

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMUNICATIONS DIVISION

RESOLUTION T-17927
August 13, 2026

R E S O L U T I O N

Resolution T-17927: California Advanced Services Fund Broadband Adoption Account January 2026 application round grant approvals.

PROPOSED OUTCOME:

- This Resolution approves up to \$7,264,424 in funding from the California Advanced Services Fund (CASF) Broadband Adoption Account (Adoption Account) for eight digital literacy projects and two call center projects. Collectively, these projects will provide digital literacy training for up to 2,600 participants and broadband subscriptions for up to 30,186 participants.

SAFETY CONSIDERATIONS:

- These projects promote safe and effective use of digital technologies and of the information derived from such use.

ESTIMATED COST:

- There are no costs associated with this Resolution.

SUMMARY

This Resolution approves up to \$7,264,424 in funding from the California Advanced Services Fund (CASF) Broadband Adoption Account (Adoption Account) for eight digital literacy projects; the eight digital literacy projects are one project from A World Fit For Kids! (WFIT) two projects from California Farmworker Foundation (CFF), one project from the Church of the Valley Retirement Homes, Inc. dba Valley Village (VV), one project from Kings County (Kings), two projects from EveryoneOn, and one project Five Keys Schools And Programs (Five Keys), and for two call center projects; the two call center projects are one project from the California Emerging Technology Fund (CETF), and one project from the United Ways of California (UWCA). Collectively, these projects will provide digital literacy training to 2,620 participants and broadband

subscriptions to 30,186 participants¹ in the counties of Fresno, Kern, Kings, Los Angeles, San Francisco, Santa Clara, and statewide.

Table 1: Projects Addressed in Resolution T-17927

	APPLICANT NAME	PROJECT TYPE	FUNDING REQUEST	NUMBER OF PARTICIPANTS	AGGREGATE FUNDING REQUEST
1	A World Fit For Kids!	Digital Literacy	\$208,030	400	\$208,030
2	California Emerging Technology Fund	Call Center	\$4,967,000	25,000	\$4,967,000
3	California Farmworker Foundation	Digital Literacy	\$228,050	400	\$464,332
4		Digital Literacy	\$236,282	400	
5	Church of the Valley Retirement Homes, Inc. dba Valley Village	Digital Literacy	\$18,060	30	\$18,060
6	EveryoneON	Digital Literacy	\$154,378	240	\$308,758
7		Digital Literacy	\$154,380	240	
8	Five Keys Schools and Programs	Digital Literacy	\$376,122	750	\$376,122
9	Kings County	Digital Literacy	\$99,293	160	\$99,293
10	United Ways of California	Call Center	\$822,829	4,100	\$822,829
			\$7,264,424	31,720	

Table 1 lists the ten recommended Adoption Account projects.

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

¹ Call Center projects will subscribe up to 29,100 participants. The remaining 1,086 may be attained through the implementation of the eight digital literacy projects.

(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.² 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 2025/2026, the Commission issued Resolution T-17884 which set an appropriation amount of \$30 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 including low-income communities, senior communities, and communities facing socioeconomic barriers to broadband adoption. 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.³*
- *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.*
- *Applications from nonprofit organizations that do not have at least one year's experience conducting digital literacy training or have not completed at least one digital literacy training project are not eligible for ministerial review.*

² Public Utilities Code section 281, subdivision (d)(3).

³ See D.22-05-029, Slip. Op., at Section V (Appendix 2).

- *Applications with grant requests where the proposed project costs exceed \$477 per participant (exclusive of in-person and take-home computer or hot spot reimbursements, if applicable) are not eligible for ministerial approval.⁴*
- *Applications that do not meet ministerial review criteria may be approved for a grant by the Commission via Resolution.*

DISCUSSION

a. Applicant Request

This Resolution considers the ten projects submitted in the January 1, 2026, application round that do not meet one or more of the ministerial review criteria (see Table 1, above).

b. Project Evaluation Process

The Commission in D.22-05-029 states that all applications will be reviewed, and awarded based on completeness, overall quality, and project costs reasonableness.⁵

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

Completeness: Consistent with D.22-05-029, all applicants are required 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, and if incomplete, Staff requested further information per 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,⁶ printers, network routers, switches, modems, and cabling deployed for the purpose of establishing a space for broadband access or digital literacy

⁴ See D.22-05-029, Slip. Op., at Section X (Appendix 2).

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

⁶ See D.22-05-029, Slip. Op. Section VI (Appendix 2)).

