



**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 DS
EL

DATE: DECEMBER 1, 2021

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

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	01/01/21- 06/30/23	11/01/21- 6/30/23	01/01/21- 06/30/23		
GRANT AMOUNT:	\$2,396,404	\$500,506	\$2,896,910	\$289,691	\$3,186,601
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$2,896,910			\$289,691	\$3,186,601
PERCENTAGE:	100%			100%	

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grants with multiple non-profit agencies as listed below for the period of November 1, 2021 to June 30, 2022, in the additional amount of \$500,506 plus a 10% contingency for a revised total amount not to exceed \$3,186,601. The specific breakdown of funding per grantee is summarized in the table on page 5.

Background

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 Grantees to make certain that services are accessible and relevant with the changing environment.

Services to be Provided

Services	Grantee(s)
Digital Literacy Training and Tech Support Services:	Community Living Campaign, Community Tech Network, Conard House, LightHouse for the Blind, Self Help for the Elderly, The ARC San Francisco
Information Technology Related Technical Support:	Community Living Council – Urban Equity Group LLC
Adult Day Services (ADS) Digital Connections Pilot Program	Community Living Campaign
Administrative Support to SF Tech Council:	Community Living Campaign

Digital Literacy Training:

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

Tech Support Services:

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. 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:

Community Living Campaign will use these funds to increase their capacity to provide Chinese and Spanish digital literacy training. This will allow 1,173 training hours, 80 hours of tech support, and reach 115 new program participants. They will also use a portion of the funds to procure 50 tablets with data plans/broadband connections for unconnected older adults and adults with disabilities.

Community Tech Network will use these funds to procure 188 tablets, associated peripherals (cases, stylus pens, etc.), and configure/ship the devices to unconnected older adults and adults with disabilities.

Conard House will be using these funds to update and build the broadband infrastructure at 8 supportive housing sites, allowing 448 single room occupancy/apartment units access to fast and reliable internet. Grantee will also procure 50 tablets to build a device lending library and 20 desktop computers to update the systems in their shared spaces.

Self-Help will use these funds to administer the Connection, Health, Aging, and Technology (CHAT) tablet program. The Department of Disability and Aging Services received 138 iPads from California Department of Aging (CDA) for unconnected older adults and adults with disabilities. Grantee will be following CDA program guidelines, develop policies and procedures that would equitably distribute these devices, and provide digital literacy training and support for all program participants.

Grantee	Current 1/1/21- 6/30/23	Modification 11/1/21 – 6/30/23	Current FY21/22 FY22/23	Revised FY 21/22 FY 22/23	Grant Total	Contingency	Not to Exceed
Community Living Campaign	\$ 910,674	\$ 246,888	\$311,295 \$311,295	\$475,430 \$394,048	\$1,157,562	\$ 115,756	\$1,273,318
Community Tech Network	\$ 916,954	\$ 89,357	\$351,365 \$351,365	\$419,324 \$372,763	\$1,006,311	\$ 100,631	\$1,106,942
Conard House	\$ 229,194	\$ 60,276	\$84,361 \$84,361	\$139,499 \$89,499	\$ 289,470	\$ 28,947	\$ 318,417
Self Help for the Elderly	\$ 339,582	\$ 103,985	\$135,833 \$135,833	\$231,546 \$144,105	\$ 443,567	\$ 44,357	\$ 487,924
Total	\$2,396,404	\$ 500,506	\$882,854 \$882,854	\$1,265,799 \$1,000,415	\$2,896,910	\$ 289,691	\$3,186,601

Selection

Grantees were selected through RFP #861 issued in October 2019.

Funding

These grants will be funded through County General Funds

ATTACHMENTS**Community Living Campaign**

Appendix A-2, Scope of Services

Appendix B-2, Budget

Community Tech Network

Appendix A-1, Scope of Services

Appendix B-1, Budget

Conard House

Appendix A-1, Scope of Services

Appendix B-1, Budget

Self Help for the Elderly

Appendix A-1, Scope of Services

Appendix B-1, Budget

APPENDIX A-2– 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 and Program Requirements

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

Digital Literacy Training

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

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

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

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

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

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

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

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

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

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

Tech Support Services

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

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

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

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

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

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

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

Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.

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.

Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards.

