SAN FRANCISCO HUMAN SERVICES AGENCY

Department of Benefits and Family Support

Department of Disability and Aging Services

P.O. Box 7988
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	DISABILITY AND AGING SERVICES COMMISSION
THROUGH:	KELLY DEARMAN, EXECUTIVE DIRECTOR
FROM:	CINDY KAUFFMAN, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	June 7, 2023
SUBJECT:	GRANT MODIFICATION: **MULTIPLE GRANTEES** (NON-PROFIT) FOR PROVISION OF THE SF CONNECTED PROGRAM
GRANT TERM:	07/01/21 – 06/30/24

GRANT AMOUNT:	Current 01/01/2021 – 06/30/2023	Modification 07/01/2023 – 06/30/2024	Revised 01/01/2021 – 06/30/2024	Contingency	Total
ANNUAL AMOUNT	$4,931,049	$2,428,973	$7,360,022	$736,003	$8,096,025
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding:	$5,714,463	$1,645,559		$736,003	$8,096,025
Percentage:	77.64%	22.36%			

The Department of Disability and Aging Services (DAS) requests authorization to modify existing grants with multiple providers for the period of July 1, 2023 through June 30, 2024, in an additional amount of $2,428,973 plus a 10% contingency for a total amount not to exceed $8,096,025. The specific breakdown of funding per grantee is summarized in the table on page 2.

Background

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

The digital divide is not a new issue among older adults and adults with disabilities and its effects have been exacerbated by the pandemic. The federal, state, and local governments have recognized the need to provide additional resources to support community efforts in closing the digital divide.

With the Older Adults Recovery and Resilience funding (OARR) opportunity through the State's Digital Connections (DC) program and the annual local funding available in SF Connected program, DAS seeks to continue and expand the SF Connected program services in FY 23/24.

	Current 01/01/2021 – 06/30/2023	Modification 07/01/2023 – 06/30/2024	Revised 01/01/2021 – 06/30/2024	Contingency	Not-to-Exceed
Digital Literacy Training and Technical Support Services					
Community Living Campaign	$1,367,371	$675,685	$2,043,056	$204,306	$2,247,362
Community Tech Network	$1,081,220	$530,871	$1,612,091	$161,209	$1,773,300
Conard House	$446,560	$188,759	$635,319	$63,532	$698,851
Lighthouse for the Blind	$166,536	$64,510	$231,046	$23,105	$254,151
Self-Help for the Elderly	$563,249	$303,996	$867,245	$86,725	$953,970
The Arc of San Francisco	$291,780	$176,004	$467,784	$46,778	$514,562
Technical Support					
Community Living Campaign - UEG	$489,259	$180,162	$669,421	$66,942	$736,363
SF Tech Council					
Community Living Campaign	$525,074	$308,986	$834,060	$83,406	$917,466
Total	**$4,931,049**	**$2,428,973**	**$7,360,022**	**$736,003**	**$8,096,025**

Services to be Provided

Digital Literacy Training and Technical Support Services

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. In FY 23/24, the six grantees will collectively

provide 19,698 digital literacy training hours to over 3,353 unduplicated consumers.

Access to the digital world is an essential utility and this service will support older adults and adults with disabilities in stabilizing that connection. Grantees 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, applying for programs that support the cost of broadband internet at their home like the Affordable Connectivity Program, navigating the subscription process of an internet service provider, and/or obtaining a personal device through federal/state/local programs. In FY 23/24, the grantees will collectively provide 4,284 tech support hours.

In FY 23/24, three grantees (Community Living Campaign, Self Help for the Elderly, and Community Tech Network) will support DAS with the management and distribution of devices (iPads) from California Department of Aging's Digital Connection program. These grantees will reach out to and connect with eligible consumers for the program.

Technical Support

The grantee, Community Living Campaign will subcontract with the subcontractor Urban Equity Group (UEG) to provide technical support for the SF Connected Program.

UEG will provide tech support to all desktops, laptops, monitors, peripherals, servers, routers, switches, and software at the established technology labs throughout the city. UEG will stay abreast of emerging technology and assesses technology value and readiness for the program. The intent is to provide a high performing and forward-facing computing environment while staying ahead of possible issues that could impede system functionality. UEG will also provide observations and recommendations to DAS on how the technical functioning of the labs may impact the user experience and how the experience may be improved.

In FY 23/24, UEG will continue their pilot project to provide technical support services to consumer devices (iPads, tablets, and laptops). UEG's services include performing an initial diagnostic check on devices and to fix/resolve issues related to the operating systems, applications, and other issues.

SF Tech Council

The grantee, Community Living Campaign, will provide administrative and management support to the SF Tech Council and the Council's digital inclusion work with community-based organizations. 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 collaborate with community organizations to plan and conduct eight digital inclusion events and to support/develop at least ten digital inclusion projects. Their planned digital inclusion work in FY 23/24 will focus on addressing challenges that older adults and adults with disability encounter in medical and healthcare settings as it relates to digital services. These events and projects aim to bridge the digital divide by identifying consumer needs and connecting them to available resources such as the SF Connected program.

Selection

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

Funding

Funding for these grants is provided thru local fund and state fund.

Attachments

Digital Literacy Training and Technical Support

Community Living Campaign
Appendix A-4, Scope, Tech training
Appendix B-4, Budget

Community Tech Network
Appendix A-2, Scope
Appendix B-2, Budget

Conard House
Appendix A-3   Scope
Appendix B-3, Budget

Lighthouse for the Blind
Appendix A-2, Scope
Appendix B-2, Budget

Self-Help for the Elderly
Appendix A-3, Scope
Appendix B-3, Budget

The Arc of San Francisco
Appendix A-2, Scope
Appendix B-2, Budget

SF Connected Technology Labs location

Technical Support

Community Living Campaign
Appendix A-3, Scope, Tech support
Appendix B-3, Budget

SF Tech Council

Community Living Campaign
Appendix A-3, Scope, Tech Council
Appendix B-3, Budget

APPENDIX A-4 – SERVICES TO BE PROVIDED

Community Living Campaign
SF Connected Program:
Digital Literacy Training and Technical Support Services

Effective January 1, 2021 – June 30, 2024

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. The program aims to improve the wellbeing, quality of life, and independence of older adults and adults with disabilities by bridging the digital divide.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
At Risk of Institutionalization		To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
Communities of Color		An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
DAS		Department of Disability and Aging Services.
DAS 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.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations

		in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		Community Living Campaign
HSA		Human Services Agency of the City and County of San Francisco.
LGBTQ+		An acronym/term used to refer to persons who self-identify as non –heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency		Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Socially Isolated		Having few social relationships and few people to interact with regularly.
SF Connected Program		A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at DAS-approved 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, affordable housing, supportive housing, and Adult Day Service facilities authorized by DAS to manage DAS-coordinated digital literacy training and support.

III.   Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

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

IV. Eligibility for the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

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

Grantee shall provide training in one or more of the following topics:

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

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

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

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

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

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

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

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

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

Tech Support Services

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

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

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

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

For the 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 from 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 retain a device.
- Connection to digital literacy support and/or other virtual social services programs after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

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

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

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

VI. Service Objectives

- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*

- Digital Literacy Training Hours - *One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.*

- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY20/21	FY21/22	FY22/23	FY23/24
Unduplicated Consumers	500	500	675	990
Digital Literacy Training Hours	3100	3100	7107	8253
Tech Support Service Hours	200	200	2690	1540

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 DAS GetCare-SF Connected module.
B.   Grantee will enter into the DAS-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; the 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 the grantee each grant year.

G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.

H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).

I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Sarah Chan Program Analyst DAS, Office of Community Partnerships 1650 Mission St., 5th Floor San Francisco, CA 94103 Sarah.Chan@sfgov.org	Ella Lee Contract Manager Office of Contract Management PO Box 7988 San Francisco, CA 94120 Ella.Lee@sfgov.org

IX. Monitoring Activities

A. <u>Program Monitoring</u>: 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 DAS 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. <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 the Americans

with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

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HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name				Term	
Community Living Campaign				01/01/2021 to 06/30/2024	
(Check One) New ____ Renewal ____ Modification __x__					
If modification, Effective Date of Mod. 07/01/2023 No. of Mod.					
Program: SF Connected/Tech Training					
Program Term	1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/20 - 6/30/24	Total
	Revised	Revised	Revised	Budget	
Expenditures					
Salaries & Benefits	$149,151	$316,914	$475,164	$517,328	$1,458,557
Operating Expense	$20,660	$25,374	$49,494	$70,224	$165,752
Subtotal	$169,811	$342,288	$524,658	$587,552	$1,624,309
Indirect Percentage (%)	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	$25,473	$51,342	$78,699	$88,133	$243,647
Capital/ Subcontractor Expenditure	$92,800	$81,800	$500		$175,100
Total Expenditures	$288,084	$475,430	$603,857	$675,685	$2,043,056
HSA Revenues					
General Fund	$137,504	$300,474	$290,274	$337,843	$1,066,095
Program enhancement	$92,000	$92,000	$92,000		$276,000
CODB	$6,580	$11,774	$27,536		$45,890
OTO	$52,000	$71,182			$123,182
FY22/23 Addback for devices, boardband, and training			$26,570		$26,570
FY22/23 Access To Technology			$167,477		$167,477
FY23/24 Digital Connector				$337,842	$337,842
TOTAL HSA REVENUES	$288,084	$475,430	$603,857	$675,685	$2,043,056
Other Revenues					
Metta Fund	$37,500	$37,500	$20,000		$95,000
Smith Foundation			$10,000		$10,000
United Way of the Bay Area			$20,000		$20,000
Other Foundation Grants			$44,500		$44,500
Total Other Revenues	$37,500	$37,500	$94,500		$169,500
Total Revenues	$325,584	$512,930	$698,357	$675,685	$2,212,556
Full Time Equivalent (FTE)					
Prepared by: Jim Battaglia					5/26/2023
HSA-CO Review Signature:					
HSA #1					**10/25/2016**