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 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).⁷ 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.⁸

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 the required activity.

c. Project Review and Recommendations for Funding

Staff recommends funding for the 10 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.

The 10 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 as discussed below.

A World Fit For Kids – (One Digital Literacy Project)

A World Fit For Kids (WFIT) is a 501(c)(3) tax exempt non-profit organization founded and granted tax exempt status in 1993 for the purpose of preparing young people for fit and fulfilling lives. WFIT is a youth development organization that provides after-school enrichment, mentoring, and leadership opportunities. WFIT offers these opportunities throughout the Los Angeles Unified School Districts and has experience implementing digital literacy efforts with high school students.

WFIT's Connected Futures Program is a two-year digital literacy and AI education initiative serving 400 high school students across four Los Angeles Unified School

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

⁸ 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).

District (LAUSD) campuses: Santee Education Complex, Belmont High School, Eagle Rock Junior/Senior High School, and Miguel Contreras Learning Center. WFIT aspires to subscribe 40 participants to new broadband internet subscriptions.

Therefore, Staff recommends awarding WFIT CASF funding in the amount of \$208,030 for this project, at the cost of \$476.95 per participant trained for program implementation costs (see Appendix A for information on the approved budget and performance metrics).

California Farmworker Foundation – (two digital literacy projects)

The California Farmworker Foundation (CFF) is a 501(c)(3) tax exempt nonprofit organization founded and granted tax exempt status in 2018 for the purpose of improving the quality of life for farmworkers and their families through health, education and civil assistance programs. CFF has assisted farmworkers and their communities through rural mobile healthcare clinics, health education courses, food distribution, and offered programs in digital and financial literacy.

CFF has a background in providing digital literacy. The organization has engaged in a Training-of-Trainer curricula for training Digital Navigators to teach basic digital literacy skills. CFF has stated that they have used this model in 2025 with approximately 150 farmworkers and currently has waiting lists for further digital literacy classes.

CFF proposed two projects – the Kern (Delano) and Fresno projects. Both projects are essentially the same and is named the Helping Agricultural Residents with Virtual Education, Skills, and Training (or H.A.R.V.E.S.T.) Digital Literacy Project. This project proposes a structured 8-hour digital literacy training model whose proposed curriculum focuses on practical digital skills, including device basics, internet navigation, email, online safety, education tools, and workforce tools. The goal of this project is to provide eight hours of digital literacy training to 400 individuals in Kern and 400 individuals in Fresno.

CFF requested \$477.58 per participant for the Fresno project with a grant request of \$228,280. Staff recommends constraining the award to \$477 per participant in order to align with the ministerial per participant benchmark established in D.22-05-029. CFF requested \$497.58 per participant for the Kern project with a grant request of \$236,280 (above the \$477 per participant benchmark). CFF argued that “Kern County contains vast rural and agricultural regions where broadband adoption is compounded by geographic and economic challenges. Delivering effective digital literacy programming

across these large service areas requires additional staffing, travel, outreach coordination, and logistical support that exceed the costs typically associated with California's urban communities." Staff finds it reasonable to provide a higher per participant award in this instance given the geographic, economic and outreach challenges involved with dispersed rural areas, and to ensure the programs adoption objectives in the proposed service area.

Therefore, Staff recommends awarding CFF CASF funding in the amount of \$228,050 at \$477 per participant served for program implementation costs for the Fresno project and \$236,282 at \$497.58 per participant served for program implementation costs for the Kern project with total funding for both projects of \$464,330 (see Appendix A for information on the approved budget and performance metrics).

California Emerging Technology Fund (one call center project)

California Emerging Technology Fund (CETF) is a 501(c)(3) tax exempt nonprofit organization, established in 2005,⁹ 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. Per CETF, it is known for its leadership in promoting broadband adoption and for its ability to partner with both for-profit and nonprofit entities in achieving its goals. Specifically, and related to this project proposal, CETF established in 2022 the *Get Connected!* Call Center to support statewide Affordable Connectivity Program (ACP) enrollment (the ACP provided a discount on internet service to qualifying households and households on Tribal lands).¹⁰ On December 14, 2023, CETF was awarded CASF funding of \$4,311,200 for the Call Center.¹¹ This grant was completed successfully and under budget on December 31, 2025.

The CETF Call Center front-end is virtual and cloud based. It uses call routing and

⁹ The IRS granted CETF 501(c)(3) status in 2007.

¹⁰ ACP was a Federal Communications Commission (FCC) benefit program that provided a discount toward internet service for eligible households. It was discontinued on June 1, 2024.

