



**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
94120-7988
www.SFHSA.org

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: NOELLE SIMMONS, DEPUTY DIRECTOR ^{DS} *EC*

ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: APRIL 19, 2021

SUBJECT: NEW GRANT: **MULTIPLE PROVIDERS** (see table below) FOR PROVISION OF DIGITAL SERVICES PROGRAM

GRANT TERM: 5/01/2021 – 6/30/2022

GRANT AMOUNTS See Table Below

<u>Funding Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$36,000	\$198,000	\$666,000	\$90,000	\$990,000
PERCENTAGE:	4%	22%	74%		100%



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Benefits and Family Support requests authorization to enter into new grants with the agencies below for the period of May 1, 2021 to June 30, 2022 in an amount of \$900,000 plus a 10% contingency for a total amount not to exceed \$990,000. The purpose of these grants is to provide for the Digital Services Program. Digital Services include distribution of technology devices, provision of digital literacy training and technical support to participants in HSA activities.

<u>GRANTEE</u>	<u>5/1/21- 6/30/21</u>	<u>7/1/21- 6/30/22</u>	<u>Total Grant Amount</u>	<u>Contingency</u>	<u>Total Not To Exceed</u>
Arriba Juntos	\$45,000	\$300,000	\$345,000	\$34,500	\$379,500
Five Keys Schools and Programs	\$30,000	\$180,000	\$210,000	\$21,000	\$231,000
Self Help for the Elderly	\$45,000	\$300,000	\$345,000	\$34,500	\$379,500
TOTAL	\$120,000	\$780,000	\$900,000	\$90,000	\$990,000

Background

The digital divide is a barrier confronting the low-income populations served by HSA. While our service delivery providers have moved to online service delivery in response to COVID, a significant percentage of our clients are unable to benefit from these services due to a lack of access to technology and the internet, and a lack of knowledge and skills to utilize the technology. HSA has expanded its availability of employment and training services to virtual methods in order to provide additional options for clients to remotely engage in services.

Services to be Provided

Grantees will offer the technology and skills needed to access virtual services including job search and job readiness, training, and education. Services include Technology Equipment, Digital Literacy Training, and Technical Support. Clients, referred by HSA, will receive 20 hours of training before they receive their electronic device and 6 months of tech support to assist with device and troubleshooting.

Services will be provided to a total of 600 participants between the three grantees.

Selection

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

Funding

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

ATTACHMENTS

Arriba Juntos Services Appendix A – Services to be Provided
Arriba Juntos Services Appendix B – Budget

Five Keys Schools and Programs Appendix A – Services to be Provided
Five Keys Schools and Programs Appendix B – Budget

Self Help for the Elderly Appendix A – Services to be Provided
Self Help for the Elderly Appendix B – Budget

Appendix A
DIGITAL SERVICES PROGRAM
Services to be provided by
Arriba Juntos
May 1, 2021 – June 30, 2022

I. Purpose

The digital divide is a barrier confronting the low-income populations served by HSA. While our service delivery providers have moved to online service delivery in response to COVID, a significant percentage of our clients are unable to benefit from these services due to a lack of access to technology and the internet, and a lack of knowledge and skills to utilize the technology. HSA is expanding its availability of employment and training services to virtual methods in order to provide additional options for clients to remotely engage in services.

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

II. Definitions

ABAWD	Able-Bodied Adults Without Dependents, i.e., CalFresh recipients age 18 to 49 who are able to work and do not share a household with a minor child
CAAP	County Adult Assistance Programs, which provide aid to single indigent adults, and are administered by HSA
CalFresh	Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
CalWORKs	California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CARBON	Contract Administration, Reporting and Billing On-line, HSA's payment and reporting system
DSP	Digital Services Program including services to provide technology equipment, digital literacy training, and technical support.

