

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

**Communications Division  
Broadband, Video and Market Branch**

**RESOLUTION T-17800  
December 14, 2023**

**RESOLUTION**

**Resolution T-17800: Approves 21 project proposals for \$6,654,688 from the California Advanced Services Fund Broadband Adoption Account submitted in the July 2023 application round.**

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**I. Summary**

This Resolution approves grant funding in the amount of \$6,654,688 from the California Advanced Services Fund (CASF) Broadband Adoption Account (Adoption Account) to California Emerging Technology Fund (CETF) (one call center project and three digital literacy projects), City of La Puente (La Puente) (one digital literacy project), City of Lynwood (Lynwood) (one digital literacy project), Oakland Tech Exchange (OTE) (six call center projects, six digital literacy projects, one broadband access project), Sacred Heart Community Service (SHCS) (one broadband access project) and Sourcewise (one digital literacy project). Collectively, these projects will provide digital literacy training to 2,860 participants, broadband access to 8,175 participants and broadband subscriptions to 24,429 participants.

**II. Background**

On October 15, 2017, Governor Brown signed Assembly Bill (AB) 1665 (Garcia) into law. This legislation amended the statutes governing the CASF program, Public Utilities Code sections 281, 912.2, and 914.7, and added the Adoption Account, which provides grants to increase publicly available or after school broadband access and digital inclusion and allocated \$20 million to the account. Eligible applicants include local governments, senior centers, schools, public libraries, non-profit organizations, and community-based organizations with programs to increase publicly available or after-school broadband access and digital inclusion. The California Public Utilities Commission (Commission) is required to give preference to programs in communities with demonstrated low broadband access, including low-income communities, senior communities, and communities facing socioeconomic barriers to broadband adoption.

On June 21, 2018, the Commission issued Decision (D).18-06-032 which implemented provisions of AB 1665 and adopted rules and guidelines for the Adoption Account (Adoption Account Guidelines). On February 21, 2019, the Commission issued D.19-02-008 modifying and clarifying the Adoption Account Guidelines.

In 2021, the Legislature deleted the minimum cumulative appropriation for each of the CASF accounts and authorized the Commission to recommend to the Legislature these appropriation amounts.<sup>1</sup> Consequently, the Commission issued D.22-05-029 which set an appropriation amount of \$20.024 million for fiscal year 2022/2023 for the Adoption Account. For fiscal year 2023/2024, the Commission issued Resolution T-17782 which set an appropriation amount of \$20.24 million for the Adoption Account. These appropriations were adopted in the California Budget Act for the respective fiscal year.

In D.22-05-029, the Commission made further modifications and programmatic changes to the Adoption Account Guidelines. Key provisions of the Decision relevant to this Resolution include:

- *Moneys in the Adoption Account are available to the Commission to award grants to increase publicly available or after-school broadband access and digital inclusion, such as grants for digital literacy training programs and public education to communities with limited broadband adoption, including low-income communities, senior communities, and communities facing socioeconomic barriers to broadband adoption;*
- *Eligible applicants are local governments, senior centers, schools, public libraries, nonprofit organizations, and community-based organizations with programs to increase publicly available or after school broadband access and digital inclusion, such as digital literacy training programs;*
- *Projects eligible for grant funding include digital literacy projects and broadband access projects. Digital literacy projects may include digital literacy training programs and public education to communities with limited broadband adoption. Broadband access projects may include those that provide free broadband internet access in community training rooms or other public spaces. It may also include projects that perform community outreach such as analysis, comparison of Internet service plans within the community, and call centers that will increase broadband access and adoption.<sup>2</sup>*
- *The Commission assigned Commission Division (CD) staff (Staff) the task of approving applications that meet the criteria for ministerial review;*
- *Applications with grant requests that exceed \$150,000 are not eligible for ministerial approval.*

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<sup>1</sup> Public Utilities Code section 281, subdivision (d)(3).

<sup>2</sup> See Decision, Slip. Op., at Section V (Appendix 2).

- *Applications from nonprofit organizations that have not existed for one year or more or are from organizations that do not have at least one year's experience conducting a digital literacy training or broadband access project or who have not completed at least one digital literacy training or broadband access project are not eligible for ministerial review.*
- *Digital Literacy projects where the proposed project cost is above \$477 per participant trained and Call Center projects where the proposed project cost is above \$205 per subscription are not eligible for ministerial review.*
- *Applications that do not meet ministerial review criteria may still be considered for a grant by the Commission via Resolution approval.<sup>3</sup>*

### **III. Applicant Request**

This Resolution considers the 21 projects submitted in the July 1, 2023, application round and listed in Table 1 below that do not qualify for ministerial review or to be approved through Commission resolution due to Staff discretion.<sup>4</sup>

### **IV. Project Evaluation Process**

D.22-05-029 states that all applications be reviewed, and awarded based on completeness, overall quality, and project costs reasonableness.<sup>5</sup>

*Overall Quality:* All projects were reviewed based on how well they met the requirements and goals set out in D.22-05-029 to increase publicly available or after-school broadband access and digital inclusion in communities with limited broadband adoption.

