



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

Office of Early Care  
and Education

P.O. Box 7988  
San Francisco, CA  
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[www.SFHSA.org](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** FEBRUARY 2, 2022

**SUBJECT:** NEW GRANT: **INGLESIDE COMMUNITY CENTER, INC. (NON-PROFIT)** TO PROVIDE DIGITAL LEARNING TRAINING

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**GRANT TERM:** 2/1/2022-6/30/2023

<b>GRANT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$68,902	\$6,890	\$75,792

<b>ANNUAL AMOUNT</b>	<u>FY21/22</u>	<u>FY22/23</u>
	\$40,651	\$28,251

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>Funding Source</b>					
<b>FUNDING:</b>	\$68,902			\$6,890	\$75,792
<b>PERCENTAGE:</b>	100%			100%	

The Department of Disability and Aging Services (DAS) requests authorization to enter into a grant with Ingleside Community Center, Inc. for the period of February 1, 2022 through June 30, 2023, in an amount of \$68,902 plus a 10% contingency for a total amount not to exceed \$75,792. The purpose of the grant is to provide digital literacy training, awareness, access, and support to older adults and adults with disabilities in San Francisco.

**Background**

The Digital Literacy Training program at Ingleside Community Center aims to improve and increase the ability of older adults and adults with

disabilities to use technology in their daily activities and community engagement. Ingleside Community Center provides programs and services to low income families in District 7 and neighboring districts, and have seen demand for technology training, as well as access to devices and connectivity among its participants. Through digital literacy training, awareness, access, and support, program participants are able to improve their quality of life and independence in the community.

### **Services to be Provided**

Grantee will provide digital literacy training and tech support services at the Ingleside Community Center, 1345 Ocean Avenue, San Francisco, CA 94112. Hours for the computer lab are Monday through Friday, 9:30 a.m. to 1:30 p.m.

The Digital Literacy Training program will recruit, train, manage, and supervise volunteers and/or paid digital literacy instructors to provide classes, workshops, and/or one-on-one training and support that are relevant and adapted to older adults and adults with disabilities. Instruction will be provided in one or more of the following languages: English, Chinese, Spanish, Russian, Tagalog, and Vietnamese. Training topics will include:

- Introduction to Computers/Internet
- Online Communications
- Online Safety/Security
- Assistive Technology
- Access to Information
- Access to Virtual Activities

Digital literacy training is designed to:

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

Grantee will follow guidance from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. The grantee will follow the requirements with the intent to maximize the health and safety of both staff and participants.

**Selection**

Grantee was selected through Informal Bid (IB) # 948, which was competitively bid in May 2021.

**Funding**

Funding for this grant is provided through County General Funds.

**ATTACHMENTS**

Appendix A – Scope of Services

Appendix B – Budget

## APPENDIX A– SERVICES TO BE PROVIDED

### Ingleside Community Center, Inc.

#### Digital Literacy Training

**Effective February 1, 2022 – June 30, 2023**

#### I. Purpose

The purpose of this grant is to provide digital literacy training, awareness, access, and support to older adults and adults with disabilities in San Francisco. By helping to acquire and/or enhance their digital competencies, participants of the Ingleside Community Center’s Digital Literacy Training program will continue to improve their quality of life and independence in the community.

#### II. Definitions

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

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

### III. Target Population

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

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

### IV. Eligibility for Services

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

### V. Description of Services

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

**Digital Literacy Training**

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training and support that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Spanish, Russian, Tagalog, and Vietnamese. Services are to be provided at Ingleside Community Center located at 1345 Ocean Avenue, San Francisco, CA 94112. Hours for the computer lab are Monday through Friday, 9:30 a.m. to 1:30 p.m. Grantee shall provide training in one or more of the following topics:

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

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

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

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

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

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

Digital literacy training should be designed to:

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

Grantee shall follow guidance from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers

should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving.

Grantee shall administer an annual consumer survey to program participants with a response rate of **at least 35%** of the annual unduplicated consumer service objective as specified in the section below.

## **VI. Service Objectives**

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

- A. Grantee will serve **30** unduplicated consumers.  
*One unit is one consumer receiving services highlighted in this scope of work.*
- B. Grantee will provide **208** units of digital literacy training hours.  
*One unit is one hour of class-type instruction or one-on-one tutoring conducted virtually or the Ingleside Community Center computer lab, provided by a paid instructor or volunteers trained by the grantee.*

## **VII. Outcome Objectives**

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

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

## **VIII. Reporting Requirements and Other Requirements**

- A. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers, using the DAS OCP approved intake form, into the CA-GetCare database in accordance to DAS OCP policy memorandum..
- B. Grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
- D. Grantee will issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee program staff will complete an Elder Abuse Mandated Reporter Training and a Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of these trainings.