Grantee	Arriba Juntos
HSA, also Department	Human Services Agency, City and County of San Francisco
Launchpad	A client tracking system used by HSA
PAES	Personal Assisted Employment Services, an HSA program that provides a cash stipend and employment services to low-income San Franciscans with no children.
SOGI	Sexual Orientation and Gender Identity. A City ordinance requiring grantees to collect data concerning SOGI information on clients they serve.
ZixCorp	An Email Encryption and Email Data Loss Prevention system used by HSA

III. Target Population

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

IV. Description of Services

A. Technology Distribution

1. Grantee will accept referrals of eligible participants by HSA
2. Participants will be enrolled to receive assessment, equipment, and begin Digital Literacy Training within 30 days of referral.
3. Grantee will issue tablets or laptops to eligible participants
4. Basic applications to cover digital literacy topics must be included on devices
5. Prior to distribution of equipment to participants, Grantee must develop protocols to track and maintain the equipment including the following:
 - a) Assess participant at intake to identify technology needs
 - b) Plan and implement process for issuing/lending equipment to participants while they complete Digital Learning Training, including but not limited to:
 - (i) Develop and implement tracking system for distribution of equipment to participants including serial numbers
 - (ii) Develop documentation and participant agreement forms outlining participant responsibilities, acceptable use of equipment, and requirement to return loaned equipment at Grantee's request
 - (iii) Plan and implement maintenance of devices including physically secure storage and safekeeping, updating and maintaining operating system and software, installing and maintaining system security software such as antivirus, and secure configuration of operating system and software.
 - (iv) Plan for mitigation of loss of equipment, including:

- Implementing theft recovery systems
 - Documented procedures for recovery of stolen equipment
 - Documented procedures for cancellation of subscriptions associated with lost, stolen, or damaged equipment, such as software licenses, support contracts, and cellular carrier charges
 - Documented plan and budget for attrition replacement of lost, stolen, and damaged equipment
- c) Procedures for participant return and Grantee acceptance of loaned equipment. Documented and implemented plan for equipment physical exterior cleaning, as well as resetting operating system and software configuration and clearing previous participant data from equipment before return to service.
6. Grantee will provide devices with the following minimum specifications
- a) System RAM: 4 GB minimum
 - b) Processor Speed: 2 gigahertz minimum
 - c) Hard drive: 128 gigabytes minimum
 - d) Windows 10 OS recommended
 - e) Other equipment as needed upon HSA approval including hotspots
7. Assist participants in setting up internet service as needed

B. Digital Literacy Training

1. Mandatory training will be a minimum of 20 total hours.
2. Contractor will provide digital literacy training to include the following components:
 - a) Use and care of issued equipment
 - b) Setting up and linking to Wi-Fi,
 - c) Basic computer and internet training including
 - Establishing and using an email account, attaching/detaching files
 - Use of video conferencing platforms, how to participate in and schedule meetings
 - Basics of performing Internet searches
 - Computer basics, save files, create/store in folders, organizational tips
 - Basics of using word processing and spreadsheet programs
 - Use of basic applications included in participant's employment plan as prescribed by CW staff (e.g., job search, general education, other digital learning platforms).
 - Establishing a user account in My Benefits CalWIN (mybenefitscalwin.org) so that clients can manage their benefits online.
 - How to access HSA website and services (sfhsa.org)
 - d) Basic security awareness including updating system software, understanding security/antivirus alerts, and identifying phishing emails
 - e) Basic troubleshooting
3. After participant has successfully completed training, device ownership will be gifted to participant.

C. Technical Support

1. Grantee will provide technical support to participants as needed for a minimum of 6 months.
2. Provide contact info including hours, phone number, email, and location if drop in services are offered.
3. Technical support to include:
 - Diagnosing device problems
 - Assisting with troubleshooting issues related to the use of the device

D. Health and Safety in COVID-19 Environment

1. Follow relevant guidance and protocols from the San Francisco Department of Public Health. See <https://www.sfcdep.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/>
2. Clean and disinfect equipment per manufacturer recommendations when returned from participants use, to mitigate health risks.
3. All Grantee staff and program participants taking part in in-person activities must observe social distancing protocols and must wear masks and/or other personal protective equipment appropriate to the activity.