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<sup>3</sup> See Decision, Slip. Op., at Section X (Appendix 2).

<sup>4</sup> 30 applicants requested a total of \$15,346,089 for 96 projects (a list of all submitted projects can be found on the [CASF Adoption Account website](#)). CETF's digital literacy projects meet the ministerial review criteria, but staff recommends they be included in this resolution since these projects are dependent on approval of the CETF call center project.

<sup>5</sup> See D.22-05-029, Slip. Op., at Section VIII (Appendix 2).

**Table 1: Reasons for Approval by Resolution**

APPLICANT NAME	PROJECT TYPE(S)	NUMBER OF PROJECTS	AGGREGATE FUNDING REQUEST	REASON
California Emerging Technology Fund	Call Center	1	\$4,311,200	Requested funding over \$150,000 for a single project. The proposed project cost is above \$205 per subscription.
	Digital Literacy	3	\$405,792	Staff Recommendation - Digital Literacy projects are dependent on the Call Center project.
City of La Puente	Digital Literacy	1	\$152,065	Requested funding over \$150,000 for a single project. The applicant does not have at least one year of experience conducting digital literacy training or completed at least one digital literacy training project.
City of Lynwood	Digital Literacy	1	\$151,424	Requested funding over \$150,000 for a single project.
Oakland Tech Exchange	Call Center	6	\$580,000	The nonprofit organization has existed for less than one year.
	Digital Literacy	6	\$626,370	
	Broadband Access	1	\$150,000	
Sacred Heart Community Service	Broadband Access	1	\$227,850	Requested funding over \$150,000 for a single project.
Sourcewise	Digital Literacy	1	\$81,136	The proposed project cost is above \$477 per participant.

**21      \$6,685,836**

*Completeness:* D.22-05-029 requires all applicants to submit a complete application package that includes the project description, work plan, performance metrics, detailed budget, cover letter, curriculum (if applicable), as well as a notarized affidavit. Additionally, nonprofit applicants are required to provide tax documents showing their status as a nonprofit organization and documentation showing good standing with the United States Internal Revenue Service (IRS), the California Secretary of State, or the California Department of Justice. Staff reviewed each project’s application to ensure that all the required information was submitted. If the application was incomplete, Staff requested further information from applicants to complete the application to meet program requirements.

*Budget:* D.22-05-029 states the Commission may fund up to 85 percent of the total eligible program costs and may reimburse for education and outreach efforts, travel, computing devices,<sup>6</sup> printers, network routers, switches, modems, and cabling deployed for the purpose of establishing a space for broadband access or digital literacy that connects to an existing in-building broadband network such as Wi-Fi (inside network), mobile hotspots (only when no inside network is available), administrative

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<sup>6</sup> Reimbursement for computing devices used in community training rooms or other public space is capped at \$11,250 per project and limited to \$750 per device; Reimbursement for take-home computing devices is capped at \$300 per device, limited to two computing devices per eligible household, and limited to \$40,000 per project; Reimbursement for hotspots is capped at \$300 per device and limited to \$20,000 per project. (See D.22-05-029, Slip. Op. Section VI (Appendix 2)).

costs (limited to 15% of the overall budget), staffing for instruction and technical support, desks, chairs, and the gathering, preparing, creating and distribution of digital literacy curriculum (see Appendix D).<sup>7</sup> Staff reviewed each project's budget to ensure that no more than 85 percent of eligible program costs were included and asked applicants to adjust their budgets to remove any ineligible expenses such as reimbursement for rent, utilities, internet service, lodging, and snacks.<sup>8</sup>

Staff further reviewed project budgets, cost reasonableness and evaluated overall cost per participant. Staff evaluated the mean, median, minimum, and maximum request amount for each expense category and determined a reasonable cost for expenses, and reviewed all expenses to ensure budgeted items were attributable to a required activity.

## **V. Project Review and Recommendations for Funding**

Staff recommends funding for the 21 projects based on the quality, completeness, and cost reasonableness of the application. See Appendix A, "Approved Project Budget and Performance Metrics," for per-project details of the approved budget and expected outcomes.

Staff reviewed the applications and found that the following projects align with CASF's goal to increase publicly available or after-school broadband access and digital inclusion to serve communities with limited broadband adoption and recommends approval for these projects. Details of each Adoption Account application are discussed below.

### California Emerging Technology Fund (CETF) - (one call center project and three digital literacy projects)

CETF is a 501(c)(3) tax exempt nonprofit organization, established in 2005,<sup>9</sup> who advocates for, promotes, and invests in programs and projects to improve access, applications, affordability, accessibility, and assistance for adoption of broadband technology, with a mission to close the digital divide in California.

CETF has a background in public outreach in promoting broadband adoption as well as supporting complimentary digital literacy efforts. CETF is known for its leadership in

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<sup>7</sup> See D.22-05-029, Slip. Op., Section V (Appendix 2).

<sup>8</sup> Project costs not authorized for funding by the Adoption grant must be funded by other sources (leveraged or self-funding). See D.22-05-029, Slip. Op., Section V (Appendix 2).

