



Edwin M. Lee, Mayor

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: MELISSA MCGEF, INTERIM DEPUTY DIRECTOR
JOHN TSUTAKA /A, DIRECTOR OF CONTRACTS *JKJ*

DATE: JUNE 22, 2016

SUBJECT: NEW GRANTS: MULTIPLE GRANTEES (see table below)
FOR PROVISION OF THE SF CONNECTED PROGRAM

TERM: JULY 1, 2016 TO JUNE 30, 2019

AMOUNTS: See table below

<u>Funding Source:</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
TOTAL FUNDING:	\$1,968,393	\$0	\$0	\$196,839	\$2,165,232
PERCENTAGE:	100%	0%	0%		100%

The Department of Aging & Adult Services (DAAS) requests authorization to enter into new grants with multiple non-profit agencies as listed below for the period of July 1, 2016 to June 30, 2019, in an amount of \$1,968,393, plus a 10% contingency for a total amount not to exceed \$2,165,232. The purpose of the grants is to provide Computer and Broadband Technology Training for Seniors and Adults with Disabilities, ensuing Technical Support, and Administrative Support for the SF Tech Council.

Grantee: Computer Training	Annual Amount	Contract Amount (07/01/16-6/30/19)	Contingency	Total Amount
Community Living Campaign	\$123,365	\$370,095	\$37,009	\$407,104
Community Technology Network	\$222,498	\$667,494	\$66,749	\$734,243
Conard House	\$70,830	\$212,490	\$21,249	\$233,739
Lighthouse for the Blind	\$43,236	\$129,708	\$12,971	\$142,679
Self Help for the Elderly	\$58,202	\$174,606	\$17,461	\$192,067
Grantee: Technical Support				
The Stride Center dba Reliatech	\$58,000	\$174,000	\$17,400	\$191,400
Grantee: SF Tech Council				
Community Living Campaign	\$80,000	\$240,000	\$24,000	\$264,000
Total	\$656,131	\$1,968,393	\$196,839	\$2,165,232

Background

From September 2010 to September 2013, the Department of Aging and Adult Services (DAAS) and Department of Technology (DT) received funding through an American Recovery and Reinvestment Act (ARRA) grant award under the Broadband Technology Opportunities Program (BTOP) to promote Sustainable Broadband Adoption (SBA). DAAS oversees the programs for seniors and adults with disabilities. The grant allows DAAS to support the deployment of broadband infrastructure, enhance sustainable adoption of broadband service, develop and maintain a citywide map of broadband service capability and availability at 55 designated locations (technology labs), and provide broadband education, awareness, training, access, and support to seniors and adults with disabilities.

DAAS continued investment of the BTOP program, with funding from October 2013 to June 2016. The program was renamed SF Connected. The purpose of the program was to help seniors and adults with disabilities learn and benefit from skills and knowledge through computer and technology training and to improve their quality of life. In the last three years, Technology Training grantees of the SF Connected Program collectively served an average of 1800+ unduplicated consumers per year and exceeded their contracted service training hours.

DAAS seeks to continue and improve the SF Connected Program with funding for these services over the next three years.

Services to be Provided

Computer and Broadband Technology Training

Recruit, train, manage and supervise volunteer or paid computer tutors to provide classes, workshops, one-on-one training, and answer computer and technology-related questions, based on SF Connected Program curriculum and technical assistance materials approved by DAAS. Instructions must be provided in one or more of the following languages: English, Spanish, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.) Coordinate with DAAS to create program calendar and training schedule and match volunteers with DAAS technology labs.

Provide training and support for staff at DAAS technology labs, and ongoing professional development and mentoring for sustaining program goals. Coordinate with DAAS and its technology labs to conduct and perform data entry of SF Connected Program surveys to determine experience with and barriers to using the labs, and to determine class components that are of interest to participants.

Track the number of training hours; reports will be submitted to DAAS monthly.

Track the number of consumers Bring(ing) their Own Device (BYOD) to track the utilization of hand-held technology, reports will be submitted to DAAS monthly.

Information Technology Related Technical 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 on two non-consecutive quarters of the four quarters per year. (If routine service cannot be performed remotely, it must be performed on site).

Technical Support: Within one business day, respond to telephone and electronic inquiries including email or website from DAAS and staff of SF Connected Program technology labs regarding computer, related peripherals, and Internet connectivity issues. Record the incident and identify the problem. In the case of computer and local area network problems, the issues must be resolved either remotely or on site as part of the unscheduled service responsibilities. 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; and if the issue is with the router or switch and/or further upstream, the issue shall be forwarded to DAAS and/or the appropriate ISP within 1 business day.

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

Quarterly Observations and Recommendations on Technology Lab User Experience: The technical support service provider shall provide observations and recommendations to DAAS 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, provide quarterly statistics to include response rate to service requests and time to close tickets.

Installation of equipment: Provider shall deploy computer equipment as requested by DAAS to either current labs or new labs. This includes replacing current equipment and moving equipment from current labs to other labs.

Administrative Support to SF Tech Council

The Tech Council's mission is to advance digital inclusion for older adults and people 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 –most importantly, those who have been left behind in the digital revolution. Priority areas that have been identified are communications, isolation, health, and diversity.

Grantee will provide administrative support to SF Tech Council.

For more specific information regarding the services to be provided by each grantee, please refer to the attached Appendices A.

Selection

Grantees were selected through Request for Proposal #681, which was issued February 2016.

Funding

Funding for these grants is provided by the City and County General Fund.

ATTACHMENTS

Computer Training

Appendix A-1 – Services to be Provided – Community Living Campaign

Appendix B-1 – Program Budget – Community Living Campaign

Appendix A-2 – Services to be Provided – Community Technology Network

Appendix B-2 – Program Budget – Community Technology Network

Appendix A-3 – Services to be Provided – Conard House

Appendix B-3 – Program Budget – Conard House

Appendix A-4 – Services to be Provided – Lighthouse for the Blind

Appendix B-4 – Program Budget – Lighthouse for the Blind

Appendix A-5 – Services to be Provided – Self Help for the Elderly

Appendix B-5 – Program Budget – Self Help for the Elderly

Technical Support

Appendix A-6 – Services to be Provided – The Stride Center dba Reliatech

Appendix B-6 – Program Budget – The Stride Center dba Reliatech

SF Tech Council

Appendix A-7 – Services to be Provided – Community Living Campaign

Appendix B-7 – Program Budget – Community Living Campaign

APPENDIX A-1 – SERVICES TO BE PROVIDED
Community Living Campaign
SF Connected Program: Technology Training
July 1, 2016 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to provide continued broadband education, awareness, training, access, and support to seniors and adults with disabilities who attend SF Connected services in various Technology labs in San Francisco. The SF Connected Program will continue and enhance the purpose of improving the quality of life of seniors and adults with disabilities through computer and broadband technology training to obtain essential skills and knowledge.

II. Definitions

CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Human Service Agency's Contracts Administration Reporting and Billing On-line (CARBON) system
Coordination	Activities that involve the active participation of the agency staff to liaison with both OOA and non-OOA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

HSA	Human Services Agency of the City and County of San Francisco
Grantee	Community Living Campaign (CLC)
OOA	Office on the Aging
Outreach	Organized events in which SF Connected Program activities are promoted.
Public Awareness	Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to seniors and adults with disabilities in San Francisco at DAAS-authorized technology labs.
Technology Lab	Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior Housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAAS to manage DAAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target seniors aged 60 years and above, or adults (aged 18 to 59) with disabilities who are members of one or more of the following target groups according to the mission of DAAS and HSA:

- Low-income
- Limited-English proficiency
- Minorities including Native Americans
- Those with the greatest economic or social need
- Those who are at risk for institutional placement
- Lesbian/Gay/Bisexual/Transgender

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

Computer and Broadband Technology Training

CLC will recruit, train, manage, and supervise paid computer trainers and tutors to provide classes, workshops, one-on-one training, and answer computer and technology-related questions, based on SF Connected Program curriculum and technical assistance materials approved by DAAS. Instructions will be provided in English, Spanish, and Chinese, with other languages as appropriate. CLC will coordinate with DAAS to create a program calendar and training schedule and match trainers with technology labs. CLC will coordinate with DAAS and its technology labs to administer the annual consumer satisfaction survey and if needed, perform data entry to determine experience with and

barriers to using the labs, and determine class components that are of interest to participants.

