



MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *Jay*

DATE: JUNE 5, 2019

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

GRANT TERM: Original Term Modification Term Revised Term
7/1/16 – 6/30/19 7/1/19 – 6/30/20 7/1/16 – 6/30/20

AMOUNTS: See table below

Source: County State Federal Contingency Total
Funding: \$2,905,833 \$290,584 \$3,196,417
Percentage 100% 100%

The Department requests authorization to modify the existing grants with multiple non-profit agencies, as listed below, for the period July 1, 2019 to June 30, 2020 in an amount of \$2,907,693 plus a 10% contingency for a total amount not to exceed \$3,196,417. The purpose of the grants is to provide digital literacy training for older adults and adults with a disability, ensuing technical support, and administrative support for the SF Tech Council.

Grantee: Computer Training	Current Contract Amount (07/01/16-6/30/19)	Modification	Revised Amount	Contingency	Total Amount
Community Living Campaign	\$379,424	\$172,943	\$552,367	\$55,237	\$607,604
Community Technology Network	\$684,320	\$277,095	\$961,415	\$96,142	\$1,057,557
Conard House	\$218,967	\$74,416	\$293,383	\$29,338	\$322,721
Lighthouse for the Blind	\$137,346	\$45,425	\$182,771	\$18,277	\$201,048

Self Help for the Elderly	\$179,007	\$104,481	\$283,488	\$28,349	\$311,837
Grantee: Technical Support					
The Stride Center dba Reliatech	\$208,286	\$70,936	\$279,222	\$27,922	\$307,144
Grantee: SF Tech Council					
Community Living Campaign	\$267,078	\$86,109	\$353,187	\$35,319	\$388,506
Total	\$2,074,428	\$831,405	\$2,905,833	\$290,584	\$3,196,417

Background

In September 2010, the Department of Aging and Adult Services (DAAS) and Department of Technology (DT) received a federal grant award under the Broadband Technology Opportunities Program (BTOP) to promote Sustainable Broadband Adoption (SBA). DAAS oversaw the programs for older adults and adults with disabilities. City and County of San Francisco continued the funding from September 2013 to present through the city’s General Fund. The program was renamed SF Connected.

The purpose of this grant is to provide continued digital literacy training, awareness, access and support to older adults and adults with disabilities who attend SF Connected services in more than 50+ technology labs in San Francisco. The SF Connected Program will continue the purpose of improving the quality of life of older adults and adults with disabilities by helping to acquire and/or enhance their digital competencies.

Grant Modification

This grant modification extends the programs for an additional 12 months.

Services to be Provided

Grantee will focus on one of the following services as described:

Digital Literacy Training

Community Living Campaign, Community Technology Network, Conard House, LightHouse for the Blind and Visually Impaired, and Self Help for the Elderly will provide digital literacy training to older adults and adults with disabilities in all the SF Connected technology labs, located throughout San Francisco. Classes, workshops, and/or one-on-one training will be customized and adapted to serve the linguistically diverse population frequenting the technology labs. Program participants will benefit from increased access to information, gain experience accessing digital services, and/or assistive technology. The program offers a variety of classes and one-on-one tutoring on topics such as functions and operations of a computer or personal device, learning to create an email account, navigating the internet, and learning precautionary measures associated with online activity. Classes are also available to introduce students to online social tools, including Facebook, Skype, and WeChat.

Information Technology Related Technical Support

Reliatech, will provide technical support to the 200+ computers at the 50+ technology labs within the SF Connected program. Grantee will process and address all technical service requests to make sure that the service delivery of the SF Connected program is constant and reliable. Support will be provided to all desktops, monitors, peripherals, servers, routers, switches, and software purchased by the program. Grantee will provide quarterly statistics detailing response rate to service requests and time to complete service requests.

Grantee will also 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.

Grantee shall stay abreast of emerging technology and assess technology value and readiness for the program. The intent is to provide a high-performing and forward-facing computing environment while staying ahead of possible issues that could impede system functionality.

Administrative Support to SF Tech Council

Community Living Campaign will provide administrative support to SF Tech Council.

The Tech Council's mission is to advance digital inclusion for older adults and adults with disabilities so all can participate in the City's connected community. The 24-member Council consists of leaders from community organizations, local government, academia, health care, the business sector and the technology industry. Since establishing a vision and mission, innovative outcomes-oriented projects have been developed for launch and will benefit all sectors –most importantly, those who have been left behind in the digital revolution.

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

Performance

1. Community Technology Network
 - Program: March 4, 2019 - Agency is compliant with no findings.
 - Fiscal: Self-Assessment completed January 28, 2019 – Agency is in conformance.
2. Self-Help for the Elderly
 - Program: March 7, 2019 - Agency is compliant with no findings.
 - Fiscal: Site visit completed March 22, 2019 – Agency is in conformance.
3. Community Living Campaign
 - Program: March 8, 2019 - Agency is compliant with no findings.
 - Fiscal: Self-Assessment completed January 30, 2019 – Agency is in conformance.
4. The Stride Center dba Reliatech
 - Program March 8, 2019 - Agency is compliant with no findings.
 - Fiscal: Self-Assessment completed May 3, 2019 – Agency is expected to be in full compliance by the end of the monitoring period.
5. Conard House
 - Program: March 14, 2019 - Agency is compliant with no findings.
 - Fiscal: Self-Assessment completed February 1, 2019 – Agency is in conformance.
6. LightHouse for the Blind)

- Program: April 4, 2019 - Agency is compliant with findings resolved.
- Fiscal: Self-Assessment completed March 29, 2019 – Agency is in conformance.