<sup>9</sup> The IRS granted CETF 501(c)(3) status in 2007.

promoting broadband adoption and for its ability to partner with both for-profit and nonprofit entities in achieving its goals. Specifically, and related to its project proposals, CETF established in 2022 the *Get Connected!* Call Center to support statewide Affordable Connectivity Program (ACP) enrollment (the ACP provides a discount on internet service to qualifying households and households on Tribal lands).<sup>10</sup>

### **Call Center Project**

The CETF Call Center front-end is virtual and cloud-based. It uses call routing and tracking software RingCentral and Invoca to route and track calls, respectively. CETF is partnering with seven community-based organizations (CBOs) in implementing the Call Center; the CBOs enroll eligible households into ACP, subscribe unconnected and eligible households to low-cost broadband internet. The Call Center routes calls to the CBOs on an availability basis.

As reported by CETF, in FY 2022-2023, there has been a total of 65,276 calls to the Call Center with a total of 42,198 ACP enrollments completed (not including June 2023).

CETF submitted one call center application for the *Get Connected!* Call Center, and three companion digital literacy projects (*Get Connected! DigitalLearn* – Pacific Coast, Riverside, and South Bay and Gateway Cities of Los Angeles County). The proposed overall goal of CETF in these projects is to accelerate ACP enrollment and to provide interested enrollees digital literacy training. All aspects of the Call Center will be funded by the proposed call center grant

CETF states that there are 3.6 million eligible households in California that have not enrolled in the ACP. CETF proposes to collaborate with State Agencies and 10 counties for direct notification by text to 3,600,000 and direct notification by mail to 2,000,000 ACP-eligible households and expects 36,000 to take action to enroll in the ACP. Thus, CETF projects the need to assist about 30,000 households through the Call Center (10,000 supported by CETF funds and 20,000 supported by this grant) and will support in-person ACP Enrollment Events for 5,000 households with an FCC Grant.

Altogether, CETF plans to enroll 20,000 low-income households to the ACP and low-

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<sup>10</sup> ACP is a Federal Communications Commission (FCC) benefit program that provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute matching funds. See <https://www.fcc.gov/acp>.

cost home broadband at the average cost of \$216 per participant subscription.<sup>11</sup> The cost per participant is above the ministerial review cost benchmark of \$205 per participant subscription. On inquiry, the applicant explained that the volume of outreach is unprecedented and as adoption and ACP enrollment rates increase statewide, more effort (and, hence, cost) is required to reach the increasingly more economically-fragile and digitally-disadvantaged households.

### **Digital Literacy Projects**

The goal of the submitted three digital literacy projects is to provide 200 low-income individuals (per project) with at least eight hours of digital literacy instruction. All instruction will be done virtually. Participants who enroll in ACP and low-cost Internet through the Call Center will be made aware of the availability of the digital literacy training.

Therefore, Staff recommends awarding total CASF funding for three digital literacy projects in the amount of \$405,792, at the cost of \$476 per participant trained program implementation costs and recommends awarding total CASF funding for one call center project in the amount of \$4,311,200 at the cost of \$216 per subscription participant program implementation costs with a total funding of \$4,716,992 for all four CETF projects (see Appendix A).

#### City of La Puente (La Puente) - (one digital literacy project)

La Puente is located approximately twenty miles east of Los Angeles, with a population of over 40,000 residents. The La Puente Digital Empowerment Project: Building a Connected Community proposes to develop digital literacy programs at both the La Puente Community Center and the La Puente Senior Center. These two facilities will address the need for access and proper equipment to bridge the digital divide for low-income families.

To accomplish these goals, La Puente will enlist a qualified Digital Equity and Adaptive Services Consultant to develop digital literacy programs and curriculum in collaboration with organizations such as EveryoneOn, Common Sense Media, and the Education Superhighway. The implementation of digital literacy classes and

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<sup>11</sup> The ACP is a federal program that has been funded by the Infrastructure Investment and Jobs Act in 2021. At current rates of expenditures, the ACP will be depleted sometime in 2024. Funding may be renewed, but Congress has yet to act. If ACP funding is not renewed, CETF stated that they will continue to implement these projects with the intention to enroll low-income households to low-cost Internet and to provide needed digital literacy instruction.

workshops will be conducted with 110 one-hour curated classes over the duration of the project. La Puente has partnered with Global Urban Strategies Inc. to contract technical support firms to assist participants with technology-related challenges.

La Puente will partner with local school districts, including Bassett Unified School District and Hacienda Unified School District to coordinate efforts with its digital literacy program and the educational institutions in the community. Additionally, La Puente will partner with Del Haven Community Learning Center and Arboleda Senior Apartments to ensure the program addresses the specific needs of the project's senior demographic. To maximize public participation in this project, La Puente will host semi-annual workshops to engage interest and address important issues affecting La Puente's community. La Puente's Technology Department will conduct an assessment to determine specific requirements for the computer labs.

La Puente's goal is to provide 500 individuals with at least eight hours of digital literacy instruction. La Puente aspires to subscribe 50 participants to broadband internet services.

Therefore, Staff recommends awarding La Puente total CASF funding in the amount of \$152,065 for this project, averaging \$282 per participant trained program implementation costs (see Appendix A).

