⬡ **SAN FRANCISCO**
HUMAN SERVICES AGENCY

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	DISABILITY AND AGING SERVICES COMMISSION
THROUGH:	KELLY DEARMAN, EXECUTIVE DIRECTOR
FROM:	CINDY KAUFFMAN, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	JUNE 5, 2024
SUBJECT:	NEW GRANT: **MULTIPLE VENDORS (NON-PROFIT)** FOR PROVISIONS OF THE SF CONNECTED PROGRAM
GRANT TERM:	7/1/2024 - 6/30/2027

GRANT AMOUNT:

New	Contingency	Total
$6,441,156	$644,115	$7,085,271

ANNUAL AMOUNT See Table below

Funding Source	County	State	Federal	Contingency	Total
FUNDING:	$6,371,445	$69,711		$644,115	$7,085,271
PERCENTAGE:	99%	1%			

The Department of Disability and Aging Services (DAS) requests authorization to enter into grants with multiple vendors for the period of July 1, 2024 through June 30, 2027, in an amount of $6,441,156, plus a 10% contingency for a total amount not to exceed $7,085,271. The purpose of the grant is to provide digital literacy training for older adults and adults with disabilities, technical support to SF Technology Labs, and administrative support for SF Tech Council. The specific breakdown of funding per grantee is summarized in the table below:

	FY 24/25	FY 25/26	FY26/27	Total	Contingency	Not to Exceed
Digital Literacy Training						
Community Living Campaign (CLC)	$610,214	$475,520	$486,030	$1,571,764	$157,176	$1,728,940
Community Tech Network	$414,277	$426,705	$435,239	$1,276,221	$127,622	$1,403,843
Conard House	$225,213	$231,969	$236,608	$693,790	$69,379	$763,169
Felton Institute	$146,115	$150,498	$153,508	$450,121	$45,012	$495,133
Lighthouse for the Blind and Visually Impaired	$70,877	$73,003	$74,463	$218,343	$21,834	$240,177
Self Help for the Elderly	$322,643	$332,322	$338,968	$993,933	$99,393	$1,093,326
The Arc of San Francisco	$127,808	$131,642	$134,275	$393,725	$39,373	$433,098
Information Technology Related Technical Support						
Urban Equity Group	$182,918	$116,603	$118,935	$418,456	$41,846	$460,302
Administrative Support to SF Tech Council						
Community Living Campaign (CLC)	$137,896	$142,033	$144,874	$424,803	$42,480	$467,283
Total (Digital Literacy Training + Information Technology Related Technical Support + Administrative Support to SF Tech Council)	**$2,237,961**	**$2,080,295**	**$2,122,900**	**$6,441,156**	**$644,115**	**$7,085,271**

Background

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

The SF Connected program aims to improve the well-being, quality of life and independence of the target population by bridging the digital divide.

Services to be Provided

Digital Literacy Training

DAS will fund seven grantees to provide digital literacy training and tech support services to older adults and adults with disabilities.

Digital literacy training services include classes, workshops, and/or one-on-one training that are 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.

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

Collectively, these seven grantees will provide 19,850 digital literacy training hours and 2,740 tech support hours to 3,122 unduplicated consumers.

Information Technology Related Technical Support

The grantee will provide technical support to address service requests of SF Connected Technology Labs and to make sure that the service delivery of SF Connected program to older adults and adults with disabilities is consistent and reliable. Support will be provided to all desktops, monitors, peripherals, servers, routers, switches, and software purchased by the program. The grantee will stay abreast of emerging technology and assess technology value and readiness for the program. The intent is to provide a high-performing and forward-facing computing environment while staying ahead of possible issues that could impede system functionality. The grantee will also provide observations and recommendations to DAS on how the technical functioning of the labs

may impact the lab user experience and how the technology lab user experience might be improved. In addition, quarterly statistics will be provided to include response rate to service requests and time to close tickets.

Administrative Support to SF Tech Council

The grantee will provide administrative support to SF Tech Council. 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.

For more information regarding the specific services to be provided by each Grantee, please refer to the respective Appendices.

Selection
Grantees were selected through Request for Proposals #1132 which was competitively bid in March 2024.

Funding
Funding for this grant is provided by City and County General Fund and State fund.

ATTACHMENTS

Digital Literacy Training

Community Living Campaign (CLC)
Appendix A – SCOPE of Services
Appendix B – Budget

Community Tech Network
Appendix A – SCOPE of Services
Appendix B - Budget

Conard House
Appendix A – SCOPE of Services
Appendix B - Budget

Felton Institute
Appendix A – SCOPE of Services
Appendix B – Budget

Self Help for the Elderly
Appendix A – SCOPE of Services
Appendix B – Budget

Lighthouse for the Blind and Visually Impaired
Appendix A – SCOPE of Services
Appendix B – Budget

The Arc of San Francisco
Appendix A – SCOPE of Services
Appendix B – Budget

SF Connected Technology Labs location

Information Technology Related Technical Support

Urban Equity Group
Appendix A – SCOPE of Services
Appendix B – Budget

Administrative Support for SF Tech Council

Community Living Campaign (CLC)
Appendix A – SCOPE of Services
Appendix B – Budget

APPENDIX A– SERVICES TO BE PROVIDED

Community Living Campaign
SF Connected Program: Digital Literacy Training

July 1, 2024 – June 30, 2027

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	A person 18-59 years of age 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; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
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.
DAHLIA	City and County of San Francisco's Online Housing Portal.
DAS	Department of Disability and Aging 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.
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 assigned at birth. 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.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Older Adult	Person who is 60 years or older, used interchangeably with senior.
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 SF Connected program.
SF Connected program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at SF Connected Technology Labs and/or DAS approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/
SFDAS GetCare	A database system used by contracted agencies to perform consumer intake, assessment, enrollment, record service units, reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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).
UDC	Unduplicated Consumer: A unique consumer receiving services in the Grantee's SF Connected program.

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:

1)   Persons with low income
2)   Persons who are socially isolated
3)   Persons with limited English-speaking proficiency
4)   Persons from communities of color
5)   Persons who identify as LGBTQ+
6)   Persons at risk of institutionalization

IV.   Eligibility for SF Connected program

To be eligible for services, clients must be:

1) An older adult aged 60 years or older or
2) An adult with a disability, aged 18-59 and
3) A resident of San Francisco

V.   Description of Services

The grantee will 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 community sites, and/ or be supplemented in virtual options when said labs are inaccessible by the target population.

The 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 for 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 Meet, 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 in applying these computer skills both professionally and socially.

Digital literacy training in 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. The 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 on the lives of the participants.

The grantee shall develop and maintain policies and procedures of SF Connected program that are in compliance with and meet the standards set forth by DAS OCP.

The grantee shall maintain a cooperative relationship with SF Connected Technology Labs and/or DAS approved community sites with signed subcontract performance agreements and/or memorandums of understanding with organizations/agencies to provide SF Connected program to the target population. The grantee will have current agreements with partnership agencies on file.

The 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.

The grantee shall administer the annual consumer survey, designed by SF Connected program 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 SF Connected 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:

	FY24/25	FY25/26	FY26/27
Unduplicated consumers	800	615	615
Digital Literacy Training Hours	7150	4559	4559
Tech Support Hours	800	497	497

VII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least thirty-five percent (35%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

1) Participants enhance their health and wellbeing by using learned skills to search online for programs or services. Target: 75%
2) Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
3) Participants learn how to use new digital programs and/or devices. Target: 75%
4) 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%

VIII. Reporting Requirements and Other Requirements

The grantee will provide various reports during the term of the grant agreement:

A. The grantee will enter consumers' data into the SFDAS GetCare-SF Connected program module.
B. The grantee will enter into the SF DASGetCare 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. 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.
E. The 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. The 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. The grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. The grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS

OCP approved intake form, into the SF DAS GetCare database. This will include SOGI data.

I. The 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:

Gary Hong	Sarah Chan
Contracts Manager	Program Analyst
P.O. Box 7988	P.O. Box 7988
Gary.g.Hong@sfgov.org	sarah.chan@sfgov.org
San Francisco, CA 94120	San Francisco, CA 94120

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 SFDAS 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 program 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.