Grantee will ensure that units of service provided are tracked and distinguishable.

Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed.

Grantee shall follow guidance or instructions from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving services.

VI. Service Objectives

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

- Grantee will serve **615** unduplicated consumers.
One unit is one consumer receiving services highlighted in this scope of work.

- Grantee will provide **4,273** 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 **280** units of tech support service hours.
One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.

VII. Outcome Objectives

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

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

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

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

VIII. Reporting Requirements and Other Requirements

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

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

- F. Grantee will provide an annual consumer survey report to OCP by March 15th or a date agreed upon by DAS and grantee each grant year.
- G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
- H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Paulo Salta, Program Analyst DAS, Office of Community Partnerships 1650 Mission St., 5 th Floor San Francisco, CA 94103 Paulo.Salta@sfgov.org	Annyse Acevedo, Contract Manager Office of Contract Management PO Box 7988 San Francisco, CA 94120 Annyse.Acevedo@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	E	F	G	H	I	J	K	L	M	N
1	Appendix B-2, Page 1										
2	HUMAN SERVICES AGENCY BUDGET SUMMARY										
3											
4											
5	Name						Term				
6	Community Living Campaign						1/1/2021 - 6/30/2023				
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>										
8	If modification, Effective Date of Mod. 10/14/21/21 No. of Mod. 3										
9	Program: SF Connected - Tech Training FY21-23										
10	Budget Reference										
11	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
12		Revised	Budget	Modification	10/14/21 Revision	Revised	Budget	Modification	10/14/21 Revision	Revised	Total
13	Expenditures										
14	Salaries & Benefits	\$149,151	\$178,705	\$20,000	\$118,209	\$316,914	\$178,705	\$20,000	\$71,959	\$270,664	\$736,729
15	Operating Expenses	\$20,660	\$11,986	\$1,044	\$9,300	\$22,330	\$11,986	\$1,044		\$13,030	\$56,020
16	Subtotal	\$169,811	\$190,691	\$21,044	\$127,509	\$339,244	\$190,691	\$21,044	\$71,959	\$283,694	\$792,749
17	Indirect Percentage (%) (insert Indirect %)	15%	15%		15%	15%	15%		15%	15%	
18	Indirect Cost (Line 16 X Line 15)	\$25,473	\$28,604	\$3,156	\$19,126	\$50,886	\$28,604	\$3,156	\$10,794	\$42,554	\$118,913
19	Capital/Subcontractor Expenditures	\$92,800		\$67,800	\$17,500	\$85,300		\$67,800		\$67,800	\$245,900
20	Total Expenditures	\$288,084	\$219,295	\$92,000	\$164,135	\$475,430	\$219,295	\$92,000	\$82,753	\$394,048	\$1,157,562
21	HSA Revenues										
22	General Fund	\$137,504	\$219,295		\$81,179	\$300,474	\$219,295		\$70,979	\$290,274	\$728,252
23	Program enhancement	\$92,000		\$92,000		\$92,000		\$92,000		\$92,000	\$276,000
24	CODB	\$6,579			\$11,774	\$11,774			\$11,774	\$11,774	\$30,127
25	OTO for devices	\$27,000									\$27,000
26	OTO FY22	\$25,000			\$71,182	\$71,182					\$96,182
27											
28	TOTAL HSA REVENUES	\$288,084	\$219,295	\$92,000	\$164,135	\$475,430	\$219,295	\$92,000	\$82,753	\$394,048	\$1,157,562
29	Other Revenues										
30	United Way of the Bay Area	\$16,319	\$32,637			\$32,637	\$32,637			\$32,637	\$81,593
31	PPP Grant	\$33,762									\$33,762
32											
33											
34	Total Revenues	\$338,165	\$251,932	\$92,000	\$164,135	\$508,067	\$251,932	\$92,000	\$82,753	\$426,685	\$1,272,917
35	Full Time Equivalent (FTE)										
37	Prepared by:	Telephone No.:								Date: 4/20/21	
38	HSA-CO Review Signature:										
39	HSA #1										