CLC Program Approach/Plan:

CLC has a strong history of collaboration with DAAS, SF Connected Program partners, and other Computer Centers, using popular education models of training that begin with the belief that every student is a teacher and each teacher a student. Key program goals are:

- **Recruiting, training, managing and supervising paid computer trainers and tutors:** CLC provides classes, workshops, one-on-one training, and answers computer and technology-related questions through both paid and volunteer trainers.
- **Accessing Curriculum and training material:** CLC uses the SF Connected Program curriculum and technical assistance materials approved by DAAS, as well as its own trainings and materials. CLC trainers can access the materials through SF Connected and CLC's Dropbox accounts.
- **Developing skilled trainers:** CLC has strong members of its training team who provide instruction in English, Spanish, and Cantonese, as well as trainers who are increasingly skilled at working with persons with a range of disabilities.
- **Coordinating and calendaring trainings:** We currently schedule and post our trainings on the CLC Calendar on our website, which has been recently updated to a more robust and searchable version. We also post our trainings and labs in a printed monthly flyer and in a monthly calendar in our e-newsletter, which we send out to over 2,200 people. We send changes to our computer lab offerings as well as information on upcoming classes to DAAS to update the SF Connected calendar as needed.
- **Providing training and support for staff** at DAAS technology labs, and ongoing professional development and mentoring for sustaining program goals.
- **Coordinating with DAAS and its technology labs to conduct SF Connected Surveys** to determine experience with and barriers to using the labs, and determine class components that are of interest to participants. When funding is identified, continue taking the lead in working with DAAS and SF Connected Program partners to support the San Francisco Technology Council, which includes stakeholders, community members and program participants.

CLC will also work to strengthen ties and collaboration with the other training providers and the low cost computer access and equipment offered by the recommended Technical Support provider, Reliatech.

CLC's trainings will increase the competency of the instructors and encourage peer-to-peer learning. CLC's emphasis on a diverse set of open labs, scheduled one-on-one tutoring, and more formal classes (primarily in English, Spanish, and Cantonese) is a key to CLC's success. A refinement of the current survey tool for program participants will provide more site-specific direction for trainers on how to improve outreach and satisfaction.

CLC classes and tutoring will identify and build on consumer interest. Through the open labs, one-on-one tutoring and classes on social media and other topics of interest to consumers, the agency is able to learn from the consumers and use our flagship training site at Valencia Gardens to try out new topics, trainers, and outreach techniques that can then can be replicated to other sites.

CLC will continue a strong emphasis on small, hands-on classes, as well as one-on-one tutoring in active computer labs. CLC's Trainers lead small, hands-on classes where students can learn more about a particular topic. We design topics that participants will find useful or fun. For someone new to technology, part of the challenge is often convincing them that this new technology is useful. These participants are most likely to become engaged through classes on finding free movies and music, exploring family genealogy, sharing photos, finding information on collectibles, finding friends on Facebook, and other such topics. These classes can be an effective way to introduce technology and Internet access. For more advanced users, we also offer classes including practical topics such as Storing Information in the Clouds, Internet Safety, Healthcare Information, and more creative topics including Photoshop, video editing, and creating blogs and websites.

V. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

Computer and Broadband Technology Training

Deliver monthly performance statistics reports, and other reports as requested by DAAS, that, at a minimum, include:

Number of unduplicated consumers served: One unit is one consumer receiving at least one (1) class or one-on-one structured instruction at a DAAS technology lab during the course of a fiscal year. Demographics of consumers will be reported per DAAS request.

Number of instructional hours provided: One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by service providers at DAAS technology labs and other locations in San Francisco.

SERVICE UNITS

	FY 16-17	FY 17-18	FY 18-19
Unduplicated Consumers	590	590	590
Instructional Hours	2,500	2,500	2,500

VI. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objectives:

DAAS focuses on two core outcomes for the SF-Connected Program: (1) Seniors and Adults with Disabilities have the capacity to learn and benefit from skills and knowledge

through the computer and broadband technology training; and (2) Seniors and Adults with Disabilities are successful in gaining helpful information to improve their health, economic security, and social engagement. The following indicators are established to measure whether the program has achieved the said outcomes:

- Measures of participation in services
 - Measures of increase of knowledge and skills in using the computer
 - Measures of participant satisfaction with the training
 - Measures of impact on individual participants in obtaining information to improve health, economic security or engagement in social and cultural online activities.
- At least 75% of surveyed program participants will report that they are satisfied with the training or classes they receive from SF Connected Programs.
 - At least 50% of surveyed participants will report that they have increased their technology knowledge, awareness, and skills.
 - At least 50% of surveyed participants will report that they have adopted some skills learned at the technology labs and are using computers and Internet at home or in community facilities.
 - At least 50% of surveyed participants will utilize skills learned to conduct online search or browsing for programs or services that suit their needs and interests, or access other social or cultural engagements online that enhances their well-being.
 - At least 50% of surveyed participants will utilize skills learned to connect with relatives and friends through email or online social media.
 - At least 50% of surveyed participants will report that they have searched online for health information, better managed their chronic conditions, or discovered ways to prevent falls or improve their health.
 - At least 20% of surveyed participants will report that they have used online tools to improve their economic security, e.g. apply for CalFresh, check their Social Security status, apply for jobs, or explore any other options for economic enhancement.

VII. Reporting Requirements

- A. Grantee will provide a monthly report of activities, referencing the tasks as described in Section V & VI- Service and Outcome Objectives. Grantee will enter the following monthly metrics in the CARBON database by the 15th of the following month:
 - a. **Number of unduplicated consumers served**
 - b. **Number of instructional hours provided**
- B. Grantee will enter into the CA-GetCare - consumers' data in the SF Connected module
- C. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section V & VI – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.

Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year on an annual basis.

- E. 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.
- F. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- G. Grantee will work with DAAS and other program partners to provide an annual consumer satisfaction survey report to OOA by March 15 or a date agreed upon by DAAS and grantee each grant year.
- H. Grantee will provide Ad Hoc reports as required by the Department.
- I. For assistance with reporting requirements or submission of reports, contact:

Paulo Salta, Program Analyst
DAAS, Office on the Aging
1650 Mission St., 5th Floor
San Francisco, CA 94103
Paulo.Salta@sfgov.org

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

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, 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 OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections IV-VI.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

	A	B	C	D	E
1					
2					
3					
4					
5	Name			Term	
6	Community Living Campaign			07/01/2016 to 06/30/2019	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: SF Connected - Tech Training				
10	Budget Reference Page No.(s)				
11	Program Term	7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	Total
12	Expenditures				
13	Salaries & Benefits	\$74,847	\$74,847	\$74,847	\$224,541
14	Operating Expense	\$32,427	\$32,427	\$32,427	\$97,281
15	Subtotal	\$107,274	\$107,274	\$107,274	\$321,822
16	Indirect Percentage (%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$16,091	\$16,091	\$16,091	\$48,273
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$123,365	\$123,365	\$123,365	\$370,095
20	HSA Revenues				
21	General Fund	\$123,365	\$123,365	\$123,365	\$370,095
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$123,365	\$123,365	\$123,365	\$370,095
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$123,365	\$123,365	\$123,365	\$370,095
37	Full Time Equivalent (FTE)	0.96			
39	Prepared by:	Telephone No.:		Date	
40	HSA-CO Review Signature: _____				
41	HSA #1				11/15/2007

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Program: SF Connected - Tech Training										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11											TOTAL
12	<u>Expenditure Category</u>				<u>TERM 7/1/16 - 6/30/17</u>	<u>7/1/17 - 6/30/18</u>	<u>7/1/18 - 6/30/19</u>				<u>07/01/16 to 06/30/19</u>
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Scavenger)										
15	Office Supplies, Postage (advertisement)				\$1,200	\$1,200	\$1,200				\$3,600
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction										
18	Insurance										
19	Staff Training										
20	Staff Travel-(Local & Out of Town)				\$365	\$365	\$365				\$1,095
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23	Computer & Broadband Tech Trainers				\$29,862	\$29,862	\$29,862				\$89,586
24											
25											
26											
27											
28	OTHER										
29	Misc Program Expenses				\$1,000	\$1,000	\$1,000				\$3,000
30	(raffle prizes, photo paper, class supplies, etc.)										
31											
32											
33											
34											
35	TOTAL OPERATING EXPENSE				\$32,427	\$32,427	\$32,427				\$97,281
36											
37	HSA #3										11/15/2007

APPENDIX A-2 – SERVICES TO BE PROVIDED
Community Technology Network
SF Connected Program: Technology Training
July 1, 2016 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to provide continued broadband education, awareness, training, access and support to seniors and adults with disabilities who attend SF Connected services in various Technology labs in San Francisco. The SF Connected Program will continue and enhance the purpose of improving the quality of life of seniors and adults with disabilities through computer and broadband technology training to obtain essential skills and knowledge.