Program: SF Connected/Tech Training
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	1/1/21 - 6/30/21 Revised Budgeted Salary	7/1/21 - 6/30/22 Revised Budgeted Salary	7/1/22 - 6/30/23 Revised Budgeted Salary	7/1/20 - 6/30/24 Budgeted Salary	Total Budgeted Salary
	Agency Totals		HSA Program						Total
Executive Director	$100,000	0.15	100.00%	0.15	$8,650	$6,000	$15,000	$15,000	$44,650
Executive Director	$100,000	0.05	100.00%	0.05	$2,650	$1,000	$5,000	$5,000	$13,650
Program Director	$80,000	0.38	100.00%	0.38			$10,000	$30,000	$40,000
Program Manager-English	$64,000	0.97	100.00%	0.97	$21,065	$58,615	$62,000	$62,000	$203,680
Program Manager-Chinese	$66,560	0.96	100.00%	0.96	$32,945	$57,587	$66,560	$63,960	$221,052
Program Coordinator	$53,690	0.39	100.00%	0.39			$21,002	$21,002	$42,004
Device and Connectivity / Technical Project Manager	$72,800	0.90	100.00%	0.90	$14,625	$15,622	$9,178	$65,860	$105,285
Digital Literacy Trainers	$50,960	2.51	100.00%	2.51	$35,314	$99,192	$191,135	$127,687	$453,328
Operations/Reporting	$54,080	0.08	100.00%	0.08	$2,385	$6,473	$4,500	$4,500	$17,858
Finance	$71,200	0.02	100.00%	0.02	$3,948	$4,000	$1,500	$1,500	$10,948
Operations & Strategic Planning Fellow	$64,494	0.08	100.00%	0.08	$1,005		$5,000	$5,000	$11,005
Communication and Outreach Staff	$76,960	0.38	100.00%	0.38				$29,598	$29,598
Deputy Director				-		$6,247			$6,247
Bookkeeper				-		$2,000			$2,000
				-					
				-					
TOTALS	$854,744	6.87	1200.00%	6.87	$122,587	$256,736	$390,875	$431,107	$1,201,305
FRINGE BENEFIT RATE	20%				22%	23%	22%	20%	
EMPLOYEE FRINGE BENEFITS	$170,949				$26,564	$60,178	$84,289	$86,221	$257,252
TOTAL SALARIES & BENEFITS	$1,025,693				$149,151	$316,914	$475,164	$517,328	$1,458,557

HSA #2
10/25/2016

Program: SF Connected/Tech Training				Appendix B-4, Page 3	
(Same as Line 9 on HSA #1)					

Operating Expense Detail

TERM Expenditure Category	1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/20 - 6/30/24 Budget	Total
Rental of Property	$2,816	$5,314	$5,372	$5,372	$18,874
Utilities(Elec, Water, Gas, Phone, Garbage)		$3,000	$540	$540	$4,080
Office Supplies, Postage					
Building Maintenance Supplies and Repair					
Printing and Reproduction	$530	$1,000	$1,000	$8,700	$11,230
Insurance					
Staff Training	$2,500				$2,500
Staff Travel-(Local & Out of Town)	$1,042	$365	$500	$1,000	$2,907
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
Technical specialist (GrandPad program)	$10,763	$7,500	$18,000		$36,263
Tech support/Tech trainers (contractors)			$3,000	$33,600	$36,600
Translation			$2,000	$4,000	$6,000
Graphic design				$4,000	$4,000
OTHER					
Program supplies and expenses	$3,009	$8,195	$12,582	$13,012	$36,798
Encore Recruitment Services			$6,500		$6,500
TOTAL OPERATING EXPENSE	$20,660	$25,374	$49,494	$70,224	$165,752

HSA #3   **10/25/2016**

Program: SF Connected/Tech Training					Appendix B-4, Page 4
(Same as Line 9 on HSA #1)					

Subcontractor/Capital Expenditures

	1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/20 - 6/30/24 Budget	Total
SUBCONTRACTORS					
TBD subcontractors/consultants (GrandPad program)		$13,000			$13,000
UEG (Tablet deployment)		$8,700			$8,700
TOTAL SUBCONTRACTOR COST		$21,700			$21,700
EQUIPMENT					
GrandPads	$92,800	$52,300	$500		$145,600
Tablets		$7,800			$7,800
TOTAL EQUIPMENT COST	$92,800	$60,100	$500		$153,400
OTHER					
Description					
TOTAL REMODELING COST					
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	$92,800	$81,800	$500		$175,100

HSA #4					**12/2/2020**

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APPENDIX A-2 – SERVICES TO BE PROVIDED

Community Tech Network
SF Connected Program:
Digital Literacy Training and Technical Support Services

Effective January 1, 2021 – June 30, 2024

</div>

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. The program aims to improve the wellbeing, quality of life, and independence of older adults and adults with disabilities by bridging the digital divide.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
At Risk of Institutionalization		To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
Communities of Color		An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
DAS		Department of Disability and Aging Services.
DAS 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.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations

		in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		Community 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.
Limited English-Speaking Proficiency		Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Socially Isolated		Having few social relationships and few people to interact with regularly.
SF Connected Program		A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at DAS-approved 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, affordable housing, supportive housing, and Adult Day Service facilities authorized by DAS to manage DAS-coordinated digital literacy training and support.

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

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

IV. Eligibility for the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

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

Grantee shall provide training in one or more of the following topics:

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

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

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

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

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

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

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

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

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

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

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

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

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

For the 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 from 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 retain a device.
- Connection to digital literacy support and/or other virtual social services programs after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

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

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

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

VI. Service Objectives

- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*

- Digital Literacy Training Hours - *One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.*

- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY20/21	FY21/22	FY22/23	FY23/24
Unduplicated Consumers	600	600	680	850
Digital Literacy Training Hours	3600	3600	3984	4559
Tech Support Service Hours	720	870	720	1270

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

Sarah Chan	Ella Lee

Program Analyst	Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
Sarah.Chan@sfgov.org	Ella.Lee@sfgov.org

IX.   Monitoring Activities

A. <u>Program Monitoring</u>: 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 DAS 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. <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 the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Community Tech Network   Appendix A-2
SF Connected – Tech Training FY21-24 rev.3
7 of 7   June 2023

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name				Term	
Community Tech Network				01/01/2021 to 06/30/2024	

(Check One)   New ____   Renewal ____   Modification __x__

If modification, Effective Date of Mod. 07/01/2023   No. of Mod.

Program: SF Connected

Program Term	1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Revised	Revised	Revised	Budget	
Expenditures					
Salaries & Benefits	$110,340	$233,355	$295,295	$363,391	$1,002,381
Operating Expense	$75,942	$112,292	$82,463	$98,235	$368,932
Subtotal	$186,282	$345,647	$377,758	$461,626	$1,371,313
Indirect Percentage (%)	15%	16%	15%	15%	
Indirect Cost (Line 16 X Line 15)	$27,941	$54,694	$56,665	$69,245	$208,545
Capital/ Subcontractor Expenditure		$18,983	$13,250		$32,233
Total Expenditures	$214,223	$419,324	$447,673	$530,871	$1,612,091
HSA Revenues					
General Fund	$175,682	$351,365	$351,365	$265,436	$1,143,848
CODB	$10,541	$21,398	$36,308		$68,247
OTO	$28,000	$46,561			$74,561
FY22/23 Addback for devices, boardband, and training			$11,380		$11,380
FY22/23 Access To Technology			$48,620		$48,620
FY23/24 Digital Connector				$265,435	$265,435
TOTAL HSA REVENUES	$214,223	$419,324	$447,673	$530,871	$1,612,091
Other Revenues					
Total Other Revenues					
Total Revenues	$214,223	$419,324	$447,673	$530,871	$1,612,091
Full Time Equivalent (FTE)					
Prepared by: Kami Griffiths					5/24/2023
HSA-CO Review Signature:					
HSA #1					**4/18/2023**

Program: SF Connected									Appendix B-2, Page 2
(Same as Line 9 on HSA #1)									