Grantee Selections

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

SF Connected Technology Labs Site Chart

Computer Training

Community Living Campaign

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

Community Technology Network

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

Conard House

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

Lighthouse for the Blind and Visually Impaired

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

Self Help for the Elderly

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

Technical Support

The Stride Center dba Reliatech

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget

SF Tech Council

Community Living Campaign

Appendix A-1 – Services to be Provided

Appendix B-1 – Program Budget



SF Connected Technology Labs

Agency	Address	Technology Lab
Bayview Hunters Point Multipurpose	1250 La Salle Avenue	Bayview ADHC
Bayview Hunters Point Multipurpose	1753 Carrol Avenue	Dr. George Davis Senior Center
Bayview Hunters Point Multipurpose	1111 Buchanan Street	Rosa Parks Community Center
Bayview Hunters Point Multipurpose	1390 -1/2 Turk Street	Western Addition Senior Center
Bernal Heights Neighborhood Center	515 Cortland Avenue	Bernal Heights Neighborhood Center
Bernal Heights Neighborhood Center	4468 Mission Street	Excelsior Senior Center
Bethany Center	580 Capp Street	Bethany Center
Catholic Charities-CYO	65 Beverly Street	CCCYO OMI Senior Center
Catholic Charities-CYO	50 Broad Street	CCCYO San Francisco ADS
Centro Latino de San Francisco	1656 15th Street	Centro Latino
Community Housing Partnership	666 Ellis Street	666 Ellis Street
Community Living Campaign	5075 3rd Street	Bayview Library
Community Living Campaign	1601 Lane Street	Bayview YMCA
Community Living Campaign	1663 Mission St. Suite	Community Living Campaign Tech Hub
Community Living Campaign	345 Randolph Street	Oceanview Library
Community Living Campaign	660 Lombard Street	Telegraph Hill Center
Conard House	259 Hyde Street	Allen Hotel
Conard House	64 Turk Street	Aranda Residence
Conard House	2441 Jackson Street	Cooperative Apartments
Conard House	150 -9th Street	El Dorado Hotel
Conard House	820 O'Farrell Street	Jordan Apartments
Conard House	154 - 9th Street	The Café
Conard House	140 Jones Street	The Lyric
Conard House	270 McAllister	The McAllister
Conard House	240 Hyde Street	The Midori
Conard House	42 Washburn Street	Washburn Residence
Curry Senior Center	315 Turk Street	Curry Senior Center
Department of Homelessness	988 Howard Street	Plaza Apartments
Episcopal Community Center	705 Natoma Street	Canon Kip Senior Center
Golden Gate Senior Services	110 Diamond Street	Castro Senior Center
Golden Gate Senior Services	6221 Geary Boulevard	Richmond Senior Center
Institute on Aging	3698 California Street	Irene Swindells Center for Adults
Jewish Family and Children's Services	2534 Judah Street	L'Chaim Adult Day Services
Kimochi, Inc	1531 Sutter Street	Kimochi Home ADS
Lighthouse for the Blind	1155 Market Street	LightHouse
Mercy Housing	54 McAllister Street	Dorothy Day Senior Center
Mission Neighborhood Center	362 Capp Street	Capp Street Senior Center
On Lok	225 - 30th Street	30th Street Senior Center
San Francisco Senior center	890 Beach Street	Aquatic Park Senior Center
San Francisco Senior Center	481 O'Farrell Street	Downtown Senior Center
Self-Help for the Elderly	408 - 22nd Avenue	Jackie Chan ADS
Self-Help for the Elderly	5757 Geary Boulevard	Jackie Chan Senior Center
Self-Help for the Elderly	500 Raymond Avenue	John King Senior Center
Self-Help for the Elderly	1483 Mason Street	Lady Shaw Residence
Self-Help for the Elderly	1484 Mason Street	Lady Shaw Senior Center
Self-Help for the Elderly	131 Lenox Way	West Portal Club House
Sequoia Living	711 Eddy Street	Eastern Park Cyber Cafe
Sequoia Living	1280 Laguna Street	Western Park Apartments
SF Housing Authority	363 Noe Street	Noe Housing
Southwest Community Corporation	446 Randolph Street	IT Bookman Community Center
St. Francis Living Room	350 Golden Gate	St. Francis Living Room
SteppingStone ADHC/SFADN	350 Golden Gate	Golden Gate ADHC
SteppingStone ADHC/SFADN	55 Mabini Street	Mabini ADHC
SteppingStone ADHC/SFADN	930 - 4th Street	Mission Creek ADHC
SteppingStone ADHC/SFADN	301 Ellis Street	Presentation ADHC
Swords to Plowshares	150 Otis Street	Veterans Commons
WACTC	916 Laguna Street	Western Addition Technology Center
YMCA of San Francisco	4080 Mission Street	Mission YMCA
YMCA of San Francisco	3150 20th Avenue	Stonestown YMCA
YWCA	940 Powell Street	YWCA Chinatown

District	Number of Systems
1	16
2	23
3	8
4	7
5	20
6	57
7	10
8	21
9	17
10	11
11	20

APPENDIX A-1 – SERVICES TO BE PROVIDED

Conard House Inc.

SF Connected Program: Technology Training

Effective July 1, 2016 – June 30, 2020

I. Purpose

The purpose of this grant is to provide continued digital literacy training, awareness, access and support to older adults and adults with disabilities who attend SF Connected services in various technology labs in San Francisco. The SF Connected Program will continue the purpose of improving the quality of life of older adults and adults with disabilities by helping to acquire and/or enhance their digital competencies.

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 On Line System.
City	City and County of San Francisco, a municipal corporation.
DAAS	Department of Aging and Adult 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	Conard House Inc.
HSA	Human Services Agency of the City and County of San Francisco.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their

	birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
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.
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.
Senior	Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAAS-authorized technology labs.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab	Senior Centers, Community Centers, 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.
Unit of Service	Defined as one hour of service.
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's SF Connected program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target 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 the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.)

Services are to be provided at SF Connected technology labs or DAAS approved locations. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Older adults and adults with disabilities 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. Older adults and adults with disabilities 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 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. Adults with disabilities 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 get assistance in 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).