II. Definitions

CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Human Service Agency’s Contracts Administration Reporting and Billing On-line (CARBON) system
Coordination	Activities that involve the active participation of the agency staff to liaison with both OOA and non-OOA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

HSA	Human Services Agency of the City and County of San Francisco
Grantee	Community Technology Network (CTN)
OOA	Office on the Aging
Outreach	Organized events in which SF Connected Program activities are promoted.
Public Awareness	Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to seniors and adults with disabilities in San Francisco at DAAS-authorized technology labs.
Technology Lab	Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAAS to manage DAAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target seniors aged 60 years and above, or adults (aged 18 to 59) with disabilities who are members of one or more of the following target groups according to the mission of DAAS and HSA:

- Low-income
- Limited-English proficiency
- Minorities including Native Americans
- Those with the greatest economic or social need
- Those who are at risk for institutional placement
- Lesbian/Gay/Bisexual/Transgender

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

Computer and Broadband Technology Training

Recruit, train, manage and supervise paid and/or volunteer tutors to provide classes, workshops, one-on-one training, and answer computer and technology-related questions, based on SF-Connected Program curriculum and technical assistance materials approved by DAAS. Instructions will be provided in one or more of the following languages: English, Spanish, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.) Coordinate with DAAS to create a program calendar and training schedule and match volunteers with DAAS technology labs.

Provide training and support for staff at DAAS technology labs, and ongoing professional development and mentoring for sustaining program goals. Coordinate with DAAS and its technology labs to administer the annual consumer satisfaction survey and if needed, perform data entry to determine experience with and barriers to using the labs, and determine class components that are of interest to participants.

TYPES OF CLASSES

Group
One on One

TYPES OF TRAININGS

- **Computer Tutoring:** Either in a one-on-one or a group setting, participants will be assisted in performing various functions on the computer, specifically in their personal areas of interest.
- **Hybrid Modality:** Thirty minutes of focused group instruction on particular topics followed by 90 minutes of responsive one-on-one tutoring. We utilize one-page guides that all tutors/instructors follow and provide to learners across all locations. Through this combination of instruction and tutoring we expand basic email, Internet search, and other skills.
- **Basic Computer Skills:** In this workshop series, learners with little or no computer skills will be introduced to the basics of how to use the computer, the mouse, opening programs, and navigating the internet. All students will register for an email account and learn how to send and receive emails.
- **Intermediate Computer Skills:** In this workshop series, participants will add to what they learned in the Basic Skills course, and go into further detail on items listed above, with a concentration on learning more advanced applications on the computer.
- **Internet Safety:** This course is designed to help older adults learn how to prevent online fraud and report it if it happens, file an online report with the police or other entity for other types of abuse.

TYPES OF OUTREACH

Lunch Presentations and Special Events
Updating online calendar
Promotional Flyer Assistance
Outreach training for partners

EVALUATION

Client Survey
Pre-/Post Class Survey
Trainer Assessment of Client Skills

Individual Client Tracking (20-25 individuals): We will follow and track at least one individual from each senior center in order to show the longitudinal change that technology access and training has on their lives. This will be opt-in with stories and pictures being collected.

Involvement in the Tech Council

Collaborate with DAAS and SF-Connected Program partners to continue and support the Tech Council, which includes stakeholders, community members and program participants.

V. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

Computer and Broadband Technology Training

Deliver monthly performance statistics reports, and other reports as requested by DAAS, that, at a minimum, include:

Number of unduplicated consumers served: One unit is one consumer receiving at least one (1) class or one-on-one structured instruction at a DAAS technology lab during the course of a fiscal year. Demographics of consumers will be reported per DAAS request.

Number of instructional hours provided: One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by service providers at DAAS technology labs and other locations in San Francisco.

SERVICE UNITS

	FY 16-17	FY 17-18	FY 18-19
Unduplicated Consumers	475	475	475
Instructional Hours	5,225	5,225	5,225

VI. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objectives:

DAAS focuses on two core outcomes for the SF-Connected Program: (1) Seniors and Adults with Disabilities have the capacity to learn and benefit from skills and knowledge through the computer and broadband technology training; and (2) Seniors and Adults with Disabilities are successful in gaining helpful information to improve their health, economic security, and social engagement. The following indicators are established to measure whether the program has achieved the said outcomes:

- Measures of participation in services
- Measures of increase of knowledge and skills in using the computer

- Measures of participant satisfaction with the training
 - Measures of impact on individual participants in obtaining information to improve health, economic security or engagement in social and cultural online activities.
- At least 75% of surveyed program participants will report that they are satisfied with the training or classes they receive from SF Connected Programs.
 - At least 50% of surveyed participants will report that they have increased their technology knowledge, awareness, and skills.
 - At least 50% of surveyed participants will report that they have adopted some skills learned at the technology labs and are using computers and Internet at home or in community facilities.
 - At least 50% of surveyed participants will utilize skills learned to conduct online search or browsing for programs or services that suit their needs and interests, or access other social or cultural engagements online that enhances their well-being.
 - At least 50% of surveyed participants will utilize skills learned to connect with relatives and friends through email or online social media.
 - At least 50% of surveyed participants will report that they have searched online for health information, better managed their chronic conditions, or discovered ways to prevent falls or improve their health.
 - At least 20% of surveyed participants will report that they have used online tools to improve their economic security, e.g. apply for CalFresh, check their Social Security status, apply for jobs, or explore any other options for economic enhancement.

VII. Reporting Requirements

- A. Grantee will provide a monthly report of activities, referencing the tasks as described in Section V & VI - Service and Outcome Objectives. Grantee will enter the following monthly metrics in the CARBON database by the 15th of the following month:
 - **Number of unduplicated consumers served**
 - **Number of instructional hours provided**
- B. Grantee will enter into the CA-GetCare consumers' data in the SF Connected module.
- C. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section V & VI - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- E. 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.

- F. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 or a date agreed upon by DAAS and grantee each grant year.
- H. Grantee will provide Ad Hoc reports as required by the Department.
- I. For assistance with reporting requirements or submission of reports, contact:

Paulo Salta, Program Analyst
 DAAS, Office on the Aging
 1650 Mission St., 5th Floor
 San Francisco, CA 94103
Paulo.Salta@sfgov.org

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

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, 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 OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections IV-VI.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

	A	B	C	D	E
1					
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	Community Technology Network			07/01/2016 - 06/30/2019	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: SF Connected - Tech Training				
10	Budget Reference Page No.(s)				
11	Program Term	07/01/16-06/30/17	07/01/17-06/30/18	07/01/18-06/30/19	Total
12	Expenditures				
13	Salaries & Benefits	\$168,403	\$168,403	\$168,403	\$505,209
14	Operating Expense	\$25,074	\$25,074	\$25,074	\$75,222
15	Subtotal	\$193,477	\$193,477	\$193,477	\$580,431
16	Indirect Percentage (%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$29,021	\$29,021	\$29,021	\$87,063
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$222,498	\$222,498	\$222,498	\$667,494
20	HSA Revenues				
21	General Fund	\$222,498	\$222,498	\$222,498	\$667,494
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$222,498	\$222,498	\$222,498	\$667,494
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$222,498	\$222,498	\$222,498	\$667,494
37	Full Time Equivalent (FTE)				
39	Prepared by:	Telephone No.:		Date	
40	HSA-CO Review Signature: _____				
41	HSA #1				11/15/2007

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Program: SF Connected - Tech Training										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11											TOTAL
12	<u>Expenditure Category</u>					<u>TERM 07/01/16-06/30/17</u>	<u>07/01/17-06/30/18</u>	<u>07/01/18-06/30/19</u>			<u>07/01/16-06/30/19</u>
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Scavenger)										
15	Office Supplies, Postage					\$600	\$600	\$600			\$1,800
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction										
18	Insurance										
19	Staff Training										
20	Staff Travel-(Local & Out of Town)										
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
27	Bilingual trainers					\$22,800	\$22,800	\$22,800			\$68,400
28	OTHER										
29	Food for volunteer trainings					\$1,050	\$1,050	\$1,050			\$3,150
30	Technology					\$624	\$624	\$624			\$1,872
31											
32											
33											
34											
35	TOTAL OPERATING EXPENSE					\$25,074	\$25,074	\$25,074			\$75,222
36											
37	HSA #3										11/15/2007

APPENDIX A-3 – SERVICES TO BE PROVIDED

Conard House Inc.