City of Lynwood (Lynwood) - (one digital literacy project)

Lynwood has been providing digital literacy programs to its community for over fifteen years. According to Lynwood, its past digital literacy programs include training on device usage, online registration, and computer labs at both after school program sites and senior centers. Lynwood proposes two programs, a youth digital literacy program and a senior digital literacy program aimed at educating the needs for both groups. Lynwood is partnering with Lynwood Partners Educational Foundation and Lynwood Unified School District to create a digital literacy curriculum for its youth and senior programs.

The youth digital literacy program is designed to foster digital competency to leverage digital tools for educational, personal, and future professional success. The program will contain modules consisting of computer fundamentals, multimedia, online safety, typing, internet safety, and database management. These courses will foster digital creativity, critical thinking, promote safety, and responsible digital behavior. The senior digital program recognizes challenges faced by its community in the digital world; this



program will offer instruction on digital literacy basics, internet navigation, email, online safety, and smart device usage.

The goal of Lynwood is to provide 850 individuals with at least eight hours of digital literacy instruction. Lynwood aspires to subscribe 75 participants to broadband internet services.

Therefore, Staff recommends awarding Lynwood total CASF funding in the amount of \$151,424 for this project, averaging \$165 per participant trained program implementation costs (see Appendix A for information on the approved budget and performance metrics).

Oakland Tech Exchange (OTE) - (one broadband access project, six call center projects and six digital literacy projects)

OTE is a non-profit corporation incorporated in 2023; the IRS granted OTE 501(c)(3) status in September, 2023. The mission of OTE is "...to ensure that all families have a computer, Internet access, and technology skills necessary to improve and enhance their lives."<sup>12</sup>

Previous to its incorporation, OTE operated as a program of the Oakland Public Education Fund (OPEF) for over 25 years, principally serving the low-income communities of East Oakland. It was awarded CASF grants as "Tech Exchange (fiscally sponsored by Oakland Public Education Fund)" and received a grant for the Tech Exchange Tech Hub in 2018 which it successfully completed, providing broadband access to over 14,000 individuals in the local community.<sup>13</sup> In addition to broadband access, OPEF (Tech Exchange) provided a suite of trainings on digital literacy skills both from Tech Exchange staff members, and from partner organizations. Tech Exchange was contracted by other CASF Adoption Account grantees to provide digital literacy instruction and has received six digital literacy grants (ongoing). Altogether Tech Exchange (as sponsored by the OPEF) has been awarded grants for 10 projects (including one call center project) and successfully completed two projects.

OTE submitted one broadband access project at the Oakland Tech Hub location, six call center projects and six digital literacy projects (each) for Alameda, Contra Costa, San Francisco, San Mateo, Santa Clara, and Solano counties.

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<sup>12</sup> As stated by OTE in their application.

<sup>13</sup> OTE continues to run the Tech Hub, completed a subsequent broadband access project at the Tech Hub and is asking for further funding which is being considered in this resolution.

### **Broadband Access Project**

For its one broadband access project, OTE plans to provide broadband access at the Tech Hub to 3,375 participants. OTE aspires subscribe 200 participants in the broadband access project to broadband internet services.

### **Call Center Projects**

The OTE Call Center was established during the pandemic to provide remote services to residents in low-income communities of East Oakland with in-person activities that were limited by stay-at-home orders. Community members in need of devices or services can reach OTE's multilingual Staff by phone, text, email, or social media messaging; Staff responds to all inquiries within 48 hours, with most inquiries addressed the same day. OTE uses a Salesforce-integrated ticketing system for efficient case management as well as to collect participant feedback. The Call Center was previously funded and successfully completed, serving 250 participants. The current funding request is for an expansion the OTE Call Center to address the needs of residents in six counties.

For its six call center projects, OTE plans to enroll 2,500 low-income households to the ACP and low-cost home broadband.

### **Digital Literacy Projects**

For its six digital literacy projects, OTE plans to provide a minimum of eight hours of digital literacy training to 810 participants. All instruction will be done through a combination of virtual and in-person instructions at participating local public libraries and other locations inside each project's local boundaries. OTE aspires to subscribe 600 participants in the digital literacy projects to broadband internet services.

Therefore, Staff recommends awarding CASF funding for the six OTE call center projects at the aggregate amount of \$580,000 at the cost of \$205 per broadband subscription program implementation costs; recommends awarding CASF funding for the six OTE digital literacy projects at the aggregate amount of \$626,370 at the cost of \$477 per participant trained program implementation costs, and recommends awarding CASF funding for the one OTE broadband access project in the amount of \$150,000 at the cost of \$42 per participant provided access program implementation costs. Collectively, Staff recommends total funding of \$1,356,370 for all 13 OTE projects (see Appendix A).

Sacred Heart Community Service (SHCS) - (one broadband access project)

SHCS is a 501(c)(3) tax exempt secular human services agency, established in 1964,<sup>14</sup> who serves low to extremely low-income Santa Clara County residents. SHCS provides homeless prevention and rapid re-housing services; provides essential services such as food, clothing, tax preparation, family services and similar; and provides education programs such as parenting classes.