	A	B	C	D	E	F	G	H
1	Appendix B-2, Page 4							
2								
3								
4	Community Living Campaign, Program: SF Connected - Tech Training FY21-23							
5	(Same as Line 9 on HSA #1)							
6	Program Expenditure Detail							
7	SUBCONTRACTORS		1/1/21 - 6/30/21	7/1/21-6/30/22	10/14/21 Revision	REVISED 7/21-6/22	7/1/22-6/30/23	1/1/21-6/30/23
8								\$0
9								\$0
10								\$0
11								
12	TOTAL SUBCONTRACTOR COST		\$0	\$0	\$0	\$0	\$0	\$0
13								
14								
15	EQUIPMENT		1/1/21 - 6/30/21	7/1/21-6/30/22	10/14/21 Revision	REVISED 7/21-6/22	7/1/22-6/30/23	1/1/21-6/30/23
16	No.	ITEM/DESCRIPTION						
17		GrandPads	\$92,800	\$67,800		\$67,800	\$67,800	\$228,400
18		Tablets			\$17,500	\$17,500		\$17,500
19								
20	TOTAL EQUIPMENT COST		\$92,800	\$67,800	\$17,500	\$85,300	\$67,800	\$245,900
21								
22	R E M O D E L I N G							
23	Description:		1/1/21 - 6/30/21	7/1/21-6/30/22			7/1/22-6/30/23	1/1/21-6/30/23
24								
25								
26								
27	TOTAL REMODELING COST							\$0
28								
29	TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE		\$0	\$0			\$0	\$0
30								
31	HSA #4							
	10/25/2016							

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

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

II. Definitions

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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 Tech Network
HSA	Human Services Agency of the City and County of San Francisco.

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

III. Target Population

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

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

IV. Eligibility for the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

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

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

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

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

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

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

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

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

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

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

Tech Support Services

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

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

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

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

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

- Plan to equitably reach older adults and adults with disabilities that are isolated and would benefit most with receiving a device.
- Participant assessment that identifies need and eligibility to the program.

- Series of digital literacy workshops/classes that participants will need to complete in order to receive a device.
- Connection to digital literacy support and other virtual social services program after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

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

Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.

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.

Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards.

Grantee will ensure that units of service provided are tracked and distinguishable.

Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed.

Grantee shall follow guidance or instructions from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving.

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 Hour - *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:

Service Objectives	1/1/2021-6/30/2021	FY21/22	FY22/23
Unduplicated Consumers	300	600	600
Digital Literacy Training Hours	1800	3600	3600
Tech Support Service Hours	360	870	720

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:

Paulo Salta, Program Analyst DAS, Office of Community Partnerships 1650 Mission St., 5 th Floor San Francisco, CA 94103 Paulo.Salta@sfgov.org	Annyse Acevedo, Contract Manager Office of Contract Management PO Box 7988 San Francisco, CA 94120 Annyse.Acevedo@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	B	C	D	E	F	G	H	I
1	Appendix B-1, Page 1								
2									
3	HUMAN SERVICES AGENCY BUDGET SUMMARY								
4	BY PROGRAM								
5	Name					Term			
6	Community Tech Network					1/1/21-6/30/23			
7	(Check One) New Renewal ____ Modification <input checked="" type="checkbox"/>								
8	If modification, Effective Date of Mod. 3/1/21			No. of Mod. 1					
9	Program: SF Connected		Current	Modification	Revised	Current	Modification	Revised	
10	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	Total
11	Expenditures								
12	Salaries & Benefits	\$110,340	\$195,213	\$4,393	\$199,606	\$195,213	\$4,393	\$199,606	\$509,552
13	Operating Expense	\$75,942	\$110,322	\$14,214	\$124,536	\$110,322	\$14,214	\$124,536	\$325,014
14	Subtotal	\$186,282	\$305,535	\$18,607	\$324,142	\$305,535	\$18,607	\$324,142	\$834,566
15	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	
16	Indirect Cost (Line 16 X Line 15)	\$27,942	\$45,830	\$2,791	\$48,621	\$45,830	\$2,791	\$48,621	\$125,184
17	Capital Expenditure			\$46,561	\$46,561				\$46,561
18	Total Expenditures	\$214,224	\$351,365	\$67,959	\$419,324	\$351,365	\$21,398	\$372,763	\$1,006,311
19	HSA Revenues								
20	General Fund	\$214,224	\$351,365	\$21,398	\$372,763	\$351,365	\$21,398	\$372,763	\$959,750
21	OTO Funds			\$46,561	\$46,561				\$46,561
22									
23									
24									
25									
26									
27									
28	TOTAL HSA REVENUES	\$214,224	\$351,365	\$67,959	\$419,324	\$351,365	\$21,398	\$372,763	\$1,006,311
29	Other Revenues								
30									
31									
32									
33									
34									
35	Total Revenues	\$214,224	\$351,365	\$67,959	\$419,324	\$351,365	\$21,398	\$372,763	\$1,006,311
36	Full Time Equivalent (FTE)	3.75	3.75			3.75			
38	Prepared by: Kami Griffiths, Executive Director			Telephone No.: 650-784-1156			Date: 4/20/21		
39	HSA-CO Review Signature: _____								
40	HSA #1								10/22/2021