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Revised Budgeted Salary	Revised Budgeted Salary	Revised Budgeted Salary	Budgeted Salary	Budgeted Salary
Finance Director	$73,500	0.05	100%	0.05			$6,859	$3,675	$10,534
Senior Digital Equity Program Manager	$68,250	1.00	100%	1.00	$28,500	$58,564	$41,550	$68,250	$196,864
Data Quality & Control Manager	$63,000	0.10	100%	0.10				$6,300	$6,300
Curriculum Manager	$63,000	0.10	100%	0.10				$6,300	$6,300
Digital Equity Program Manager (Spanish)	$63,000	0.50	100%	0.50		$2,027	$10,525	$31,500	$44,052
Digital Literacy Trainer (Spanish)	$59,850	0.25	100%	0.25		$2,640	$19,746	$14,963	$37,349
Home Connect Program Coordinator	$59,850	0.50	100%	0.50		$7,378	$31,318	$29,925	$68,621
Staffing Manager	$63,000	0.20	100%	0.20		$5,812	$23,463	$12,600	$41,875
Virtual Program Coordinator	$59,850	0.13	100%	0.13			$3,563	$7,481	$11,044
Digital Equity Program Director	$80,000	0.10	100%	0.10		$3,238	$9,708	$8,000	$20,946
Program & Volunteer Coordinator	$59,850	0.75	100%	0.75			$30,099	$44,888	$74,987
Administrative Assistant	$54,600	0.50	100%	0.50				$27,300	$27,300
Learning and Development Program Manager	$63,000	0.20	100%	0.20			$4,837	$12,600	$17,437
Marketing / Writer	$59,850	0.10	100%	0.10		$8,966		$5,985	$14,951
Program & Partnerships Director	$84,000	0.05	100%	0.05				$4,200	$4,200
Executive Director		-		-	$5,706	$5,217			$10,923
Digital Literacy Tutor (Cantonese)		-		-	$9,106	$5,042			$14,148
Program & Volunteer Manager		-		-	$14,350	$51,019	$26,685		$92,054
Digital Literacy Manager (Spanish)		-		-	$11,480	$13,714	$3,768		$28,962
Digital Equity Program Manager (Russian)		-		-	$11,480	$12,359	$2,587		$26,426
Bilingual Training Associate		-		-		$8,741	$1,280		$10,021
Administrative Manager		-		-	$9,548	$5,383	$22,058		$36,989
		-		-					
		-		-					
		-		-					
TOTALS	$974,600	4.53	1500%	4.53	$90,170	$190,099	$238,046	$283,966	$802,281
FRINGE BENEFIT RATE	28%								
EMPLOYEE FRINGE BENEFITS	$272,888				$20,170	$43,256	$57,249	$79,425	$200,100
TOTAL SALARIES & BENEFITS	$1,247,488				$110,340	$233,355	$295,295	$363,391	$1,002,381

HSA #2   4/18/2023

Program: SF Connected					Appendix B-2, Page 3
(Same as Line 9 on HSA #1)					

Operating Expense Detail

Expenditure Category	TERM 1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Budget	Total
Rental of Property	$1,612	$4,520	$5,089	$4,536	$15,757
Utilities(Elec, Water, Gas, Phone, Garbage)	$3,386		$861	$1,500	$5,747
Office Supplies, Postage	$2,682	$4,277	$2,315	$1,200	$10,474
Building Maintenance Supplies and Repair					
Printing and Reproduction	$1,100	$5,348	$1,053	$7,500	$15,001
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)	$777	$473	$621	$1,200	$3,071
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
Bilingual Digital Literacy Trainers (Contract)	$31,887	$32,489	$34,592	$52,000	$150,968
Technology Consultant		$24,719	$3,012		$27,731
Salesforce Admin		$5,000	$7,059	$7,280	$19,339
Team Logic			$2,610	$6,071	$8,681
KBS Mobility			$2,376		$2,376
OTHER					
Background checks	$1,466	$3,303	$2,224	$1,260	$8,253
Technology	$21,712	$1,327	$4,493	$1,688	$29,220
Marketing/design	$3,000	$8,500	$12,159	$12,000	$35,659
Internet		$8,398	$3,999		$12,397
Volunteer Trainer	$3,020	$2,020			$5,040
Training Manager	$5,300	$8,168			$13,468
Tablet configuration		$3,750			$3,750
Translation				$2,000	$2,000
TOTAL OPERATING EXPENSE	$75,942	$112,292	$82,463	$98,235	$368,932

HSA #3   **4/18/2023**

Program: SF Connected (Same as Line 9 on HSA #1)				Appendix B-2, Page 4	
Subcontractor/Capital Expenditures					
SUBCONTRACTORS	1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Budget	Total
TOTAL SUBCONTRACTOR COST					
E Q U I P M E N T					
Tablets		$18,983	$13,250		$32,233
TOTAL EQUIPMENT COST		$18,983	$13,250		$32,233
OTHER					
Description					
TOTAL REMODELING COST					
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		$18,983	$13,250		$32,233
HSA #4			**4/18/2023**		

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APPENDIX A-3 – SERVICES TO BE PROVIDED

Conard House, Inc.
SF Connected Program:
Digital Literacy Training and Technical Support Services

Effective January 1, 2021 – June 30, 2024

</div>

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. The program aims to improve the wellbeing, quality of life, and independence of older adults and adults with disabilities by bridging the digital divide.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
At Risk of Institutionalization		To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
Communities of Color		An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
DAS		Department of Disability and Aging Services.
DAS 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.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations

		in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		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.
Limited English-Speaking Proficiency		Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Socially Isolated		Having few social relationships and few people to interact with regularly.
SF Connected Program		A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at DAS-approved 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, affordable housing, supportive housing, and Adult Day Service facilities authorized by DAS to manage DAS-coordinated digital literacy training and support.

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

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

IV. Eligibility for the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

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

Grantee shall provide training in one or more of the following topics:

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

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

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

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

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

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

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

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

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

Tech Support Services

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

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

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

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

For the 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 from 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 retain a device.
- Connection to digital literacy support and/or other virtual social services programs after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

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

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

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

VI. Service Objectives

- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*

- Digital Literacy Training Hours - *One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.*

- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY20/21	FY21/22	FY22/23	FY23/24
Unduplicated Consumers	105	147	220	220
Digital Literacy Training Hours	720	960	1440	1440
Tech Support Service Hours	NA	NA	NA	NA

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.

Conard House, Inc.   Appendix A-3
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- 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 DAS GetCare-SF Connected module.
B. Grantee will enter into the DAS-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; the 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 the grantee each grant year.
G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).
I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Sarah Chan	Ella Lee

Program Analyst DAS, Office of Community Partnerships 1650 Mission St., 5th Floor San Francisco, CA 94103 Sarah.Chan@sfgov.org	Contract Manager Office of Contract Management PO Box 7988 San Francisco, CA 94120 Ella.Lee@sfgov.org

IX.   Monitoring Activities

A. <u>Program Monitoring</u>: 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 DAS 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. <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 the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

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HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name	Term
Conard House	01/01/2021 to 06/30/2024

(Check One)　　New _____　　Renewal _____　　Modification __x__

If modification, Effective Date of Mod. 07/01/2023　　　No. of Mod.

Program: SF Connected

Program Term	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Revised	Revised	Revised	Budget	
Expenditures					
Salaries & Benefits	$29,588	$64,746	$159,669	$149,200	$403,203
Operating Expense	$23,927	$99,412	$17,843	$17,843	$159,025
Subtotal	$53,515	$164,158	$177,512	$167,043	$562,228
Indirect Percentage (%)	13%	13%	13%	13%	
Indirect Cost (Line 16 X Line 15)	$6,957	$21,341	$23,077	$21,716	$73,091
Capital/ Subcontractor Expenditure					
Total Expenditures	$60,472	$185,499	$200,589	$188,759	$635,319
HSA Revenues					
General Fund	$57,941	$84,361	$84,361	$188,759	$415,422
CODB	$2,531	$5,138	$12,398		$20,067
OTO		$96,000	$92,000		$188,000
FY22/23 Addback for devices, boardband, and training			$11,830		$11,830
TOTAL HSA REVENUES	$60,472	$185,499	$200,589	$188,759	$635,319
Other Revenues					
Total Other Revenues					
Total Revenues	$60,472	$185,499	$200,589	$188,759	$635,319
Full Time Equivalent (FTE)					

Prepared by:	11/9/2022
HSA-CO Review Signature:	

HSA #1　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　**10/25/2016**

Program: SF Connected
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Revised Budgeted Salary	Revised Budgeted Salary	Revised Budgeted Salary	Budgeted Salary	Budgeted Salary
Volunteer Program Manager	$76,627	1.00	88.48%	0.88		$9,475	$76,627	$67,802	$153,904
Digital Literacy Specialist	$57,970	1.00	100.00%	1.00	$22,760	$35,903	$57,970	$57,970	$174,603
				-					
				-					
				-					
				-					
				-					
				-					
				-					
				-					
				-					
TOTALS	$134,597	2.00	188.48%	1.88	$22,760	$45,378	$134,597	$125,772	$328,507
FRINGE BENEFIT RATE	19%								
EMPLOYEE FRINGE BENEFITS	$25,072				$6,828	$19,368	$25,072	$23,428	$74,696
TOTAL SALARIES & BENEFITS	$159,669				$29,588	$64,746	$159,669	$149,200	$403,203