¹¹ The *Get Connected!* Call Center was approved in Resolution T-17800. The previously approved project is similar to the current proposal in that it provided service statewide and aimed to subscribe low-income households to affordable Internet service. It differs from the current proposal as it aimed to subscribe 20,000 households to affordable Internet service at a high rate per participant (at \$216 per subscription). Additionally, the focus on the earlier proposal was to support ACP enrollment.

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 subscribe unconnected and eligible households to low-cost broadband internet. The Call Center routes calls to the CBOs on an availability basis.

The primary goal of this project proposal is to enroll 25,000 low-income households in affordable Internet service through the *Get Connected!* Call Center. Additionally, CETF will assist households in taking advantage of the Commission's California LifeLine Home Broadband Pilot.¹²

CETF stated that it will conduct extensive outreach to approximately 28 million low-income households, primarily Medi-Cal and CalFresh participants, through an established collaboration with the California Departments of Health Care Services and Social Services, including annual Direct Notifications and targeted county follow-up. CETF will also continue coordinating with Investor-Owned Utilities, healthcare organizations, and local governments on outreach. Outreach strategies also include targeted social media, public service announcements, and community and ethnic media.

Therefore, Staff recommends awarding CETF funding in the amount of \$4,967,000 for this project, at the cost of \$198.68 per participant subscription for program implementation costs (see Appendix A for information on the approved budget and performance metrics).

Church of the Valley Retirement Homes Inc. (dba Valley Village) – (one digital literacy project)

Church of the Valley Retirement Homes Inc. (dba Valley Village) is a 501(c)(3) tax exempt nonprofit organization founded in 1961 and granted tax exempt status in 1963. Valley Village (VV) serves a community of 350 seniors in Santa Clara, aged 55 to 103 (average age 78), providing affordable housing and essential services that promote independence and dignity. Per VV, for over 60 years, VV has been a stable and trusted provider of senior housing and care in the region.

While VV does not yet have one year or more of experience implementing a digital literacy project, the organization has partnered with digitalLIFT, a leader in digital

¹² The California LifeLine Home Broadband Pilot was established by the Commission in August 28, 2025 as a three-year pilot and will provide subsidies for broadband service and installation costs to qualifying households.

equity with a proven track record managing CASF-funded programs such as East Bay Connected.

The proposed project will serve VV's 350 seniors, a community with low broadband adoption and limited digital literacy, where some residents have recently fallen victim to online scams. Following a two-month ramp-up period, participants will engage in a ten-month on-site program with monthly two-hour workshops covering internet safety, email and password management, online shopping and banking, and scam awareness. Each workshop is followed by a one-hour drop-in tech advice session for individualized support. Participants can use their own devices or provided devices, gaining practical skills to stay connected, independent, and protected online. Approximately 30 participants are expected to complete at least eight hours of training, while over 100 may attend one or more sessions and benefit from the instruction, directly addressing the CPUC's priority to support senior communities with low broadband access.

VV's goal is not only to increase participant's technical skills but also to foster a culture of "Digital Champions" within their community, promoting long-term broadband adoption and safer online engagement.

Therefore, Staff recommends awarding VV CASF funding in the amount of \$18,060 for this project, at the cost of \$477 per participant trained for program implementation costs (see Appendix A for information on the approved budget and performance metrics).

EveryoneON – (two digital literacy projects)

Connect To Compete Inc., doing business as EveryoneOn (EveryoneOn), is a 501(c)(3) tax-exempt nonprofit organization incorporated in 2012. The organization's mission is to unlock social and economic opportunity by connecting people in under-resourced communities to affordable internet service and computers while providing digital skills training. EveryoneOn operates digital inclusion programs at both the national and regional levels, including a digital skills academy, an internet enrollment assistance hotline, a national offer locator tool, and train-the-trainer programs for community-based organizations.

EveryoneOn has a demonstrated history of advancing digital equity and broadband adoption. Since 2012, the organization has helped connect more than one million people to the internet and has provided over 10,000 computers to underserved households nationwide. In addition, EveryoneOn has leveraged public and private funding sources, including grants from the CASF Adoption Account, to deliver community-responsive digital skills training to diverse unconnected and

underconnected populations throughout California. Over the past four years, EveryoneOn has provided computer and internet fundamentals training to more than 6,000 low-income adults, including parents of K–12 students, older adults, immigrants and refugees, and young adults seeking to improve their digital skills.¹³ These services have been delivered across Fresno, Kern, Los Angeles, San Francisco, Santa Clara, and Ventura counties.