Digital Literacy training in the SF Connected program should be designed to:

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

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

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

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

VI. Service Objectives

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

- Grantee will serve **190** unduplicated consumers, older adults and adults with disabilities. *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.*
- Grantee will provide **1,200** units of instructional hours. *One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by the Grantee at DAAS technology labs.*

VII. Outcome Objectives

- At least 75% of surveyed participants will report that the program has continually enhanced their technological/digital skills for personal enrichment.
- At least 75% of surveyed participants will utilize learned skills to search online for programs or services that enhance their well-being/improve wellness.
- At least 75% of surveyed participants will connect with relatives and/or friends through technology and sustain social engagement (i.e. email, social media, digital messaging).
- At least 75% of surveyed participants will report that having access to digital services (e.g. DAHLIA, Google Maps, Online Banking, and shopping) has improved their self-sufficiency and independence.

VIII. Reporting Requirements and Other Requirements

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

- A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
- 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 DAAS and Contracts Department staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- F. 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.
- G. Grantee will provide Ad Hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

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

Annyse Acevedo, Senior Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
Annyse.Acevedo@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on 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 SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

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

	A	B	C	D	E	F	G	
1							Appendix B-1, Page 1	
2							5/10/2019	
3	HUMAN SERVICES AGENCY GRANT BUDGET SUMMARY							
4	BY PROGRAM							
5	Name				Term			
6	Conard House, Inc.				7/1/16-6/30/20			
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>							
8	If modification, Effective Date of Mod. 7/1/2019 No. of Mod. 1							
9	Program: SF-Connected Program							
10							Total	
11		7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	7/1/19 - 6/30/20	7/1/16-6/30/20		
12	Expenditures							
13	Salaries & Benefits	\$56,665	\$56,665	\$55,499	\$58,441	\$227,270		
14	Operating Expense	\$7,576	\$8,157	\$10,066	\$6,269	\$32,068		
15	Subtotal	\$64,241	\$64,822	\$65,565	\$64,710	\$259,338		
16	Indirect Percentage (%)	12%	12%	13%	15%			
17	Indirect Cost (Line 16 X Line 15)	\$7,709	\$7,779	\$8,851	\$9,706	\$34,045		
18	Capital Expenditure							
19	Total Expenditures	\$71,950	\$72,601	\$74,416	\$74,416	\$293,383		
20	HSA-DAAS Revenues							
21								
22	General Fund	\$71,950	\$72,601	\$74,416	\$74,416	\$293,383		
23								
24								
25	TOTAL HSA-DAAS REVENUES	\$71,950	\$72,601	\$74,416	\$74,416	\$293,383		
26	Other Revenues							
27								
28								
29								
30	Total Revenues	\$71,950	\$72,601	\$74,416	\$74,416	\$293,383		
31	Full Time Equivalent (FTE)							
33	Prepared by: Roxie Uyeda	Telephone No.: 415/864-7833				3/6/2019		
34	HSA-CO Review Signature:	_____						
35	HSA #1						11/15/2007	

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

Salaries & Benefits Detail

7/1/16 - 6/30/17 7/1/17 - 6/30/18 7/1/18 - 6/30/19 7/1/19 - 6/30/20

11	12	Agency Totals		For HSA Program		Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	TOTAL
		Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE					
13	CIS Education & Technology Trainer	\$44,174	100%	100%	100%	\$41,000	\$41,000	\$39,626	\$42,557	\$164,183
14										
15										
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30	TOTALS	\$44,174	1.00	1.00	1.00	\$41,000	\$41,000	\$39,626	\$42,557	\$164,183
31										
32	FRINGE BENEFIT RATE	38.42%				38.21%	38.21%	40.06%	37.32%	
33	EMPLOYEE FRINGE BENEFITS	\$16,974				15,665	\$15,665	\$15,873	\$15,884	63,087
34										
35										
36	TOTAL SALARIES & BENEFITS	\$61,148				\$56,665	\$56,665	\$55,499	\$58,441	\$227,270
37	HSA #2									11/15/2007

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1														Appendix B-1, Page 3
2														Document Date: 5/10/19
3	Program: SF-Connected Program													
4	(Same as Line 9 on HSA #1)													
5														
6														
7	Operating Expense Detail													
8														
9														
10														
11														TOTAL
12	<u>Expenditure Category</u>													
13	Rental of Property				7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	7/1/19 - 6/30/20					7/1/16-6/30/20	
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$882	\$2,463	\$6,424	\$6,269					\$16,038	
15					\$166	\$166	\$166						\$498	
16	Office Supplies, Postage				\$1,294	\$1,294	\$1,294						\$3,882	
17	Building Maintenance Supplies and Repair				\$600	\$600	\$189						\$1,389	
18	Printing and Reproduction													
19	Insurance				\$1,569	\$1,569	\$1,569						\$4,707	
20	Staff Training													
21	Staff Travel-(Local & Out of Town)				\$65	\$65	\$65						\$195	
22	Equipment Repair & Maintenance				\$3,000	\$2,000	\$359						\$5,359	
23	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE													
24														
25														
26	OTHER													
27														
28														
29														
30														
31	TOTAL OPERATING EXPENSE				\$7,576	\$8,157	\$10,066	\$6,269					\$32,068	
32														
33	HSA #3												11/15/2007	

APPENDIX A-1 – SERVICES TO BE PROVIDED

The Stride Center dba ReliaTech

SF Connected Program: Technical Support

Effective July 1, 2016 – June 30, 2020

I. Purpose

The purpose of this grant is to provide technical support for the 200+ computers across the 50+ technology labs that comprise the SF Connected Program. The SF Connected Program will continue the purpose of improving the quality of life of older adults and adults with disabilities by helping to acquire and/or enhance their digital competencies.

II. Definitions

Adult with a Disability	Person 18 years of age or older living with a disability.
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DAAS	Department of Aging and Adult Services.
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
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 to others.
Grantee	The Stride Center dba ReliaTech.
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.
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.
Senior	Person who is 60 years or older.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAAS-authorized technology labs.
SLA	Service-level agreement.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab	Senior Centers, Community Centers, 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.
Unit of Service	Defined as one hour of service.
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's SF Connected program.

III. Description of Services

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

Desktop Service and Support

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

Computer Equipment Moves and Changes: Grantee 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.

Hardware Support: Response would be within current service-level agreement (SLA) for technical support. Resolution would be within 12 business days.