E. Virtual Services

Ensure continued delivery of services during COVID-19 pandemic. Grantee may provide services remotely including the following:

1. Conduct assessments via phone, email, and video conference
2. Offer online Digital Literacy Training
3. Provide options to access virtual Technical Support including phone, text, email, or video conferencing.

V. Information and Referral

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

VI. Client Activity Reporting

- A. Capture in Launchpad, the following notices within two business days of occurrence, preferably on the day of occurrence:
 - Show/No Show to referred activity and Enrollment
 - Participant Exit information including Digital Literacy Training completion date and transfer of device ownership to participant.
- B. Enter data timely in Launchpad to record and track distribution and transfer of ownership of equipment
- C. Maintain daily attendance for Digital Literacy Training in Launchpad for each participant served. Additional Attendance reports may be required by CalWORKs management.
- D. Report participant absences by e-mail or Launchpad chat to HSA staff within two business days of occurrence for the following situations:
 - Participant has two (2) absences in a month or eight (8) cumulative hours absent
 - Attendance falls below 80% of total training hours

- Participant is being exited from the program
 - Note: Reasonable accommodations should be made available to allow participants to make up missed hours.
- E. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA, e.g. using ZixCorp secure email portal.

VII. Location and Time of Services

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

VIII. Service Objectives

Grantee will meet the following Service Objectives:

- A. For FY20-21, Grantee will enroll 30 participants, contingent upon HSA referral.
For FY21-22, Grantee will enroll 200 participants, contingent upon HSA referral.
- B. 80% of referred participants will be provided with equipment.

IX. Outcome Objectives

The Grantee will meet the following Outcome Objectives:

- A. A minimum of 80% of participants who receive a device will complete the digital literacy training and take ownership of the device.
- B. 80% of participants who receive a device will report that the digital literacy training was useful and helped them engage in services, education, job training and/or job search activities. Participant feedback will be gathered using a survey instrument designed by provider with SFHSA input.

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of documentation of reported client progress towards meeting service and outcome objectives, participant case files, training curricula, and program policies and procedures.
- B. 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 American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

XI. Reporting Requirements

- A. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and entered timely. Reports will be generated directly from Launchpad by the 10th of the following month.
1. Reports shall contain the following data.
 - Number of referrals
 - Number of enrollments
 - Number of completions
 2. Tracking of technology equipment distributed to participants will be entered into Launchpad using the Technology object.
 3. Supporting documentation for the numbers presented in the reports must be maintained by the Grantee and must be available for auditing by the Department.
- B. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.
- C. Grantee will submit into CARBON an Annual Report summarizing the contract activities, referencing the tasks as described in Service and Outcome Objectives.
- D. Grantee will collect SOGI data and enter data results twice per year in CARBON.
- E. For assistance with reporting requirements or submission of reports, contact
1. Marlén Sánchez, Contracts Monitor, E304
Workforce Development Division
(415) 557-6267
E-mail: marlen.sanchez@sfgov.org
 2. Leslie Lau, Contract Manager, GB11
Office of Contract Management
(415) 355-3697
Email: leslie.lau1@sfgov.org

**Appendix B – Calculation of Charges
Digital Service Program
Arriba Juntos**

- I. The Department agrees to pay the Grantee a flat unit rate of **\$1,500** per client for the enrollment and completion of the Digital Service Program. This unit rate is inclusive of all costs, including equipment, training, technical support and indirect. Payments to be reimbursed as follows:
 - A. Initial 50% of the flat unit rate (\$750) per client enrollment based upon verification in Launchpad that client was issued a device at enrollment and accurate CARBON invoice submitted.
 - B. Final 50% of the flat unit rate (\$750) per client based upon verification of Digital Literacy Training (Certificate(s) of Completion and device transfer to client uploaded to Launchpad and accurate invoice submitted.)
- II. Client referrals are subject to change based upon availability of funding.
- III. Annual amount will not exceed \$300,000
- IV. Total grant amount will not exceed **\$345,000**