SF Connected Program: Technology Training

July 1, 2016 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to provide continued broadband education, awareness, training, access and support to seniors and adults with disabilities who attend SF Connected services in various Technology labs in San Francisco. The SF Connected Program will continue and enhance the purpose of improving the quality of life of seniors and adults with disabilities through computer and broadband technology training to obtain essential skills and knowledge.

II. Definitions

CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Human Service Agency's Contracts Administration Reporting and Billing On-line (CARBON) system
Coordination	Activities that involve the active participation of the agency staff to liaison with both OOA and non-OOA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

HSA	Human Services Agency of the City and County of San Francisco
Grantee	Conard House Inc.
OOA	Office on the Aging
Outreach	Organized events in which SF Connected Program activities are promoted.
Public Awareness	Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to seniors and adults with disabilities in San Francisco at DAAS-authorized technology labs.
Technology Lab	Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAAS to manage DAAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target seniors aged 60 years and above, or adults (aged 18 to 59) with disabilities who are members of one or more of the following target groups according to the mission of DAAS and HSA:

- Low-income
- Limited-English proficiency
- Minorities including Native Americans
- Those with the greatest economic or social need
- Those that are at risk for institutional placement
- Lesbian/Gay/Bisexual/Transgender

The target population is individuals who struggle daily with chronic mental illness and other disabilities. This population consists of very low-income individuals most of whom were previously homeless mental health consumers now living in supportive housing.

The target population has a varying degree of computer literacy. Those who need to learn basic computer skills start with keyboard typing and mouse usage. Those that already have those skills often use the labs to stay connected via social media.

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

Computer and Broadband Technology Training

Recruit, train, manage, and supervise one paid IT Trainer (ITT) and sufficient number of volunteers to provide classes, workshops, one-on-one training, and answer computer and technology-related questions, based on SF Connected Program curriculum and technical assistance materials approved by DAAS. Instructions must be provided in one or more of the following languages: English, Spanish, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.)

- Coordinate with DAAS to create a program calendar and training schedule and match volunteers with DAAS-authorized Conard Technology Labs.
- Provide training and support for staff at DAAS authorized Conard Technology Labs, and provide ongoing professional development and mentoring for sustaining program goals.
- Coordinate with DAAS to conduct, administer, and if needed, perform data entry of SF Connected Program surveys to determine experience with and barriers to using the labs, and determine class components that are of interest to participants.
- Collaborate with DAAS and SF Connected Program partners to continue and support the Technology Council, which includes stakeholders, community members, and program participants.

Instructional Schedules

The IT Trainer (ITT) will provide training programs geared toward the target population. A schedule will be set up and posted at each site. The ITT will also train volunteers to assist him or her in providing instruction to the population with the goal of having the volunteers assist at the sites.

The training curriculum is developed by the ITT and approved by the IT Manager and DAAS. The training to be provided will include, but is not limited to:

- Introduction to Computers
- Basic Computer Skills
- Applied Computer Skills
- Computer Vocational Skills

Instructional hours include open lab sessions, computer classes, and special trainings. These special trainings include the Desk Clerk Training Program (DCTP) and Boot Camp, which are detailed later in this appendix.

Grantee's volunteers will help at Conard House sites, freeing up our IT Trainer to provide additional services at outlying sites. New volunteers will continue to be recruited via referrals from Case Managers, Program Directors, and Conard's Supportive Employment Department. Furthermore, the IT Trainer will post ads on websites such as thevolunteercenter.net and volunteermatch.org to search for suitable candidates. Volunteers will be trained by the ITT.

Trainings and open labs are scheduled at sites where either the ITT or a volunteer is on hand. Each of our sites will have flyers posted, which list scheduled instructional

sessions. A standard weekly schedule may include up to five open lab sessions, one beginner or applied computer class, one weekly Boot Camp session, and two Desk Clerk Training program sessions per week. When the Desk Clerk Training program is not in session, the IT Trainer can hold extra Open Lab hours.

Boot Camp and DCTP

The Supportive Employment Services team provides an extra component of wrap around treatment options for existing and newly engaged Conard House, Inc. clients. Special trainings include the Desk Clerk Training program and the Boot Camp. The services are facilitated in a tier level process where the clients are referred from Conard House, Inc. Case Management Services team to the Service Employment Team. Once referred, a motivational interview/intake process is performed to assess their digital literacy needs. Client will then either: 1) enter the DCTP where the client will be expected to perform an eight week session of classroom and on-the-job training teaching the students to become employable Desk Clerks in Supportive Housing sites. Completion of the DCTP will result in a Certificate of completion and possible employment as a Desk Clerk; or 2) enter the Boot camp training session where clients who are not interested in a Desk Clerk position but would like alternative work resources and/or clients that are low on work skills and need a more Vocational Rehabilitation by attending an eight week course with one day for classroom training and one-to-one individualized services that will extensively work on client needs. These job-readiness trainings are designed to teach professionalism 101 and computer skills so can acquire and maintain employment in the community. Once students are ready to actively seek employment, the boot camp will instruct clients in how to master an application, build functioning resumes, create efficient cover letters along with proper writing etiquette, and prepare for interviews through mock interviews.

Boot Camp Class	Desk Clerk Training Program
10 unduplicated clients annually	64 Unduplicated clients successfully completing DCTP
120 annual hours	4 session per year @ 8 weeks each
Boot Camp Individual (one-on-one)	128 annual desk clerk class training hours
8 unduplicated clients annually	160 annual on the job training hours
224 annual one-on-one training hours	

V. **Service Objectives**

On an annual basis, the Grantee will meet the following Service Objectives:

Computer and Broadband Technology Training

Deliver monthly performance statistics reports, and other reports as requested by DAAS, that, at a minimum, include:

Number of unduplicated consumers served: One unit is one consumer receiving at least one (1) class or one-on-one structured instruction at a DAAS technology lab during the course of a fiscal year. Demographics of consumers will be reported per DAAS request.

Number of instructional hours provided: One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by service providers at DAAS technology labs.

SERVICE UNITS

	FY 16-17	FY 17-18	FY 18-19
Unduplicated Consumers	208	215	222
Instructional Hours	1,345	1,392	1,440

VI. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objectives: DAAS focuses on two core outcomes for the SF Connected Program: (1) Seniors and Adults with Disabilities have the capacity to learn and benefit from skills and knowledge through the computer and broadband technology training; and (2) Seniors and Adults with Disabilities are successful in gaining helpful information to improve their health, economic security, and social engagement. The following indicators are established to measure whether the program has achieved the said outcomes:

- Measures of participation in services
 - Measures of increase of knowledge and skills in using the computer
 - Measures of participant satisfaction with the training
 - Measures of impact on individual participants in obtaining information to improve health, economic security or engagement in social and cultural online activities.
- At least 75% of surveyed program participants will report that they are satisfied with the training or classes they receive from SF Connected Programs.
 - At least 50% of surveyed participants will report that they have increased their technology knowledge, awareness, and skills.
 - At least 50% of surveyed participants will report that they have adopted some skills learned at the technology labs and are using computers and Internet at home or in community facilities.
 - At least 50% of surveyed participants will utilize skills learned to conduct online search or browsing for programs or services that suit their needs and interests, or access other social or cultural engagements online that enhances their well-being.
 - At least 50% of surveyed participants will utilize skills learned to connect with relatives and friends through email or online social media.
 - At least 50% of surveyed participants will report that they have searched online for health information, better managed their chronic conditions, or discovered ways to prevent falls or improve their health.
 - At least 20% of surveyed participants will report that they have used online tools to improve their economic security, e.g. apply for CalFresh, check their Social Security status, apply for jobs, or explore any other options for economic enhancement.

VII. Reporting Requirements

- A. Monthly reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system regarding the following:
 - a. **Number of unduplicated consumers served**
 - b. **Number of instructional hours provided**
- B. Grantee will enter into the CA-GetCare consumers' data in the SF Connected module.
- C. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section V & VI – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year on an annual basis.
- E. 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.
- F. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 or a date agreed upon by DAAS and grantee each grant year.
- H. Grantee will provide Ad Hoc reports as required by the Department.

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

Paulo Salta, Program Analyst
DAAS, Office on the Aging
1650 Mission St., 5th Floor
San Francisco, CA 94103
Paulo.Salta@sfgov.org

Victoria Chan, Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120-7988
Victoria.Chan@sfgov.org

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, 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 OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections IV-VI.