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

Infrastructure Service and Support

Servers, Routers, Switches, Cable Management, Cable Locks & Keys, Uninterruptable Power Supply: These supporting devices will be monitored and supported by the Grantee. Support for third party devices (e.g. Comcast routers) is the responsibility of the SF Connected program.

Research and Development

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

Quarterly Observations and Recommendations

Grantee 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.

IV. Service Objectives

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

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

V. Outcome Objectives

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

- At least 90% of technology lab staff will report through the annual survey that they are satisfied with the technical support rendered by the grantee.

VI. Reporting Requirements

- A. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section IV & V - Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.
- B. 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.
- 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 will provide an annual consumer satisfaction survey report to OOA by March 15 each grant year.
- E. Grantee will provide Ad Hoc reports as required by the Department.
For assistance with reporting requirements or submission of reports, contact:

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

Annyse Acevedo, Senior Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
Annyse.Acevedo@sfgov.org

VII. 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 SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.
- B. **Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E	F
1	Appendix B-1, Page 1					
2	Document Date: 5/17/19					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name			Term		
6	The Stride Center dba Reliatech			07/01/2016 - 06/30/2020		
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 7/1/19 No. of Mod. 2					
9	Program: SF Connected - Tech Support	07/01/16-06/30/17	07/01/17-06/30/18	07/01/18-06/30/19	07/01/19-06/30/20	07/01/2016 - 06/30/2020
10	Budget Reference Page No.(s)					
11	Program Term					Total
12	Expenditures					
13	Salaries & Benefits					
14	Operating Expense	\$64,000	\$73,350	\$70,936	\$70,936	\$279,222
15	Subtotal	\$64,000	\$73,350	\$70,936	\$70,936	\$279,222
16	Indirect Percentage (%)					
17	Indirect Cost (Line 16 X Line 15)					
18	Capital Expenditure					
19	Total Expenditures	\$64,000	\$73,350	\$70,936	\$70,936	\$279,222
20	HSA Revenues					
21	General Fund					
22		\$64,000	\$73,350	\$70,936	\$70,936	\$279,222
23						
24						
25						
26						
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29						
30	TOTAL HSA REVENUES	\$64,000	\$73,350	\$70,936	\$70,936	\$279,222
31	Other Revenues					
32						
33						
34						
35						
36						
37	Total Revenues	\$64,000	\$73,350	\$70,936	\$70,936	\$279,222
38	Full Time Equivalent (FTE)					
40	Prepared by: Willie Lockett		Telephone No.: (510) 234-1300		Date 05/17/19	
41	HSA-CO Review Signature: _____					
42	HSA #1					11/15/2007

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
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34														11/15/2007

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

Operating Expense Detail

TOTAL

Expenditure Category	TERM	07/01/16-06/30/17	07/01/17-06/30/18	07/01/18-06/30/19	07/11/19-06/30/20	07/01/2016 - 06/30/2020
OTHER						
Routine service per CPU remote, 30 per month @ 25.00		\$6,236	\$6,886			\$13,122
Unscheduled service, expected 10/mo @ 80.00		\$14,600	\$10,214	\$49,000		\$73,814
Routine service per CPU on-site, 30 per month @ 45.00		\$23,714	\$36,016	\$8,319		\$68,049
Equipment moves, changes, updates, refresh @ 45.00		\$3,426	\$5,135			\$8,561
Help Desk calls, expected 9.5/mo @ 25.00		\$2,850	\$2,999			\$5,849
Image Build @ 55.00		\$4,400	\$4,400			\$4,400
Reporting @ 500.00 per quarter		\$1,000	\$1,000	\$1,000	\$2,000	\$5,000
Internet Services (Clear Hub/Mobile Citizen)		\$6,174	\$6,700	\$2,617		\$15,491
Incidentals (infrastructure supplies, system hardware, workstation peripherals, and cable management tools)				\$10,000	\$5,436	\$15,436
Licenses		\$6,000				\$6,000
Degaussing hard drives						
COBE						
Research and Development					\$6,000	\$6,000
Research and Development hardware					\$2,500	\$2,500
Desktop Service and Support					\$50,000	\$50,000
Infrastructure Service and Support					\$5,000	\$5,000
TOTAL OPERATING EXPENSE		\$64,000	\$73,350	\$70,936	\$70,936	\$279,222

APPENDIX A-1 – SERVICES TO BE PROVIDED

Community Living Campaign

SF Connected Program: SF Tech Council

July 1, 2016 – June 30, 2020

I. Purpose of Grant

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

II. Definitions

Adult with a Disability	Person 18 years of age or older living with a disability.
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 On Line System.
City	City and County of San Francisco, a municipal corporation.
DAAS	Department of Aging and Adult Services.
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
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 to others.
Grantee	Community Living Campaign.
HSA	Human Services Agency of the City and County of San Francisco.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.

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.
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.
Senior	Person who is 60 years or older.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAAS-authorized technology labs.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab	Senior Centers, Community Centers, 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.
Unit of Service	Defined as one hour of service.
Unduplicated Consumer(UDC)	A unique consumer receiving services in the Grantee's SF Connected Program.

III. Description of Services

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

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

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

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

IV. 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.
2. **Six (6) Tech Council Meetings will be scheduled and completed.**
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.

4. **At least twelve (12) work group meetings will be scheduled and completed.**
The Access & Learning Workgroup meets on a consistent monthly basis. The Project & Metrics Workgroup meets on a quarterly basis.
5. **Ensure that 80% of membership positions are filled at least 10 months out of each fiscal year.**
6. **Provide a summative evaluation of the SF Tech Council's achievements and assessment of consultant staff support to determine needs.** Feedback from SF Tech Council members via a survey will be obtained and prepared each year and the council will evaluate its achievements and assess the work of the grantee.
7. **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.

V. Outcome Objectives

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

1. 85% of SF Tech Council members and participants agree that the SF Tech Council is effective in helping close the digital divide for our target population.

