**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR
FROM:	ANNA PINEDA, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	DECEMBER 9, 2022
SUBJECT:	GRANT MODIFICATION: **ARRIBA JUNTOS** (NON-PROFIT) FOR PROVISION OF DIGITAL SERVICES PROGRAM

	Current	Modification	Revised	Contingency	Total
GRANT TERM:	5/1/21-6/30/23	1/1/23-6/30/25	5/1/21-6/30/25		
GRANT AMOUNT:	$379,450	$1,091,200	$1,470,650	$147,065	$1,617,715
ANNUAL AMOUNT:	See	Table	Below		

Funding Source	County	State	Federal	Contingency	Total
MODIFICATION FUNDING:	$58,826	$323,543	$1,088,281	$147,065	$1,617,715
PERCENTAGE:	4%	22%	74%		100%

The Department of Benefits and Family Support (BFS) requests authorization to modify the existing grant with Arriba Juntos for the period of January 1, 2023 through June 30, 2025, in the additional amount of $1,091,200 plus a 10% contingency for a revised total amount not to exceed $1,617,715. The purpose of this modification is to increase the services units for the current fiscal year and add two additional years.

	Original	Modification	Revised
FY21	$14,250	$0	$14,250
FY22	$196,400	$0	$196,400
FY23	$168,800	$251,200	$420,000
FY24	$0	$420,000	$420,000
FY25	$0	$420,000	$420,000
Totals	**$379,450**	**$1,091,200**	**$1,470,650**
Contingency:			$147,065
New NTE:			**$1,617,715**

Background

The digital divide is a barrier confronting the low-income populations served by HSA. A significant percentage of our clients are unable to benefit from employment and supportive services due to a lack of access to technology and the internet, and a lack of knowledge and skills to utilize the technology. Since May 2021, a total of 286 devices have been issued. Overall, DSP clients felt the program was very beneficial. They felt confident about their ability to safely browse the internet and apply for jobs online. Clients also stated that the DSP program has allowed them to be more confident in their ability to use the internet in order to be more involved with their child's learning and education.

Services to be Provided

Grantee will offer the technology and skills needed to access virtual services including job search and job readiness, training, and education. Services include Technology Equipment, Digital Literacy Training, and Technical Support. Clients, referred by HSA, will receive 10 hours of training before they receive their electronic device and 6 months of tech support to assist with device and troubleshooting.

Services will be provided to a total of 250 participants per year.

Selection

Grantees were selected through Request for Proposals #936, which was competitively bid in February 2021.

Funding

Funding for this grant is provided by a combination of Federal, State, and Local funds.

ATTACHMENTS
Arriba Juntos Services Appendix A-2: Services to be Provided
Arriba Juntos Services Appendix B-2: Budget

Appendix A-2
DIGITAL SERVICES PROGRAM
Services to be provided by
Arriba Juntos
May 1, 2021 – June 30, 2025

Effective January 1, 2023

I. Purpose

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

Through the Digital Services Program (DSP) contract, HSA intends to continue to offer the technology and skills needed to access online services including job search and job readiness, training, and education by distributing technology devices, and providing digital literacy training and technical support to participants in HSA activities.

II. Definitions

ABAWD	Able-Bodied Adults Without Dependents, i.e., CalFresh recipients age 18 to 49 who are able to work and do not share a household with a minor child
CAAP	County Adult Assistance Programs, which provide aid to single indigent adults, and are administered by HSA
CalFresh	Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
CalWORKs	California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CARBON	Contract Administration, Reporting and Billing On-line, HSA's payment and reporting system
Cell-Ed	A distance learning activity available to participants through a partnership with the California Department of Social Services. Designed to take into account barriers such as time, digital access, and digital literacy.
DSP	Digital Services Program including services to provide technology equipment, digital literacy training, and technical support.
Grantee	Arriba Juntos
HSA, also Department	Human Services Agency, City and County of San Francisco

Launchpad	A client tracking system used by HSA
PAES	Personal Assisted Employment Services, an HSA program that provides a cash stipend and employment services to low-income San Franciscans with no children.
ULearn	Online learning platform that helps participants upgrade their skills and knowledge base to better position themselves for employment opportunities.
ZixCorp	An Email Encryption and Email Data Loss Prevention system used by HSA

III. Target Population

Target population is current San Francisco residents who receive CalWORKs, PAES, and CalFresh public assistance benefits (refer to Definitions section for descriptions of benefits programs) referred by HSA staff who require a device in order to engage in employment activities.

IV. Description of Services

A. Technology Distribution

1. Grantee will accept referrals of eligible participants by HSA

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

3. Grantee will issue tablets or laptops to eligible participants

4. Basic applications to cover digital literacy topics must be included on devices

5. Prior to distribution of equipment to participants, Grantee must follow protocols to track and maintain the equipment including:

   a) Assess participant at intake to identify technology needs

   b) Process for issuing equipment to participants while they complete Digital Learning Training, including but not limited to:

      (i) Tracking system for distribution of equipment to participants including serial numbers

      (ii) Documentation and participant agreement forms outlining participant responsibilities, acceptable use of equipment, and requirement to return loaned equipment at Grantee's request, if equipment is loaned.

      (iii) Maintenance of devices including physically secure storage and safekeeping, updating and maintaining operating system and software, installing and maintaining system security software such as antivirus, and secure configuration of operating system and software.

      (iv) Mitigation of loss of equipment, including:

      - Theft recovery systems

      - Documented procedures for recovery of stolen equipment

- Documented procedures for cancellation of subscriptions associated with lost, stolen, or damaged equipment, such as software licenses, support contracts, and cellular carrier charges
- Documented plan and budget for attrition replacement of lost, stolen, and damaged equipment

c) Procedures for participant return and Grantee acceptance of loaned equipment, if equipment is loaned. Documented and implemented plan for equipment physical exterior cleaning, as well as resetting operating system and software configuration and clearing previous participant data from equipment before return to service.