EveryoneOn proposes to implement two digital literacy projects serving residents of Fresno County and the San Gabriel Valley. The projects will target communities with high levels of digital inequity and barriers to broadband adoption. To address these challenges, EveryoneOn stated that it will implement a multi-faceted approach that combines outreach to underserved low-income populations, digital literacy instruction, and assistance with obtaining affordable broadband internet service and connected devices. The proposed projects will provide participants with 12 hours of digital literacy training focused on essential computer and internet skills. The goal of the projects is to provide 480 individuals with a minimum of eight hours of digital literacy instruction and aspires to enroll 96 participants in new broadband internet service subscriptions.

Therefore, Staff recommends awarding EveryoneOn CASF funding in the amount of \$308,758 for the two proposed projects, at an average cost of \$476.58 per participant served for program implementation costs (see Appendix A for information on the approved budget and performance metrics).

Five Keys Schools And Programs – (one digital literacy project)

Five Keys Schools and Programs (Five Keys) is a 501(c)(3) tax-exempt nonprofit organization incorporated in 2004 and an accredited public charter school operator¹⁴ that provides education, workforce development, and reentry services for historically underserved communities across the state. Through its adult high school diploma programs, career technical education pathways, digital literacy instruction, and supportive services, Five Keys expands access to education and employment opportunities for justice-impacted individuals, low-income adults, and transition-age youth. Each year, the organization serves more than 15,000 participants across

¹³ Of the more than 6,000 individuals trained, 3,118 were funded through the CASF Adoption Account. The remaining training participants were trained using a variety of foundation, corporate, and individual donors. Examples of such funders include: The California Community Foundation, Alliant Credit Union Foundation, Capital One, Microsoft, and U.S. Bank.

¹⁴ Western Association of Schools and Colleges or WASC accreditation.

community campuses, correctional facilities, supportive housing sites, and workforce development programs throughout California.

Specific to its role in working with justice-impacted individuals, Five Keys works with law enforcement and justice agencies primarily as a service provider and reentry partner. Its role is to provide education, counseling, workforce training, housing, and case management for people who are involved with the criminal justice system. Five Keys collaborates with agencies such as county probation departments, sheriff's departments, courts and diversion programs, and school districts.

The target community for this project is the broader Five Keys student population and eligible participants for Five Keys services across partner referral networks in the San Francisco, Alameda, and Los Angeles counties. Five Keys stated that it will conduct outreach to approximately 2,000 individuals through established partnerships with probation departments, workforce agencies, schools, and community-based organizations across multiple counties. Outreach activities include direct referrals, on-site recruitment at reentry programs and America's Job Center of California locations, and coordination with case managers and partner staff. Five Keys will deliver in-person training at established sites, including Independence High School (1550 Evans St., San Francisco, CA), Five Keys Oakland Classroom (320 13th St., Oakland, CA), and Boyle Heights Youth Technology Center (1600 E 4th St., Los Angeles, CA). Additional locations will include existing classrooms and partner reentry facilities across participating counties, selected based on enrollment, accessibility, and broadband availability.

The curriculum focuses on digital literacy and workforce readiness, delivered across multiple skill levels to meet participants at varying levels of proficiency. Instruction is scaffolded from foundational to applied skills. Training is structured to meet the 8-hour minimum through flexible formats: four classes at two hours each, eight classes at one hour each, or a single 8-hour session for accelerated cohorts. Each training cycle is completed within 4–6 weeks, depending on the format. The program will deliver at least 12 training cycles over two years, with 3–4 cycles annually based on enrollment and partner coordination. Each cycle serves a new cohort and is tracked for participation and completion. The goal of the project is to provide 750 individuals with a minimum of eight hours of digital literacy instruction and aspires to enroll 150 participants in new broadband internet service subscriptions.

Therefore, Staff recommends awarding Five Keys CASF funding in the amount of \$376,122 for this project, at the cost of \$433.40 per participant trained for program

implementation costs (see Appendix A for information on the approved budget and performance metrics).