HSA #2   **10/25/2016**

Program: SF Connected   Appendix B-3, Page 3
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM 1/1/21- 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Budget	Total
Rental of Property	$11,107	$5,125	$5,125	$5,125	$26,482
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage	$385	$385	$385	$385	$1,540
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance	$959	$959	$959	$959	$3,836
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
OTHER					
Date security & systems (WiFi)	$657	$657	$657	$657	$2,628
WiFi installation & equipment	$10,819	$92,286	$10,717	$10,717	$124,539
TOTAL OPERATING EXPENSE	$23,927	$99,412	$17,843	$17,843	$159,025

HSA #3   **10/25/2016**

APPENDIX A-2 – SERVICES TO BE PROVIDED

LightHouse for the Blind and Visually Impaired
SF Connected Program:
Digital Literacy Training and Technical Support Services

Effective January 1, 2021 – June 30, 2024

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. The program aims to improve the wellbeing, quality of life, and independence of older adults and adults with disabilities by bridging the digital divide.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
At Risk of Institutionalization		To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
Communities of Color		An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
DAS		Department of Disability and Aging Services.
DAS 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.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations

		in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		LightHouse for the Blind and Visually Impaired
HSA		Human Services Agency of the City and County of San Francisco.
LGBTQ+		An acronym/term used to refer to persons who self-identify as non –heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency		Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Socially Isolated		Having few social relationships and few people to interact with regularly.
SF Connected Program		A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at DAS-approved 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, affordable housing, supportive housing, and Adult Day Service facilities authorized by DAS to manage DAS-coordinated digital literacy training and support.

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

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

IV.   Eligibility for the SF Connected Program

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

V.   Description of Services

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

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

Grantee shall provide training in one or more of the following topics:

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

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

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

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

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

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

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

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

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

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

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

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

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

For the 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 from 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 retain a device.
- Connection to digital literacy support and/or other virtual social services programs after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

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

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

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

VI. Service Objectives

- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*

- Digital Literacy Training Hours - *One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.*

- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY20/21	FY21/22	FY22/23	FY23/24
Unduplicated Consumers	95	95	95	65
Digital Literacy Training Hours	1180	1180	1180	1020
Tech Support Service Hours	20	20	20	250

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.

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- 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 DAS GetCare-SF Connected module.

B.   Grantee will enter into the DAS-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; the 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 the grantee each grant year.

G.   Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.

H.   Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).

I.   Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

J.   Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Reanna Albert	Ella Lee

Program Analyst	Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
Reanna.Albert@sfgov.org	Ella.Lee@sfgov.org

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on DAS 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.

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HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name				Term	
LightHouse for the Blind and Visually Impaired				01/01/2021 to 06/30/2024	

(Check One) New ___ Renewal ____ Modification _X___

If modification, Effective Date of Mod. 07/01/2023   No. of Mod.

Program: SF Connected

Program Term	1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Revised	Revised	Revised	Budget	
Expenditures					
Salaries & Benefits	$27,461	$54,953	$57,169	$57,169	$196,752
Operating Expense	$8,249	$425	$425	$425	$9,524
Subtotal	$35,710	$55,378	$57,594	$57,594	$206,276
Indirect Percentage (%)	12%	12%	12%	12%	
Indirect Cost (Line 16 X Line 15)	$4,287	$6,651	$6,916	$6,916	$24,770
Capital Expenditure					
Total Expenditures	$39,997	$62,029	$64,510	$64,510	$231,046
HSA Revenues					
General Fund	$29,127	$58,253	$58,253	$64,510	$210,143
CODB and MCO	$1,870	$3,776	$6,257		$11,903
OTO	$9,000				$9,000
TOTAL HSA REVENUES	$39,997	$62,029	$64,510	$64,510	$231,046
Other Revenues					
Total Other Revenue					
Total Revenues	$39,997	$62,029	$64,510	$64,510	$231,046
Full Time Equivalent (FTE)					

Prepared by:	Iris Feng		415-694-7341	Date: 6/17/2021

HSA-CO Review Signature:

HSA #1   **10/25/2016**

Program Name: SF Connected
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	Agency Totals Annual Full Time Salary for FTE	Total FTE	HSA Program % FTE funded by HSA (Max 100%)	Adjusted FTE	1/1/21 - 6/30/21 Revised Budgted Salary	7/1/21 - 6/30/22 Revised Budgted Salary	7/1/22 - 6/30/23 Revised Budgted Salary	7/1/23 - 6/30/24 Budgeted Salary	Total Budgeted Salary
Senior Technology Instructor	$60,782	0.20	67%	0.13	$5,122	$9,844	$10,254	$8,104	$33,324
Access Technology Instructor	$61,619	0.13	100%	0.13	$1,615	$3,231	$3,365	$8,010	$16,221
Access Technology Specialist	$68,000	0.13	100%	0.13	$5,437	$10,374	$10,806	$8,840	$35,457
Access Technology Specialist	$68,006	0.08	100%	0.08	$4,523	$8,685	$8,991	$5,440	$27,639
Access Technology Specialist	$70,000	0.09	100%	0.09				$6,160	$6,160
Director of Access Technology	$120,225	0.05	100%	0.05	$2,278	$3,809	$3,967	$5,518	$15,572
Manager of Corporate Relationships, Access Tehnology	$74,800	0.03	100%	0.03	$2,075	$6,183	$6,440	$2,244	$16,942
Vice President of Programs				-	$237	$473	$493		$1,203
				-					
				-					
TOTALS	$523,432	0.70	667%	0.64	$21,287	$42,599	$44,316	$44,316	$152,518
FRINGE BENEFIT RATE	29%								
EMPLOYEE FRINGE BENEFITS	$151,812				$6,174	$12,354	$12,853	$12,853	$44,234
TOTAL SALARIES & BENEFITS	$675,244				$27,461	$54,953	$57,169	$57,169	$196,752

HSA #2

10/25/2016

| Program Name: SF Connected | | | | | Appendix B-2, Page 3 |
| (Same as Line 9 on HSA #1) | | | | | |

Operating Expense Detail

Expenditure Category	TERM 1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Budget	Total
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage					
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
Language interpreters	$213	$425	$425	$425	$1,488
OTHER					
Program supplies	$8,036				$8,036
TOTAL OPERATING EXPENSE	$8,249	$425	$425	$425	$9,524

HSA #3   **10/25/2016**

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APPENDIX A3– SERVICES TO BE PROVIDED

Self Help for the Elderly
SF Connected Program:
Digital Literacy Training and Technical Support Services

Effective January 1, 2021 – June 30, 2024

</div>

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. The program aims to improve the wellbeing, quality of life, and independence of older adults and adults with disabilities by bridging the digital divide.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability.
At Risk of Institutionalization		To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON		Contracts Administration, Reporting and Billing Online System.
City		City and County of San Francisco, a municipal corporation.
Communities of Color		An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
DAS		Department of Disability and Aging Services.
DAS 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.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations

		in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		Self Help for the Elderly
HSA		Human Services Agency of the City and County of San Francisco.
LGBTQ+		An acronym/term used to refer to persons who self-identify as non –heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency		Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM		Office of Contract Management, Human Services Agency.
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Outreach		Organized events in which SF Connected Program activities are promoted.
Public Awareness		Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
Socially Isolated		Having few social relationships and few people to interact with regularly.
SF Connected Program		A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at DAS-approved 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, affordable housing, supportive housing, and Adult Day Service facilities authorized by DAS to manage DAS-coordinated digital literacy training and support.