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name			Term
Community Living Campaign			7/1/24 - 6/30/27

(Check One)   New __X__   Renewal ____   Modification ____

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

Program: SF Connected (Digital Literacy Training)				
Budget Reference Page No.(s)				Total
Program Term	**7/1/24-6/30/25**	**7/1/25-6/30/26**	**7/1/26-6/30/27**	**7/1/24-6/30/27**
Expenditures				
Salaries & Benefits	$484,798	$381,273	$390,412	$1,256,483
Operating Expense	$45,823	$32,223	$32,223	$110,269
Subtotal	$530,621	$413,496	$422,635	$1,366,752
Indirect Percentage (%)	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	$79,593	$62,024	$63,395	$205,012
Capital Expenditure				
Total Expenditures	$610,214	$475,520	$486,030	$1,571,764
HSA Revenues				
TOTAL HSA REVENUES	$610,214	$475,520	$486,030	$1,571,764
Other Revenues				
Foundation Grants	$124,956	$124,956	$124,956	$374,868
Total Other Revenues	$124,956	$124,956	$124,956	$374,868
Total Revenues	$735,170	$600,476	$610,986	$1,946,632
Full Time Equivalent (FTE)	6.60	6.60		
Prepared by: Kate Kuckro	Telephone No.: 415-308-1976			Date: 5/28/24
HSA-CO Review Signature:				
HSA #1				

Program: SF Connected (Digital Literacy Training)   Appendix B, Page 2

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		DAS Program 7/1/24-6/30/25	DAS Program 7/1/25-6/30/26	DAS Program 7/1/26-6/30/27	DAS Program 7/1/24-6/30/27
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Co-Exec. Director #1	$100,000	1.00	15%	0.15	$15,000	$15,000	$15,000	$45,000
Co-Exec. Director #2	$100,000	1.00	5%	0.05	$5,000	$5,000	$5,000	$15,000
Digital Programs Manager	$68,640	0.75	50%	0.38	$25,740	$25,740	$25,740	$77,220
Tech & Device Manager	$70,000	1.00	71%	0.71	$50,000	$50,000	$50,000	$150,000
Chinese Programs Manager	$74,000	1.00	76%	0.76	$56,000	$56,000	$56,000	$168,000
Chinese Programs Coordinator	$62,400	1.00	72%	0.72	$45,000	$45,000	$45,000	$135,000
Trainer/Curriculum Coordinator	$54,080	0.75	62%	0.46	$25,000	$20,000	$20,000	$65,000
Trainer/Curriculum Coordinator	$54,080	0.75	94%	0.70	$38,000	$33,000	$33,000	$104,000
Trainer & Device Coordinator	$54,080	1.00	70%	0.70	$38,000	$33,000	$33,000	$104,000
Trainer #1	$54,080	0.09	100%	0.09	$5,000	$5,000	$5,000	$15,000
Trainer #2	$50,960	0.42	100%	0.42	$21,552	$4,282	$6,820	$32,654
Trainer #3	$50,960	0.58	100%	0.58	$29,506	$2,506	$5,044	$37,056
Trainer #4	$50,960	0.58	100%	0.58	$29,700	$2,700	$5,238	$37,638
Operations & Data Manager	$68,640	0.50	3%	0.01	$1,000	$1,000	$1,000	$3,000
Reporting Analyst	$58,240	0.75	10%	0.08	$4,500	$4,500	$4,500	$13,500
Communications Director	$80,000	0.50	13%	0.06	$5,000	$5,000	$5,000	$15,000
Finance Director	$83,000	1.00	8%	0.08	$7,000	$7,000	$7,000	$21,000
Finance Analyst	$62,400	1.00	5%	0.05	$3,000	$3,000	$3,000	$9,000
TOTALS	$1,196,520	13.68		6.60	$403,998	$317,728	$325,343	$1,047,069
FRINGE BENEFIT RATE	20%							
EMPLOYEE FRINGE BENEFITS	$239,304				$80,800	$63,545	$65,069	$209,414
TOTAL SALARIES & BENEFITS	$1,435,824				$484,798	$381,273	$390,412	$1,256,483
HSA #2								

Program: SF Connected (Digital Literacy Training)   Appendix B, Page 3

Operating Expense Detail

EXPENDITURE CATEGORY	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
Rental of Property	$5,118	$5,118	$5,118	$15,354
Utilities(Elec, Water, Gas, Phone, Garbage)	$1,950	$1,950	$1,950	$5,850
Office Supplies, Postage				
Equipment Maintenance Supplies and Repair				
Printing and Reproduction	$3,000	$3,000	$3,000	$9,000
Insurance				
Staff Training	$1,000	$1,000	$1,000	$3,000
Staff Travel-(Local & Out of Town)	$1,000	$1,000	$1,000	$3,000
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Speakers, Presenters, Instructors	$18,600	$5,000	$5,000	$28,600
Communications/Outreach/Graphic Design	$500	$500	$500	$1,500
OTHER				
Program Supplies and Activity Expenses	$3,855	$3,855	$3,855	$11,565
Telephone, Internet & Zoom	$8,000	$8,000	$8,000	
Software & Database	$1,800	$1,800	$1,800	
Website	$1,000	$1,000	$1,000	$3,000
TOTAL OPERATING EXPENSE	$45,823	$32,223	$32,223	$110,269

HSA #3

APPENDIX A– SERVICES TO BE PROVIDED

Community Tech Network
SF Connected Program: Digital Literacy Training

July 1, 2024 – June 30, 2027

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	A person 18-59 years of age 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; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
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.
DAHLIA	City and County of San Francisco's Online Housing Portal.
DAS	Department of Disability and Aging 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 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 assigned at birth. 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.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Older Adult	Person who is 60 years or older, used interchangeably with senior.
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 SF Connected program.
SF Connected program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at SF Connected Technology Labs and/or DAS approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/
SFDAS GetCare	A database system used by contracted agencies to perform consumer intake, assessment, enrollment, record service units, reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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).
UDC	Unduplicated Consumer: A unique consumer receiving services in the Grantee's SF Connected program.

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:

1) Persons with low income
2) Persons who are socially isolated
3) Persons with limited English-speaking proficiency
4) Persons from communities of color
5) Persons who identify as LGBTQ+
6) Persons at risk of institutionalization

IV. Eligibility for SF Connected program

To be eligible for services, clients must be:

1) An older adult aged 60 years or older or
2) An adult with a disability, aged 18-59 and
3) A resident of San Francisco

V. Description of Services

The grantee will 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 community sites, and/ or be supplemented in virtual options when said labs are inaccessible by the target population.

 The 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 for 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 Meet, 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 in applying these computer skills both professionally and socially.

Digital literacy training in 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. The 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 on the lives of the participants.

The grantee shall develop and maintain policies and procedures of SF Connected program that are in compliance with and meet the standards set forth by DAS OCP.

The grantee shall maintain a cooperative relationship with SF Connected Technology Labs and/or DAS approved community sites with signed subcontract performance agreements and/or memorandums of understanding with organizations/agencies to provide SF Connected program to the target population. The grantee will have current agreements with partnership agencies on file.

The 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.

The grantee shall administer the annual consumer survey, designed by SF Connected program 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 SF Connected 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:

	FY24/25	FY25/26	FY26/27
Unduplicated consumers	604	604	604

Digital Literacy Training Hours	4483	4483	4483
Tech Support Hours	302	302	302

VII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least thirty-five percent (35%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

1) Participants enhance their health and wellbeing by using learned skills to search online for programs or services. Target: 75%
2) Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
3) Participants learn how to use new digital programs and/or devices. Target: 75%
4) 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%

VIII. Reporting Requirements and Other Requirements

The grantee will provide various reports during the term of the grant agreement:

A. The grantee will enter consumers' data into the SFDAS GetCare-SF Connected program module.
B. The grantee will enter into the SF DASGetCare 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. 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.
E. The 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. The 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. The grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. The grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the SF DAS GetCare database. This will include SOGI data.
I. The 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:

Gary Hong	Sarah Chan
Contracts Manager	Program Analyst
P.O. Box 7988	P.O. Box 7988
Gary.g.Hong@sfgov.org	sarah.chan@sfgov.org
San Francisco, CA 94120	San Francisco, CA 94120

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 SFDAS 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 program 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.