Kings County – (one digital literacy project)

Kings County (Kings) is located in Central California, at the heart of the Central Valley's agricultural region, with 90% of land use devoted to agricultural uses.¹⁵ The digital literacy classes that will be funded by this grant will be located at the Kings County Library located in Kettleman City. Kettleman City is a census designated place located on the west side of the San Joaquin Valley at the base of the Kettleman Hills, near the historic shoreline of what used to be Tulare Lake. It is situated at the halfway point between Los Angeles and San Francisco along Interstate 5 and is considered a remote location, separated from urban services by substantial travel distances.¹⁶ Per census data,¹⁷ Kettleman City has a population of 1,002, is low-income, Hispanic, and with a 31.1% poverty rate. Kettleman City has an above average number of residents whose primary language is Spanish and above average number of adults that did not graduate high school.¹⁸

Kings does not have one year or more of experience implementing a digital literacy project, although they have the experience of serving their public who need assistance with basic digital literacy skills (to access public services and to meet personal needs). The project will fund the training of two Kings library employees by CETF through their digital navigator training. These employees will then become the digital literacy trainers for this project. Kings County will utilize Tone Consulting Group (TCG) for community outreach, partner coordination with CETF, and community engagement.¹⁹

The proposed project is designed to establish a structured digital literacy program for residents in Kettleman City. Low-income or vulnerable residents from nearby Kings County communities may also participate if class capacity allows. Each participant will receive eight hours of training using the CETF's framework and curriculum focused on the basic elements of digital literacy, internet safety, email, online forms, telehealth, employment tools, educational resources, public benefits access, and broadband adoption.

¹⁵ Kings County 2024 Crop Report.

¹⁶ The closest urban area is 40 miles away at Hanford (population 57,990).

¹⁷ American Community Survey (ACS) 2024 5-Year report.

¹⁸ Letter from the Kings County Board of Supervisors in support of this proposal.

¹⁹ The county explained that "because broadband adoption and digital literacy outreach require specialized expertise in remote, rural, and low-income communities, Kings County is partnering with TCG to provide these services. The County does not currently have staff equipped to conduct the level of targeted outreach, enrollment support, and participant engagement required for this project."

A major catalyst for the proposed digital literacy project is the deployment of new broadband infrastructure in Kettleman City which is being funded through a Federal Funding Account (FFA) grant.²⁰ The FFA grant was awarded to AT&T on January 16, 2025 to deploy fiber to the household with speeds up to 5,000/5,000 Mbps and is currently being constructed. The proposed project is designed to align with broadband deployment in Kettleman City by helping low-income and vulnerable residents develop the skills needed to subscribe to, access, and use high-speed internet service effectively. Kings states that completion of the AT&T infrastructure project will not delay or prevent implementation of the proposed digital literacy project.

The proposed project will provide at least eight hours of training to 160 residents at the cost of \$550.58 per participant, which is an approximately 15% increase above the ministerial benchmark amount of \$477 per participant. Kings argues that this increase reflects the unique challenges associated with delivering meaningful digital literacy and broadband adoption services in remote and underserved rural communities such as Kettleman City.

While the proposed per participant cost exceeds the established benchmark, Staff finds that Kings has demonstrated sufficient information that the remote and rural nature of the communities and the challenges associated with such communities increase per participant costs. Staff further sees this as reasonable and necessary to achieve digital literacy in these disadvantaged communities as access opens up to high-capacity broadband internet with the deployment of the AT&T infrastructure project.²¹ Thus, Staff finds Kings argument in support of a higher per participant award to be reasonable, and, therefore, Staff recommends awarding Kings funding in the amount of \$99,293 for this project, at the cost of \$550.58 per participant trained for program implementation costs (see Appendix A for information on the approved budget and performance metrics).

United Ways of California (one call center project)

United Ways of California (UWCA) is the statewide association of California's local United Ways. The organization was established in its current statewide form in 2008, building on a tax-exempt nonprofit entity whose federal tax-exempt status dates to 1968 and whose current corporate structure was formed in 1987. UWCA works in

²⁰ Resolution T-17870.

²¹ AT&T will be offering affordable plans as part of the Commission's FFA grant award. Kings County will work with ISPs and CETF to promote affordable plans during community outreach and digital literacy training.

partnership with local United Ways to advance initiatives that address poverty, strengthen economic opportunity, and support the well-being of low-income Californians. UWCA has been a recipient of multiple grants from the CETF, including support for statewide broadband adoption, digital inclusion, affordable internet outreach, and 211 California initiatives.²² Documented CETF awards to UWCA date back at least to 2013 and total more than \$1 million across several projects.²³ UWCA previously received and successfully completed a call center grant from the CASF Adoption Account.²⁴

Six local United Ways will partner with UWCA in implementing this project (United Ways of Merced County, Central Eastern California, Monterey County, Northern Santa Barbara County, Stanislaus County, Fresno Madera). Of these six, four have 211 Call Centers. The other two partner United Ways will work with local 211 Call Centers who will refer callers interested in low-cost Internet to the partner United Ways.