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

**HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY
 BY PROGRAM**

	A	B	C	D	E
1					
2					
3					
4					
5	Name			Term	
6	Conard House, Inc.			07/01/2016 - 06/30/2019	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: SF Connected - Tech Training				
10					Total
11		07/01/16 - 06/30/17	07/01/17 - 06/30/18	07/01/18 - 06/30/19	
12	Expenditures				
13	Salaries & Benefits	\$56,665	\$56,665	\$56,665	\$169,995
14	Operating Expense	\$6,576	\$6,576	\$6,576	\$19,728
15	Subtotal	\$63,241	\$63,241	\$63,241	\$189,723
16	Indirect Percentage (%)	12%	12%	12%	12%
17	Indirect Cost (Line 16 X Line 15)	\$7,589	\$7,589	\$7,589	\$22,767
18	Capital Expenditure				
19	Total Expenditures	\$70,830	\$70,830	\$70,830	\$212,490
20	HSA-DAAS Revenues				
21	General Fund	\$70,830	\$70,830	\$70,830	\$212,490
22					
23					
24	TOTAL HSA-DAAS REVENUES	\$70,830	\$70,830	\$70,830	\$212,490
25	Other Revenues				
26					
27					
28					
29	Total Revenues	\$70,830	\$70,830	\$70,830	\$212,490
30	Full Time Equivalent (FTE)				
32	Prepared by: Roxie Uyeda	Telephone No.: 415/864-7833			5/11/2016
33	HSA-CO Review Signature: _____				
34	HSA #1				11/15/2007

APPENDIX A-4 – SERVICES TO BE PROVIDED
LightHouse for the Blind and Visually Impaired
SF Connected Program: Technology Training
July 1, 2016 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to provide continued broadband technology education, awareness, training, access and support to seniors and adults with disabilities who attend SF Connected services in various Technology labs in San Francisco. The SF Connected Program will continue and enhance the purpose of improving the quality of life of seniors and adults with disabilities through computer and broadband technology training to obtain essential skills and knowledge.

II. Definitions

CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Human Service Agency's Contracts Administration Reporting and Billing On-line (CARBON) system
Coordination	Activities that involve the active participation of the agency staff to liaison with both OOA and non-OOA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

HSA	Human Services Agency of the City and County of San Francisco
Grantee	LightHouse for the Blind and Visually Impaired
OOA	Office on the Aging
Outreach	Organized events in which SF Connected Program activities are promoted.
Public Awareness	Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to seniors and adults with disabilities in San Francisco at DAAS-authorized technology labs.
Technology Lab	Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAAS to manage DAAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target seniors aged 60 years and above, or adults (aged 18 to 59) with disabilities who are members of one or more of the following target groups according to the mission of DAAS and HSA:

- Low-income
- Limited-English proficiency
- Minorities including Native Americans
- Those with the greatest economic or social need
- Those that are at risk for institutional placement
- Lesbian/Gay/Bisexual/Transgender

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

Computer and Broadband Technology Training

Recruit, train, manage, and supervise paid computer tutors to provide classes, workshops, one-on-one training, and answer computer and technology-related questions, based on student assessment and necessary access technology training. Instructions will be provided in one or more of the following languages based on the needs of the student: English, Spanish, ASL (including tactile ASL), Chinese, Russian, and Vietnamese. Students with second languages will be provided an interpreter. By appointment, we will coordinate with DAAS to create program calendar and training schedules.

Services are available to students five days a week, between the hours of 9:00am and 5:00pm. The LightHouse recommends that students participate in training a minimum of two meetings a week for a minimum of two hours each meeting (four hours a week). We

will expand our service hours into evening and weekend hours to provide alternative times for students who cannot attend training during regular work hours.

Throughout LightHouse training, LightHouse Access Technology Staff will be available by appointment to other DAAS technology labs for basic understanding and training in access technologies for persons who are blind. LightHouse staff will provide DAAS information regarding student training through monthly data entry into CA-GetCare as well as information received from surveys/feedback from students every six months.

Through CA-GetCare, LightHouse will provide the number of students bringing their own devices, hours of training, and type of training received.

Based on Access Technology Assessments, students may receive one or more of the following trainings:

- Keyboard instruction
- Computer Access Using the Following PC Software Options: Zoomtext, MaGic, JAWS, WindowEyes, and Guide
- Computer Access Using the Following Mac Software Options: Zoom, VoiceOver, Zoomtext for Mac
- Email
- Basic Web navigation
- Skype or Facetime (Mac)
- Basic instruction in Smartphone Access using accessibility features
- Basic access to tablets using accessibility features

V. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

Computer and Broadband Technology Training

Deliver monthly performance statistics reports, and other reports as requested by DAAS, that, at a minimum include:

- **Number of unduplicated consumers served:** One unit is one consumer receiving at least one (1) class or one-on-one structured instruction at a DAAS technology lab during the course of a fiscal year. Demographics of consumers will be reported per DAAS request.
- **Number of instructional hours provided:** One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors trained by service providers at DAAS technology labs.

Service Units

	FY 16-17	FY 17-18	FY 18-19
Unduplicated Consumers	220	220	220
Instructional Hours	2,200	2,200	2,200

VI. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objectives: For fiscal years 2016 to 2019, DAAS focuses on two core outcomes for the SF Connected Program: (1) Seniors and Adults with Disabilities have the capacity to learn and benefit

from skills and knowledge through the computer and broadband technology training; and (2) Seniors and Adults with Disabilities are successful in gaining helpful information to improve their health, economic security, and social engagement. The following indicators are established to measure whether the program has achieved the said outcomes:

- Measures of participation in services
 - Measures of increase of knowledge and skills in using the computer
 - Measures of participant satisfaction with the training
 - Measures of impact on individual participants in obtaining information to improve health, economic security or engagement in social and cultural online activities.
- At least 75% of surveyed program participants will report that they are satisfied with the training or classes they receive from SF Connected Programs.
 - At least 50% of surveyed participants will report that they have increased their technology knowledge, awareness, and skills.
 - At least 50% of surveyed participants will report that they have adopted some skills learned at the technology labs and are using computers and Internet at home or in community facilities.
 - At least 50% of surveyed participants will utilize skills learned to conduct online search or browsing for programs or services that suit their needs and interests, or access other social or cultural engagements online that enhances their well-being.
 - At least 50% of surveyed participants will utilize skills learned to connect with relatives and friends through email or online social media.
 - At least 50% of surveyed participants will report that they have searched online for health information, better managed their chronic conditions, or discovered ways to prevent falls or improve their health.
 - At least 20% of surveyed participants will report that they have used online tools to improve their economic security, e.g. apply for CalFresh, check their Social Security status, apply for jobs, or explore any other options for economic enhancement.

VII. Reporting Requirements

- A. Grantee will provide a monthly report of activities, referencing the tasks as described in Section V & VI - Service and Outcome Objectives. Grantee will enter the following monthly metrics in the CARBON database by the 15th of the following month:
 - Number of unduplicated consumers served
 - Number of instructional hours provided
- B. Grantee will enter into the CA-GetCare consumers' data in the SF Connected module.
- C. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section V & VI - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

- E. 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.
- F. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- H. Grantee will provide Ad Hoc reports as required by the Department.
- I. For assistance with reporting requirements or submission of reports, contact:

Paulo Salta, Program Analyst
 DAAS, Office on the Aging
 1650 Mission St., 5th Floor
 San Francisco, CA 94103
Paulo.Salta@sfgov.org

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

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, 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 OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections IV-VI.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

	A	B	C	D	E
1					
2					
3					
4					
5	Name			Term	
6	LightHouse for the Blind and Visually Impaired			07/01/2016 - 06/30/2019	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: SF Connected - Tech Training	07/01/16-06/30/17	07/01/17-06/30/18	07/01/18-06/30/19	07/01/2016 - 06/30/2019
10	Budget Reference Page No.(s)				
11	Program Term				Total
12	Expenditures				
13	Salaries & Benefits	\$39,677	\$39,677	\$39,677	\$119,031
14	Operating Expense	\$1,500	\$1,500	\$1,500	\$4,500
15	Subtotal	\$41,177	\$41,177	\$41,177	\$123,531
16	Indirect Percentage (%)	5%	5%	5%	5%
17	Indirect Cost (Line 16 X Line 15)	\$2,059	\$2,059	\$2,059	\$6,177
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$43,236	\$43,236	\$43,236	\$129,708
20	HSA Revenues				
21	General Fund	\$43,236	\$43,236	\$43,236	\$129,708
22					
23					
24					
25					
26	TOTAL HSA REVENUES	\$43,236	\$43,236	\$43,236	\$129,708
27	Other Revenues				
28					
29					
30					
31					
32					
33	Total Revenues				
34	Full Time Equivalent (FTE)	0.61			
36	Prepared by: Iris Feng			Telephone No.: 415-694-7341	
37	HSA-CO Review Signature: _____				
38	HSA #1				11/15/2007

APPENDIX A-5 – SERVICES TO BE PROVIDED
Self Help for the Elderly
SF Connected Program: Technology Training
July 1, 2016 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to provide continued broadband education, awareness, training, access and support to seniors and adults with disabilities who attend SF Connected services in various Technology labs in San Francisco. The SF Connected Program will continue and enhance the purpose of improving the quality of life of seniors and adults with disabilities through computer and broadband technology training to obtain essential skills and knowledge.