Appendix B, Page 1

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name			Term
Community Tech Network (CTN)			**7/1/24 - 6/30/27**

(Check One)   New __X__   Renewal ____   Modification ____

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

Program: SF Connected - Digital Literacy Training

Budget Reference Page No.(s)				Total
Program Term	**7/1/24-6/30/25**	**7/1/25-6/30/26**	**7/1/26-6/30/27**	**7/1/24-6/30/27**
Expenditures				
Salaries & Benefits	$289,316	$297,995	$303,956	$891,267
Operating Expense	$70,924	$73,052	$74,513	$218,488
Subtotal	$360,240	$371,047	$378,468	$1,109,755
Indirect Percentage (%)	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	$54,036	$55,657	$56,770	$166,463
Capital Expenditure				
Total Expenditures	$414,277	$426,705	$435,239	$1,276,221
HSA Revenues				
TOTAL HSA REVENUES	$414,277	$426,705	$435,239	$1,276,221
Other Revenues				
Total Revenues	$414,277	$426,705	$435,239	$1,276,221
Full Time Equivalent (FTE)				
Prepared by: Kami Griffiths	Telephone No.: 650-784-1156		Date 3/13/24	
HSA-CO Review Signature:				
HSA #1				

Program: SF Connected - Digital Literacy Training | Appendix B, Page 2

Salaries & Benefits Detail

	Agency Totals		HSA Program		7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
					DAS Program	DAS Program	DAS Program	DAS Program
POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Direct Services Program Director	$84,000	1	10%	0.10	$8,400	$8,652	$8,825	$25,877
Program Manager	$66,150	1	45%	0.45	$29,768	$30,661	$31,274	$91,703
Volunteer Manager	$66,150	1	100%	1.00	$66,150	$68,135	$69,497	$203,782
Volunteer/Event Coordinator	$63,000	1	80%	0.80	$50,400	$51,912	$52,950	$155,262
Program Coordinator	$63,000	1	30%	0.30	$18,900	$19,467	$19,856	$58,223
Instructor Resource Manager	$66,150	1	15%	0.15	$9,923	$10,221	$10,425	$30,569
DigitalLIFT Administrative Manager	$63,000	1	10%	0.10	$6,300	$6,489	$6,619	$19,408
Bilingual Instructor	$63,000	1	10%	0.10	$6,300	$6,489	$6,619	$19,408
Data Quality and Control Managar	$66,150	1	20%	0.20	$13,230	$13,627	$13,899	$40,756
Curriculum Manager	$66,150	1	5%	0.05	$3,308	$3,407	$3,475	$10,191
Marketing and Communications Manager	$63,000	1	10%	0.10	$6,300	$6,489	$6,619	$19,408
Administrative Assistant	$57,500	1	35%	0.35	$20,125	$20,729	$21,143	$61,997
TOTALS	$864,425	13		3.70	$239,104	$246,277	$251,203	$736,584
FRINGE BENEFIT RATE	21%							
EMPLOYEE FRINGE BENEFITS	$181,529				$50,212	$51,718	$52,753	$154,683
TOTAL SALARIES & BENEFITS	$1,045,954				$289,316	$297,995	$303,956	$891,267
HSA #2								

| Program: SF Connected - Digital Literacy Training | | | Appendix B, Page 3 |

Operating Expense Detail

EXPENDITURE CATEGORY	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
Rental of Property	$3,696	$3,807	$3,883	$11,386
Utilities (Elec, Water, Gas, Phone, Garbage)	$1,800	$1,854	$1,891	$5,545
Office Supplies, Postage	$599	$617	$629	$1,845
Building Maintenance Supplies and Repair				
Printing and Reproduction	$5,550	$5,717	$5,831	$17,097
Insurance	$840	$865	$883	$2,588
Staff Training	$1,005	$1,035	$1,056	$3,096
Staff Travel-(Local & Out of Town)	$940	$968	$988	$2,896
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Marketing Services: Wavelength Media Consulting	$12,000	$12,360	$12,607	$36,967
Web Design & Support: MsJones Design	$3,000	$3,090	$3,152	$9,242
Finance Director	$8,400	$8,652	$8,825	$25,877
Managed IT Services: TeamLogic IT	$3,914	$4,031	$4,112	$12,057
Bilingual Trainers	$20,700	$21,321	$21,747	$63,768
Background check: Sterling Volunteers	$2,680	$2,760	$2,816	$8,256
OTHER				
Technology: monthly service fees, new laptops for program staff	$5,800	$5,974	$6,093	$17,867
TOTAL OPERATING EXPENSE	$70,924	$73,052	$74,513	$218,488

HSA #3

APPENDIX A– SERVICES TO BE PROVIDED

Conard House, Inc.
SF Connected Program: Digital Literacy Training

July 1, 2024 – June 30, 2027

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	A person 18-59 years of age 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; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
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.
DAHLIA	City and County of San Francisco's Online Housing Portal.
DAS	Department of Disability and Aging 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	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 assigned at birth. 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.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Older Adult	Person who is 60 years or older, used interchangeably with senior.
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 SF Connected program.
SF Connected program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at SF Connected Technology Labs and/or DAS approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/
SFDAS GetCare	A database system used by contracted agencies to perform consumer intake, assessment, enrollment, record service units, reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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).
UDC	Unduplicated Consumer: A unique consumer receiving services in the Grantee's SF Connected program.

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:

1) Persons with low income
2) Persons who are socially isolated
3) Persons with limited English-speaking proficiency
4) Persons from communities of color
5) Persons who identify as LGBTQ+
6) Persons at risk of institutionalization

IV. Eligibility for SF Connected program

To be eligible for services, clients must be:

1) An older adult aged 60 years or older or
2) An adult with a disability, aged 18-59 and
3) A resident of San Francisco

V. Description of Services

The grantee will 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 community sites, and/ or be supplemented in virtual options when said labs are inaccessible by the target population.

The 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 for 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 Meet, 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 in applying these computer skills both professionally and socially.

Digital literacy training in 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. The 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 on the lives of the participants.

The grantee shall develop and maintain policies and procedures of SF Connected program that are in compliance with and meet the standards set forth by DAS OCP.

The grantee shall maintain a cooperative relationship with SF Connected Technology Labs and/or DAS approved community sites with signed subcontract performance agreements and/or memorandums of understanding with organizations/agencies to provide SF Connected program to the target population. The grantee will have current agreements with partnership agencies on file.

The 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.

The grantee shall administer the annual consumer survey, designed by SF Connected program 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 SF Connected 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:

	FY24/25	FY25/26	FY26/27
Unduplicated consumers	220	220	220
Digital Literacy Training Hours	1440	1440	1440

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least thirty-five percent (35%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

1) Participants enhance their health and wellbeing by using learned skills to search online for programs or services. Target: 75%
2) Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
3) Participants learn how to use new digital programs and/or devices. Target: 75%
4) 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%

VIII.   Reporting Requirements and Other Requirements

The grantee will provide various reports during the term of the grant agreement:

A.   The grantee will enter consumers' data into the SFDAS GetCare-SF Connected program module.
B.   The grantee will enter into the SF DASGetCare 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.   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.
E.   The 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.   The 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.   The grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H.   The grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the SF DAS GetCare database. This will include SOGI data.
I.   The 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:

Gary Hong   Sarah Chan
Contracts Manager   Program Analyst
P.O. Box 7988   P.O. Box 7988
Gary.g.Hong@sfgov.org   sarah.chan@sfgov.org
San Francisco, CA 94120   San Francisco, CA 94120

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 SFDAS 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 program 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.