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

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

IV. Eligibility for the SF Connected Program

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

V.   Description of Services

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

Digital Literacy Training

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

Grantee shall provide training in one or more of the following topics:

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

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

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

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

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

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

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

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

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

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

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

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

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

For the 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 from 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 retain a device.
- Connection to digital literacy support and/or other virtual social services programs after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

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

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

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

VI. Service Objectives
- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*

- Digital Literacy Training Hours - *One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.*

- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY21/22	FY21/22	FY22/23	FY23/24
Unduplicated Consumers	700	838	880	1138
Digital Literacy Training Hours	2350	2626	2626	3826
Tech Support Service Hours	50	188	318	1138

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%

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SF Connected – Tech Training FY21-24 rev.3
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Appendix A3

June 2023

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

Sarah Chan	Tahir Shaikh
Program Analyst	Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management

1650 Mission St., 5th Floor San Francisco, CA 94103 Sarah.Chan@sfgov.org	PO Box 7988 San Francisco, CA 94120 Tahir.Shaikh@sfgov.org

IX.   Monitoring Activities

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

B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, state and federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of personnel manual, emergency operations plan, compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

HUMAN SERVICES AGENCY BUDGET SUMMARY

Name				1/1/21-6/30/24
SELF-HELP FOR THE ELDERLY				
(Check One) New ☐enewal ____ Modification X____				
If modification, Effective Date of Mod. 1/1/21 No. of Mod.				
Program: SF Connected				
Budget Reference Page No.(s)	Budget	Budget	Revised Budget	Budget	Total
Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
Expenditures					
Salaries & Benefits	$75,896	$185,746	$189,935	$238,625	$690,202
Operating Expense	$2,288	$15,599	$11,009	$22,589	$51,485
Subtotal	$78,184	$201,345	$200,944	$261,214	$741,687
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Cost (Line 16 X Line 15)	$11,728	$30,201	$30,142	$39,182	$111,253
Capital Expenditure	$10,705			$3,600	$14,305
Total Expenditures	$100,617	$231,546	$231,086	$303,996	$867,245
HSA Revenues					
General Fund	$100,617	$135,833	$135,833	$151,196	$523,479
FY 20/21 CODB		$4,075	$4,075		$8,150
OTO Add-Back		$86,271			$86,271
FY 21/22 CODB		$4,197	$5,367		$9,564
MCO		$1,170			$1,170
CODB 4% FY 22/23			$5,811		$5,811
Add-Back			$80,000		$80,000
CDA				$152,800	$152,800
TOTAL HSA REVENUES	$100,617	$231,546	$231,086	$303,996	$867,245
Other Revenues					
Total Revenues	$100,617	$231,546	$231,086	$303,996	$867,245
Full Time Equivalent (FTE)					
Prepared by: Leny Nair				Date 5/23/2023
HSA-CO Review Signature:				

HSA #1   **11/15/2007**

Program Name: SF Connected
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

SF Connected

POSITION TITLE	Annual Full TimeSalary for FTE	Total % FTE	Adjusted FTE	Revised Budgeted Salary	Revised Budgeted Salary	Revised Budgeted Salary	Budgeted Salary	TOTAL 1/1/21-6/30/24
	Agency Totals		HSA Prog	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	1/1/21-6/30/24
Project Coordinator	$50,003	52%	100%	$9,649	$38,865	$25,779	$50,000	$124,293
Tech Support	$45,760	100%	50%	$6,088	$16,981	$19,762	$22,880	$65,711
Instructor	$45,760	43%	100%	$6,030	$13,066	$19,656		$38,752
Instructor-Chinese	$45,760	33%	100%	$7,084	$798	$8,736	$14,872	$31,490
Instructor-Vietnamese	$54,954	100%	16%	$7,237	$7,253	$10,483	$8,736	$33,709
Instructor-Russian	$45,760	19%	100%	$1,761	$4,465	$8,736	$8,736	$23,698
Instructor-Spanish	$45,760	26%	100%	$4,448	$4,368	$4,368	$12,000	$25,184
Chinese Instructor	$45,760	16%	100%	$12,534	$5,124	$7,426		$25,083
Instructor-English	$45,760	100%	16%	$6,532	$3,825	$7,426	$7,426	$25,208
CHAT Project Computer Inst	$45,760				$18,087			$18,087
Instructor-Chinese	$45,760	100%	90%		$19,783	$17,278	$41,184	$78,245
Instructor-Chinese	$45,760	45%	100%		$6,886		$20,490	$27,376
Instructor-Chinese	$43,680	100%	35%		$15,288			$15,288
Program Assistant	$45,760	100%	10%			$22,880	$4,576	$27,456
TOTALS	$651,997	8.34	9.17	$61,363	$154,788	$152,529	$190,900	$559,580
FRINGE BENEFIT RATE	25%					25%		
EMPLOYEE FRINGE BENEFITS	$162,999			$14,533	$30,958	$37,406	$47,725	$130,622
TOTAL SALARIES & BENEFITS	$814,996			$75,896	$185,746	$189,935	$238,625	$690,202

HSA #2   **11/15/2007**

Program Name: SF Connected
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	Budget 1/1/21-6/30/21	Budget 7/1/21-6/30/22	Revised Budget 7/1/22-6/30/23	Budget 7/1/23-6/30/24	TOTAL 1/1/21-6/30/24
Rental of Property			$3,600	$3,600	$13,537	$20,737
Utilities(Elec, Water, Gas, Phone, Scavenger)			$240	$300	$922	$1,462
Office Supplies, Postage		253.00	$709	$809	$1,295	$3,066
Building Maintenance Supplies and Repair						
Printing and Reproduction						
Insurance		250.00	$1,250	$1,000	$1,896	$4,396
Staff Training						
Staff Travel-(Local & Out of Town)			$1,100	$600	$1,650	$3,350
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
OTHER						
Recruitment		310.00	$400	$700	$400	$1,810
Communications-Cellphone allowance, landlines and internet service		1,475.00	$4,500	$2,000	$2,389	$10,364
Peripherals/Accessories-Ipad charging cables, charging docs, screen protectors and headphones			$3,800	$2,000		$5,800
Outreach					$500	$500
TOTAL OPERATING EXPENSE			$2,288	$15,599	$11,009	$22,589	$51,485
HSA #3						**11/15/2007**

Program Name: SF Connected
(Same as Line 9 on HSA #1)

Capital Expenditure Detail
(Equipment and Remodeling Cost)

EQUIPMENT		TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	TOTAL 1/1/21-6/30/23
No.	ITEM/DESCRIPTION						
	Tablet/Keyboard/Mouse		10,705				10,705
	Computer/Ipads					3600	3,600
TOTAL EQUIPMENT COST			10,705			3,600	14,305

REMODELING					
Description:					
TOTAL REMODELING COST					

TOTAL CAPITAL EXPENDITURE	10,705			3,600	14,305

(Equipment and Remodeling Cost)

HSA #4   **11/15/2007**

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APPENDIX A-2 – SERVICES TO BE PROVIDED

The Arc San Francisco
SF Connected Program:
Digital Literacy Training and Technical Support Services

Effective January 1, 2021 – June 30, 2024

</div>

I.   Purpose

The purpose of this grant is to provide digital literacy training, awareness, access and support to older adults and adults with disabilities in San Francisco. The program aims to improve the wellbeing, quality of life, and independence of older adults and adults with disabilities by bridging the digital divide.

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Communities of Color		An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism
DAS		Department of Disability and Aging Services.
DAS 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.
DAHLIA		City and County of San Francisco's Online Housing Portal.
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and

		visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		The Arc San Francisco
HSA		Human Services Agency of the City and County of San Francisco.
LGBTQ+		An acronym/term used to refer to persons who self-identify as non –heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
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OCM		Office of Contract Management, Human Services Agency.
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Technology Lab		Senior centers, community centers, affordable housing, supportive housing, and Adult Day Service facilities authorized by DAS to manage DAS-coordinated digital literacy training and support.

III. Target Population

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

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

IV. Eligibility for the SF Connected Program

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

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

Digital Literacy Training

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

 Grantee shall provide training in one or more of the following topics:

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

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

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

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

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

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

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

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

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

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

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

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

Acquiring a Personal Device. Interested participants will receive the necessary support to obtain a personal device that will enable them to access virtual services/activities.

Federal/state/local programs will be identified, and eligibility requirements will be shared with the participants. Receipt of a device is not guaranteed but participants will continually receive support until all options are exhausted.

For the 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 from 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 retain a device.
- Connection to digital literacy support and/or other virtual social services programs after completion of the required workshops.
- Evaluation that measures program efficacy and impact to the lives of the participants.

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

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

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

VI. Service Objectives
- Unduplicated Consumers - *One unit is one consumer receiving services highlighted in this scope of work.*

- Digital Literacy Training Hours - *One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or at a DAS technology lab, provided by a paid instructors or volunteers trained by the grantee.*

- Tech Support Service Hours - *One unit is one hour of support service hours provided by paid staff or volunteers trained by the grantee.*

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

	FY20/21	FY21/22	FY22/23	FY23/24
Unduplicated Consumers	60	60	60	90
Digital Literacy Training Hours	350	350	500	600

Tech Support Service Hours	50	50	75	87

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 DAS GetCare-SF Connected module.
B. Grantee will enter into the DAS-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; the 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 the grantee each grant year.
G. Grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. Grantee shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1-December 31 data) and July 10th (for January 1-June 30 data).

I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.

J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

Reanna Albert	Ella Lee
Program Analyst	Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
Reanna.Albert@sfgov.org	Ella.Lee@sfgov.org

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on DAS 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.

Appendix B-2, Page 1

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name				Term	
The Arc San Francisco				01/01/2021 to 06/30/2024	

(Check One)   New _____   Renewal _____   Modification __x__

If modification, Effective Date of Mod. 07/01/2023   No. of Mod.