VI. Reporting Requirements

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

- A. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV & V – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee.
- C. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- D. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; 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:

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

Annyse Acevedo, Senior Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
Annyse.Acevedo@sfgov.org

VII. 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 SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E	F
1	Appendix B-1, Page 1					
2	Document Date: 5/17/19					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name			Term		
6	Community Living Campaign			07/01/2016 - 06/30/2020		
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 5/17/19			No. of Mod. 5		
9	Program: SF Connected - Tech Council					
10	Budget Reference Page No.(s)				NEW	7/1/16-6/30/20
11	Program Term		7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	7/1/19 - 6/30/20
12	Expenditures					
13	Salaries & Benefits	\$11,700	\$11,900	\$8,540	\$8,540	\$40,680
14	Operating Expense	\$59,825	\$74,195	\$66,337	\$66,337	\$266,694
15	Subtotal	\$71,525	\$86,095	\$74,877	\$74,877	\$74,877
16	Indirect Percentage (%)	15%	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$10,435	\$12,914	\$11,232	\$11,232	\$45,813
18	Capital Expenditure					
19	Total Expenditures	\$81,960	\$99,009	\$86,109	\$86,109	\$353,187
20	HSA Revenues					
21	General Fund	\$81,960	\$99,009	\$86,109	\$86,109	\$353,187
22						
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$81,960	\$99,009	\$86,109	\$86,109	\$353,187
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$81,960	\$99,009	\$86,109	\$86,109	\$353,187
37	Full Time Equivalent (FTE)	0.09				
39	Prepared by: Kate Kuckro				Date: 5/17/19	
40	HSA-CO Review Signature: _____					
41	HSA #1					11/15/2007

4 Program Name: Community Living Campaign - SF Tech Council
 5 (Same as Line 9 on HSA #1)

Operating Expense Detail

12	Expenditure Category	TERM	7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	NEW 7/1/19 - 6/30/20	TOTAL 07/01/16 to 06/30/20
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		\$800	\$900	\$900	\$900	\$3,500
18	Insurance						
19	Staff Training						
20	Staff Travel-(Local & Out of Town)		\$525	\$1,625	\$1,625	\$1,625	\$5,400
21	Rental of Equipment						
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
23	Tech Council Staff Consultant (Susan, TBD)		\$48,000	\$48,000	\$48,400	\$48,400	\$192,800
24	Other Consulting (Marketing, Collective Action, etc.)		\$4,640	\$15,590	\$7,344	\$7,344	\$34,918
25	Reporting/Outcomes Support		\$3,400	\$1,843	\$3,400	\$3,400	\$12,043
26	Meeting & Outreach Support						
27	Consultant (Diane K) (No Indirect)		\$1,960				\$1,960
28	Conferences and Outreach		\$500	\$1,395	\$3,000	\$3,000	\$7,895
29	OTHER						
30	Meeting Expenses			\$3,342	\$1,160	\$1,160	\$5,662
31	Program Supplies			\$1,500	\$508	\$508	\$2,516
32							
33							
34							
35							
36	TOTAL OPERATING EXPENSE		\$59,825	\$74,195	\$66,337	\$66,337	\$266,694
37							
38	HSA #3						11/15/2007

APPENDIX A-1 – SERVICES TO BE PROVIDED

LightHouse for the Blind and Visually Impaired

SF Connected Program: Technology Training

Effective July 1, 2016 – June 30, 2020

I. Purpose

The purpose of this grant is to provide continued digital literacy training, awareness, access and support to older adults and adults with disabilities who attend SF Connected services in various technology labs in San Francisco. The SF Connected Program will continue the purpose of improving the quality of life of older adults and adults with disabilities by helping to acquire and/or enhance their digital competencies.

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 On Line System.
City	City and County of San Francisco, a municipal corporation.
DAAS	Department of Aging and Adult Services.
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
DAHLIA	City and County of San Francisco's Online Housing Portal.
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	LightHouse for the Blind and Visually Impaired.
HSA	Human Services Agency of the City and County of San Francisco
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their

	birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
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.
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.
Senior	Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAAS-authorized technology labs.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab	Senior Centers, Community Centers, 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.
Unit of Service	Defined as one hour of service.
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's SF Connected program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target 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 the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.)

Services are to be provided at SF Connected technology labs or DAAS approved locations. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Older adults and adults with disabilities 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. Older adults and adults with disabilities 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 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. Adults with disabilities 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 get assistance in 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).

Digital Literacy training in the SF Connected program should be designed to:

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

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

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

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

VI. Service Objectives

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

- Grantee will serve **220** unduplicated consumers, older adults and adults with disabilities. *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.*
- Grantee will provide **1,800** units of instructional hours. *One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by the Grantee at DAAS technology labs.*

VII. Outcome Objectives

- At least 75% of surveyed participants will report that the program has continually enhanced their technological/digital skills for personal enrichment.
- At least 75% of surveyed participants will utilize learned skills to search online for programs or services that enhance their well-being/improve wellness.
- At least 75% of surveyed participants will connect with relatives and/or friends through technology and sustain social engagement (i.e. email, social media, digital messaging).

- At least 75% of surveyed participants will report that having access to digital services (e.g. DAHLIA, Google Maps, Online Banking, and shopping) has improved their self-sufficiency and independence.