FY21 (30 clients)	\$ 45,000
FY22 (200 clients)	\$300,000
10% Contingency	\$ 34,500
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Total Not to Exceed	\$379,500

Appendix A
DIGITAL SERVICES PROGRAM
Services to be provided by
Five Keys Schools & Programs
May 1, 2021 – June 30, 2022

I. Purpose

The digital divide is a barrier confronting the low-income populations served by HSA. While our service delivery providers have moved to online service delivery in response to COVID, a significant percentage of our clients are unable to benefit from these services due to a lack of access to technology and the internet, and a lack of knowledge and skills to utilize the technology. HSA is expanding its availability of employment and training services to virtual methods in order to provide additional options for clients to remotely engage in services.

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

II. Definitions

ABAWD	Able-Bodied Adults Without Dependents, i.e., CalFresh recipients age 18 to 49 who are able to work and do not share a household with a minor child
CAAP	County Adult Assistance Programs, which provide aid to single indigent adults, and are administered by HSA
CalFresh	Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
CalWORKs	California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CARBON	Contract Administration, Reporting and Billing On-line, HSA's payment and reporting system
DSP	Digital Services Program including services to provide technology equipment, digital literacy training, and technical support.

Grantee	Five Keys Schools & Programs
HSA, also Department	Human Services Agency, City and County of San Francisco
Launchpad	A client tracking system used by HSA
PAES	Personal Assisted Employment Services, an HSA program that provides a cash stipend and employment services to low-income San Franciscans with no children.
SOGI	Sexual Orientation and Gender Identity. A City ordinance requiring grantees to collect data concerning SOGI information on clients they serve.
ZixCorp	An Email Encryption and Email Data Loss Prevention system used by HSA

III. Target Population

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

IV. Description of Services

A. Technology Distribution

1. Grantee will accept referrals of eligible participants by HSA
2. Participants will be enrolled to receive assessment, equipment, and begin Digital Literacy Training within 30 days of referral.
3. Grantee will issue tablets or laptops to eligible participants
4. Basic applications to cover digital literacy topics must be included on devices
5. Prior to distribution of equipment to participants, Grantee must develop protocols to track and maintain the equipment including the following:
 - a) Assess participant at intake to identify technology needs
 - b) Plan and implement process for issuing/lending equipment to participants while they complete Digital Learning Training, including but not limited to:
 - (i) Develop and implement tracking system for distribution of equipment to participants including serial numbers
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 - (iii) Plan and implement maintenance of devices including physically secure storage and safekeeping, updating and maintaining operating system and software, installing and maintaining system security software such as antivirus, and secure configuration of operating system and software.
 - (iv) Plan for mitigation of loss of equipment, including:

- Implementing theft recovery systems
 - Documented procedures for recovery of stolen equipment
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- c) Procedures for participant return and Grantee acceptance of loaned equipment. Documented and implemented plan for equipment physical exterior cleaning, as well as resetting operating system and software configuration and clearing previous participant data from equipment before return to service.
6. Grantee will provide devices with the following minimum specifications
- a) System RAM: 4 GB minimum
 - b) Processor Speed: 2 gigahertz minimum
 - c) Hard drive: 128 gigabytes minimum
 - d) Windows 10 OS recommended
 - e) Other equipment as needed upon HSA approval including hotspots
7. Assist participants in setting up internet service as needed

B. Digital Literacy Training

1. Mandatory training will be a minimum of 20 total hours.
2. Contractor will provide digital literacy training to include the following components:
 - a) Use and care of issued equipment
 - b) Setting up and linking to Wi-Fi,
 - c) Basic computer and internet training including
 - Establishing and using an email account, attaching/detaching files
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 - Establishing a user account in My Benefits CalWIN (mybenefitscalwin.org) so that clients can manage their benefits online.
 - How to access HSA website and services (sfhsa.org)
 - d) Basic security awareness including updating system software, understanding security/antivirus alerts, and identifying phishing emails
 - e) Basic troubleshooting
3. After participant has successfully completed training, device ownership will be gifted to participant.