II. Definitions

CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Human Service Agency's Contracts Administration Reporting and Billing On-line (CARBON) system
Coordination	Activities that involve the active participation of the agency staff to liaison with both OOA and non-OOA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
HSA	Human Services Agency of the City and County of San Francisco

Grantee	Self Help for the Elderly (SHE)
OOA	Office on the Aging
Outreach	Organized events in which SF Connected Program activities are promoted.
Public Awareness	Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to seniors and adults with disabilities in San Francisco at DAAS-authorized technology labs.
Technology Lab	Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAAS to manage DAAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Services must target seniors aged 60 years and above, or adults (aged 18 to 59) with disabilities who are members of one or more of the following target groups according to the mission of DAAS and HSA:

- Low-income
- Limited-English proficiency
- Minorities including Native Americans
- Those with the greatest economic or social need
- Those who are at risk for institutional placement
- Lesbian/Gay/Bisexual/Transgender

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

Computer and Broadband Technology Training

Recruit, train, manage and supervise volunteer or paid computer tutors to provide classes, workshops, one-on-one training, and answer computer and technology-related questions, based on SF Connected Program curriculum and technical assistance materials approved by DAAS. Instruction will be provided in one or more of the following languages: English, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.) Coordinate with DAAS to create program calendar and training schedule and match volunteers with DAAS technology labs.

Provide training and support for staff at DAAS technology labs, and ongoing professional development and mentoring for sustaining program goals. Coordinate with DAAS and its technology labs to administer the annual consumer

satisfaction survey and if needed, perform data entry to determine experience with and barriers to using the labs, and determine class components that are of interest to participants.

Collaborate with DAAS and SF Connected Program partners to continue and support the Technology Council, which includes stakeholders, community members and program participants.

Work with SF Connected Technology Labs to provide in-language workshop(s) to their participants. The workshop will invite ALL seniors participating in the congregated meals program at senior centers, or at monthly residents' meetings in senior buildings to help promote SF Connected to larger groups of seniors. Suggested topics for these workshops are:

- How to search for information (including health information) online
- WeChat
- Health Literacy
- Skype
- Facebook
- 211, 311 and 511.org/Google Map/NextBus
- Tablet Q&A

V. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

Computer and Broadband Technology Training

Deliver monthly performance statistics reports, and other reports as requested by DAAS, that at a minimum include:

Number of unduplicated consumers served: One unit is one consumer receiving at least one (1) class or one-on-one structured instruction at a DAAS technology lab, or attending at least one (1) workshop during the course of a fiscal year. Demographics of consumers will be reported per DAAS request.

Number of instructional hours provided: One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by service providers at DAAS technology labs.

SERVICE UNITS

	FY 16-17	FY 17-18	FY 18-19
Unduplicated Consumers	535	535	535
Instructional Hours	1,590	1,590	1,590

VI. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objectives: DAAS focuses on two core outcomes for the SF Connected Program: (1) Seniors and Adults with Disabilities have the capacity to learn and benefit from skills and

knowledge through the computer and broadband technology training; and (2) Seniors and Adults with Disabilities are successful in gaining helpful information to improve their health, economic security, and social engagement. The following indicators are established to measure whether the program has achieved the said outcomes:

- Measures of participation in services
 - Measures of increase of knowledge and skills in using the computer
 - Measures of participant satisfaction with the training
 - Measures of impact on individual participants in obtaining information to improve health, economic security or engagement in social and cultural online activities.
-
- At least 75% of surveyed program participants will report that they are satisfied with the training or classes they receive from SF Connected Programs.
 - At least 50% of surveyed participants will report that they have increased their technology knowledge, awareness, and skills.
 - At least 50% of surveyed participants will report that they have adopted some skills learned at the technology labs and are using computers and Internet at home or in community facilities.
 - At least 50% of surveyed participants will utilize skills learned to conduct online search or browsing for programs or services that suit their needs and interests, or access other social or cultural engagements online that enhances their well-being.
 - At least 50% of surveyed participants will utilize skills learned to connect with relatives and friends through email or online social media.
 - At least 50% of surveyed participants will report that they have searched online for health information, better managed their chronic conditions, or discovered ways to prevent falls or improve their health.
 - At least 20% of surveyed participants will report that they have used online tools to improve their economic security, e.g. apply for CalFresh, check their Social Security status, apply for jobs, or explore any other options for economic enhancement.

VII. Reporting Requirements

- A. Grantee will provide a monthly report of activities, referencing the tasks as described in Section V & VI- Service and Outcome Objectives. Grantee will enter the following monthly metrics in the CARBON database by the 15th of the following month:
 - i. **Number of unduplicated consumers served**
 - ii. **Number of instructional hours provided**
- B. Grantee will enter into the CA-GetCare consumers' data in the SF Connected module
- C. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section V & VI - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database

- by the 15th of the month following the end of the program year on an annual basis.
- E. 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.
 - F. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
 - G. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 or a date agreed upon by DAAS and grantee each grant year.
 - H. Grantee will provide Ad Hoc reports as required by the Department.

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

Paulo Salta, Program Analyst
DAAS, Office on the Aging
1650 Mission St., 5th Floor
San Francisco, CA 94103
Paulo.Salta@sfgov.org

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

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, 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 OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections IV-VI.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

	A	B	C	D	E
1					
2					
3					
4					
5	Name			Term	
6	Self Help for the Elderly			07/01/2016 - 06/30/2019	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: SF Connected - Tech Training				
10	Budget Reference Page No.(s)				
11	Program Term	7/1/16-6/30/17	7/1/17-6/30/18	7/1/18-6/30/19	Total
12	Expenditures				
13	Salaries & Benefits	\$51,106	\$51,106	\$51,106	\$153,318
14	Operating Expense	\$1,329	\$1,329	\$1,329	\$3,987
15	Subtotal	\$52,435	\$52,435	\$52,435	\$157,305
16	Indirect Percentage (%)	11%	11%	11%	11%
17	Indirect Cost (Line 16 X Line 15)	\$5,767	\$5,767	\$5,767	\$17,301
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$58,202	\$58,202	\$58,202	\$174,606
20	HSA Revenues				
21	General Fund	\$58,202	\$58,202	\$58,202	\$174,606
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$58,202	\$58,202	\$58,202	\$174,606
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$58,202	\$58,202	\$58,202	\$174,606
37	Full Time Equivalent (FTE)	1.03	1.03	1.03	
39	Prepared by: Leny Nair		Telephone No.: 415-677-7682		Date 5/16/16
40	HSA-CO Review Signature: _____				
41	HSA #1				11/15/2007

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

Salaries & Benefits Detail

	A	C	D	E	F	G	H	I	J
1									
2									
3									
4	Program: SF Connected - Tech Training								
5	(Same as Line 9 on HSA #1)								
6									
7	Salaries & Benefits Detail								
8									
9									
10									
11		Agency Totals		For HSA Program		For DHS Program	For DHS Program	For DHS Program	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary 07/01/16-06/30/17	Budgeted Salary 07/01/17-06/30/18	Budgeted Salary 07/01/18-06/30/19	07/07/2016 - 06/30/2019
13	Project Coordinator	\$56,160	100%	18%	18%	\$9,828	\$9,828	\$9,828	\$29,484
14	Instructor-Chinese	\$37,440	23%	100%	23%	\$8,424	\$8,424	\$8,424	\$25,272
15	Instructor-Chinese	\$37,440	13%	100%	13%	\$4,680	\$4,680	\$4,680	\$14,040
16	Instructor-Chinese	\$37,440	13%	100%	13%	\$4,680	\$4,680	\$4,680	\$14,040
17	Instructor-Chinese	\$37,440	10%	100%	10%	\$3,744	\$3,744	\$3,744	\$11,232
18	Instructor-Vietnamese	\$37,440	10%	100%	10%	\$3,744	\$3,744	\$3,744	\$11,232
19	Instructor-Russian	\$37,440	20%	100%	20%	\$7,488	\$7,488	\$7,488	\$22,464
20									
21									
22									
23									
24									
25									
26	TOTALS	\$280,800	1.88	6.18	1.05	\$42,588	\$42,588	\$42,588	\$127,764
27									
28	FRINGE BENEFIT RATE	20%							
29	EMPLOYEE FRINGE BENEFITS	\$56,160				\$8,518	\$8,518	\$8,518	\$25,554
30									
31									
32	TOTAL SALARIES & BENEFITS	\$336,960				\$51,106	\$51,106	\$51,106	\$153,318
33	HSA #2								11/15/2007