VIII. Reporting Requirements and Other Requirements

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

- A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
- 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 DAAS and Contracts Department staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- F. 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.
- G. Grantee will provide Ad Hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

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

Annyse Acevedo, Senior Contract Manager
 Office of Contract Management
 PO Box 7988
 San Francisco, CA 94120
Annyse.Acevedo@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates,

back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on 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 the SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

	A	B	C	D	E	F
1						
2						
3						
4						
5	Name			Term		
6	LightHouse for the Blind and Visually Impaired			07/01/2016 - 06/30/2020		
7	(Check One) New ___ Renewal ___ Modification <u>X</u> ___					
8	If modification, Effective Date of Mod. 5/1/2019 No. of Mod. 1					
9	Program: SF Connected - Tech Training	07/01/16-06/30/17	07/01/17-06/30/18	07/01/18-06/30/19	07/01/19-06/30/20	07/01/2016 - 06/30/2020
10	Budget Reference Page No.(s)					
11	Program Term					Total
12	Expenditures					
13	Salaries & Benefits	\$39,677	\$41,007	\$41,687	\$41,687	\$164,058
14	Operating Expense	\$1,500	\$5,360	\$1,575	\$1,575	\$10,010
15	Subtotal	\$41,177	\$46,367	\$43,262	\$43,262	\$174,068
16	Indirect Percentage (%)	5%	5%	5%	5%	5%
17	Indirect Cost (Line 16 X Line 15)	\$2,059	\$2,318	\$2,163	\$2,163	\$8,703
18	Capital Expenditure					
19	Total Expenditures	\$43,236	\$48,685	\$45,425	\$45,425	\$182,771
20	HSA Revenues					
21	General Fund	\$43,236	\$48,685	\$45,425	\$45,425	\$182,771
22						
23						
24						
25						
26	TOTAL HSA REVENUES	\$43,236	\$48,685	\$45,425	\$45,425	\$182,771
27	Other Revenues					
28						
29						
30						
31						
32						
33	Total Revenues	\$43,236	\$48,685	\$45,425	\$45,425	\$182,771
34	Full Time Equivalent (FTE)	0.67				
36	Prepared by: Iris Feng	Telephone No.: 415-694-7341				
37	HSA-CO Review Signature:	_____				
38	HSA #1	11/15/2007				

	A	B	C	D	E	F	G	H	I	J	K	L	M
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	07/01/19-06/30/20	07/01/2016 - 06/30/2020				
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												
18	Insurance												
19	Staff Training												
20	Staff Travel-(Local & Out of Town)												
21	Rental of Equipment												
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE												
23	Interpreter				\$1,500	\$1,200	\$1,575	\$1,575					\$5,850
24													
25													
26													
27													
28	OTHER												
29	Zoomtext softare licenses					\$4,160							\$4,160
30													
31													
32													
33													
34													
35	TOTAL OPERATING EXPENSE				\$1,500	\$5,360	\$1,575	\$1,575					\$10,010
36													
37	HSA #3												11/15/2007

APPENDIX A-1 – SERVICES TO BE PROVIDED

Community Living Campaign

SF Connected Program: Technology Training

Effective July 1, 2016 – June 30, 2020

I. Purpose

The purpose of this grant is to provide continued digital literacy training, awareness, access and support to older adults and adults with disabilities who attend SF Connected services in various technology labs in San Francisco. The SF Connected Program will continue the purpose of improving the quality of life of older adults and adults with disabilities by helping to acquire and/or enhance their digital competencies.

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 On Line System.
City	City and County of San Francisco, a municipal corporation.
DAAS	Department of Aging and Adult 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	Community Living Campaign.
HSA	Human Services Agency of the City and County of San Francisco.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their

	birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
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.
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.
Senior	Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAAS-authorized technology labs.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab	Senior Centers, Community Centers, 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.
Unit of Service	Defined as one hour of service.
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's SF Connected program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target 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 the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.)

Services are to be provided at SF Connected technology labs or DAAS approved locations. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Older adults and adults with disabilities 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. Older adults and adults with disabilities 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 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. Adults with disabilities 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 get assistance in 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).

Digital Literacy training in the SF Connected program should be designed to:

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

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

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

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

VI. Service Objectives

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

- Grantee will serve **690** unduplicated consumers, older adults and adults with disabilities. *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.*
- Grantee will provide **3,620** units of instructional hours. *One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by the Grantee at DAAS technology labs.*

VII. Outcome Objectives

- At least 75% of surveyed participants will report that the program has continually enhanced their technological/digital skills for personal enrichment.
- At least 75% of surveyed participants will utilize learned skills to search online for programs or services that enhance their well-being/improve wellness.
- At least 75% of surveyed participants will connect with relatives and/or friends through technology and sustain social engagement (i.e. email, social media, digital messaging).
- At least 75% of surveyed participants will report that having access to digital services (e.g. DAHLIA, Google Maps, Online Banking, and shopping) has improved their self-sufficiency and independence.

VIII. Reporting Requirements and Other Requirements

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

- A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
- 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 DAAS and Contracts Department staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- F. 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.
- G. Grantee will provide Ad Hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

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

Annyse Acevedo, Senior Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
Annyse.Acevedo@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on 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 SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

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

	A	B	C	D	E	F
1						Appendix B-1, Page 1
2						Document Date: 5/17/19
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name				Term	
6	Community Living Campaign				07/01/2016 to 06/30/2020	
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 5/17/19			No. of Mod. 4		
9	Program: SF Connected - Tech Training					
10	Budget Reference Page No.(s)				NEW	7/1/16-6/30/20
11	Program Term		7/1/16 - 6/30/17	7/1/17 - 6/30/18	7/1/18 - 6/30/19	7/1/19 - 6/30/20
12	Expenditures					
13	Salaries & Benefits	\$69,647	\$65,987	\$57,797	\$67,161	\$260,592
14	Operating Expense	\$37,627	\$43,969	\$54,907	\$83,224	\$219,727
15	Subtotal	\$107,274	\$109,956	\$112,704	\$150,385	\$480,319
16	Indirect Percentage (%)	15%	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$16,091	\$16,493	\$16,906	\$22,558	\$72,048
18	Capital Expenditure					
19	Total Expenditures	\$123,365	\$126,449	\$129,610	\$172,943	\$552,367
20	HSA Revenues					
21	General Fund	\$123,365	\$126,449	\$129,610	\$172,943	\$552,367
22						
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$123,365	\$126,449	\$129,610	\$172,943	\$552,367
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$123,365	\$126,449	\$129,610	\$172,943	\$552,367
37	Full Time Equivalent (FTE)	0.75				
39	Prepared by: Kate Kuckro			Telephone No.: 415-308-1976		Date: 5/17/19
40	HSA-CO Review Signature: _____					
41	HSA #1					11/15/2007