Program: SF Connected

Program Term	1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Revised	Revised	Revised	Budget	
Expenditures					
Salaries & Benefits	$45,455	$92,205	$96,891	$151,781	$386,332
Operating Expense			$12,600	$8,568	$21,168
Subtotal	$45,455	$92,205	$109,491	$160,349	$407,500
Indirect Percentage (%)	10%	10%	10%	10%	
Indirect Cost (Line 16 X Line 15)	$4,545	$9,195	$10,689	$15,655	$40,084
Capital/ Subcontractor Expenditure	$9,000	$1,600	$9,600		$20,200
Total Expenditures	$59,000	$103,000	$129,780	$176,004	$467,784
HSA Revenues					
General Fund	$50,000	$100,000	$100,000	$107,120	$357,120
CODB		$3,000	$7,120		$10,120
OTO	$9,000				$9,000
FY22/23 Addback for devices, boardband, and training			$22,660		$22,660
FY23/24 Digital Connector				$68,884	$68,884
TOTAL HSA REVENUES	$59,000	$103,000	$129,780	$176,004	$467,784
Other Revenues					
Total Other Revenues					
Total Revenues	$59,000	$103,000	$129,780	$176,004	$467,784
Full Time Equivalent (FTE)					
Prepared by:					
HSA-CO Review Signature:					

HSA #1   10/25/2016

Program: SF Connected							Appendix B-2, Page 2
(Same as Line 9 on HSA #1)							
Salaries & Benefits Detail							

	Agency Totals		HSA Program		1/1/21- 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Revised Budgeted Salary	Revised Budgeted Salary	Revised Budgeted Salary	Budgeted Salary	Budgeted Salary
Education, Direct Service Specialist	$45,000	1.50	100.00%	1.50	$28,856	$45,000	$45,000	$67,500	$186,356
Program Manager	$50,000	0.38	100.00%	0.38	$2,917	$16,289	$16,430	$19,000	$54,636
Peer Help Desk Attendant	$42,000	0.05	100.00%	0.05	$612	$1,050	$1,050	$2,100	$4,812
Associate Director, Education	$60,000	0.25	100.00%	0.25	$3,150	$5,400	$7,705	$15,000	$31,255
Volunteer Coordinator	$70,000	0.14	100.00%	0.14		$4,900	$6,203	$9,800	$20,903
Job Developer	$50,000	0.16	100.00%	0.16				$8,025	$8,025
Job Coach				-	$656	$1,125	$1,125		$2,906
				-					
				-					
				-					
				-					
				-					
				-					
TOTALS	$317,000	2.48	600.00%	2.48	$36,191	$73,764	$77,513	$121,425	$308,893
FRINGE BENEFIT RATE	25%								
EMPLOYEE FRINGE BENEFITS	$79,249				$9,264	$18,441	$19,378	$30,356	$77,439
TOTAL SALARIES & BENEFITS	$396,249				$45,455	$92,205	$96,891	$151,781	$386,332
HSA #2									**10/25/2016**

Program: SF Connected   Appendix B-2, Page 3
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21- 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Budget	Total
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Garbage)						
Office Supplies, Postage						
Building Maintenance Supplies and Repair						
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
Curriculum Consultant				$10,000	$8,568	$18,568
OTHER						
2 Owl Cameras				$2,600		$2,600
TOTAL OPERATING EXPENSE				$12,600	$8,568	$21,168

HSA #3   **10/25/2016**

| Program: SF Connected | | | | Appendix B-2, Page 4 |
| (Same as Line 9 on HSA #1) | | | | |

Subcontractor/Capital Expenditures

SUBCONTRACTORS	1/1/21- 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Budget	Total
TOTAL SUBCONTRACTOR COST					
EQUIPMENT					
Units Electronics (laptops, tablets, etc.)		$1,600	$1,600		$3,200
OTO Devices/Internet	$9,000				$9,000
2 SMART Board			$8,000		$8,000
2 Owl Cameras					
TOTAL EQUIPMENT COST	$9,000	$1,600	$9,600		$20,200
OTHER					
Description					
TOTAL REMODELING COST					
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	$9,000	$1,600	$9,600		$20,200
HSA #4					**12/2/2020**

SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services

SF Connected Technology Labs

Agency	Address	Technology Lab	District	Number of Systems
Bayview Hunters Point	1250 La Salle Avenue	Bayview ADHC	1	16
Bayview Hunters Point	1753 Carrol Avenue	Dr. George Davis Senior Center	2	23
Bayview Hunters Point	1111 Buchanan Street	Rosa Parks Community Center	3	8
Bayview Hunters Point	1390 -1/2 Turk Street	Western Addition Senior Center	4	7
Bernal Heights Neighborhood	515 Cortland Avenue	Bernal Heights Neighborhood Center	5	20
Bernal Heights Neighborhood	4468 Mission Street	Excelsior Senior Center	6	49
Catholic Charities-CYO	65 Beverly Street	CCCYO OMI Senior Center	7	10
Catholic Charities-CYO	50 Broad Street	CCCYO San Francisco ADS	8	21
Centro Latino de San Francisco	1656 15th Street	Centro Latino	9	15
Community Living Campaign	1663 Mission Street	Community Living Campaign Tech Hub	10	11
Conard House	259 Hyde Street	Allen Hotel	11	20
Conard House	64 Turk Street	Aranda Residence		
Conard House	2441 Jackson Street	Cooperative Apartments		
Conard House	150 - 9th Street	El Dorado Hotel		
Conard House	820 O'Farrell Street	Jordan Apartments		
Conard House	140 Jones Street	The Lyric		
Conard House	270 McAllister Street	The McAllister		
Conard House	240 Hyde Street	The Midori		
Conard House	42 Washburn Street	Washburn Residence		
Curry Senior Center	315 Turk Street	Curry Senior Center		
Department of Homelessness	988 Howard Street	Plaza Apartments		
Episcopal Community Center	705 Natoma Street	Canon Kip Senior Center		
Golden Gate Senior Services	110 Diamond Street	Castro Senior Center		
Golden Gate Senior Services	6221 Geary Boulevard	Richmond Senior Center		
Jewish Family and Children's	2534 Judah Street	L'Chaim Adult Day Services		
Kimochi, Inc	1531 Sutter Street	Kimochi Home ADS		
Lighthouse for the Blind	1155 Market Street	LightHouse		
Mercy Housing	54 McAllister Street	Dorothy Day Senior Center		
Mission Neighborhood Center	362 Capp Street	Capp Street Senior Center		
On Lok	225 - 30th Street	30th Street Senior Center		
Self-Help for the Elderly	408 - 22nd Avenue	Jackie Chan ADS		
Self-Help for the Elderly	5757 Geary Boulevard	Jackie Chan Senior Center		
Self-Help for the Elderly	500 Raymond Avenue	John King Senior Center		
Self-Help for the Elderly	1483 Mason Street	Lady Shaw Residence		
Self-Help for the Elderly	1484 Mason Street	Lady Shaw Senior Center		
Self-Help for the Elderly	131 Lenox Way	West Portal Club House		
Sequoia Living	890 Beach Street	Aquatic Park Senior Center		
Sequoia Living	481 O'Farrell Street	Downtown Senior Center		
Sequoia Living	711 Eddy Street	Eastern Park Cyber Cafe		
Sequoia Living	1280 Laguna Street	Western Park Apartments		
Southwest Community	446 Randolph Street	IT Bookman Community Center		
SteppingStone ADHC/SFADN	350 Golden Gate Street	Golden Gate ADHC		
SteppingStone ADHC/SFADN	55 Mabini Street	Mabini ADHC		
SteppingStone ADHC/SFADN	930 - 4th Street	Mission Creek ADHC		
SteppingStone ADHC/SFADN	301 Ellis Street	Presentation ADHC		
WACTC	916 Laguna Street	Western Addition Technology Center		
YMCA of San Francisco	1601 Lane Street	Bayview YMCA		
YMCA of San Francisco	4080 Mission Street	Mission YMCA		
YMCA of San Francisco	3150 20th Avenue	Stonestown YMCA		

APPENDIX A-3 – SERVICES TO BE PROVIDED

Community Living Campaign – Urban Equity Group

SF Connected Program: Technical Support

Effective January 1, 2021 – June 30, 2024

I.   Purpose

The purpose of this grant is to provide technical support for the SF Connected Program, which aims to improve the wellbeing, quality of life, and independence of older adults and adults with disabilities by bridging the digital divide.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability
CARBON		Contracts Administration, Reporting and Billing On Line System
City		City and County of San Francisco, a municipal corporation.
DAS		Department of Disability and Aging Services (formerly Department of Aging and Adult Services)
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		Community Living Campaign
HSA		Human Services Agency of the City and County of San Francisco
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM		Office of Contract Management, Human Services Agency
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships
SF Connected Program		A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at DAS-approved technology labs.

Subcontractor		Urban Equity Group
Technology Lab		Senior centers, community centers, affordable housing, supportive housing, and Adult Day Service facilities authorized by DAS to manage DAS-coordinated digital literacy training and support.

III.   Description of Services

The grantee will use the subcontractor, Urban Equity Group, to provide the following services during the term of this grant:

Desktop/Laptop Service and Support

Routine Service: Routine service shall be performed quarterly for each computer. Routine service shall consist of checking general system health, ensuring that system and application updates have been applied, checking logs for system and hardware errors, checking network errors, checking disk space and resolving any issues identified. Routine service may be performed remotely once per year providing the systems have been reimaged that fiscal year. If no reimaging was completed, the systems will need to be checked twice per year.