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Program: SF Connected - Tech Training										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11											TOTAL
12	Expenditure Category				TERM 07/01/16-06/30/17	07/01/17-06/30/18	07/01/18-06/30/19				07/01/2016 - 06/30/2019
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Scavenger)										
15	Office Supplies, Postage				\$254	\$254	\$254				\$762
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction										
18	Insurance				\$575	\$575	\$575				\$1,725
19	Staff Training										
20	Staff Travel-(Local & Out of Town)				\$360	\$360	\$360				\$1,080
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25											
26											
27											
28	OTHER										
29	Recruitment costs				\$140	\$140	\$140				\$420
30											
31											
32											
33											
34											
35	TOTAL OPERATING EXPENSE				\$1,329	\$1,329	\$1,329				\$3,987
36											
37	HSA #3										11/15/2007

APPENDIX A-6 – SERVICES TO BE PROVIDED
The Stride Center dba ReliaTech
SF Connected Program: Technical Support
July 1, 2016 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to provide technical support for 240+ computers across the 55+ SF Connected technical labs for seniors and adults with disabilities. SF Connected Program will continue and enhance the existing Broadband Technology Opportunities Program (BTOP) installations with the purpose to improve the quality of life of seniors and adults with disabilities through computer and broadband technology training to obtain skills and knowledge.

II. Definitions

CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Coordination	Activities that involve the active participation of the agency staff to include liaison with both OOA and non-OOA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.
HSA	Human Services Agency of the City and County of San Francisco

Grantee	ReliaTech
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.
OOA	Office on the Aging
Public Awareness	Result of any event, poster, article, website, advertisement, publicity that informs the public about the SF Connected Program.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to seniors and adults with disabilities in San Francisco at DAAS-authorized technology labs.
Technology Lab	Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAAS to manage DAAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Grantee provides technical support in service to staff of the SF Connected Program, which ultimately targets seniors aged 60 years and above, or adults (aged 18 to 59) with disabilities who are members of one or more of the following target groups according to the mission of DAAS and HSA:

- Low-income
- Limited-English proficiency
- Minorities including Native Americans
- Those with the greatest economic or social need
- Those that are at risk for institutional placement
- Lesbian/Gay/Bisexual/Transgender

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

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 has been reimaged that fiscal year. If no reimage 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 website from DAAS and staff of SF Connected Program technology labs regarding computer, related peripherals, and Internet connectivity issues. Record the incident and identify the problem. In the case of computer and local area network problems, the issues must be resolved either remotely or on site as part of the unscheduled service responsibilities. 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 and if the issue is with the router or switch and/or further upstream – the issue is forwarded to DAAS and/or the appropriate ISP within 1 business day.

Hardware Support: Response would be within current SLA for technical support. Resolution would be within 12 business days.

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

Quarterly Observations and Recommendations on Technology Lab Use Experience: The technical support service provider shall provide observations and recommendations to DAAS 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, provide quarterly statistics to include response rate to service requests and time to close tickets.

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

V. Service Objectives

On an annual basis, the Grantee will meet the following Service Objectives:

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

VI. Outcome Objectives

On an annual basis, the Grantee will meet the following Outcome Objective:

- At least 90% of the locations or sites of the technology labs are satisfied with the technical support rendered.

VII. Reporting Requirements

- A. Grantee will provide a **quarterly** report of activities, referencing the tasks as described in Section V & VI - Service and Outcome Objectives. Grantee will enter the following monthly metrics in the CARBON (Contracts, Administration, Reporting, and Billing Online) database by the 15th of the following month:
- Number of tech labs served
 - Number of service calls
- B. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section V & VI - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- C. Grantee will input monthly service performance in CA-GetCare.
- D. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- E. 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.
- F. Grantee will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- G. Grantee will provide Ad Hoc reports as required by the Department.
For assistance with reporting requirements or submission of reports, contact:

Aaron Low, Program Manager
DAAS, Office on the Aging
1650 Mission St., 5th Floor
San Francisco, CA 94103
Aaron.Low@sfgov.org

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

VIII. Monitoring Activities

- A. **Program Monitoring:** Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA Getcare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, 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 OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections IV-VI.

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

	A	B	C	D	E
1					
2					
3					
4					
5	Name			Term	
6	The Stride Center dba Reliatech			07/01/2016 - 06/30/2019	
7	(Check One) New <input checked="" type="checkbox"/> _ Renewal <input type="checkbox"/> _ Modification <input type="checkbox"/> _				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: SF Connected - Tech Support	07/01/16-06/30/17	07/01/17-06/30/18	07/01/18-06/30/19	07/01/2016 - 06/30/2019
10	Budget Reference Page No.(s)				Total
11	Program Term				
12	Expenditures				
13	Salaries & Benefits	\$0	\$0	\$0	\$0
14	Operating Expense	\$58,000	\$58,000	\$58,000	\$174,000
15	Subtotal	\$58,000	\$58,000	\$58,000	\$174,000
16	Indirect Percentage (%)	0%	0%	0%	0%
17	Indirect Cost (Line 16 X Line 15)	\$0	\$0	\$0	\$0
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$58,000	\$58,000	\$58,000	\$174,000
20	HSA Revenues				
21	General Fund	\$58,000	\$58,000	\$58,000	\$174,000
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$58,000	\$58,000	\$58,000	\$174,000
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$58,000	\$58,000	\$58,000	\$174,000
37	Full Time Equivalent (FTE)				
39	Prepared by: Willie Lockett	Telephone No.:		Date	
40	HSA-CO Review Signature:	_____			
41	HSA #1				

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Program: SF Connected - Tech Support										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11											TOTAL
12	<u>Expenditure Category</u>			<u>TERM</u>	<u>07/01/16-06/30/17</u>	<u>07/01/17-06/30/18</u>	<u>07/01/18-06/30/19</u>				<u>07/01/2016 - 06/30/2019</u>
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Scavenger, Internet)				\$7,920	\$7,920	\$7,920				\$23,760
15	Office Supplies, Postage										
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction										
18	Insurance										
19	Staff Training										
20	Staff Travel-(Local & Out of Town)										
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25											
26	OTHER										
27	Routine service per CPU remote, 30 per month @ 25.00				\$9,000	\$9,000	\$9,000				\$27,000
28	Routine service per CPU on-site, 30 per month @ 45.00				\$9,600	\$9,600	\$9,600				\$28,800
29	Unscheduled service, expected 10/mo @ 80.00				\$16,280	\$16,280	\$16,280				\$48,840
30	Equipment moves, changes, updates, refresh @ 45.00				\$10,350	\$10,350	\$10,350				\$31,050
31	Help Desk calls, expected 9.5/mo @ 25.00				\$2,850	\$2,850	\$2,850				\$8,550
32	Reporting @ 500.00 per quarter				\$2,000	\$2,000	\$2,000				\$6,000
33											
34											
35	TOTAL OPERATING EXPENSE				\$58,000	\$58,000	\$58,000				\$174,000
36											
37	HSA #3										11/15/2007

APPENDIX A-7 – SERVICES TO BE PROVIDED
Community Living Campaign
SF Connected Program: SF Tech Council
July 1, 2016 – June 30, 2019

I. Purpose of Grant

The purpose of this grant is to provide continued broadband education, awareness, training, access, and support to seniors and adults with disabilities who attend SF Connected services in 55+ Technology labs in San Francisco. The SF Connected Program will continue and enhance the purpose of improving the quality of life of seniors and adults with disabilities through computer and broadband technology training to obtain essential skills and knowledge.

II. Definitions

CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
Coordination	Activities that involve the active participation of the agency staff to include liaison with both OOA and non-OOA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
Frail	An individual is determined to be functionally impaired because the individual either: (a) Is unable to perform at least two activities of daily living, including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing or supervision. (b) Due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or to others.

HSA	Human Services Agency of the City and County of San Francisco
Grantee	Community Living Campaign (CLC)
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.
OOA	Office on the Aging
Outreach	Organized events in which SF Connected Program activities are promoted
Public Awareness	Result of any event, poster, article, website, advertisement, publicity, that informs the public about the SF Connected Program
SF Connected Program	A program that provides technology education, awareness, training, access, and support to seniors and adults with disabilities in San Francisco at DAAS-authorized technology labs
Technology Lab	Senior Centers, Community Centers, San Francisco Housing Authority, Low Income Senior housing, Supportive Housing, and San Francisco Adult Day Service facilities authorized by DAAS to manage DAAS-coordinated technology classes and promote usage of computers and peripherals.

