Prepared by: _____ Telephone No.: _____ Date: 4/20/21

HSA-CO Review Signature:
HSA #1

Community Living Campaign, Program: SF Connected - Tech Training FY21-23
 (Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	HSA Program		% FTE funded by HSA	Adj FTE	1/1/21 - 6/30/21			7/1/21-6/30/22			7/1/22-6/30/23			1/1/21-6/30/23	Revised Total Salary
	New Salary	Total FTE			Budget Salary	Modification Salary	Revised Salary	Budget Salary	Modification Salary	Revised Salary	Budget Salary	Modification Salary	Revised Salary		
Executive Director	\$100,000	1.00	9%	0.09	\$2,500	\$2,150	\$4,650	\$5,000	\$2,000	\$7,000	\$5,000	\$2,000	\$7,000	\$18,650	
Deputy Director	\$100,000	1.00	5%	0.05	\$2,500	\$150	\$2,650	\$5,000		\$5,000	\$5,000		\$5,000	\$12,650	
Program Manager - Peter	\$63,000	1.00	41%	0.41	\$12,325	\$740	\$13,065	\$24,650		\$24,650	\$24,650		\$24,650	\$62,365	
Program Coordinator - Chester	\$56,160	0.75	15%	0.11	\$3,000	\$180	\$3,180	\$6,000		\$6,000	\$6,000		\$6,000	\$15,180	
Program Coordinator - Wanda	\$59,530	1.00	100%	1.00	\$28,080	\$1,685	\$29,765	\$56,160	\$1,000	\$57,160	\$56,160	\$1,000	\$57,160	\$144,085	
Digital Literacy Trainers 1	\$55,120	0.42	100%	0.42	\$10,000	\$1,600	\$11,600	\$20,000		\$20,000	\$20,000		\$20,000	\$51,600	
Digital Literacy Trainers 2	\$48,880	1.22	80%	0.97	\$8,135	\$15,579	\$23,714	\$16,270		\$16,270	\$16,270		\$16,270	\$56,254	
Device and Connectivity Manager - Bethany	\$78,000	0.60	63%	0.38		\$14,625	\$14,625		\$13,000	\$13,000		\$13,000	\$13,000	\$40,625	
Operations/Reporting Analysts	\$56,160	1.00	8%	0.08	\$2,250	\$135	\$2,385	\$4,500		\$4,500	\$4,500		\$4,500	\$11,385	
Accounting	\$78,000	1.00	8%	0.08	\$3,000	\$180	\$3,180	\$6,000		\$6,000	\$6,000		\$6,000	\$15,180	
				-											
				-											
				-											
TOTALS	\$694,850	8.99		3.61	\$71,790	\$37,023	\$108,813	\$143,580	\$16,000	\$159,580	\$143,580	\$16,000	\$159,580	\$427,973	
FRINGE BENEFIT RATE	22.63%														
EMPLOYEE FRINGE BENEFITS	\$157,269				\$17,562	\$1,054	\$18,616	\$35,125	\$4,000	\$39,125	\$35,125	\$4,000	\$39,125	\$96,866	
TOTAL SALARIES & BENEFITS	\$852,119				\$89,352	\$38,077	\$127,429	\$178,705	\$20,000	\$198,705	\$178,705	\$20,000	\$198,705	\$524,839	

HSA #2

10/25/2016

Community Living Campaign, Program: SF Connected - Tech Training FY21-23
 (Same as Line 9 on HSA #1)

Operating Expense Detail

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
	Budget	Modification	Revised	Budget	Modification	Revised	Budget	Modification	Revised	Total
<u>Expenditure Category</u>										
Rental of Property	\$2,657	\$159	\$2,816	\$5,314		\$5,314	\$5,314		\$5,314	\$13,444
Utilities										
Office Supplies, Postage										
Software Systems License										
Printing and Reproduction	\$500	\$30	\$530	\$1,000		\$1,000	\$1,000		\$1,000	\$2,530
Insurance										
Staff Training										
Staff Travel-(Local & Out of Town)	\$983	\$59	\$1,042	\$1,965		\$1,965	\$1,965		\$1,965	\$4,972
Rental of Equipment										
<u>CONSULTANTS</u>										
Technical Specialist (Bethany prior to employment)		\$10,763	\$10,763							\$10,763
<u>OTHER</u>										
Program Supplies and Expenses	\$1,854	\$1,155	\$3,009	\$3,707	\$1,044	\$4,751	\$3,707	\$1,044	\$4,751	\$12,511
TOTAL OPERATING EXPENSE	\$5,994	\$12,166	\$18,160	\$11,986	\$1,044	\$13,030	\$11,986	\$1,044	\$13,030	\$44,220

Community Living Campaign, Program: SF Connected - Tech Training FY21-23
 (Same as Line 9 on HSA #1)