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

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

Hardware Support: Response would be within current scope for technical support. Resolutions would be within 12 business days.

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

Infrastructure Service and Support

Servers, routers, switches, cable management, cable locks & keys, uninterruptable power supplies: These supporting devices will be monitored and supported by subcontractor. Support for third party devices (e.g. Comcast routers) is the responsibility of the SF Connected program.

Research and Development

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

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

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

Personal Device Service and Support

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

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

Within one business day, subcontractor shall respond to telephone and electronic inquiries (e-mail or via website) regarding consumers' devices (iPads, tablet, and laptops) from DAS, SF Connected grantees, and/or technology lab staff.

Subcontractor will record the incident and perform a diagnostic check to identify the problem. Subcontractor will fix/resolve issues related to the operating systems (Windows, Mac OS, Android, iOS), applications (MS Office, G-suites, Zoom, Adobe, etc.), and other issues that are within the service window approved by DAS. Subcontractor will provide expertise and recommendations to referring organizations when issues are outside the service window.

Program Evaluation:
The grantee and subcontractor shall develop and administer program evaluation and quality assurance tools, which may include but are not limited to, satisfaction surveys and questionnaires.

IV. **Service Objectives**
On an annual basis, the grantee will meet the following service objectives:

- At least 90% of technical support requests are responded to within 1 business day.
- At least 95% of technical issues are closed within 3 business days.
- At least 99% of technical support requests are closed within 5 business days.
- At least 90% of hardware support requests are closed within 12 business days.
- At least 90% of Personal Device Tech Support requests are responded to within 1 business day.

- On a quarterly basis, the grantee will meet with DAS-SF Connected and conduct and deliver quarterly outcome reports to DAS.
- Provide input to the Tech Council where appropriate.

V. Outcome Objectives

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

- Respondents are satisfied/very satisfied with the technical support received through the program. Target: 90%

VI. Reporting Requirements

A. The subcontractor will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section IV & V - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the subcontractor and the grantee.

B. The grantee and subcontractor program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; the grantee will maintain evidence of staff completion of this training.

C. The grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

D. The grantee will provide an annual consumer satisfaction survey report to OCP by March 15 each grant year.

E. The grantee will provide Ad Hoc reports as required by the Department.
For assistance with reporting requirements or submission of reports, contact:

Sarah Chan, Program Analyst	Ella Lee, Contract Manager
DAS, Office of Community Partnerships	Office of Contract Management
1650 Mission St., 5th Floor	PO Box 7988
San Francisco, CA 94103	San Francisco, CA 94120
sarah.chan@sfgov.org	ella.lee@sfgov.org

VII. Monitoring Activities

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

B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash

receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

<div align="right">Appendix B-3, Page 1</div>

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name				Term	
Community Living Campaign				01/01/2021 to 06/30/2024	

(Check One)   New ____   Renewal ____   Modification __x__

If modification, Effective Date of Mod. 07/01/2023   No. of Mod.

Program: SF Connected/Tech Support

Program Term	1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Revised	Revised	Revised	Budget	
Expenditures					
Salaries & Benefits				$16,000	$16,000
Operating Expense				$2,000	$2,000
Capital/ Subcontractor Expenditure	$74,284	$97,146	$278,556	$147,629	$597,615
Subtotal	$74,284	$97,146	$278,556	$165,629	$615,615
Indirect Percentage (%)	8%	8%	9%	9%	
Indirect Cost (Line 16 X Line 15)	$5,942	$7,772	$25,559	$14,533	$53,806
Total Expenditures	$80,226	$104,918	$304,115	$180,162	$669,421
HSA Revenues					
General Fund	$54,516	$104,918	$104,918	$90,081	$354,433
CODB	$2,914		$4,197		$7,111
OTO for device support	$22,796				$22,796
OTO for Refresh pilot			$20,000		$20,000
FY22/23 Addback for devices, boardband, and training			$25,760		$25,760
FY22/23 Access To Technology			$149,240		$149,240
FY23/24 Digital Connector				$90,081	$90,081
TOTAL HSA REVENUES	$80,226	$104,918	$304,115	$180,162	$669,421
Other Revenues					
Metta Fund	$37,500	$37,500	$56,250		$131,250
Total Other Revenues	$37,500	$37,500	$56,250		$131,250
Total Revenues	$117,726	$142,418	$360,365	$180,162	$800,671
Full Time Equivalent (FTE)					
Prepared by: Jim Battaglia					5/26/2023
HSA-CO Review Signature:					
HSA #1					**10/25/2016**

Program: SF Connected/Tech Support | Appendix B-3, Page 2
(Same as Line 9 on HSA #1)

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Revised Budgeted Salary	Revised Budgeted Salary	Revised Budgeted Salary	Budgeted Salary	Budgeted Salary
Technical Project Manager	$62,400	0.21	100.00%	0.21				$13,333	$13,333
				-					
				-					
				-					
				-					
TOTALS	$62,400	0.21	100.00%	0.21				$13,333	$13,333
FRINGE BENEFIT RATE	20%								
EMPLOYEE FRINGE BENEFITS	$12,480							$2,667	$2,667
TOTAL SALARIES & BENEFITS	$74,880							$16,000	$16,000

HSA #2   **10/25/2016**

Program: SF Connected/Tech Support   Appendix B-3, Page 3
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Revised	Total
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Garbage)						
Office Supplies, Postage						
Building Maintenance Supplies and Repair						
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
Technical specialist (GrandPad program)						
Tech support						
OTHER						
Program supplies and expenses					$2,000	$2,000
TOTAL OPERATING EXPENSE					$2,000	$2,000

HSA #3   **10/25/2016**

Program: SF Connected/Tech Support					Appendix B-3, Page 4
(Same as Line 9 on HSA #1)					

Subcontractor/Capital Expenditures

SUBCONTRACTORS	1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23	7/1/23 - 6/30/24 Budget	Total
Baseline					
Unscheduled tech service	$3,161	$9,600	$9,984	$9,984	$32,729
Scheduled tech service	$12,855	$48,600	$50,544	$50,544	$162,543
Consumer Tech Support Services	$9,288	$2,000	$85,364	$2,080	$98,732
Parking/Mileage			$9,907		$9,907
Server / infrastructure support	$2,107	$6,000	$6,240	$6,240	$20,587
Remote Control software		$2,500	$2,600	$2,600	$7,700
Support Services (Includes Refresh Project)		$28,446	$96,991	$29,584	$155,021
Tech support 10 weeks (to support CTN)	$6,750				$6,750
DAS support for Tech Labs	$5,000				$5,000
Tablet Project - image/prep	$10,520				$10,520
Tablet Project - shipping	$3,915				$3,915
Tablet Project - warm handoff	$10,687				$10,687
Tablet Project - device support	$10,000				$10,000
Digital Connections					
Broadband service support				$5,200	**$5,200**
Digital literacy supports				$41,397	$41,397
TOTAL SUBCONTRACTOR COST	$74,284	$97,146	$261,630	$147,629	$580,689
EQUIPMENT					
OTO equipment for refresh pilot systems			$16,926		$16,926
TOTAL EQUIPMENT COST			$16,926		$16,926
OTHER					
Description					
TOTAL REMODELING COST					
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE	$74,284	$97,146	$278,556	$147,629	$597,615
HSA #4			**12/2/2020**		

APPENDIX A-3 – SERVICES TO BE PROVIDED

Community Living Campaign

SF Connected Program: SF Tech Council

January 1, 2021 – June 30, 2024

I.   Purpose of Grant
The purpose of this grant is to provide administrative support to the SF Tech Council which advances digital inclusion for older adults and adults with disabilities.

II.   Definitions

Adult with a Disability		Person 18 years of age or older living with a disability
CARBON		Contracts Administration, Reporting and Billing On Line System
City		City and County of San Francisco, a municipal corporation.
DAS		Department of Disability and Aging Services (formerly Department of Aging and Adult Services)
Disability		A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Grantee		Community Living Campaign
HSA		Human Services Agency of the City and County of San Francisco
Low Income		Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
OCM		Office of Contract Management, Human Services Agency
Older Adult		Person who is 60 years or older, used interchangeably with senior.
OCP		Office of Community Partnerships

SF Connected Program		A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at DAS-approved technology labs..
Technology Lab		Senior centers, community centers, affordable housing, supportive housing, and Adult Day Service facilities authorized by DAS to manage DAS-coordinated digital literacy training and support.

III. Description of Services

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

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

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

- Coordinate effective and efficient efforts between DAS, SF Connected program partners, and community stakeholders to create a stronger commitment to a collective impact and foster a culture of accountability.
- Develop plans to work with community–based organizations serving the target population to offer digital inclusion events that bridge digital divide. In collaboration with DAS, the grantee will develop a policy and procedure for outreach and selection digital inclusion events.
- Collaborate with community–based organizations serving the target population to offer digital inclusion events (events can be in-person or virtual) that aim to bridge digital divide.
- Develop plans to work with community–based organizations serving the target population to implement digital inclusion projects that bridge digital divide. In collaboration with DAS, the grantee will develop a policy and procedure for outreach and selection of digital inclusion projects.
- Establish and maintain signed subcontract performance agreements/Memorandum of Understandings with DAS-OCP approved community-based organizations that implement and support digital inclusion projects.
- Establish and maintain signed subcontract performance agreements with independent consultants.
- Expand resources to improve internet access, training, and online materials.
- Develop plans for leveraging assets toward the sustainability of SF Connected and its efforts.