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

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name			Term
Conard house			**7/1/24 - 6/30/27**
(Check One) New __X__ Renewal ____ Modification ____			
If modification, Effective Date of Mod. No. of Mod.			
Program: SF Connected- Digital Literacy Training			
Budget Reference Page No.(s)			Total
Program Term	**7/1/24-6/30/25**	**7/1/25-6/30/26**	**7/1/26-6/30/27**	**7/1/24-6/30/27**

Expenditures	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
Salaries & Benefits	$193,769	$199,583	$203,572	$596,924
Operating Expense	$5,535	$5,700	$5,816	$17,051
Subtotal	$199,304	$205,283	$209,388	$613,975
Indirect Percentage (%)	13%	13%	13%	
Indirect Cost (Line 16 X Line 15)	$25,909	$26,686	$27,220	$79,815
Capital Expenditure				
Total Expenditures	$225,213	$231,969	$236,608	$693,790
HSA Revenues				
TOTAL HSA REVENUES	$225,213	$231,969	$236,608	$693,790
Other Revenues				
Total Revenues	$225,213	$231,969	$236,608	$693,790
Full Time Equivalent (FTE)				
Prepared by: Stella Wang Telephone No.:415-864-7833 Date: 5/21/2024				
HSA-CO Review Signature:				
HSA #1				

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		DAS Program 7/1/24-6/30/25	DAS Program 7/1/25-6/30/26	DAS Program 7/1/26-6/30/27	DAS Program 7/1/24-6/30/27
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Director SHP/CS	$142,444	1.00	1%	0.01	$1,994	$2,054	$2,095	$6,143
Associate Director	$102,349	1.00	2%	0.02	$1,842	$1,898	$1,935	$5,675
Volunteer Program Manager	$82,678	1.00	100%	1.00	$82,678	$85,158	$86,861	$254,697
Digital Literacy Specialist	$62,539	1.00	100%	1.00	$62,539	$64,415	$65,703	$192,657
				-				
				-				
TOTALS	$390,010	4.00	203%	2.03	$149,053	$153,525	$156,594	$459,172
FRINGE BENEFIT RATE	30%							
EMPLOYEE FRINGE BENEFITS	$117,003				$44,716	$46,058	$46,978	$137,752
TOTAL SALARIES & BENEFITS	$507,013				$193,769	$199,583	$203,572	$596,924
HSA #2								

Operating Expense Detail

EXPENDITURE CATEGORY	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
Rental of Property	$3,500	$3,665	$3,700	$10,865
Utilities(Elec, Water, Gas, Phone, Data Security)	$300	$300	$375	$975
Office Supplies, Postage	$200	$200	$200	$600
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance	$625	$625	$625	$1,875
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment/Repair/Purchase	$910	$910	$916	$2,736

CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE

OTHER

	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
TOTAL OPERATING EXPENSE	$5,535	$5,700	$5,816	$17,051

HSA #3

APPENDIX A– SERVICES TO BE PROVIDED

Felton Institute
SF Connected Program: Digital Literacy Training

July 1, 2024 – June 30, 2027

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	A person 18-59 years of age 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; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
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.
DAHLIA	City and County of San Francisco's Online Housing Portal.
DAS	Department of Disability and Aging 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	Felton Institute
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 assigned at birth. 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.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Older Adult	Person who is 60 years or older, used interchangeably with senior.
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 SF Connected program.
SF Connected program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at SF Connected Technology Labs and/or DAS approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/
SFDAS GetCare	A database system used by contracted agencies to perform consumer intake, assessment, enrollment, record service units, reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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).
UDC	Unduplicated Consumer: A unique consumer receiving services in the Grantee's SF Connected program.

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:

      1)   Persons with low income
      2)   Persons who are socially isolated
      3)   Persons with limited English-speaking proficiency
      4)   Persons from communities of color
      5)   Persons who identify as LGBTQ+
      6)   Persons at risk of institutionalization

IV. Eligibility for SF Connected program

To be eligible for services, clients must be:

1) An older adult aged 60 years or older or
2) An adult with a disability, aged 18-59 and
3) A resident of San Francisco

V.   Description of Services

The grantee will 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 community sites, and/ or be supplemented in virtual options when said labs are inaccessible by the target population.

 The 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 for 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 Meet, 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 in applying these computer skills both professionally and socially.

Digital literacy training in 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. The 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 on the lives of the participants.

The grantee shall develop and maintain policies and procedures of SF Connected program that are in compliance with and meet the standards set forth by DAS OCP.

The grantee shall maintain a cooperative relationship with SF Connected Technology Labs and/or DAS approved community sites with signed subcontract performance agreements and/or memorandums of understanding with organizations/agencies to provide SF Connected program to the target population. The grantee will have current agreements with partnership agencies on file.

The 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.

The grantee shall administer the annual consumer survey, designed by SF Connected program 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 SF Connected 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:

	FY24/25	FY25/26	FY26/27
Unduplicated consumers	210	240	240
Digital Literacy Training Hours	1250	1500	1500
Tech Support Hours	210	250	250

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least thirty-five percent (35%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

1) Participants enhance their health and wellbeing by using learned skills to search online for programs or services. Target: 75%
2) Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
3) Participants learn how to use new digital programs and/or devices. Target: 75%
4) 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%

VIII.   Reporting Requirements and Other Requirements

The grantee will provide various reports during the term of the grant agreement:

A.   The grantee will enter consumers' data into the SFDAS GetCare-SF Connected program module.
B.   The grantee will enter into the SF DASGetCare 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.   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.
E.   The 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.   The 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.   The grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H.   The grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the SF DAS GetCare database. This will include SOGI data.

I.   The 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:

Gary Hong	Sarah Chan
Contracts Manager	Program Analyst
P.O. Box 7988	P.O. Box 7988
Gary.g.Hong@sfgov.org	sarah.chan@sfgov.org
San Francisco, CA 94120	San Francisco, CA 94120

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 SFDAS 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 program 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.

Appendix B, Page 1

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name			Term
Felton Institute			7/1/24 - 6/30/27

(Check One) New __X__ Renewal ____ Modification ____

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

Program: **Digital Literacy Training**

	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	Total
Budget Reference Page No.(s)				Total
Program Term	**7/1/24-6/30/25**	**7/1/25-6/30/26**	**7/1/26-6/30/27**	**7/1/24-6/30/27**
Expenditures				
Salaries & Benefits	$113,230	$118,255	$118,507	$349,992
Operating Expense	$9,325	$9,286	$11,585	$30,196
Subtotal	$122,555	$127,541	$130,092	$380,188
Indirect Percentage (%)	18%	18%	18%	
Indirect Cost (Line 16 X Line 15)	$22,060	$22,957	$23,416	$68,433
Capital Expenditure	$1,500			$1,500
Total Expenditures	$146,115	$150,498	$153,508	$450,121
HSA Revenues				
TOTAL HSA REVENUES	$146,115	$150,498	$153,508	$450,121
Other Revenues				
Total Revenues	$146,115	$150,498	$153,508	$450,121
Full Time Equivalent (FTE)				

Prepared by: Lissette Garza   Telephone No.: 415-474-7310   Date: 5/28/2024

HSA-CO Review Signature: _____

HSA #1

Program: **Digital Literacy Training**								Appendix B, Page 2

Salaries & Benefits Detail

					7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
	Agency Totals		HSA Program		DAS Program	DAS Program	DAS Program	DAS Program
POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Digital Literacy Trainer	$75,000	1.00	100%	1.00	$75,000	$78,750	$78,938	$232,688
Program Manager	$95,000	0.10	100%	0.10	$9,500	$9,500	$9,500	$28,500
				-				
TOTALS	$170,000	1.10	200%	1.10	$84,500	$88,250	$88,438	$261,188
FRINGE BENEFIT RATE	34%							
EMPLOYEE FRINGE BENEFITS	$57,800				$28,730	$30,005	$30,069	$88,804
TOTAL SALARIES & BENEFITS	$227,800				$113,230	$118,255	$118,507	$349,992
HSA #2								

Program: **Digital Literacy Training**				Appendix B, Page 3

Operating Expense Detail

EXPENDITURE CATEGORY	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
Rental of Property	$5,817	$5,800	$7,250	$18,867
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage	$350	$300	$600	$1,250
Building Maintenance Supplies and Repair				
Printing and Reproduction	$300	$300	$500	$1,100
Insurance	$500	$500	$635	$1,635
Staff Training	$258	$286	$500	$1,044
Staff Travel-(Local & Out of Town)	$500	$500	$500	$1,500
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Software Licenses -				
(Salesforce, Zoom Contact Center, Box, MS 365 and Adobe)	$850	$850	$850	$2,550
Communications	$750	$750	$750	$2,250
TOTAL OPERATING EXPENSE	$9,325	$9,286	$11,585	$30,196

HSA #3

APPENDIX A– SERVICES TO BE PROVIDED
Lighthouse for the Blind & Visually Impaired
SF Connected Program: Digital Literacy Training

July 1, 2024 – June 30, 2027

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	A person 18-59 years of age 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; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
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.
DAHLIA	City and County of San Francisco's Online Housing Portal.
DAS	Department of Disability and Aging 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	Lighthouse for the Blind & 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 assigned at birth. 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.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Older Adult	Person who is 60 years or older, used interchangeably with senior.
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 SF Connected program.
SF Connected program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at SF Connected Technology Labs and/or DAS approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/
SFDAS GetCare	A database system used by contracted agencies to perform consumer intake, assessment, enrollment, record service units, reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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).
UDC	Unduplicated Consumer: A unique consumer receiving services in the Grantee's SF Connected program.