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Appendix B-1, Page 2												
2													
3													
4	Program Name: SF Connected												
5	(Same as Line 9 on HSA #1)												
6													
7	Salaries & Benefits Detail												
8													
9													
10													
11						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	Revised 7/1/22-6/30/23	
12		Agency Totals		HSA Program		DAS Program	DAS Program	DAS Program	DAS Program	DAS Program	DAS Program	DAS 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	TOTAL
13	Executive Director (Kami)	\$85,000	1.00	13%	0.13	\$5,706	\$8,500	(\$4,898)	\$3,602	\$8,500	(\$4,898)	\$3,602	\$12,910
14	Senior Program Manager (Stephen)	\$57,000	1.00	100%	1.00	\$28,500	\$57,000		\$57,000	\$57,000		\$57,000	\$142,500
15	Program Coordinator	\$49,200	1.00	58%	0.58	\$14,350	\$49,200	(\$4,096)	\$45,104	\$49,200	(\$4,096)	\$45,104	\$104,558
16	Administrative Manager (Kate)	\$54,080	0.75	35%	0.26	\$9,548	\$19,777	(\$14,721)	\$5,056	\$19,777	(\$14,721)	\$5,056	\$19,660
17	Digital Literacy Tutor (Cantonese)	\$47,840	0.75	38%	0.29	\$9,106	\$7,176	(\$2,306)	\$4,870	\$7,176	(\$2,306)	\$4,870	\$18,846
18	Digital Literacy Tutor (Spanish)	\$49,200	1.00	47%	0.47	\$11,480	\$9,840	\$4,379	\$14,219	\$9,840	\$4,379	\$14,219	\$39,918
19	Digital Literacy Tutor (Russian)	\$49,200	1.00	47%	0.47	\$11,480	\$9,840	\$4,869	\$14,709	\$9,840	\$4,869	\$14,709	\$40,898
20	Digital Literacy Tutor (Eng/Spa)	\$9,568	0.20	100%	0.20			\$9,543	\$9,543		\$9,543	\$9,543	\$19,086
21	Marketing (Anna Beth)	\$32,920	0.50	50%	0.25			\$6,572	\$6,572		\$6,572	\$6,572	\$13,144
22	Program Director (TBD)	\$75,000	1.00	10%	0.10			\$5,000	\$5,000		\$5,000	\$5,000	\$10,000
23													
24													
25													
26													
27													
28													
29													
30	TOTALS		8.20	498%	3.75	\$90,170	\$161,333	\$4,342	\$165,675	\$161,333	\$4,342	\$165,675	\$421,520
31													
32	FRINGE BENEFIT RATE	21%											
33	EMPLOYEE FRINGE BENEFITS					\$20,170	\$33,880	\$51	\$33,931	\$33,880	\$51	\$33,931	\$88,032
34													
35													
36	TOTAL SALARIES & BENEFITS	\$0				\$110,340	\$195,213	\$4,393	\$199,606	\$195,213	\$4,393	\$199,606	\$509,552
37	HSA #2												10/22/2021

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

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

II. Definitions

Adult with a Disability	Person 18 years of age or older living with a disability.
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing Online System.
City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging Services.
DAHLIA	City and County of San Francisco's Online Housing Portal.
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
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Grantee	Conard House, Inc.
HSA	Human Services Agency of the City and County of San Francisco.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non – heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM	Office of Contract Management, Human Services Agency.
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	manage DAS-coordinated technology classes and promote usage of computers and peripherals.
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III. Target Population

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- 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.

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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.

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Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards.