C. Technical Support

1. Grantee will provide technical support to participants as needed for a minimum of 6 months.
2. Provide contact info including hours, phone number, email, and location if drop in services are offered.
3. Technical support to include:
 - Diagnosing device problems
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1. Follow relevant guidance and protocols from the San Francisco Department of Public Health. See <https://www.sfdcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/>
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V. Information and Referral

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 - Attendance falls below 80% of total training hours

- Participant is being exited from the program
 - Note: Reasonable accommodations should be made available to allow participants to make up missed hours.
- E. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA, e.g. using ZixCorp secure email portal.

VII. Location and Time of Services

Grantee services are provided in person or virtually. Grantee's physical services will be provided at various SF sites, including 1800 Oakdale Avenue, San Francisco. Services will be Monday through Friday except on the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

VIII. Service Objectives

Grantee will meet the following Service Objectives:

- A. For FY20-21, Grantee will enroll 20 participants, contingent upon HSA referral.
For FY21-22, Grantee will enroll 120 participants, contingent upon HSA referral.
- B. 80% of referred participants will be provided with equipment.

IX. Outcome Objectives

The Grantee will meet the following Outcome Objectives:

- A. A minimum of 80% of participants who receive a device will complete the digital literacy training and take ownership of the device.
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**Appendix B – Calculation of Charges
Digital Service Program
Five Keys Schools and Programs**

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 - B. Final 50% of the flat unit rate (\$750) per client based upon verification of Digital Literacy Training (Certificate(s) of Completion and device transfer to client uploaded to Launchpad and accurate invoice submitted.
- II. Client referrals are subject to change based upon availability of funding.
- III. Annual amount will not exceed \$180,000
- IV. Total grant amount will not exceed **\$210,000**

FY21 (20 clients)	\$30,000
FY22 (120 clients)	\$180,000
10% Contingency	\$21,000
<hr/>	
Total Not to Exceed	\$231,000

Appendix A
DIGITAL SERVICES PROGRAM
Services to be provided by
Self-Help for the Elderly
May 1, 2021 – June 30, 2022

I. Purpose

The digital divide is a barrier confronting the low-income populations served by HSA. While our service delivery providers have moved to online service delivery in response to COVID, a significant percentage of our clients are unable to benefit from these services due to a lack of access to technology and the internet, and a lack of knowledge and skills to utilize the technology. HSA is expanding its availability of employment and training services to virtual methods in order to provide additional options for clients to remotely engage in services.

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II. Definitions

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CalWORKs	California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CARBON	Contract Administration, Reporting and Billing On-line, HSA's payment and reporting system
DSP	Digital Services Program including services to provide technology equipment, digital literacy training, and technical support.

Grantee	Self-Help for the Elderly (SHE)
HSA, also Department	Human Services Agency, City and County of San Francisco
Launchpad	A client tracking system used by HSA
PAES	Personal Assisted Employment Services, an HSA program that provides a cash stipend and employment services to low-income San Franciscans with no children.
SOGI	Sexual Orientation and Gender Identity. A City ordinance requiring grantees to collect data concerning SOGI information on clients they serve.
ZixCorp	An Email Encryption and Email Data Loss Prevention system used by HSA