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:

1) Persons with low income
2) Persons who are socially isolated
3) Persons with limited English-speaking proficiency
4) Persons from communities of color
5) Persons who identify as LGBTQ+
6) Persons at risk of institutionalization

IV. Eligibility for SF Connected program

To be eligible for services, clients must be:

1) An older adult aged 60 years or older or
2) An adult with a disability, aged 18-59 and
3) A resident of San Francisco

V. Description of Services

The grantee will 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 community sites, and/ or be supplemented in virtual options when said labs are inaccessible by the target population.

 The 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 for 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 Meet, 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 in applying these computer skills both professionally and socially.

Digital literacy training in 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. The 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 on the lives of the participants.

The grantee shall develop and maintain policies and procedures of SF Connected program that are in compliance with and meet the standards set forth by DAS OCP.

The grantee shall maintain a cooperative relationship with SF Connected Technology Labs and/or DAS approved community sites with signed subcontract performance agreements and/or memorandums of understanding with organizations/agencies to provide SF Connected program to the target population. The grantee will have current agreements with partnership agencies on file.

The 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.

The grantee shall administer the annual consumer survey, designed by SF Connected program 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 SF Connected 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:

	FY24/25	FY25/26	FY26/27
Unduplicated Consumers	50	50	50

Digital Literacy Training Hours	1000	1000	1000
Tech Support Service Hours	200	200	200

VII. Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least thirty-five percent (35%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

1) Participants enhance their health and wellbeing by using learned skills to search online for programs or services. Target: 75%
2) Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
3) Participants learn how to use new digital programs and/or devices. Target: 75%
4) 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%

VIII. Reporting Requirements and Other Requirements

The grantee will provide various reports during the term of the grant agreement:

A. The grantee will enter consumers' data into the SFDAS GetCare-SF Connected program module.
B. The grantee will enter into the SF DASGetCare 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. 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.
E. The 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. The 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. The grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H. The grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the SF DAS GetCare database. This will include SOGI data.
I. The 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:

Jason Chommanard   Kevin Byrne
Contracts Manager   Program Analyst
P.O. Box 7988   P.O. Box 7988
San Francisco, CA 94120   San Francisco, CA 94120
Jason.Chommanard@sfgov.org   Kevin.P.Byrne@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 SFDAS 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 program 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.

	A	B	C	D	E
1					Appendix B, Page 1
2					
3	**HUMAN SERVICES AGENCY BUDGET SUMMARY**				
4	**BY PROGRAM**				
5	Name				Term
6	**LightHouse for the Blind and Visually Impaired**				7/1/24-6/30/27
7	(Check One) New ☑ Renewal ____ Modification ____				
8	If modification, Effective Date of Mod. No. of Mod.				
9	**Program: SF Connected - Digital Literacy Training**				
10	Budget Reference Page No.(s)				Total
11	Program Term	**7/1/24-6/30/25**	**7/1/25-6/30/26**	**7/1/26-6/30/27**	**7/1/24-6/30/27**
12	**Expenditures**				
13	Salaries & Benefits	$61,179	$63,004	$64,266	$188,449
14	Operating Expenses	$453	$477	$484	$1,414
15	**Subtotal**	$61,632	$63,481	$64,750	$189,863
16	Indirect Percentage (%)	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	$9,245	$9,522	$9,713	$28,480
19	Total Expenditures	$70,877	$73,003	$74,463	$218,343
20	**HSA Revenues**				
21	General Fund	$68,812	$68,812	$68,812	$206,436
25					
26					
27					
28					
29	TOTAL HSA REVENUES	$70,877	$73,003	$74,463	$218,343
30	**Other Revenues**				
31					
32					
33					
34					
35					
36	Total Revenues	$70,877	$73,003	$74,463	$218,343
37	Full Time Equivalent (FTE)				
38					
39	Prepared by: Telephone No.:				
40	HSA-CO Review Signature:				
41	**HSA #1**				**5/21/2024**

LightHouse for the Blind and Visually Impaired — Appendix B, Page 2
Program: SF Connected - Digital Literacy Training

Salaries & Benefits Detail

POSITION TITLE	Agency Totals — Annual Full TimeSalary for FTE	Total FTE	HSA Program — % FTE funded by HSA (Max 100%)	Adjusted FTE	DAS Program 7/1/24-6/30/25 Budgeted Salary	DAS Program 7/1/25-6/30/26 Budgeted Salary	DAS Program 7/1/26-6/30/27 Budgeted Salary	DAS Program 7/1/24-6/30/27 Budgeted Salary
Director of Access Technology	$130,190	1.00	8%	0.08	11,106.00	11,267.00	11,698.00	$34,071
Access Technology Specialist II	$85,544	1.00	9%	0.09	7,018.00	7,468.00	7,277.00	$21,763
Access Technology Specialist	$83,134	1.00	9%	0.09	6,820.00	7,258.00	7,353.00	$21,431
Access Technology Specialist	$83,284	1.00	9%	0.09	7,212.00	7,248.00	7,358.00	$21,818
Access Technology Specialist	$82,262	0.60	6%	0.04	4,499.00	4,536.00	4,639.00	$13,674
Access Technology Specialist	$82,229	1.00	10%	0.10	7,495.00	7,557.00	7,729.00	$22,781
Access Technology Trainer/Mentor	$83,140	0.29	3%	0.01	2,198.00	2,216.00	2,266.00	$6,680
TOTALS		5.89	55%	0.50	$46,348	$47,550	$48,320	$142,218
FRINGE BENEFIT RATE	33%							
EMPLOYEE FRINGE BENEFITS					$14,831	$15,454	$15,946	$46,231
TOTAL SALARIES & BENEFITS					$61,179	$63,004	$64,266	$188,449
HSA #2								**5/21/2024**

Lighthouse for the Blind
Appendix B

1

Digital Literacy Training, (FY 24-7
June 2024

LightHouse for the Blind and Visually Impaired

Appendix B, Page 3

Program: SF Connected - Digital Literacy Training

				TOTAL
Expenditure Category	**7/1/24-6/30/25**	**7/1/25-6/30/26**	**7/1/24-6/30/27**	**7/1/24-6/30/27**
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				$ -
CONSULTANTS				
				$ -
OTHER				
Interpreters	$453	$477	$484	$ 1,414
TOTAL OPERATING EXPENSE	$ 453	$ 477	$ 484	$ 1,414
HSA #3				**5/21/2024**

APPENDIX A– SERVICES TO BE PROVIDED
Self Help for the Elderly
SF Connected Program: Digital Literacy Training

July 1, 2024 – June 30, 2027

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	A person 18-59 years of age 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; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
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.
DAHLIA	City and County of San Francisco's Online Housing Portal.
DAS	Department of Disability and Aging 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	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 assigned at birth. 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.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Older Adult	Person who is 60 years or older, used interchangeably with senior.
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 SF Connected program.
SF Connected program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at SF Connected Technology Labs and/or DAS approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/
SFDAS GetCare	A database system used by contracted agencies to perform consumer intake, assessment, enrollment, record service units, reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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).
UDC	Unduplicated Consumer: A unique consumer receiving services in the Grantee's SF Connected program.