Grantee will ensure that units of service provided are tracked and distinguishable.

Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed.

Grantee shall follow guidance or instructions from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving.

In FY21-22, the grantee will expand and update the broadband infrastructure in 8 supportive housing sites (448 SRO/apartment units). This will enable residents access to fast reliable internet.

VI. Service Objectives

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

- Grantee will serve 147 unduplicated consumers.

One unit is one consumer receiving services highlighted in this scope of work.

- Grantee will provide 960 units of digital literacy training hours.
One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.
- Grantee will provide N/A units of tech support service hours.
One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.

VII. Outcome Objectives

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

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

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

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

VIII. Reporting Requirements and Other Requirements

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

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

- F. Grantee will provide an annual consumer survey report to OCP by March 15th or a date agreed upon by DAS and grantee each grant year.
- G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
- H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Theresa Ballesteros, Program Analyst DAS, Office of Community Partnerships 1650 Mission St., 5 th Floor San Francisco, CA 94103 Reanna.Albert@sfgov.org	Annyse Acevedo, Contract Manager Office of Contract Management PO Box 7988 San Francisco, CA 94120 Annyse.Acevedo@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	D	E	F	G	H	I	J	K
1	Appendix B-1, Page 1								
2									
3	HUMAN SERVICES AGENCY BUDGET SUMMARY								
4									
5	Name		Term						
6	Conard House, Inc.		1/1/21-6/30/23						
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>								
8	If modification, Effective Date of Mod. 7/1/21			No. of Mod. 3					
9	Program: SF Connected								
10	Budget Reference Page No.(s)								
11	Program Term	1/1/2021 - 6/30/2021	Current 7/1/2021 - 6/30/2022	Modification 7/1/2021 - 6/30/2022	Revised 7/1/2021 - 6/30/2022	Current 7/1/2022 - 6/30/2023	Modification 7/1/2022 - 6/30/2023	Revised 7/1/2022 - 6/30/2023	Total
12	Expenditures								
13	Salaries & Benefits	\$29,588	\$59,176	\$0	\$59,176	\$59,176	\$0	\$59,176	\$147,940
14	Operating Expenses	\$23,927	\$15,480	\$48,794	\$64,274	\$15,480	\$4,547	\$20,027	\$108,228
15	Subtotal	\$53,515	\$74,656	\$48,794	\$123,450	\$74,656	\$4,547	\$79,203	\$256,168
16	Indirect Percentage (%) (insert Indirect %)	13%			13%			13%	13%
17	Indirect Cost (Line 16 X Line 15)	\$6,957	\$9,705	\$6,344	\$16,049	\$9,705	\$591	\$10,296	\$33,302
18	Capital/Subcontractor Expenditures								
19	Total Expenditures	\$60,472	\$84,361	\$55,138	\$139,499	\$84,361	\$5,138	\$89,499	\$289,470
20	HSA Revenues								
21									
22	General Fund	\$57,941	\$84,361		\$84,361	\$84,361		\$84,361	\$226,663
23	CODB	\$2,531		\$5,138	\$5,138		\$5,138	\$5,138	\$12,807
24	FY21/22 OTO			\$50,000	\$50,000				\$50,000
25	TOTAL HSA REVENUES	\$60,472	\$84,361	\$55,138	\$139,499	\$84,361	\$5,138	\$89,499	\$289,470
26	Other Revenues								
27									
28									
29									
30									
31	Total Revenues								\$289,470
32	Full Time Equivalent (FTE)								
34	Prepared by:	Roxie Uyeda	Telephone No.:	415-864-7833 x210			Date:	6/24/21	
35	HSA-CO Review Signature:								
36	HSA #1								