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
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														
12	Expenditure Category		TERM			7/1/16 - 6/30/17		7/1/17 - 6/30/18		7/1/18 - 6/30/19		NEW 7/1/19 - 6/30/20		TOTAL 7/1/16-6/30/20
13	Rental of Property													
14	Utilities(Elec, Water, Gas, Phone, Scavenger)													
15	Office Supplies, Postage (advertisement)					\$1,200		\$1,950		\$1,200		\$1,200		\$5,550
16	Building Maintenance Supplies and Repair													
17	Printing and Reproduction													
18	Insurance													
19	Staff Training													
20	Staff Travel-(Local & Out of Town)					\$465		\$1,365		\$1,965		\$1,965		\$5,760
21	Rental of Equipment													
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE													
23	Computer & Broadband Tech Trainers					\$33,462		\$34,262		\$50,742		\$78,742		\$197,208
24	Admin Contractor					\$1,500		\$4,000						\$5,500
25														
26														
27														
28	OTHER													
29	Misc Program Expenses					\$1,000		\$2,392		\$1,000		\$1,317		\$5,709
30	(raffle prizes, photo paper, class supplies, etc.)													
31														
32														
33														
34														
35	TOTAL OPERATING EXPENSE					\$37,627		\$43,969		\$54,907		\$83,224		\$219,727
36														
37	HSA #3											\$0		11/15/2007

APPENDIX A-1 – SERVICES TO BE PROVIDED

Community Technology Network

SF Connected Program: Technology Training

Effective July 1, 2016 – June 30, 2020

I. Purpose

The purpose of this grant is to provide continued digital literacy training, awareness, access and support to older adults and adults with disabilities who attend SF Connected services in various technology labs in San Francisco. The SF Connected Program will continue the purpose of improving the quality of life of older adults and adults with disabilities by helping to acquire and/or enhance their digital competencies.

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 On Line System.
City	City and County of San Francisco, a municipal corporation.
DAAS	Department of Aging and Adult 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	Community Technology Network.
HSA	Human Services Agency of the City and County of San Francisco.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their

	birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
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.
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.
Senior	Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAAS-authorized technology labs.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab	Senior Centers, Community Centers, 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.
Unit of Service	Defined as one hour of service
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's SF Connected program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target 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 the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.)

Services are to be provided at SF Connected technology labs or DAAS approved locations. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Older adults and adults with disabilities 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. Older adults and adults with disabilities 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 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. Adults with disabilities 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 get assistance in 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).

Digital Literacy training in the SF Connected program should be designed to:

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

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

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

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

VI. Service Objectives

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

- Grantee will serve **610** unduplicated consumers, older adults and adults with disabilities. *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.*
- Grantee will provide **6,075** units of instructional hours. *One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by the Grantee at DAAS technology labs.*

VII. Outcome Objectives

- At least 75% of surveyed participants will report that the program has continually enhanced their technological/digital skills for personal enrichment.
- At least 75% of surveyed participants will utilize learned skills to search online for programs or services that enhance their well-being/improve wellness.
- At least 75% of surveyed participants will connect with relatives and/or friends through technology and sustain social engagement (i.e. email, social media, digital messaging).
- At least 75% of surveyed participants will report that having access to digital services (e.g. DAHLIA, Google Maps, Online Banking, and shopping) has improved their self-sufficiency and independence.

VIII. Reporting Requirements and Other Requirements

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

- A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
- 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 DAAS and Contracts Department staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- F. 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.
- G. Grantee will provide Ad Hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

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

Annyse Acevedo, Senior Contract Manager
Office of Contract Management
PO Box 7988
San Francisco, CA 94120
Annyse.Acevedo@sfgov.org

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on 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 SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

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

	A	B	C	D	E	F
1	Appendix B-1, Page 1					
2	Document Date: 5/16/19					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name				Term	
6	Community Technology Network				07/01/2016 - 06/30/2020	
7	(Check One) New ___ Renewal ___ Modification <u>X</u> ___					
8	If modification, Effective Date of Mod. 7/1/19 No. of Mod. 1					
9	Program: SF Connected - Tech Training					
10	Budget Reference Page No.(s)					7/1/16-6/30/20
11	Program Term	7/1/16-6/30/17	7/1/17-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20	Total
12	Expenditures					
13	Salaries & Benefits	\$189,895	\$187,995	\$195,587	\$216,764	\$790,240
14	Operating Expense	\$3,583	\$10,317	\$7,685	\$24,189	\$45,774
15	Subtotal	\$193,478	\$198,312	\$203,272	\$240,953	\$836,014
16	Indirect Percentage (%)	15%	15%	15%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$29,021	\$29,748	\$30,491	\$36,142	\$125,401
18	Capital Expenditure					
19	Total Expenditures	\$222,498	\$228,060	\$233,762	\$277,095	\$961,415
20	HSA Revenues					
21	General Fund	\$222,498	\$228,060	\$233,762	\$277,095	\$961,415
22	Federal Fund (name + CFDA #)					
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$222,498	\$228,060	\$233,762	\$277,095	\$961,415
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$222,498	\$228,060	\$233,762	\$277,095	\$961,415
37	Full Time Equivalent (FTE)	3.11				
39	Prepared by: Kami Griffiths	Telephone No.: 650-784-1156			Date: 3/14/19	
40	HSA-CO Review Signature: _____					
41	HSA #1					11/15/2007

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

7 **Operating Expense Detail**

12	Expenditure Category	TERM	7/1/16-6/30/17	7/1/17-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20	TOTAL 7/1/16-6/30/20
13	Rental of Property			\$5,214	\$4,407	\$4,963	\$14,584
14	Utilities(Elec, Water, Gas, Phone, Scavenger)						
15	Office Supplies, Postage		\$947	\$1,289	\$349	\$1,287	\$3,872
16	Building Maintenance Supplies and Repair						
17	Printing and Reproduction					\$429	\$429
18	Insurance						
19	Staff Training			\$1,525	\$230		\$1,755
20	Staff Travel-(Local & Out of Town)			\$65	\$320	\$910	\$1,295
21	Rental of Equipment						
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
27	Digital Literacy Instructor					\$11,000	\$11,000
28	OTHER						
29	Food for volunteer trainings		\$1,582	\$594	\$400	\$700	\$3,276
30	Technology		\$1,053	\$1,630	\$1,979	\$4,900	\$9,562
31							
32							
33							
34							
35	TOTAL OPERATING EXPENSE		\$3,583	\$10,317	\$7,685	\$24,189	\$45,774