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:

1)   Persons with low income
2)   Persons who are socially isolated
3)   Persons with limited English-speaking proficiency
4)   Persons from communities of color
5)   Persons who identify as LGBTQ+
6)   Persons at risk of institutionalization

IV.   Eligibility for SF Connected program

To be eligible for services, clients must be:

1) An older adult aged 60 years or older or
2) An adult with a disability, aged 18-59 and
3) A resident of San Francisco

V.   Description of Services

The grantee will 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 community sites, and/ or be supplemented in virtual options when said labs are inaccessible by the target population.

The 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 for 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 Meet, 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 in applying these computer skills both professionally and socially.

Digital literacy training in 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. The 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 on the lives of the participants.

The grantee shall develop and maintain policies and procedures of SF Connected program that are in compliance with and meet the standards set forth by DAS OCP.

The grantee shall maintain a cooperative relationship with SF Connected Technology Labs and/or DAS approved community sites with signed subcontract performance agreements and/or memorandums of understanding with organizations/agencies to provide SF Connected program to the target population. The grantee will have current agreements with partnership agencies on file.

The 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.

The grantee shall administer the annual consumer survey, designed by SF Connected program 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 SF Connected 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:

	FY24/25	FY25/26	FY26/27
Unduplicated Consumers	1138	1138	1138
Digital Literacy Training Hours	3826	3826	3826
Tech Support Service Hours	1138	1138	1138

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least thirty-five percent (35%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

1) Participants enhance their health and wellbeing by using learned skills to search online for programs or services. Target: 75%
2) Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
3) Participants learn how to use new digital programs and/or devices. Target: 75%
4) 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%

VIII.   Reporting Requirements and Other Requirements

The grantee will provide various reports during the term of the grant agreement:

A.   The grantee will enter consumers' data into the SFDAS GetCare-SF Connected program module.
B.   The grantee will enter into the SF DASGetCare 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.   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.
E.   The 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.   The 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.   The grantee will provide ad hoc reports as requested by HSA/DAS/OCP.
H.   The grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS OCP approved intake form, into the SF DAS GetCare database. This will include SOGI data.
I.   The 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:

Tahir Shaikh   Kevin Byrne
Contracts Manager   Program Analyst
P.O. Box 7988   P.O. Box 7988
San Francisco, CA 94120   San Francisco, CA 94120
Tahir.Shaikh@sfgov.org   Kevin.P.Byrne@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 SFDAS 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 program 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.

Appendix B, Page 1

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name				Term
Self-Help for the Elderly				**7/1/24-6/30/27**
(Check One) New __X__ Renewal ____ Modification ____				
Program Name: SF Connected-Digital Literacy Training				
Budget Reference Page No.(s)				Total
Program Term	**7/1/24 - 6/30/25**	**7/1/25 - 6/30/26**	**7/1/26 - 6/30/27**	**7/1/24-6/30/27**
Expenditures				
Salaries & Benefits	$262,776	$270,659	$276,206	$809,641
Operating Expenses	$17,783	$18,316	$18,548	$54,647
Subtotal	$280,559	$288,975	$294,754	$864,288
Indirect Percentage (%)	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	$42,083	$43,346	$44,213	$129,642
Capital Expenses				
Total Expenses	$322,643	$332,322	$338,968	$993,933
HSA Revenues				
Total HSA Revenues	$322,643	$332,322	$338,968	$993,933
	.			
Other Program Revenues				
In-Kind Match	$5,000	$5,000	$5,000	$15,000
Total Other Program Revenues	$5,000	$5,000	$5,000	$15,000
Total DAS and NON DAS Revenues	$327,643	$337,322	$343,968	$1,008,933
Prepared by: Leny Nair		Telephone No.: 415-677-7682	Date: 4/19/2024	

Program Name: SF Connected-Digital Literacy Training Appendix B, Page 2

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
					DAS Program	DAS Program	DAS Program	DAS Program
	Annual Full TimeSalary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Project Coordinator	$51,500	100%	100%	1.00	$51,500	$53,045	$54,636	$159,181
Instructor-Chinese	$49,275	100%	100%	1.00	$49,275	$50,753	$52,276	$152,304
Instructor-Chinese	$49,275	100%	100%	1.00	$49,275	$50,753	$52,276	$152,304
Instructor-Chinese	$49,275	50%	100%	0.50	$24,638	$25,377	$23,995	$74,009
Instructor-Russian	$49,275	10%	100%	0.10	$4,928	$5,075	$5,228	$15,231
Instructor-English	$49,275	20%	100%	0.20	$9,855	$10,151	$10,455	$30,461
Instructor-Spanish	$49,275	20%	100%	0.20	$9,855	$10,151	$10,455	$30,461
Instructor-Vietnamese	$58,273	100%	20%	0.20	$11,655	$12,004	$12,364	$36,023
Program Supervisor	$80,000	100%	10%	0.10	$8,000	$8,240	$8,487	$24,727
TOTALS	$ 485,423	6.00	730%	4.30	$218,980	$225,549	$230,172	$674,701
FRINGE BENEFIT RATE	20%							
EMPLOYEE FRINGE BENEFITS	$97,085				$43,796	$45,110	$46,034	$134,940
TOTAL SALARIES & BENEFITS	$582,508				$262,776	$270,659	$276,206	$809,641

Program Name: SF Connected-Digital Literacy Training   Appendix B, Page 3

Operating Expenses Detail

Self-Help for the Elderly

EXPENDITURE CATEGORY	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/24-6/30/27
Rental of Property	$7,500	$7,725	$7,957	$ 23,182
Utilities(Elec, Water, Gas, Phone, Garbage)	$2,300	$2,300	$2,300	$ 6,900
Office Supplies, Postage	$1,700	$1,700	$1,700	$ 5,100
Building Maintenance Supplies and Repair	$1,183	$1,491	$1,491	$ 4,165
Printing and Reproduction	$500	$500	$500	$ 1,500
Insurance	$2,000	$2,000	$2,000	$ 6,000
Staff Training				$ -
Staff Travel-(Local & Out of Town)	$1,000	$1,000	$1,000	$ 3,000
Rental of Equipment	$300	$300	$300	$ 900
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Recruitment	$300	$300	$300	$ 900
Outreach	$1,000	$1,000	$1,000	$ 3,000
TOTAL OPERATING EXPENSE	$17,783	$18,316	$18,548	$54,647

dget Form (6/9/2022)

APPENDIX A– SERVICES TO BE PROVIDED
The Arc San Francisco
SF Connected Program: Digital Literacy Training

July 1, 2024 – June 30, 2027

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	A person 18-59 years of age 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; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
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.
DAHLIA	City and County of San Francisco's Online Housing Portal.
DAS	Department of Disability and Aging 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	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 assigned at birth. 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.
OCP	Office of Community Partnerships (formerly known as Office on the Aging / OOA)
Older Adult	Person who is 60 years or older, used interchangeably with senior.
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 SF Connected program.
SF Connected program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at SF Connected Technology Labs and/or DAS approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/
SFDAS GetCare	A database system used by contracted agencies to perform consumer intake, assessment, enrollment, record service units, reports, etc.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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).
UDC	Unduplicated Consumer: A unique consumer receiving services in the Grantee's SF Connected program.

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:

1)	Persons with low income
2)	Persons who are socially isolated
3)	Persons with limited English-speaking proficiency
4)	Persons from communities of color
5)	Persons who identify as LGBTQ+
6)	Persons at risk of institutionalization

IV. Eligibility for SF Connected program

To be eligible for services, clients must be:

1) An older adult aged 60 years or older or
2) An adult with a disability, aged 18-59 and
3) A resident of San Francisco

V. Description of Services

The grantee will 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 community sites, and/ or be supplemented in virtual options when said labs are inaccessible by the target population.

 The 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 for 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 Meet, 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 in applying these computer skills both professionally and socially.

Digital literacy training in 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. The 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 on the lives of the participants.

The grantee shall develop and maintain policies and procedures of SF Connected program that are in compliance with and meet the standards set forth by DAS OCP.

The grantee shall maintain a cooperative relationship with SF Connected Technology Labs and/or DAS approved community sites with signed subcontract performance agreements and/or memorandums of understanding with organizations/agencies to provide SF Connected program to the target population. The grantee will have current agreements with partnership agencies on file.