SHCS has worked in partnership with CETF and the city of San Jose over a three-year period connecting low-income households to sustainably priced broadband access. As part of this program, they ensured that households have at least one computer capable of connecting to the internet and provided digital literacy classes.

The funds provided by the broadband access project proposed by SHCS will be used to furnish and reestablish the publicly available computer lab at SHCS' 1381 South First Street location. This facility will be used to provide the community with free and easy to access drop in computing and printing services, as well as to support SHCS programming surrounding economic justice, education, tax preparation, financial coaching, and job search support among other services. By providing the community with a broadband access point, this computer lab will augment supportive services already offered at SHCS as well as to provide additional services beyond what is currently offered. Community members will be able to access printing and internet services at this facility for personal use as long as they are a member of SHCS, and membership is offered to anyone in the community free of charge. Funds will also be provided for staffing for managing and monitoring the computer lab, and to perform outreach to the community specific to lab availability and activities as well as making digital literacy instruction accessible throughout the county. Altogether, SBCS goal for this project is to provide broadband access to 4,800 low-income community members and aspires to subscribe 50 participants to broadband internet services.

Therefore, Staff recommends awarding SBCS CASF funding in the amount of \$227,850 for this project, averaging \$42 per participant provided access program implementation costs (see Appendix A).

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<sup>14</sup> As attested to by the applicant. The IRS granted SHCS 501(c)(3) status in 1972.

Sourcewise – (one digital literacy project)

Sourcewise is a 501(c)(3) tax exempt nonprofit organization, established in 1973,<sup>15</sup> who provides services to older adults in Santa Clara County, especially those who are from low-income, vulnerable, and underserved households. Sourcewise provides services such as in-home assistance, meals & nutritional services, day health care, transportation, respite services, insurance counseling, legal assistance, job training and placement opportunities.

In response to the pandemic, Sourcewise developed and launched its first digital inclusion program in 2021 - the Google Home Smart Speaker pilot project. The program, provided in partnership with the California Department of Aging (CDA), worked to reduce the digital divide and social isolation among seniors, caregivers, or persons with disabilities. Starting in March of that year, Sourcewise began to work with Community Tech Network (CTN) in the provision of digital literacy instruction and to provide technical assistance to participants. In 2022, Sourcewise again partnered with the CDA and CTN in the implementation of a project to provide digital literacy instruction to low-income seniors who lived alone and had the greatest social and economic needs.

The Sourcewise Digital Connections program proposes to provide digital literacy instruction and a computer device (an iPad) to low-income seniors. The goal of this effort is to enable these low-income seniors to access telehealth services, to stay connected to family and friends, to access community resources, and to ultimately reduce isolation and loneliness and improve their quality of life. Sourcewise will initially partner with CTN to provide digital literacy training; however, CTN is providing training to Sourcewise staff so that Sourcewise will be able to provide clients direct digital literacy training in-person or virtually as the project is being implemented.

The goal of Sourcewise is to provide 100 individuals with at least eight hours of digital literacy instruction at the per participant cost of \$788.49 per participant, for a total request of \$81,136.<sup>16</sup> Sourcewise aspires to subscribe 354 participants to broadband internet services.

Sourcewise is providing 354 new iPads that will be made available to all 354 participants (no funding is being requested for the iPads). Sourcewise requested

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<sup>15</sup> As attested to by the applicant. The IRS granted Sourcewise 501(c)(3) status in 1975.

<sup>16</sup> Sourcewise stated that they will provide less than eight hours of digital literacy training to an additional 254 participants.

additional money to provide technical support for these devices. However, per D.22-05-029, the Adoption Account can only provide funding for technical support for computing devices subsidized through the account,<sup>17</sup> and therefore the request for technical support cannot be included in its request for funding.

The cost per participant is above the ministerial review cost benchmark of \$477 per participant trained. Sourcewise explained that the cost is higher because the location of the project is in Santa Clara County which has a higher cost of living than other areas of California. However, there are 42 digital literacy projects in Santa Clara County funded by the Adoption Account. Although three small projects were funded above the \$477 benchmark, the remaining 39 projects were funded at the \$477 per participant cost or lower with an average cost for all 42 projects at approximately \$366 per participant (three other digital literacy projects located in Santa Clara County from the July, 2023, application round were proposed with an average cost of approximately \$343 per participant trained). Given this, Staff cannot recommend funding the Sourcewise project at the requested level of funding.

Therefore, Staff recommends awarding Sourcewise CASF funding in the amount of \$49,987 for this project, averaging \$477 per participant program implementation costs (see Appendix A).

## **VI. Compliance Requirements**

CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise are required to comply with all the guidelines, requirements, and conditions associated with the grant of CASF funds as specified in D.22-05-029. Such compliance includes but is not limited to the items listed below.

### *A. Execution and Performance*

CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must start the project within six months after submitting a consent form and complete the project within a 24-month time frame. The Commission may withhold, reduce, or terminate grant payments if the grantee does not comply with any of the requirements set forth in its application or the CASF rules. If the grantee fails to complete the project in accordance with the terms of approval granted by the Commission, CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must reimburse some or all the CASF funds it has received.