III. Target Population

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

IV. Description of Services

A. Technology Distribution

1. Grantee will accept referrals of eligible participants by HSA
2. Participants will be enrolled to receive assessment, equipment, and begin Digital Literacy Training within 30 days of referral.
3. Grantee will issue tablets or laptops to eligible participants
4. Basic applications to cover digital literacy topics must be included on devices
5. Prior to distribution of equipment to participants, Grantee must develop protocols to track and maintain the equipment including the following:
 - a) Assess participant at intake to identify technology needs
 - b) Plan and implement process for issuing/lending equipment to participants while they complete Digital Learning Training, including but not limited to:
 - (i) Develop and implement tracking system for distribution of equipment to participants including serial numbers
 - (ii) Develop documentation and participant agreement forms outlining participant responsibilities, acceptable use of equipment, and requirement to return loaned equipment at Grantee's request
 - (iii) Plan and implement maintenance of devices including physically secure storage and safekeeping, updating and maintaining operating system and software, installing and maintaining system security software such as antivirus, and secure configuration of operating system and software.
 - (iv) Plan for mitigation of loss of equipment, including:

- Implementing theft recovery systems
 - Documented procedures for recovery of stolen equipment
 - Documented procedures for cancellation of subscriptions associated with lost, stolen, or damaged equipment, such as software licenses, support contracts, and cellular carrier charges
 - Documented plan and budget for attrition replacement of lost, stolen, and damaged equipment
- c) Procedures for participant return and Grantee acceptance of loaned equipment. Documented and implemented plan for equipment physical exterior cleaning, as well as resetting operating system and software configuration and clearing previous participant data from equipment before return to service.
6. Grantee will provide devices with the following minimum specifications
- a) System RAM: 4 GB minimum
 - b) Processor Speed: 2 gigahertz minimum
 - c) Hard drive: 128 gigabytes minimum
 - d) Windows 10 OS recommended
 - e) Other equipment as needed upon HSA approval including hotspots
7. Assist participants in setting up internet service as needed

B. Digital Literacy Training

1. Mandatory training will be a minimum of 20 total hours.
2. Contractor will provide digital literacy training to include the following components:
 - a) Use and care of issued equipment
 - b) Setting up and linking to Wi-Fi,
 - c) Basic computer and internet training including
 - Establishing and using an email account, attaching/detaching files
 - Use of video conferencing platforms, how to participate in and schedule meetings
 - Basics of performing Internet searches
 - Computer basics, save files, create/store in folders, organizational tips
 - Basics of using word processing and spreadsheet programs
 - Use of basic applications included in participant's employment plan as prescribed by CW staff (e.g., job search, general education, other digital learning platforms).
 - Establishing a user account in My Benefits CalWIN (mybenefitscalwin.org) so that clients can manage their benefits online.
 - How to access HSA website and services (sfhsa.org)
 - d) Basic security awareness including updating system software, understanding security/antivirus alerts, and identifying phishing emails
 - e) Basic troubleshooting
3. After participant has successfully completed training, device ownership will be gifted to participant.

C. Technical Support

1. Grantee will provide technical support to participants as needed for a minimum of 6 months.
2. Provide contact info including hours, phone number, email, and location if drop in services are offered.
3. Technical support to include:
 - Diagnosing device problems
 - Assisting with troubleshooting issues related to the use of the device

D. Health and Safety in COVID-19 Environment

1. Follow relevant guidance and protocols from the San Francisco Department of Public Health. See <https://www.sfdcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/>
2. Clean and disinfect equipment per manufacturer recommendations when returned from participants use, to mitigate health risks.
3. All Grantee staff and program participants taking part in in-person activities must observe social distancing protocols and must wear masks and/or other personal protective equipment appropriate to the activity.

E. Virtual Services

Ensure continued delivery of services during COVID-19 pandemic. Grantee may provide services remotely including the following:

1. Conduct assessments via phone, email, and video conference
2. Offer online Digital Literacy Training
3. Provide options to access virtual Technical Support including phone, text, email, or video conferencing.