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

<p>Fanny Lapitan, Program Manager                  DAS, Office of Community Partnerships                  1650 Mission St., 5<sup>th</sup> Floor                  San Francisco, CA 94103  <a href="mailto:Fanny.Lapitan@sfgov.org">Fanny.Lapitan@sfgov.org</a></p>	<p>Annyse Acevedo Contract Manager                  Office of Contract Management                  PO Box 7988                  San Francisco, CA 94120  <a href="mailto:Annyse Acevedo@sfgov.org">Annyse Acevedo@sfgov.org</a></p>
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**IX. Monitoring Activities**

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



## HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Name	Term		
<b>Ingleside Community Center, Inc.</b>	1/1/22-6/30/23		
(Check One)    New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
If modification, Effective Date of Mod.		No. of Mod.	
<b>Program: Digital Literacy Training</b>			
Budget Reference Page No.(s)			1/1/22-6/30/23
Program Term	1/1/22-6/30/22	7/1/22-6/30/23	Total
<b>Expenditures</b>			
Salaries & Benefits	\$21,216	\$21,216	\$42,432
Operating Expenses	\$3,350	\$3,350	\$6,700
<b>Subtotal</b>	<b>\$24,566</b>	<b>\$24,566</b>	<b>\$49,132</b>
Indirect Percentage (%)	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$3,685	\$3,685	\$7,370
Subcontractor/Capital Expenditures	\$12,400	\$0	\$12,400
Total Expenditures	\$40,651	\$28,251	\$68,902
<b>HSA Revenues</b>			
General Fund	\$40,651	\$28,251	\$68,902
<b>TOTAL HSA REVENUES</b>	<b>\$40,651</b>	<b>\$28,251</b>	<b>\$68,902</b>
<b>Other Revenues</b>			
Total Revenues	\$40,651	\$28,251	\$68,902
Full Time Equivalent (FTE)			
Prepared by: Michael Allen	Telephone No.:		
HSA-CO Review Signature:	_____		
<b>HSA #1</b>	<b>12/2/2020</b>		

**Appendix B, Page 2** **Changes from previous version:**

All comment fields have been updated to mirror CARBON  
 1. Column C  
 a. "Total % FTE" header changed to "Total FTE"  
 b. Changed cell format for entire column from percentage to whole number, carried out to two decimal places  
 2. Column D  
 a. Changed header from "% FTE" to "% FTE funded by H&A"  
 b. Added row to header that the cells are capped at 100%  
 c. Set format validation to cap entries to no greater than 1 (or, 100%)  
 3. Column E - Adjusted FTE  
 a. Cells in this column now contain formula that calculates the adjusted FTE value.  
 b. Changed cell format for entire column from percentage to whole number, carried out to two decimal places

Inglewood Community Center, Inc.  
 Program: Digital Literacy Training

**Salaries & Benefits Detail**

POSITION TITLE	Agency Total		H&A Program		11/22-6/30/22		7/1/22-6/30/23		11/22-6/30/23		
	Annual Full	Total	% FTE	Adjusted	DAS	DAS	DAS	TOTALS	DAS	TOTALS	
Program Director	\$8,350	1.00	100%	0.50	\$8,350	\$8,350	\$8,350	\$16,640	\$8,350	\$16,640	
Internator	\$7,280	1.00	50%	0.50	\$7,280	\$7,280	\$7,280	\$14,560	\$7,280	\$14,560	
Custodian	\$4,160	0.50	100%	0.50	\$2,080	\$2,080	\$2,080	\$4,160	\$2,080	\$4,160	
TOTALS		2.50	100%	1.50	\$17,680	\$17,680	\$35,360		\$17,680	\$35,360	
FRINGE BENEFIT RATE	20%										
EMPLOYEE FRINGE BENEFITS					\$3,536	\$3,536	\$7,072				
TOTAL SALARIES & BENEFITS	\$5					\$21,216	\$21,216	\$42,432			
HSA#2	1922500										

**Ingleside Community Center, Inc.  
Program: Digital Literacy Training**

**Operating Expense Detail**

<u>Expenditure Category</u>	TERM	TOTAL		
		<u>1/1/22-6/30/22</u>	<u>7/1/22-6/30/23</u>	<u>1/1/22-6/30/23</u>
Rental of Property		\$1,500	\$1,500	\$3,000
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage		\$400	\$400	\$800
Building Maintenance Supplies and Repair				
Printing and Reproduction		\$400	\$400	\$800
Insurance		\$750	\$750	\$1,500
Staff Training		\$200	\$200	\$400
Staff Travel-(Local & Out of Town)		\$100	\$100	\$200
Rental of Equipment				
<b>CONSULTANTS</b>				
<b>OTHER</b>				
<b>TOTAL OPERATING EXPENSE</b>		\$3,350	\$3,350	\$6,700

**HSA #3**

**12/2/2020**

Ingleside Community Center, Inc. Program: Digital Literacy Training			
<b>Subcontractor/Capital Expenditures</b>			
<b>SUBCONTRACTORS</b>	1/1/22-6/30/22	7/1/22-6/30/23	1/1/22-6/30/23
Instructor			
Subcontractor 2			
<b>TOTAL SUBCONTRACTOR COST</b>			
<b>EQUIPMENT</b>	<b>TERM</b>		
Units	ITEM/DESCRIPTION	1/1/22-6/30/22	7/1/22-6/30/23
6	laptops	\$4,800	\$4,800
1	printer	\$400	\$400
6	lads	\$2,400	\$2,400
6	desktops	\$4,800	\$4,800
<b>TOTAL EQUIPMENT COST</b>		<b>\$12,400</b>	<b>\$12,400</b>
<b>OTHER</b>	1/1/22-6/30/22	7/1/22-6/30/23	1/1/22-6/30/23
Description:			
Remodel A			
<b>TOTAL REMODELING COST</b>	\$0	\$0	\$0
<b>TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE</b>	<b>\$12,400</b>	<b>\$0</b>	<b>\$12,400</b>
<b>HSA #4</b>	<b>12/2/2020</b>		