	A	B	C	D	G	H	I	J	K	L	M	N
1	Appendix B-1, Page 2											
2	Program: SF Connected											
3	(Same as Line 9 on HSA #1)											
4												
5	Salaries & Benefits Detail											
6												
7					1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022			7/1/2022 - 6/30/2023			1/1/21-6/30/23
8		HSA Program										TOTAL
9	POSITION TITLE	New Salary	Total FTE	New FTE		Current	Modification	Revised	Current	Modification	Revised	Budgeted Salary
10	IT Trainer	\$44,410	100%	1.02	\$22,760	\$45,520		\$45,520	\$45,520		\$45,520	\$113,800
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
21												
22												
23												
24												
25												
26												
27												
28	TOTALS		1.00	1.02	\$22,760	\$45,520	\$0	\$45,520	\$45,520	\$0	\$45,520	\$113,800
30		Insert Fringe %										
31	FRINGE BENEFIT RATE	30%										
32	EMPLOYEE FRINGE BENEFITS				\$6,828	\$13,656	\$0	\$13,656	\$13,656	\$0	\$13,656	\$34,140
33												
34												
35	TOTAL SALARIES & BENEFITS				\$29,588	\$59,176	\$0	\$59,176	\$59,176	\$0	\$59,176	\$147,940
36	HSA #2											10/25/2016

	A	B	C	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Appendix B, Page 3																	
2																		
3	Program: SF Connected																	
4	(Same as Line 9 on HSA #1)																	
5																		
6	Operating Expense Detail																	
7																		
8																		
9	<u>Expenditure Category</u>	TERM	1/1/2021 - 6/30/2021	1/1/2021 - 6/30/2021	Current	Modification	Revised	Current	Modification	Revised	TOTAL	1/1/21-6/30/23						
10	Rental of Property		\$11,107		\$5,125		\$5,125	\$5,125		\$5,125	\$21,357							
11	Utilities										\$0							
12	Office Supplies, Postage		\$385		\$385		\$385	\$385		\$385	\$1,155							
13	Software Systems License										\$0							
14	Printing and Reproduction										\$0							
15	Insurance		\$959		\$959		\$959	\$959		\$959	\$2,877							
16	Staff Training										\$0							
17	Staff Travel-(Local & Out of Town)										\$0							
18	Rental of Equipment										\$0							
19																		
20	CONSULTANTS																	
21																		
22																		
23																		
24																		
25	OTHER																	
26	Data Security & Systems [WiFi]		\$657		\$657		\$657	\$657		\$657	\$1,971							
27	WiFi Installation & Equipment 2 sites FY21; 1 site FY22; 1 site FY23		\$7,740		\$5,275	\$48,794	\$54,069	\$5,275	\$4,547	\$9,822	\$71,631							
28	FY23		\$3,079		\$3,079		\$3,079	\$3,079		\$3,079	\$9,237							
29																		
30																		
31																		
32																		
33	TOTAL OPERATING EXPENSE		\$23,927		\$15,480	\$48,794	\$64,274	\$15,480	\$4,547	\$20,027	\$108,228							
34																		

	A	B	C	D	E	F
1	Appendix B, Page 4					
2						
3						
4	Program: SF Connected					
5	(Same as Line 9 on HSA #1)					
6	Program Expenditure Detail					
7	SUBCONTRACTORS		1/0/00	1/1/2021 - 6/30/2021	1/1/2022 - 6/30/2022	1/1/21-6/30/23
8		Insert				\$0
9						\$0
10						\$0
11						
12	TOTAL SUBCONTRACTOR COST		\$0	\$0	\$0	\$0
13						
14						
15	EQUIPMENT		TERM			1/1/21-6/30/23
16	No.	ITEM/DESCRIPTION				
17		Insert				
18						
19						
20	TOTAL EQUIPMENT COST					\$0
21						
22	R E M O D E L I N G					
23	Description:					1/1/21-6/30/23
24		Insert				
25						
26						
27	TOTAL REMODELING COST					\$0
28						
29	TOTAL CAPITAL/SUBCONTRACTOR EXPENDITURE		\$0	\$0	\$0	\$0
30						
31	HSA #4					10/25/2016

APPENDIX A-1– SERVICES TO BE PROVIDED

Self Help for the Elderly

SF Connected Program: Digital Literacy Training

Effective January 1, 2021 – June 30, 2023

I. Purpose

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

II. Definitions

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

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

Technology Lab	Senior centers, community centers, Rental Assistance Demonstration Housing, senior housing, supportive housing, and San Francisco Adult Day Service facilities authorized by DAS to manage DAS-coordinated technology classes and promote usage of computers and peripherals.
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III. Target Population

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

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

IV. Eligibility for the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

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

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

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

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

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

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

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

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

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

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

Tech Support Services

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

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

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

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

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

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

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

Grantee will develop and maintain policies and procedures that align with city, state, and local regulatory agencies, including the DAS OCP policy memoranda.