III. Target Population

Grantee provides administrative support to the SF Tech Council, which ultimately targets seniors aged 60 years and above, or adults (aged 18 to 59) with disabilities who are members of one or more of the following target groups according to the mission of DAAS and HSA:

- Low-income
- Limited-English proficiency
- Minorities including Native Americans
- Those with the greatest economic or social need
- Those who are at risk for institutional placement
- Lesbian/Gay/Bisexual/Transgender

IV. Description of Services

The SF Tech Council advances digital inclusion for seniors and adults with disabilities so all can participate in the City's connected community.

The Community Living Campaign (CLC) is the current administrative and program support contractor for the SF Tech Council and has conceptualized, developed, and supported the SF Tech Council over the past two and a half years.

Working in conjunction with key DAAS staff members, CLC has developed the Tech Council to include program partners and a range of stakeholders, among them community members and program participants. The focus of the Tech Council's work is to enhance program quality, efficiency and effectiveness.

As of February 2015, CLC has completed the "incubator" stage of establishing the Tech Council, including conducting over 80 stakeholder interviews, convening an initial program partner and stakeholder forum, and officially forming the San Francisco Technology Council. As the Tech Council has matured, CLC and its subcontractor (Susan Poor Consulting) work to ensure that the Council continues to develop multi-sector solutions that encompass the Tech Council's four key themes:

- Education efforts and systems to get people online, including peer-based and community-based initiatives, are key to improved connectivity as historically, there have not been sufficient nor sophisticated enough efforts to reach the community broadly.
- Isolation experienced by older adults and those 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 those 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.

CLC Program Approach/Plan:

Marie Jobling, CLC Executive Director and SF Tech Council member, will provide direct supervision and support to the lead Consultant staff person for the SF Tech Council, Susan Poor. For day-to-day administrative matters, Kate Kuckro, CLC Deputy Director, will manage communications and outreach, coordinate with DAAS, provide budgeting and financial oversight, and lead assurance of appropriate record-keeping and reporting.

The lead Consultant Staff (Susan Poor) will provide planning and administrative services to the Council and serve as its main point of contact. She will organize, facilitate, document, and provide support for all Tech Council, Steering Committee, and Workgroup meetings; work with the Steering Committee and Workgroups to guide and focus the work of the Council; assist with recruitment of new members and meeting participants; respond to external requests for information; meet with funders and others interested in the Council; contribute to fund development efforts; and maintain SF Tech Council records and documents. As the organization matures, CLC will bring more of the needed administrative support in-house to make the project as cost effective as

possible and to free up higher level consultants' time to focus on areas where their leadership is most needed.

With an over-arching goal of supporting seniors, people with disabilities, and their hands-on care providers so that they experience reduced isolation and loneliness and improved quality of life, the Tech Council will:

- Coordinate effective and efficient efforts between DAAS, SF Connected program partners, and community stakeholders, create a stronger commitment to collective impact, and foster a culture of accountability;
- Expand resources to improve internet access, training, and online materials;
- Develop initial plans for leveraging assets toward sustainability of SF Connected and its efforts; and
- Identify, support, and continue projects that will build bridges between the technology and service sectors in San Francisco.

V. **Service Objectives**

On an annual basis, the Grantee will meet the following Service Objectives:

1. **Eight (8) Steering Committee meetings will be scheduled and completed.**
Steering Committee meetings are held between SF Tech Council meetings. We anticipate that the Steering Committee will meet 10-12 times per year over the next three years.
2. **Six (6) Tech Council Meetings will be scheduled and completed.**
The SF Tech Council is now on a consistent monthly meeting schedule. We anticipate that the Council will meet 10-12 times per year over the next three years.
3. **Prepare and submit at least three (3) requests for funding** to foundations in support of the SF Tech Council and approved projects will be prepared and submitted within each fiscal year. The SF Tech Council is in the process of researching and identifying potential foundations and other funding sources. The Council will submit three funding requests per year over the next three years.
4. **At least twelve (12) Work Group meetings will be scheduled and completed.**
The Access & Learning Workgroup now meets on a consistent monthly basis. We anticipate that this Workgroup will meet 10-12 times per year over the next three years. The Project & Metrics Workgroup meets on quarterly basis. We anticipate that this Workgroup will meet four times per year over the next three years.
5. **Provide a summative evaluation of the SF Tech Council's achievements and assessment of consultant staff support to determine needs.** Feedback from SF Tech Council members via a survey will be prepared each fiscal year. The SF Tech Council will evaluate its achievements and assess the work of consultant staff each year. Feedback from SF Tech Council members will also be obtained each year via a personal and/or online survey.

VI. **Outcome Objectives**

On an annual basis, the Grantee will meet the following Outcome Objectives:

1. The SF Tech Council will review, strengthen, and advance at least 2 projects for support by government entities, community partners, foundations, and/or corporate funders. The number of projects will vary based on the size and scope, as well as the outside funding available to support new projects.

Specific projects will change from year to year. Based on evaluation of existing projects, they may include additional support for FY15-16 pilot projects (Project Senior Vitality: Tenderloin Expansion; OpenChannel "Resident Emergency Network"; Walk San Francisco, a pilot in partnership with Mercy Housing California and Openhouse; ZeroDivide Healthful Food Access; and the History Project, digital storytelling platform), two FY 16-17 and FY17-18 larger cross-sector projects (Curry Senior Center/Project Vitality and Dr. George Davis Senior Center and Housing), as well as new projects identified over the course of the next three years.

2. 80% of membership positions are filled at least 10 months out of each fiscal year.
3. 85% of SF Tech Council members and participants agree that the SF Tech Council is effective in helping close the digital divide for those who have been left behind (low income seniors and adults with disabilities, including those with limited English proficiency and at-risk through isolation.)

VII. Reporting Requirements

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

Aaron Low, Program Analyst
DAAS, Office on the Aging
1650 Mission St., 5th Floor
San Francisco, CA 94103
Aaron.Low@sfgov.org

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

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, 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 OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of director list and whether services are provided appropriately according to Sections IV-VI.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

	A	B	C	D	E
1					
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	Community Living Campaign			07/01/2016 - 06/30/2019	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: SF Connected - Tech Council				
10	Budget Reference Page No.(s)				
11	Program Term	7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	Total
12	Expenditures				
13	Salaries & Benefits	\$12,200	\$12,200	\$12,200	\$36,600
14	Operating Expense	\$57,365	\$57,365	\$57,365	\$172,095
15	Subtotal	\$69,565	\$69,565	\$69,565	\$208,695
16	Indirect Percentage (%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$10,435	\$10,435	\$10,435	\$31,305
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$80,000	\$80,000	\$80,000	\$240,000
20	HSA Revenues				
21	General Fund	\$80,000	\$80,000	\$80,000	\$240,000
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$80,000	\$80,000	\$80,000	\$240,000
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues	\$80,000	\$80,000	\$80,000	\$240,000
37	Full Time Equivalent (FTE)	0.16			
39	Prepared by:	Telephone No.:		Date	
40	HSA-CO Review Signature: _____				
41	HSA #1	11/15/2007			

	A	B	C	D	E	F	G	H	I	J	K
1											
2											
3											
4	Program Name: Community Living Campaign - SF Tech Council										
5	(Same as Line 9 on HSA #1)										
6											
7	Operating Expense Detail										
8											
9											
10											
11	TOTAL										
12	<u>Expenditure Category</u>				<u>TERM 7/1/16 - 6/30/17</u>	<u>7/1/17 - 6/30/18</u>	<u>7/1/18 - 6/30/19</u>				<u>07/01/16 to 06/30/19</u>
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Scavenger)										
15	Office Supplies, Postage										
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction				\$400	\$400	\$400				\$1,200
18	Insurance										
19	Staff Training										
20	Staff Travel-(Local & Out of Town)				\$925	\$925	\$925				\$2,775
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23	Tech Council Staff Consultant (Susan Poor)				\$48,000	\$48,000	\$48,000				\$144,000
24	Other Consulting (Marketing, Collective Action, etc.)				\$4,640	\$4,640	\$4,640				\$13,920
25	Administrative Support				\$3,400	\$3,400	\$3,400				\$10,200
26											
27											
28	OTHER										
29											
30											
31											
32											
33											
34											
35	TOTAL OPERATING EXPENSE				\$57,365	\$57,365	\$57,365				\$172,095
36											
37	HSA #3										11/15/2007