V. Information and Referral

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

VI. Client Activity Reporting

- A. Capture in Launchpad, the following notices within two business days of occurrence, preferably on the day of occurrence:
 - Show/No Show to referred activity and Enrollment
 - Participant Exit information including Digital Literacy Training completion date and transfer of device ownership to participant.
- B. Enter data timely in Launchpad to record and track distribution and transfer of ownership of equipment
- C. Maintain daily attendance for Digital Literacy Training in Launchpad for each participant served. Additional Attendance reports may be required by CalWORKs management.
- D. Report participant absences by e-mail or Launchpad chat to HSA staff within two business days of occurrence for the following situations:
 - Participant has two (2) absences in a month or eight (8) cumulative hours absent
 - Attendance falls below 80% of total training hours

- Participant is being exited from the program
 - Note: Reasonable accommodations should be made available to allow participants to make up missed hours.
- E. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA, e.g. using ZixCorp secure email portal.

VII. Location and Time of Services

Grantee services are provided in person or virtually. Grantee's physical services are provided at 601 Jackson Street, G/F, San Francisco. Services will be Monday through Friday except on the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

VIII. Service Objectives

Grantee will meet the following Service Objectives:

- A. For FY20-21, Grantee will enroll 30 participants, contingent upon HSA referral. For FY21-22, Grantee will enroll 200 participants, contingent upon HSA referral.
- B. 80% of referred participants will be provided with equipment.

IX. Outcome Objectives

The Grantee will meet the following Outcome Objectives:

- A. A minimum of 80% of participants who receive a device will complete the digital literacy training and take ownership of the device.
- B. 80% of participants who receive a device will report that the digital literacy training was useful and helped them engage in services, education, job training and/or job search activities. Participant feedback will be gathered using a survey instrument designed by provider with SFHSA input.

X. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of documentation of reported client progress towards meeting service and outcome objectives, participant case files, training curricula, and program policies and procedures.
- B. 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 American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

XI. Reporting Requirements

- A. Monthly Statistics Reports. Grantee will ensure that Launchpad data is accurate and entered timely. Reports will be generated directly from Launchpad by the 10th of the following month.
1. Reports shall contain the following data.
 - Number of referrals
 - Number of enrollments
 - Number of completions
 2. Tracking of technology equipment distributed to participants will be entered into Launchpad using the Technology object.
 3. Supporting documentation for the numbers presented in the reports must be maintained by the Grantee and must be available for auditing by the Department.
- B. Ad Hoc Reports. Grantee will develop and deliver ad hoc reports as requested by HSA.
- C. Grantee will submit into CARBON an Annual Report summarizing the contract activities, referencing the tasks as described in Service and Outcome Objectives.
- D. Grantee will collect SOGI data and enter data results twice per year in CARBON.
- E. For assistance with reporting requirements or submission of reports, contact
1. Marlén Sánchez, Contracts Monitor, E304
Workforce Development Division
(415) 557-6267
E-mail: marlen.sanchez@sfgov.org
 2. Leslie Lau, Contract Manager, GB11
Office of Contract Management
(415) 355-3697
Email: leslie.lau1@sfgov.org

Appendix B – Calculation of Charges
Digital Service Program
Self Help for the Elderly

- I. The Department agrees to pay the Grantee a flat unit rate of **\$1,500** per client for the enrollment and completion of the Digital Service Program. This unit rate is inclusive of all costs, including equipment, training, technical support and indirect. Payments to be reimbursed as follows:
 - A. Initial 50% of the flat unit rate (\$750) per client enrollment based upon verification in Launchpad that client was issued a device at enrollment and accurate CARBON invoice submitted.
 - B. Final 50% of the flat unit rate (\$750) per client based upon verification of Digital Literacy Training (Certificate(s) of Completion and device transfer to client uploaded to Launchpad and accurate invoice submitted.
- II. Client referrals are subject to change based upon availability of funding.
- III. Annual amount will not exceed \$300,000
- IV. Total grant amount will not exceed **\$345,000**

FY21 (30 clients)	\$45,000
FY22 (200 clients)	\$300,000
10% Contingency	\$34,500
Total Not to Exceed	\$379,500