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.

Grantee will ensure adequate and culturally competent staffing to administer the program, deliver quality services to meet the needs of the consumer, and adhere to all program standards.

Grantee will ensure that units of service provided are tracked and distinguishable.

Grantee will attend in-service trainings and meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed.

Grantee shall follow guidance or instructions from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving.

Grantee shall administer and lead the Connection, Health, Aging and Technology (CHAT) tablet program developed and supported by the California Department of Aging (CDA). This program seeks to provide tablets with data plans to unconnected older adults and adults with disabilities. Grantee will develop policies and procedures in accordance with the program memo set forth by CDA. This shall include:

- Eligibility criteria for the program.
- Device assignment and distribution procedures.
- Development of a user agreement that highlights roles and responsibilities of the grantee and participant receiving the device and the requirement to complete the readiness, pre, and post surveys.
- Asset management and tracking/inventory of all devices and peripherals.
- Requirement to follow CDA's Disposal of Property procedures.

Grantee shall provide technical assistance and digital literacy training for all program participants.

VI. Service Objectives

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

- Grantee will serve **838** unduplicated consumers.
One unit is one consumer receiving services highlighted in this scope of work.
- Grantee will provide **2,626** 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 **188** units of tech support service hours.
One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.

VII. Outcome Objectives

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

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

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

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

VIII. Reporting Requirements and Other Requirements

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

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

Paulo Salta, Program Analyst DAS, Office of Community Partnerships 1650 Mission St., 5 th Floor San Francisco, CA 94103 Paulo.Salta@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	B	C	D	E	F	G	H	I
1	Appendix B-1, Page 1								
2	Document Date:								10/21/2021
3	HUMAN SERVICES AGENCY BUDGET SUMMARY								
4	BY PROGRAM								
5	Name				Term				1/1/21-6/30/23
6	SELF-HELP FOR THE ELDERLY								
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <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)		Original Budget	Modifications	Revised Budget	Original Budget	Modifications	Revised Budget	
11	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	Total
12	Expenditures								
13	Salaries & Benefits	\$57,804	\$115,607	\$69,639	\$185,246	\$115,607	\$7,193	\$122,800	\$365,850
14	Operating Expense	\$1,253	\$2,509	\$13,590	\$16,099	\$2,509	\$0	\$2,509	\$19,861
15	Subtotal	\$59,057	\$118,116	\$83,229	\$201,345	\$118,116	\$7,193	\$125,309	\$385,711
16	Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$8,859	\$17,717	\$12,484	\$30,201	\$17,717	\$1,079	\$18,796	\$57,856
18	Capital Expenditure								
19	Total Expenditures	\$67,916	\$135,833	\$95,713	\$231,546	\$135,833	\$8,272	\$144,105	\$443,567
20	HSA Revenues								
21	General Fund	\$67,916	\$135,833		\$135,833	\$135,833		\$135,833	\$339,582
22	FY 20/21 CODB			\$4,075	\$4,075		\$4,075	\$4,075	\$8,150
23	OTO Add-Back			\$86,271	\$86,271			\$0	\$86,271
24	FY 21/22 CODB			\$4,197	\$4,197		\$4,197	\$4,197	\$8,394
25	MCO			\$1,170	\$1,170			\$0	\$1,170
26									
27									
28									
29	TOTAL HSA REVENUES	\$67,916	\$135,833	\$95,713	\$231,546	\$135,833	\$8,272	\$144,105	\$443,567
30	Other Revenues								
31									
32									
33									
34									
35									
36	Total Revenues	\$67,916	\$135,833	\$95,713	\$231,546	\$135,833	\$8,272	\$144,105	\$443,567
37	Full Time Equivalent (FTE)								
39	Prepared by:	Leny Nair	Telephone No.:	415-677-7682				Date 10/21/2021	
40	HSA-CO Review Signature:	_____							
41	HSA #1								11/15/2007