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<sup>17</sup> See D.22-05-029, Slip. Op., Section V (Appendix 2).

CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must complete all performance under the award by the termination date of the award.

CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must sign a consent form within 30 days of the date of the award agreeing to the terms stated in the Resolution. A completed and executed consent form should be emailed to [CASF\\_Adoption@cpuc.ca.gov](mailto:CASF_Adoption@cpuc.ca.gov) within 30 calendar days from the date of the award. Failure to submit the consent form within 30 calendar days from the date of the award will void the grant.

Material changes in the entries shown in the application, such as discontinuing operation or bankruptcy, or change of name (including DBA), change of address, telephone, fax number or E-mail address should be reported by a letter to the Commission Director of the Communications Division, 505 Van Ness Avenue, San Francisco, CA 94102.

*B. Project Audit and Reporting Requirements*

See Appendix B.

## **VII. Payments to CASF Recipients**

Reimbursement payments will be made in accordance with, and within the time specified in the California Government Code, section 927, et seq. CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must notify the Director of the Communications Division as soon as they become aware that they may not be able to meet project deadlines. The Commission may withhold or reduce payment if CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise fails to notify the Director of such changes. See Appendix C for payment details. CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must submit final requests for payments no later than 3 months after completion of the project.

## **COMMENTS ON DRAFT RESOLUTION**

In compliance with Public Utilities Code section 311, subdivision (g)(1), a notice letter was emailed on November 9, 2023, informing all parties on the CASF Distribution List of the availability of the draft of this Resolution for public comments at the Commission's documents website at <http://www.cpuc.ca.gov/documents/>. This letter also informed parties that the final conformed Resolution adopted by the Commission will be posted and available at the same website.

## **FINDINGS**

1. On or before July 1, 2023, staff received nine applications for 21 projects being considered in this resolution.
2. Staff reviewed the applications and recommended awards based on completeness, overall quality, and project cost reasonableness.
3. Staff recommends reducing Sourcewise's requested budget consistent with requirements stated in D.22-05-029. Staff recommends funding as listed in Appendix A of this resolution.
4. Based on its review, Staff determined that these 21 projects qualify for funding under D.22-05-029 and recommends funding the projects as listed in Appendix A.
5. A notice letter was emailed on November 9, 2023, informing all parties on the CASF Distribution List of the availability of the draft of this Resolution for public comments at the Commission's documents website at <http://www.cpuc.ca.gov/documents/>. This letter also informed parties that the final conformed Resolution adopted by the Commission will be posted and available at the same website.

### **THEREFORE, IT IS ORDERED that:**

1. The Commission shall award the following grant amounts:
  - \$4,716,992 to CETF for four projects;
  - \$152,065 to La Puente for one project;
  - \$151,424 to Lynwood for one project;
  - \$1,356,370 to OTE for 13 projects;
  - \$227,850 to SHCS for 1 project;
  - \$49,987 to Sourcewise for 1 project;

The total grant award is \$6,654,688. All awards are based on the descriptions of the projects as described herein and are predicated on commitments to provide adoption services as expressed in its application and in compliance with all guidelines, requirements and, conditions associated with a CASF award, as specified in D.22-05-029, and this Resolution.

2. CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must complete all work and achieve all performance metrics identified in Appendix A of this Resolution and workplans submitted with its application.
3. CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must complete and execute the consent form (to be sent to grant recipients after this Resolution is adopted) agreeing to the conditions set forth in this Resolution.

A completed and executed consent form must be emailed to [CASF\\_Adoption@cpuc.ca.gov](mailto:CASF_Adoption@cpuc.ca.gov) within 30 calendar days from the date of the adoption of this Resolution. Failure to submit the consent form within 30 calendar days from the date of the adoption of this Resolution will void the grant.

4. By receiving a CASF grant, CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise agree to comply with the terms, conditions and requirements of the grant and thus submits to the jurisdiction of the Commission with regard to disbursement and administration of the grant.
5. CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise must maintain files, invoices, and other related documentation for three years after final payment and shall make these records available to the Commission upon request and agree that these records are subject to audit and review by the Commission at any time within three years after grant recipients incurred the expense being audited.
6. If CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise fail to complete the project in accordance with the terms outlined in D.22-05-029 and this Resolution, they must reimburse some or all the CASF funds it has received.



This Resolution is effective today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on \_\_\_\_\_. The following Commissioners approved it:

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Rachel Peterson  
Executive Director