37 HSA #3 11/15/2007

APPENDIX A-1 – SERVICES TO BE PROVIDED

Self-Help for the Elderly

SF Connected Program: Technology Training

Effective July 1, 2016 – June 30, 2020

I. Purpose

The purpose of this grant is to provide continued digital literacy training, awareness, access and support to older adults and adults with disabilities who attend SF Connected services in various technology labs in San Francisco. The SF Connected Program will continue the purpose of improving the quality of life of older adults and adults with disabilities by helping to acquire and/or enhance their digital competencies.

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 On Line System.
City	City and County of San Francisco, a municipal corporation.
DAAS	Department of Aging and Adult 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	Self-Help for the Elderly.
HSA	Human Services Agency of the City and County of San Francisco.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their

	birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
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.
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.
Senior	Person who is 60 years or older, used interchangeably with older adult.
SF Connected Program	A program that provides technology education, awareness, training, access, and support to older adults and adults with disabilities in San Francisco at DAAS-authorized technology labs.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
Technology Lab	Senior Centers, Community Centers, 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.
Unit of Service	Defined as one hour of service.
Unduplicated Consumer (UDC)	A unique consumer receiving services in the Grantee's SF Connected program.

III. Target Population

Services must target those older adults and adults with disabilities (aged 18-59) who are members of one or more of the following target 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 the SF Connected Program

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

V. Description of Services

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

Digital Literacy Training

Recruit, train, manage, and supervise volunteer and/or paid digital literacy instructors to provide classes, workshops and/or one-on-one training that is relevant and adapted to the target population listed above. Instruction shall be provided in one or more of the following languages: English, Chinese, Russian, and Vietnamese. (Instruction in other languages is optional.)

Services are to be provided at SF Connected technology labs or DAAS approved locations. Grantee shall provide training in one or more of the following topics:

Introduction to Computers/Internet. Older adults and adults with disabilities 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. Older adults and adults with disabilities 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 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. Adults with disabilities 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 get assistance in 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).

Digital Literacy training in the SF Connected program should be designed to:

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

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

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

Grantee will administer the annual Consumer Satisfaction Survey, designed by SF Connected staff, to consumers with a response rate of at least 35% of the annual unduplicated consumer service objective as specified in the Service Objectives section below.

VI. Service Objectives

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

- Grantee will serve 725 unduplicated consumers, older adults and adults with disabilities. *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.*
- Grantee will provide 2,387 units of instructional hours. *One unit is one hour of class-type instruction or one-on-one tutoring, provided by paid instructors or volunteers trained by the Grantee at DAAS technology labs.*

VII. Outcome Objectives

- At least 75% of surveyed participants will report that the program has continually enhanced their technological/digital skills for personal enrichment.
- At least 75% of surveyed participants will utilize learned skills to search online for programs or services that enhance their well-being/improve wellness.
- At least 75% of surveyed participants will connect with relatives and/or friends through technology and sustain social engagement (i.e. email, social media, digital messaging).
- At least 75% of surveyed participants will report that having access to digital services (e.g. DAHLIA, Google Maps, Online Banking, and shopping) has improved their self-sufficiency and independence.

VIII. Reporting Requirements and Other Requirements

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

- A. Grantee will enter consumers' data into the CA GetCare-SF Connected module.
- 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 DAAS and Contracts Department staff.
- D. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- E. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- F. 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.
- G. Grantee will provide Ad Hoc reports as requested by HSA/DAAS/OOA.
- H. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable and to take all reasonable efforts to implement HIPAA requirements.
- J. Apart from reports requested to be sent via e-mail to the Program Analyst and/or Contract Manager, all other reports and communications should be sent to the following addresses:

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

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

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on 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 SF Connected online calendar; a board of director list and whether services are provided appropriately according to Sections IV-VI.

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

	A	B	C	D	E	F
1						Appendix B-1, Page
2						Document Date: 5/16/19
3	HUMAN SERVICES AGENCY BUDGET SUMMARY					
4	BY PROGRAM					
5	Name SELF-HELP FOR THE ELDERLY				Term	
6					7/1/16-6/30/20	
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
8	If modification, Effective Date of Mod. 7/1/19 No. of Mod. 1					
9	Program: SF CONNECTED					
10	Budget Reference Page No.(s)					7/1/16-6/30/20
11	Program Term	7/1/16-6/30/17	7/1/17-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20	Total
12	Expenditures					
13	Salaries & Benefits	\$51,106	\$52,000	\$52,608	\$89,113	\$244,827
14	Operating Expense	\$986	\$794	\$1,505	\$1,740	\$5,025
15	Subtotal	\$52,092	\$52,794	\$54,113	\$90,853	\$249,852
16	Indirect Percentage (%)	12%	13%	13%	15%	
17	Indirect Cost (Line 16 X Line 15)	\$6,110	\$6,863	\$7,035	\$13,628	\$33,636
18	Capital Expenditure					
19	Total Expenditures	\$58,202	\$59,657	\$61,148	\$104,481	\$283,488
20	HSA Revenues					
21	General Fund	\$58,202	\$59,657	\$61,148	\$104,481	\$283,488
22						
23						
24						
25						
26						
27						
28						
29	TOTAL HSA REVENUES	\$58,202	\$59,657	\$61,148	\$104,481	\$283,488
30	Other Revenues					
31						
32						
33						
34						
35						
36	Total Revenues	\$58,202	\$59,657	\$61,148	\$104,481	\$283,488
37	Full Time Equivalent (FTE)	1.03				
39	Prepared by: Leny Nair		Telephone No.:		Date 5/16/19	
40	HSA-CO Review Signature: _____					
41	HSA #1					11/15/2007