Program Expenditure Detail

		1/1/21 - 6/30/21			7/1/21-6/30/22			7/1/22-6/30/23			1/1/21-6/30/23
Subcontractors		Budget	Modification	Revised	Budget	Modification	Revised	Budget	Modification	Revised	Total
TOTAL SUBCONTRACTOR COST											
Equipment											
No	Item/Description										
	GrandPads		\$92,800	\$92,800		\$67,800	\$67,800		\$67,800	\$67,800	\$228,400
TOTAL EQUIPMENT COST			\$92,800	\$92,800		\$67,800	\$67,800		\$67,800	\$67,800	\$228,400
Remodeling											
Description											
TOTAL REMODELING COST											
TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE			\$92,800	\$92,800		\$67,800	\$67,800		\$67,800	\$67,800	\$228,400
HSA #4											10/25/2016

Community Living Campaign
Tech Support Services

APPENDIX A-1 – SERVICES TO BE PROVIDED*Community Living Campaign / Urban Equity Group***SF Connected Program: Technical Support****Effective January 1, 2021 – June 30, 2023****I. Purpose**

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

II. Definitions

Adult with 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 Service and Support

Routine Service: Routine service shall be performed quarterly for each computer. Routine service shall consist of checking general system health, ensuring that system and application updates have been applied, checking logs for system and hardware errors, checking network errors, checking disk space and resolving any issues identified.

Routine service may be performed remotely once per year providing the systems have been reimaged that fiscal year. If no reimaging was completed, the systems will need to be checked twice per year.

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

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

Hardware Support: Response shall be within current service level agreement for technical support. Resolutions would be within 12 business days.

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

Infrastructure Service and Support

Servers, Routers, Switches, Cable Management, Cable Locks & Keys, Uninterruptable Power Supply: These supporting devices will be monitored and supported by the Grantee. Support for third party devices (e.g. Comcast routers) is the responsibility of the SF Connected Program.

Research and Development

Proactive Research on Optimization and Continual Service Improvement: Grantee shall stay abreast of emerging technology and assess technology value and readiness for the program. The

intent is to provide a high-performing and forward-facing computing environment while staying ahead of possible issues that could impede system functionality.

Quarterly Observations and Recommendations

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

Imaging and Deployment of Devices

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

Tech Support Service

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

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

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

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

IV. Service Objectives

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

- At least 90% of technical support requests are responded to within 1 business day.
- At least 95% of technical issues are closed within 3 business days.
- At least 99% of technical support requests are closed within 5 business days.
- At least 90% of hardware support requests are closed within 12 business days.
- On a quarterly basis, the Grantee will meet with DAS-SF Connected and conduct and deliver quarterly outcome reports to DAS.
- Provide input to the Tech Council where appropriate.

In fiscal year 2020-2021 Grantee will support the configuration and/or delivery of 463 devices in the distribution/loaner programs of SF Connected Grantees.

V. Outcome Objectives

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

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

VI. Reporting Requirements

- A. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section IV & V - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.
- B. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee will provide an annual consumer satisfaction survey report to OCP by March 15 each grant year.
- E. Grantee will provide Ad Hoc reports as required by the Department. For assistance with reporting requirements or submission of reports, contact:

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

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

VII. Monitoring Activities

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

Name Community Living Campaign							Term 1/1/2021 - 6/30/2023				
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>											
If modification, Effective Date of Mod. _____ No. of Mod. _____											
Program: SF Connected - Urban Equity Group FY21-23											
Budget Reference											
Program 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	
Expenditures	Budget	Modification	Revised	Budget	Modification	Revised	Budget	Modification	Revised	Total	
Salaries & Benefits											
Operating Expenses											
Capital/Subcontractor Expenditure	\$48,573	\$25,711	\$74,284	\$97,146		\$97,146	\$97,146		\$97,146	\$268,576	
Subtotal	\$48,573	\$25,711	\$74,284	\$97,146		\$97,146	\$97,146		\$97,146	\$268,576	
Salaries & Operating Expenditure eligible for indirect											
Subcontractor Expenditure eligible for indirect: First \$25,000 of each subcontract for the life of the contract	\$48,573	\$25,711	\$74,284	\$97,146		\$97,146	\$97,146		\$97,146		
Indirect Percentage (%) (insert Indirect %)			8%			8%			8%		
Indirect Cost (Line 16 X Line 15)		\$5,942	\$5,942		\$7,772	\$7,772		\$7,772	\$7,772	\$21,486	
Total Expenditures	\$48,573	\$31,653	\$80,226	\$97,146	\$7,772	\$104,918	\$97,146	\$7,772	\$104,918	\$290,062	
HSA Revenues											
General Fund	\$48,573		\$48,573	\$97,146		\$97,146	\$97,146		\$97,146	\$242,865	
CODB		\$2,914	\$2,914							\$2,914	
Indirect cost for managing subcontract		\$5,943	\$5,943		\$7,772	\$7,772		\$7,772	\$7,772	\$21,487	
OTO for device support		\$22,796	\$22,796							\$22,796	
TOTAL HSA REVENUES	\$48,573	\$31,653	\$80,226	\$97,146	\$7,772	\$104,918	\$97,146	\$7,772	\$104,918	\$290,062	
Other Revenues											
Total Revenues	\$48,573	\$31,653	\$80,226	\$97,146	\$7,772	\$104,918	\$97,146	\$7,772	\$104,918	\$290,062	
Full Time Equivalent (FTE)											
Prepared by:	Telephone No.:							Date: 4/20/21			
HSA-CO Review Signature:											
HSA #1											