**APPENDIX A**  
**Approved Project Budget and Performance Metrics\***

#	Applicant Name	Project Name	Project Type	Projected Number of Participants	Projected Number of Participants Who Will Subscribe to Broadband	In-classroom devices	Take-home Devices	Hotspot Devices	Total Device Award	Amount for Program Implementation	Total Adoption Account Award
1	California Emerging Technology Fund	Get Connected! Call Center	Call Center	20,000	20,000	\$ -	\$ -	\$ -	\$ -	\$4,311,200	\$4,311,200
2	California Emerging Technology Fund	Get Connected! DigitalLearn Pacific Coast	Digital Literacy	200	200	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 95,264	\$ 135,264
3	California Emerging Technology Fund	Get Connected! DigitalLearn Riverside County	Digital Literacy	200	200	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 95,264	\$ 135,264
4	California Emerging Technology Fund	Get Connected! DigitalLearn South Bay and Gateway Cities of Los Angeles County	Digital Literacy	200	200	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 95,264	\$ 135,264
5	City of La Puente	La Puente Digital Empowerment Project: Building a Connected Community	Digital Literacy	500	50	\$ 11,250	\$ -	\$ -	\$ 11,250	\$ 140,815	\$ 152,065
6	City of Lynwood	City of Lynwood DL	Digital Literacy	850	75	\$ 11,250	\$ -	\$ -	\$ 11,250	\$ 140,174	\$ 151,424
7	Oakland Tech Exchange	Tech Exchange: Call Center Broadband Signups - Alameda County	Call Center	600	600	\$ 11,250	\$ -	\$ -	\$ 11,250	\$ 123,000	\$ 134,250
8	Oakland Tech Exchange	Tech Exchange: Call Center Broadband Signups - Contra Costa County	Call Center	400	400	\$ 11,250	\$ -	\$ -	\$ 11,250	\$ 82,000	\$ 93,250
9	Oakland Tech Exchange	Tech Exchange: Call Center Broadband Signups - San Francisco County	Call Center	300	300	\$ 11,250	\$ -	\$ -	\$ 11,250	\$ 61,500	\$ 72,750
10	Oakland Tech Exchange	Tech Exchange: Call Center Broadband Signups - San Mateo County	Call Center	300	300	\$ 11,250	\$ -	\$ -	\$ 11,250	\$ 61,500	\$ 72,750
11	Oakland Tech Exchange	Tech Exchange: Call Center Broadband Signups - Santa Clara County	Call Center	500	500	\$ 11,250	\$ -	\$ -	\$ 11,250	\$ 102,500	\$ 113,750

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#	Applicant Name	Project Name	Project Type	Projected Number of Participants	Projected Number of Participants Who Will Subscribe to Broadband	In-classroom devices	Take-home Devices	Hotspot Devices	Total Device Award	Amount for Program Implementation	Total Adoption Account Award
12	Oakland Tech Exchange	Tech Exchange: Call Center Broadband Signups - Solano County	Call Center	400	400	\$ 11,250	\$ -	\$ -	\$ 11,250	\$ 82,000	\$ 93,250
13	Oakland Tech Exchange	Tech Exchange: Digital Literacy - Alameda County Libraries	Digital Literacy	135	100	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 64,395	\$ 104,395
14	Oakland Tech Exchange	Tech Exchange: Digital Literacy - Alameda County Housing Sites	Digital Literacy	135	100	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 64,395	\$ 104,395
15	Oakland Tech Exchange	Tech Exchange: Digital Literacy - San Mateo County Housing Sites	Digital Literacy	135	100	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 64,395	\$ 104,395
16	Oakland Tech Exchange	Tech Exchange: Digital Literacy - San Mateo County Libraries	Digital Literacy	135	100	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 64,395	\$ 104,395
17	Oakland Tech Exchange	Tech Exchange: Digital Literacy - Solano County Housing Sites	Digital Literacy	135	100	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 64,395	\$ 104,395
18	Oakland Tech Exchange	Tech Exchange: Digital Literacy - Solano County Libraries	Digital Literacy	135	100	\$ -	\$ 40,000	\$ -	\$ 40,000	\$ 64,395	\$ 104,395
19	Oakland Tech Exchange	Tech Exchange: Oakland Broadband Access at the TechHub 2023-24	Broadband Access	3,375	200	\$ 8,250	\$ -	\$ -	\$ 8,250	\$ 141,750	\$ 150,000
20	Sacred Heart Community Service	Sacred Heart Community Service BA	Broadband Access	4,800	50	\$ 11,250	\$ -	\$15,000	\$ 26,250	\$ 201,600	\$ 227,850
21	Sourcewise	Sourcewise	Digital Literacy	100	354	\$ 2,287	\$ -	\$ -	\$ 2,287	\$ 47,700	\$ 49,987
				33,535	24,429						\$6,654,688

End of Appendix A

## **APPENDIX B**

### **Reporting Requirements**

#### **Project Audit**

CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise (grant recipients) must maintain files, invoices, and other related documentation for three years after final payment. Grant recipients shall make these records available to the Commission upon request and agree that these records are subject to audit and review by the Commission at any time within three years after the grant recipients incurred the expense being audited.

#### **Project Reporting Requirements**

The grant award is contingent upon fulfilling reporting requirements during and after project completion as specified in D.22-05-029, Appendix 2, Section XIII.

A template for all necessary reports is provided in the CASF Adoption Program Administrative Manual, which is posted on the Commission's Adoption Account website and is also available directly from the website. Up to three reports will be required throughout the course of the project:

*i. Ramp-up period report*

A "ramp-up period report" is required after completion of the ramp up activities and when deployment is set to begin (if applicable). This report must be submitted by no later than 3 months after the completion of the ramp up activities. In this report, recipients will report on the completion of the ramp up activities per the work plan, milestones met, as well as request payment for relevant expenses to date. The ramp up period may not exceed 6 months from the time the application is approved.