The 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.

The grantee shall administer the annual consumer survey, designed by SF Connected program 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 SF Connected 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:

	FY24/25	FY25/26	FY26/27
Unduplicated Consumers	100	100	100
Digital Literacy Training Hours	700	700	700
Tech Support Service Hours	90	90	90

VII.   Outcome Objectives

The following outcome objectives will be used to measure the impact of services provided. Data for these outcome objectives will be collected through an annual consumer survey of a sample size of at least thirty-five percent (35%) of the unduplicated consumer enrollment at the time the survey is administered by the grantee.

1) Participants enhance their health and wellbeing by using learned skills to search online for programs or services. Target: 75%
2) Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g. housing, online maps, banking, and shopping). Target: 75%
3) Participants learn how to use new digital programs and/or devices. Target: 75%
4) 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%

VIII.   Reporting Requirements and Other Requirements

The grantee will provide various reports during the term of the grant agreement:

A.   The grantee will enter consumers' data into the SFDAS GetCare-SF Connected program module.

B.   The grantee will enter into the SF DASGetCare 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.   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.

E.   The 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.   The 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.   The grantee will provide ad hoc reports as requested by HSA/DAS/OCP.

H.   The grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using a DAS

OCP approved intake form, into the SF DAS GetCare database. This will include SOGI data.

I. The 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:

Gary Hong	Kevin Byrne
Contracts Manager	Program Analyst
P.O. Box 7988	P.O. Box 7988
San Francisco, CA 94120	San Francisco, CA 94120
Gary.G.Hong@sfgov.org	Kevin.P.Byrne@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 SFDAS 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 program 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, Page 1

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name			Term
The Arc San Francisco			7/1/24 - 6/30/27

(Check One) New __X__   Renewal ____   Modification ____
If modification, Effective Date of Mod. ____   No. of Mod.

Program: **SF Connected - Digital Literacy**				
Budget Reference Page No.(s)				Total
Program Term	**7/1/24-6/30/25**	**7/1/25-6/30/26**	**7/1/26-6/30/27**	**7/1/24-6/30/27**
Expenditures				
Salaries & Benefits	$101,136	$104,170	$106,759	$312,065
Operating Expense	$10,001	$10,301	$10,002	$30,304
Subtotal	$111,137	$114,471	$116,761	$342,369
Indirect Percentage (%)	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	$16,671	$17,171	$17,514	$51,356
Capital Expenditure				
Total Expenditures	$127,808	$131,642	$134,275	$393,725
HSA Revenues				
TOTAL HSA REVENUES	$127,808	$131,642	$134,275	$393,725
Other Revenues				
Total Revenues	$127,808	$131,642	$134,275	$393,725
Full Time Equivalent (FTE)				
Prepared by:		Telephone No.:		Date
HSA-CO Review Signature:				
HSA #1				

Program: SF Connected - Digital Literacy   Appendix B, Page 2

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
					DAS Program	DAS Program	DAS Program	DAS Program
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Education Specialist (DSP)	$45,000	1.27	100%	1.27	$57,309	$59,028	$60,333	$176,670
Service Manager	$50,000	0.30	100%	0.30	$15,000	$15,450	$15,950	$46,400
Peer Help Desk Attendance	$42,000	0.05	100%	0.05	$2,100	$2,163	$2,228	$6,491
Associate Director, Community Engagement	$65,000	0.05	100%	0.05	$3,250	$3,348	$3,448	$10,045
Associate Director, Participant Experience	$65,000	0.05	100%	0.05	$3,250	$3,348	$3,448	$10,045
				-				
				-				
TOTALS	$267,000	1.72	500%	1.72	$80,909	$83,336	$85,407	$249,652
FRINGE BENEFIT RATE	25%							
EMPLOYEE FRINGE BENEFITS	$66,750				$20,227	$20,834	$21,352	$62,413
TOTAL SALARIES & BENEFITS	$333,750				$101,136	$104,170	$106,759	$312,065
HSA #2								

Program: SF Connected - Digital Literacy

Operating Expense Detail

EXPENDITURE CATEGORY	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
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				
Contract Management	$10,001	$10,301	$10,002	$30,304
OTHER				
TOTAL OPERATING EXPENSE	$10,001	$10,301	$10,002	$30,304

HSA #3

APPENDIX A – SERVICES TO BE PROVIDED

Urban Equity Group

SF Connected Program: Information Technology Related Technical Support

July 1, 2024 – June 30, 2027

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	A person 18-59 years of age living with a disability.
CARBON	Contracts Administration, Reporting, and Billing Online; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging 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	Urban Equity Group
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
OCP	Office of Community Partnerships
Older Adult	Person who is 60 years or older, used interchangeably with senior.
SF Connected Program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at

	SF Connected Technology Labs and/or DAS-approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/

III. Description of Services

The grantee will provide information and technology support to all hardware, software, and other peripherals that were/are purchased for and located at each SF Connected Technology Lab. The types of support are as follows:

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

Hardware Support: Response 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 the grantee.

Support for third party devices (e.g. Comcast routers) is the responsibility of the SF Connected program.

Research and Development

Proactive Research on Optimization and Continual Service Improvement: The grantee shall stay abreast of emerging technology and assess technology value and readiness for the program. The intent is to provide a high-performing and forward-facing computing environment while staying ahead of possible issues that could impede system functionality.

Quarterly Observations and Recommendations

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

Program Evaluation:

The grantee 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

- The grantee will provide information and technology support and ensure:

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

- The grantee will attend SF Connected program quarterly meeting and report service delivery outcomes on quarterly basis.

- The grantee will provide input to the SF Tech Council where appropriate.

V.   Outcome Objectives

The grantee will collect and report data for this outcome objective through an annual consumer survey conducted at SF Connected Technology Labs, with a threshold sample size of seventy-five percent (75%) or higher.

- SF Connected Technology Labs are satisfied/very satisfied with the technical support received through the program. Target: 90%

VI.   Reporting Requirements

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

B. 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.

C. The grantee will provide an annual outcome survey report to OCP by March 15 each grant year.

D. The grantee will provide ad hoc reports as required by the Department.
    For assistance with reporting requirements or submission of reports, contact:

Gary Hong
Contracts Manager
gary.g.hong@sfgov.org
P.O. Box 7988
San Francisco, CA 94120

Sarah Chan
Program Analyst
Sarah.Chan@sfgov.org
PO Box 7988
San Francisco, CA 94120

VII.   Monitoring Activities

A. <u>Program Monitoring</u>: 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. <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.

Appendix B, Page 1

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name				Term
Urban Equity Group				7/1/24 - 6/30/27
(Check One) New __X__ Renewal ____ Modification ____				
If modification, Effective Date of Mod. No. of Mod.				
Program: **Information Technology Related Technical Support**				
Budget Reference Page No.(s)				Total
Program Term	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
Expenditures				
Salaries & Benefits	$94,990	$94,990	$94,990	$284,970
Operating Expense	$64,069	$6,404	$8,432	$78,905
Subtotal	$159,059	$101,394	$103,422	$363,875
Indirect Percentage (15%)	15%	15.0%	15.0%	
Indirect Cost (Line 16 X Line 15)	$23,859	$15,209	$15,513	$54,581
Capital Expenditure				
Total Expenditures	$182,918	$116,603	$118,935	$418,456
HSA Revenues				
TOTAL HSA REVENUES	$182,918	$116,603	$118,935	$418,456
Other Revenues				
Total Revenues	$182,918	$116,603	$118,935	$301,853
Full Time Equivalent (FTE)				
Prepared by: Telephone No.: Date				
HSA-CO Review Signature:				
HSA #1				

Program: Information Technology Related Technical Support Appendix B, Page 2

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		7/1/24-6/30/25 DAS Program	7/1/25-6/30/26 DAS Program	7/1/26-6/30/27 DAS Program	7/1/24-6/30/27 DAS Program
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Executive Director	$100,000	1.00	25%	0.25	$25,000	$25,000	$25,000	$75,000
Project Lead	$57,600	1.00	100%	1.00	$57,600	$57,600	$57,600	$172,800
				-				
				-				
TOTALS	$157,600	2.00	125%	1.25	$82,600	$82,600	$82,600	$247,800
FRINGE BENEFIT RATE	15%							
EMPLOYEE FRINGE BENEFITS	$23,640				$12,390	$12,390	$12,390	$37,170
TOTAL SALARIES & BENEFITS	$181,240				$94,990	$94,990	$94,990	$284,970
HSA #2								