- Identify, support, and continue projects that will build bridges between the technology and service sectors in San Francisco.
- Develop and administer program evaluation and quality assurance tools, which may include but are not limited to, satisfaction surveys and questionnaires.

IV. Service Objectives

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

1. **Ten (10) Tech Council meetings will be scheduled and completed.**

2. **Ten (10) Steering Committee /Advisory Board meetings will be scheduled and completed.**
   Steering Committee meetings are held between SF Tech Council meetings.

3. **Prepare and submit at least three (3) requests for funding** to foundations in support of the SF Tech Council. Approved projects will be prepared and submitted within each fiscal year.

4. **At least twelve (12) work group meetings will be scheduled and completed.**
   The Access & Learning Workgroup meets on a monthly basis. The Project & Metrics Workgroup meets on a quarterly basis.

5. **Ensure that 80% of membership positions are filled at least 10 months out of each fiscal year.**

6. **Provide a summative evaluation of the SF Tech Council's achievements and assessment of consultant staff support to determine needs**. Feedback from SF Tech Council members via a survey will be obtained and prepared each year and the council will evaluate its achievements and assess the work of the grantee.

7. **Collaborate with community-based organizations to offer at a minimum (8) digital inclusion events (in-person events and virtual) annually.** *Only required in FY22-23 and FY23-24.*

8. **Collaborate with DAS-OCP approved community-based organizations to implement and administer ten (10) digital inclusion projects annually.** *Only required in FY22-23 and FY23-24.*

V. Outcome Objectives

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

1. The SF Tech Council advances digital inclusion and bridges the digital divide by advancing at least two (2) projects supported by government entities, community partners, foundations, and/or corporate funders. The SF Tech Council will report this objective in their annual report (also see in IV.6)

2. SF Tech Council members and participants agree that the SF Tech Council is effective in helping close the digital divide for our target population. Target: 85%

3. Partnership organizations that implemented digital inclusion events and or /digital inclusion projects agree that the SF Tech Council is effective in helping close the digital divide for our target population. Target: 85%

The SF Tech Council will administer annual surveys with a survey return rate 80% or higher to evaluate outcome objectives #2 and #3.

VI.   Reporting Requirements

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

A. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV & V – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the grantee.

C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

D. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; the grantee will maintain evidence of staff completion of this training.

E. Grantee will provide Ad Hoc reports as required by the Department.

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

Sarah Chan, Program Analyst   Ella Lee, Contract Manager
DAS, Office of Community Partnerships   Office of Contract Management
1650 Mission St., 5th Floor   PO Box 7988
San Francisco, CA 94103   San Francisco, CA 94120
sarah.chan@sfgov.org   ella.lee@sfgov.org

VII.   Monitoring Activities

A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; back up documentation for the units of service and all reporting, progress of service and outcome objectives, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence that program staff have completed the California Department of Aging (CDA) Security Awareness Training; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections III-V.

B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy

manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix B-3, Page 1

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name				Term	
Community Living Campaign				01/01/2021 to 06/30/2024	

(Check One)   New _____   Renewal _____   Modification __x__

If modification, Effective Date of Mod. 07/01/2023   No. of Mod.

Program: SF Connected/Tech Council

Program Term	1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Revised	Revised	Revised	Budget	
Expenditures					
Salaries & Benefits	$8,166	$10,708	$22,222	$17,851	$58,947
Operating Expense	$49,112	$120,186	$149,670	$166,858	$485,826
Subtotal	$57,278	$130,894	$171,892	$184,709	$544,773
Indirect Percentage (%)	15%	15%	15%	15%	
Indirect Cost	$8,592	$19,634	$25,784	$40,303	$94,313
Capital/ Subcontractor Expenditure		$27,000	$84,000	$83,974	$194,974
Total Expenditures	$65,870	$177,528	$281,676	$308,986	$834,060
HSA Revenues					
General Fund	$54,594	$109,188	$109,188	$164,188	$437,158
CODB	$3,276	$6,890	$11,853		$22,019
Adult Day/GrandPad Project	$8,000	$8,000	$8,000		$24,000
FY21/22 OTO - Thriving in Place		$27,000			$27,000
FY21/22 Supplemental Funding - Pilots		$26,450			$26,450
FY22/23 Addback for devices, boardband, and training			$26,700		$26,700
FY22/23 Access To Technology			$125,935		$125,935
FY23/24 Digital Connector				$144,798	$144,798
TOTAL HSA REVENUES	$65,870	$177,528	$281,676	$308,986	$834,060
Other Revenues					
Metta Fund	$37,500	$37,500	$56,250		$131,250
Total Other Revenues	$37,500	$37,500	$56,250		$131,250
Total Revenues	$103,370	$215,028	$337,926	$308,986	$965,310
Full Time Equivalent (FTE)					

Prepared by: Jim Battaglia	5/26/2023
HSA-CO Review Signature:	
HSA #1	**10/25/2016**

Program: SF Connected/Tech Council							Appendix B-3, Page 2
(Same as Line 9 on HSA #1)							

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		1/1/21 - 6/30/21	7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 6/30/24	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Revised Budgeted Salary	Revised Budgeted Salary	Revised Budgeted Salary	Budget ed Salary	Budgeted Salary
Co-Executive Director	$100,000	0.07	100.00%	0.07	$1,000	$3,323	$7,823	$6,519	$18,665
Co-Executive Director	$100,000	0.01	100.00%	0.01	$3,575	$1,000	$1,000	$1,000	$6,575
Finance	$80,000	0.03	100.00%	0.03	$1,000	$1,000	$2,000	$2,000	$6,000
Outreach Staff	$54,080	0.07	100.00%	0.07	$1,230	$3,600	$4,000	$4,000	$12,830
Program Director	$78,985	0.02	100.00%	0.02			$3,953	$1,304	$5,257
				-					
				-					
				-					
				-					
TOTALS	$413,065	0.19	500.00%	0.19	$6,805	$8,923	$18,776	$14,823	$49,327
FRINGE BENEFIT RATE	18%								
EMPLOYEE FRINGE BENEFITS	$75,811				$1,361	$1,785	$3,446	$3,028	$9,620
TOTAL SALARIES & BENEFITS	$488,876				$8,166	$10,708	$22,222	$17,851	$58,947
HSA #2									10/25/2016

Program: SF Connected/Tech Council				Appendix B-3, Page 3
(Same as Line 9 on HSA #1)				

Operating Expense Detail

TERM Expenditure Category	1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Budget	Total
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage					
Building Maintenance Supplies and Repair					
Printing and Reproduction	$822	$1,000	$2,535	$1,785	$6,142
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)	$400	$3,400	$800	$800	$5,400
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
Tech Council Staff Consultants (Karla, Andrew)	$45,615	$88,501	$118,986	$126,686	$379,788
Other Consulting (Marketing, Collective Action, etc)	$1,125	$2,250	$10,455		$13,830
FCA Tech Pilot		$4,000			$4,000
Televisit.org		$5,500			$5,500
SFTC White Paper		$5,500			$5,500
BAVC Video Production		$8,000			$8,000
Digital Health Navigator Consultant (Amy Sheon)				$10,000	$10,000
Digital Health Consultants (Dr. Kathy Kim)				$10,000	$10,000
Patient Journey Experience Consultant (John Corrigan, Journimap)				$10,000	$10,000
OTHER					
Program & Meeting Refreshment/supplies	$1,150	$1,295	$6,382	$6,837	$15,664
Website		$740	$750	$750	$2,240
Stipend for volunteers			$7,800		$7,800
Translation/Transcription			$1,080		$1,080
Program incentives			$882		$882
TOTAL OPERATING EXPENSE	$49,112	$120,186	$149,670	$166,858	$485,826

HSA #3   **10/25/2016**

Program: SF Connected/Tech Council					Appendix B-3, Page 4
(Same as Line 9 on HSA #1)					

Subcontractor/Capital Expenditures

SUBCONTRACTORS	1/1/21 - 6/30/21 Revised	7/1/21 - 6/30/22 Revised	7/1/22 - 6/30/23 Revised	7/1/23 - 6/30/24 Budget	Total
Thriving in Place		$25,000			$25,000
Admin Fee (8% - No indirect)		$2,000			$2,000
Community Digital Inclusion Projects: 10-12 DAS approved Community Based Organization to support digital inclusion projects			$84,000	$83,974	$167,974
TOTAL SUBCONTRACTOR COST		$27,000	$84,000	$83,974	$194,974
EQUIPMENT					
TOTAL EQUIPMENT COST					
OTHER					
Description					
TOTAL REMODELING COST					
TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		$27,000	$84,000	$83,974	$194,974

HSA #4   **12/2/2020**