*ii. Year 1 Progress Report*

The Year 1 progress report is required at the end of the first year of deployment. This report must be submitted by no later than 3 months after the end of the first year of deployment. In this report, recipients will report on the status of Year 1 milestones per the work plan, as well as request payment for relevant expenses to date.

*iii. Year 2 Completion Report*

The Year 2 completion report is required at the end of the 24-month period, or after the work plan milestones/deliverables have been accomplished if earlier than the 24-month period. This report must be submitted by no later than 3 months after completion of the project. In this report, recipients will report on the completion of the overall project,

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milestones met per the work plan, as well as request payment for final and remaining relevant expenses.

All required reports must be submitted via email to: [CASF\\_Adoption@cpuc.ca.gov](mailto:CASF_Adoption@cpuc.ca.gov). The grant recipients must certify that each report submitted is true and correct under penalty of perjury.

## APPENDIX C Payments to CASF Recipients

- CETF, La Puente, Lynwood, OTE, SHCS, and Sourcewise (grant recipients) may submit payment requests at 3 points throughout the project period. Payment requests may accompany the 3 reports noted above (Ramp Up Period, if applicable, Year 1, Year 2).
- Payment requests may also be submitted separately from and in addition to the Calendar Year reporting described above, provided that each payment request includes the information provided on the most recently submitted Calendar Year report and any additional information or costs incurred since the most recent Calendar Year report was submitted.
- Whether tied to Calendar Year reporting or outside of that reporting schedule, no more than three payment requests may be submitted.
- Payment request for the ramp-up period may not exceed 25% of the grant amount.
- No more than 90% of the grant amount will be reimbursed before the completion report and final payment request;
- All payments requests require documentation of project participation (number of participants trained or provided access and the number of participants that subsequently subscribe to a broadband Internet service provider to use a device in their home).
- Grant recipients shall submit final requests for payment no later than 3 months after completion of the project.
- Payment will be based upon receipt and approval of invoices and other supporting documents showing the expenditures incurred for the project are in accordance with their approved application and budget.
- Grant must notify the Director of the Communications Division as soon as they become aware that they may not be able to meet project deadlines. The Commission may withhold or reduce payment if the grantee fails to notify the Director of the Communications Division of such changes.
- Payment will be made in accordance with, and within the time specified in California Government Code § 927 et seq.
- The Commission has the right to conduct any necessary audit, verification, and discovery during project implementation to ensure that CASF funds are spent in accordance with the terms of approval granted by the Commission.
- The Grant recipients' invoices will be subject to audit by the Commission at any time within three years of final payment.

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Grant recipients must certify that each report and payment request submitted is true and correct under penalty of perjury. All required reports and payment requests, including invoices and other supporting documents should be submitted via email to: [CASF\\_Adoption@cpuc.ca.gov](mailto:CASF_Adoption@cpuc.ca.gov).

End of Appendix C

**APPENDIX D**  
**Allowable Costs per Decision 22-05-029**

The Commission may fund up to 85 percent of the eligible program costs and may reimburse the following:

- a. Education and outreach efforts (including travel, up to 10% of approved grant amount) and materials;
- b. Acceptable computing devices (does not include smartphones) within budgetary limits and inclusive of computer warranty;
  - In-classroom computing devices
  - Take-home computing devices (for Digital Literacy Projects only)
- c. Software (inclusive of licensing for online platforms);
- d. Printers
- e. Network routers, switches, modems, and cabling deployed for the purpose of establishing a space for broadband access or digital literacy that connects to an existing in-building broadband network such as Wi-Fi (inside network);
- f. Mobile hotspots, only when no inside network is available;
- g. Provision of technical support for the computing devices subsidized through this program;
- h. Desks and chairs to furnish a designated space for digital literacy or broadband access;
- i. For Digital Literacy Projects, gathering, preparing, creating, and distributing digital literacy curriculum;
- j. Staff including digital literacy instructors, staff for monitoring the designated space, or staff for administering call centers (if applicable); and
- k. Reimbursement for administrative costs,<sup>18</sup> (other than for excluded items, listed below) is limited to administrative costs representing 15% or less of the overall proposed budget.

Device technical support must be able to respond either by phone or in person within 24 hours. Refurbished devices must have at least a six-month warranty. New devices must have at least a 30-day warranty.

Facility rent, utilities, internet service costs, food costs, lodging, marketing incentives for participation (gift cards, giveaways, etc.), certain classroom supplies and accessories, and other items not listed above are not eligible for reimbursement. All funding

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<sup>18</sup> "Administrative costs" are defined here as "indirect overhead costs attributable to a project per generally accepted accounting principles (GAAP) and the direct cost of complying with Commission administrative and regulatory requirements related to the grant itself," consistent with other CASF program rules.



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requests will be assessed for reasonableness and may be adjusted accordingly at the discretion of the Commission. Any remaining project costs not authorized for funding by the CASF Adoption grant must be funded by other sources (leveraged or self-funding).

End of Appendix D