Program: Information Technology Related Technical Support Appendix B, Page 3

Operating Expense Detail

EXPENDITURE CATEGORY	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage	$40	$40	$40	$120
Building Maintenance Supplies and Repair				
Printing and Reproduction	$41	$41	$41	$123
Incidentals		$2,953	$4,981	$7,934
Staff Travel-(Local & Out of Town)	$4,942			$4,942
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Technicians	$55,675			$55,675
OTHER				
TeamViewer remote control software	$3,370	$3,370	$3,370	$10,110
TOTAL OPERATING EXPENSE	$64,069	$6,404	$8,432	$78,905

HSA #3

APPENDIX A – SERVICES TO BE PROVIDED

Community Living Campaign

SF Connected Program: Administrative Support to SF Tech Council

July 1, 2024 – June 30, 2027

I.   Purpose of Grant

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

II.   Definitions

Adult with a Disability	A person 18-59 years of age living with a disability.
CARBON	Contracts Administration, Reporting, and Billing Online; A database system used by contracted agencies to submit budgets, invoices, program reports, etc.
City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging 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
OCP	Office of Community Partnerships
Older Adult	Person who is 60 years or older, used interchangeably with senior.

SF Connected program	A program that provides digital literacy training, awareness, and support to older adults and adults with disabilities in San Francisco at SF Connected Technology Labs and/or DAS-approved community sites.
SF Connected 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.
SF Tech Council	Launched in 2015, SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and people with disabilities. https://www.sftechcouncil.org/

III.   Description of Services

SF Tech Council's mission and work

SF Tech Council is a mission-driven, multi-sector collaborative that advances digital inclusion for older adults and adults with disabilities. The 24-member Council consists of leaders from community organizations, local government, academia, health care, the business sector, and the technology industry. The focus of SF Tech Council's work is to enhance the quality, efficiency, and effectiveness of digital literacy and access in San Francisco. SF Tech Council's efforts encompass 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, SF 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 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.

- Identify, support, and continue projects that will build bridges between the technology and service sectors in San Francisco.

Description of Grantee's Services

The grantee will identify and hire experienced consultants to provide leadership and support to SF Tech Council in the following areas:

- Initiate and set goals for all SF Tech Council programs and activities according to the strategic objectives of the organization.
- Plan and implement regular program activities involving Council members and supporters, with attention to deadlines, milestones, and measurable outcomes.
- Help develop budgets and assist with fund development activities (i.e., grant writing) for the Council.
- Coordinate and support important SF Tech Council policy development, including the drafting and co-authorship of critical documents and key concepts.
- Organize SF Tech Council membership, update membership protocols as needed, and conduct outreach and development for new members and supporters
- Develop partnership strategies that support advocacy, alliances, coalitions and collective action through developing a stronger network of nonprofits, government agencies, and businesses.
- Oversee meeting preparation, facilitation, and summaries for monthly meetings of the SF Tech Council, its Steering Committee and focused workgroups.
- Provide regular monthly activity reports to further enhance accountability to SF Tech Council and its funders.
- Engage, support and further develop leaders for SF Tech Council.
- Ensure that activity is maintained between SF Tech Council, Steering Committee and Access & Learning Workgroup meetings.
- Maintain a workflow in which scheduled meetings, contact, activities and follow-up help build momentum.
- Evaluate and update website to meet emerging needs of stakeholders.
- Develop social media presence for outreach and regular communication.

IV. Service Objectives

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

1. Eight (8) Tech Council Meetings will be scheduled and completed.

2. Six (6) Steering Committee meetings will be scheduled and completed.

3. Ten (10) Access & Learning workgroup will be scheduled and completed.

4. Two (2) Project & Metrics workgroup will be scheduled and completed

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

6. Provide an annual report of SF Tech Council:

An annual report shall include the following:

- A summary of achievement in funding sustainability: the summary shall include at least three (3) requests for funding to foundations in support of SF Tech Council and approved projects will be prepared and submitted within each fiscal year.

- A summative evaluation of SF Tech Council's achievements and assessment of consultant staff support to determine needs.

- Feedback from SF Tech Council members via a survey will be obtained and prepared each year and the council will evaluate its achievements and assess the work of the grantee

V.   Outcome Objectives

The grantee will collect and report data for this outcome objective through an annual survey to SF Tech Council members and participants with a threshold sample size of seventy-five percent (75%) :

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%

VI.   Reporting Requirements

The grantee will provide various reports during the term of the grant agreement:

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

B.   The grantee's 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 ad hoc reports as required by the Department.

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

Gary Hong   Sarah Chan
Contracts Manager   Program Analyst
Gary.G.Hong@sfgov.org   Sarah.Chan@sfgov.org
P.O. Box 7988   P.O. Box 7988
San Francisco, CA 94120   San Francisco, CA 94120

VII.   Monitoring Activities

A. <u>Program Monitoring</u>: 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. <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.

HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM

Name	Term
Community Living Campaign	7/1/24 - 6/30/27

(Check One) New __✓__   Renewal ____   Modification ____

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

Program: Administrative Support to SF Tech Council

Budget Reference Page No.(s)				Total
Program Term	**7/1/24-6/30/25**	**7/1/25-6/30/26**	**7/1/26-6/30/27**	**7/1/24-6/30/27**
Expenditures				
Salaries & Benefits	$22,013	$25,611	$28,081	$75,705
Operating Expense	$97,896	$97,896	$97,896	$293,689
Subtotal	$119,910	$123,507	$125,977	$369,394
Indirect Percentage (%)	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	$17,986	$18,526	$18,897	$55,409
Capital Expenditure				
Total Expenditures	$137,896	$142,033	$144,874	$424,803
HSA Revenues				
TOTAL HSA REVENUES	$137,896	$142,033	$144,874	$424,803
Other Revenues				
Foundation Grants	$75,000			$75,000
Total Other Revenues	$75,000			$75,000
Total Revenues	$212,896	$142,033	$144,874	$499,803
Full Time Equivalent (FTE)				

Prepared by: Jim Battaglia	Telephone No.: 415-305-6263 Date: 5/28/24

HSA-CO Review Signature: _____

HSA #1

Program: SF Connected/Tech Council   Appendix B, Page 2

Salaries & Benefits Detail

	Agency Totals		HSA Program		7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
					DAS Program	DAS Program	DAS Program	DAS Program
POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Co-Executive Director #1	$103,000	1.00	8%	0.08	$8,359	$8,610	$8,782	$25,751
Co-Executive Director #2	$103,000	1.00	1%	0.01	$1,069	$1,101	$1,123	$3,293
Finance Director	$85,490	1.00	8%	0.08	$6,412	$6,604	$6,736	$19,753
Operations Support	$85,490	1.00	3%	0.03	$2,195	$4,330	$5,823	$12,348
				-				
				-				
				-				
				-				
				-				
				-				
TOTALS	$376,979	4.00	19%	0.19	$18,035	$20,645	$22,465	$61,145
FRINGE BENEFIT RATE	22%							
EMPLOYEE FRINGE BENEFITS	$83,145				$3,978	$4,966	$5,616	$14,560
TOTAL SALARIES & BENEFITS	$460,124				$22,013	$25,611	$28,081	$75,705
HSA #2								

Program: SF Connected/Tech Council   Appendix B, Page 3

Operating Expense Detail

Community Living Campaign

EXPENDITURE CATEGORY	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/24-6/30/27
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction	$1,852	$1,852	$1,852	$5,556
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)	$830	$830	$830	$2,490
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Tech Council Staff Consultants	$89,937	$89,937	$89,937	$269,810
OTHER				
Program Supplies and Meeting Expenses	$4,500	$4,500	$4,500	$13,499
Website/Software	$778	$778	$778	$2,334
TOTAL OPERATING EXPENSE	$97,896	$97,896	$97,896	$293,689

HSA #3