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1													Appendix B-1, Page 2				
2													Document Date: 10/21/2021				
3																	
4	Program Name: SF Connected																
5	(Same as Line 9 on HSA #1)																
6																	
7	Salaries & Benefits Detail																
8																	
9																	
10																	
11		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	
12		Agency Totals		For HSA Program		For DAS Program		For DAS Program		For DAS Program		TOTAL					
		Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Modifications	Revised Budgeted Salary	Budgeted Salary	Modifications	Revised Budgeted Salary	TOTAL	1/1/21-6/30/23			
13	Project Coordinator-Jin	\$50,003	100%	47%	47%	\$7,654	\$15,309	\$8,175	\$23,484	\$15,309	\$7,193	\$22,502	\$53,640				
14	Computer Instructor	\$43,680	100%	18%	18%	\$7,020	\$14,040	(\$6,000)	\$8,040	\$14,040		\$14,040	\$29,100				
15	Instructor-Chinese Ringo	\$43,680	100%	26%	26%	\$9,828	\$19,656	(\$8,191)	\$11,465	\$19,656		\$19,656	\$40,949				
16	Instructor-Chinese-Jason J	\$43,680	100%	18%	18%	\$4,368	\$8,736	(\$727)	\$8,009	\$8,736		\$8,736	\$21,113				
17	Instructor-Vietnamese- Jin/John	\$43,680	100%	12%	12%	\$5,242	\$10,483	(\$5,161)	\$5,322	\$10,483		\$10,483	\$21,047				
18	Instructor-Russian-Alexand	\$43,680	100%	9%	9%	\$4,368	\$8,736	(\$4,823)	\$3,913	\$8,736		\$8,736	\$17,017				
19	Instructor-Spanish- Cesar	\$43,680	100%	11%	11%	\$2,184	\$4,368	\$277	\$4,645	\$4,368		\$4,368	\$11,197				
20	Instructor-Linda Hong	\$43,680	100%	21%	21%	\$3,713	\$7,426	\$1,948	\$9,374	\$7,426		\$7,426	\$20,512				
21	Instructor-English-James	\$43,680	100%	4%	4%	\$3,713	\$7,426	(\$5,641)	\$1,785	\$7,426		\$7,426	\$12,923				
22	CHAT Project Computer In	\$45,760	100%	71%	71%			\$32,401	\$32,401			\$0	\$32,401				
23	Instructor-Chinese Esther	\$43,680	100%	27%	27%			\$11,917	\$11,917			\$0	\$11,917				
24	Instructor-Chinese-Linda H	\$43,680	100%	40%	40%			\$17,566	\$17,566			\$0	\$17,566				
25	TOTALS	\$532,563	12.00	3.04	3.04	\$48,090	\$96,179	\$41,741	\$137,920	\$96,179	\$7,193	\$103,372	\$289,382				
26																	
27	FRINGE BENEFIT RATE	34%															
28	EMPLOYEE FRINGE BENEFITS	\$181,071				\$9,714	\$19,428	\$27,898	\$47,326	\$19,428	\$0	\$19,428	\$76,468				
29																	
30																	
31	TOTAL SALARIES & BEN	\$713,634				\$57,804	\$115,607	\$69,639	\$185,246	\$115,607	\$7,193	\$122,800	\$365,850				
32	HSA #2													11/15/2007			

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1										Appendix B-1, Page 3	
2										Document Date: 10/21/21	
3											
4	Program Name: SF Connected										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11			Budget		Original Budget		Modification		Revised Budget	Budget	TOTAL
12	Expenditure Category	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	1/1/21-6/30/23
13	Rental of Property						\$3,600		\$3,600		\$3,600
14	Utilities(Elec, Water, Gas, Phone, Scavenger)						\$240		\$240		\$240
15	Office Supplies, Postage		\$253		\$509		\$200		\$709	\$509	\$1,471
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction										
18	Insurance		\$250		\$500		\$750		\$1,250	\$500	\$2,000
19	Staff Training										
20	Staff Travel-(Local & Out of Town)				\$100		\$2,000		\$2,100	\$100	\$2,200
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25											
26											
27											
28	OTHER										
29	Recruitment		\$250		\$400				\$400	\$400	\$1,050
30	Communications		\$500		\$1,000		\$3,000		\$4,000	\$1,000	\$5,500
31	Peripherals/Accessories						\$3,800		\$3,800		\$3,800
32											
33											
34											
35	TOTAL OPERATING EXPENSE		\$1,253		\$2,509		\$13,590		\$16,099	\$2,509	\$19,861
36											
37	HSA #3										11/15/2007