6. Grantee will provide devices with the following minimum specifications

a) System RAM: 4 GB minimum

b) Processor Speed: 2 gigahertz minimum

c) Hard drive: 128 gigabytes minimum

d) Windows 10 OS recommended

e) Other equipment as needed upon HSA approval including hotspots

7. Assist participants in setting up internet service as needed

B. Digital Literacy Training

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

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

a) Use and care of issued equipment

b) Setting up and linking to Wi-Fi,

c) Basic computer and internet training including:

   o Establishing and using an email account, attaching/detaching files

   o Use of video conferencing platforms, how to participate in and schedule meetings

   o Basics of performing Internet searches

   o Computer basics, save files, create/store in folders, organizational tips

   o Basics of using word processing and spreadsheet programs

   o Use of basic applications included in participant's employment plan as prescribed by CW staff (e.g., job search, general education, other digital learning platforms).

   o Establishing a user account in My Benefits CalWIN (mybenefitscalwin.org) so that clients can manage their benefits online.

        o   How to access HSA website and services (sfhsa.org)

    o   Other programs, such as, ULearn and Cell-Ed should also be promoted.

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

   e) Basic troubleshooting

3. HSA may refer some participants who only need to pass a skills competency assessment with a score of 75% or greater hours (ex: City College students).

4. After participant has successfully completed training, device ownership will be gifted to participant.

C. Technical Support

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

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

3. Technical support to include:

- Diagnosing device problems

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

D. Virtual Services

Grantee may provide services remotely including the following:

1. Conduct assessments via phone, email, and video conference

2. Offer online Digital Literacy Training, in special circumstances/HSA approved exemptions.

3. Provide options to access virtual Technical Support including phone, text, email, or video conferencing.

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

VI.   Client Activity Reporting

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

- Show/No Show to referred activity and Enrollment

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

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

C. Maintain daily attendance for Digital Literacy Training in Launchpad for each participant served. Additional Attendance reports may be required by CalWORKs management.

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

- Participant has two (2) absences in a month or eight (8) cumulative hours absent

- Attendance falls below 80% of total training hours

- Participant is being exited from the program

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

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

VII. Location and Time of Services

Grantee services are provided in person, virtually, or hybrid. Grantee's physical services are provided at 1850 Mission Street, San Francisco. Services will be Monday through Friday except on the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

VIII. Service Objectives

Grantee will meet the following Service Objectives:

A. For FY20-21, Grantee will enroll 30 participants, contingent upon HSA referral.

For FY21-22, Grantee will enroll 200 participants, contingent upon HSA referral.

For FY22-23, Grantee will enroll 250 participants, contingent upon HSA referral.

For FY23-25, Grantee will enroll 250 participants per year, contingent upon HSA referral.

B. 80% of referred participants will be enrolled

C. For FY21-22, FY22-23, and FY23-25 Grantee will provide iPad Technical Support services to HES, YES and TESS participants who received an iPad, as needed.

IX. Outcome Objectives

The Grantee will meet the following Outcome Objectives:

A. A minimum of 80% of participants who enroll will complete the digital literacy training and take ownership of the device. Completion of the digital literacy training will include passing a skills competency assessment with a score of 75% or greater.

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

by provider with SFHSA input.

X. **Monitoring Activities**

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

B. <u>Fiscal Compliance and Contract Monitoring</u>: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

XI. **Reporting Requirements**

A. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and entered timely. Reports will be generated directly from Launchpad by the 10th of the following month.

 1. Reports shall contain the following data.

 • Number of referrals

 • Number of enrollments

 • Number of completions

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

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

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

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

D. For assistance with reporting requirements or submission of reports, contact

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 Workforce Development Division
 (415) 557-6267
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 2. Elizabeth ~~Leone~~Léone, Contract Manager, GB16
 Office of Contract Management
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Appendix B-2: Calculation of Charges
Digital Service Program
Arriba Juntos
May 1, 2021 – June 30, 2025

Effective January 1, 2023

I.   The Department agrees to pay the Grantee a flat unit rate of **<u>$1,600</u>** per client for the enrollment and completion of the Digital Service Program. This unit rate is inclusive of all costs, including equipment, training, technical support and indirect. Payments to be reimbursed as follows:

A. Initial 50% of the flat unit rate ($800) per client enrollment based upon verification in Launchpad that client was issued a device at enrollment and accurate CARBON invoice submitted.

B. Final 50% of the flat unit rate ($800) per client based upon verification of Digital Literacy Training Certificate(s) of Completion and device transfer to client uploaded to Launchpad and accurate invoice submitted.

C. Launchpad Tech Support flat unit rate ($200) per client based upon accurate invoice submitted.

II. Client referrals are subject to change based upon availability of funding.

III. Annual amount will not exceed $420,000

IV. Total grant amount will not exceed   **$1,617,715**

FY21 Actuals (9.5 clients @ $1,500)	$14,250
FY22 Actuals (116.5 clients @ $1,600)	$186,400
FY22 Tech Support Actuals (50 clients @ $200)	$10,000
FY23 Budgeted (250 clients @ $1,600)	$400,000
FY23 Tech Support Budgeted (100 clients @ $200)	$20,000
FY24 Budgeted (250 clients @ $1,600)	$400,000
FY24 Tech Support Budgeted (100 clients @ $200)	$20,000
FY25 Budgeted (250 clients @ $1,600)	$400,000
FY25 Tech Support Budgeted (100 clients @ $200)	$20,000
Contingency	$147,065
Total Not to Exceed	**$1,617,715**