UWCA administers and coordinates California's Free Tax Preparation Program, which is built around the IRS Volunteer Income Tax Assistance (VITA) model. It also participates in other economic mobility programs through its in-state partner United Ways in their services to low-income households such as those specific to developing financial capacity and asset building and accessing public benefits such as CalFresh and Medi-Cal. Partner organization staff interact with community members and may be able to assist such members enroll in broadband at such in-person events.

Additionally, UWCA states that it will utilize and further develop outreach programs and tools to enable participants to subscribe to low-cost internet. Outreach methods include digital ads, text messaging, and newsletters that go out to existing clients for other UWCA and partner economic mobility programs. Community members will be able to start the application process on their own through the UWCA website. UWCA and partner organizations will be available via telephone and text to assist members in accessing low-cost internet services.

UWCA will target food and farm workers and community members who access United Ways services. Additionally, UWCA and its partners will work with other community

²² The Federal Communications Commission (FCC) designated 211 as the nationwide three-digit number for community information and referral services in year 2000. In 2004 California established the statutory framework for statewide coordination and expansion of the 211 network (AB 2283).

²³ See <https://www.cetfund.org/grantee/united-ways-of-california-2>, and https://s42263.pcdn.co/wp-content/uploads/2019/09/UWCA_CETF_Final_Report.pdf

²⁴ UWCA was awarded a grant of \$1.451 million to enroll 7,255 participants in low-cost internet (approval date 9/12/2019, Resolution T-17663). Given the accepted methodology of verifying enrollments for this grant, UWCA enrolled 6,329 participants with a total payment of \$899,860.

members who have responded to the outreach effort. Given the rural nature of much of the target population, UWCA will work with Human-I-T to assist participants in accessing broadband through use of hot spot devices and associated service plans (note that this project does not pay for these devices or the service plans but only to subsidize the process of assisting community members in signing up for such services). UWCA and its partners will also assist in helping low-income participants in subscribing to low-cost Internet outside of the hot spot program. The goal of this project is to enroll 4,100 low-income participants in affordable Internet service.

Therefore, Staff recommends awarding funding in the amount of \$822,829 for this project, at the cost of \$200.69 per participant subscribed for program implementation costs (see Appendix A for information on the approved budget and performance metrics).

d. Compliance Requirement

CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT 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.

Execution and Performance

CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT 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, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT must reimburse some or all the CASF funds it has received.

CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT must complete all performance under the award by the termination date of the award.

Grantees may make modifications to line items within an approved project budget without prior authorization, so long as those modifications do not cause the project budget to exceed the overall adopted project budget and so long as the proposed budget modifications are unrelated to the budgets for classroom or take-home devices, including hotspots. Grantees may change milestone/activity timelines without prior authorization, so long as those modifications do not cause the project timeframe to

exceed the overall adopted project timeframe. While prior approval is not required for these modifications, the applicant must notify the Communications Division by e-mailing CASF_Adoption@cpuc.ca.gov within 30 days of making such changes.

CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT 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 within 30 calendar days from the date of the award. The Commission will deem the grant null and void for failure to submit the consent form within 30 calendar days from the date of the award.

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 and CDCompliance@cpuc.ca.gov.

Project Audit and Reporting Requirements

See Appendix B.

e. 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, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT 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, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT fails to notify the Director of such changes. See Appendix C for payment details. CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT must submit final requests for payments no later than three months after completion of the project.

COMMENTS

Public Utilities Code section 311(g)(1) provides that this Resolution must be served on all parties and subject to at least 30 days public review. Any comments are due within 20 days of the date of its mailing and publication on the Commission's website and in accordance with any instructions accompanying the notice. Section 311(g)(2) provides that this 30-day review period and 20-day comment period may be reduced or waived upon the stipulation of all parties in the proceeding.

The 30-day review and 20-day comment period for the draft of this resolution was neither waived nor reduced. Accordingly, this draft resolution was mailed to parties for comments on July 14, 2026.

FINDINGS AND CONCLUSIONS

1. On or before January 1, 2026, staff received applications from eight applicants for the 10 projects considered here in this Resolution.
2. Staff reviewed the applications and recommended awards based on completeness, overall quality, and project cost reasonableness.
3. Based on its review, Staff determined that these 10 projects qualify for funding under D.22-05-029 and recommends funding as listed in Appendix A.
4. A notice letter was emailed on July 14, 2026 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:
 - Up to \$208,030 to WFIT for its A World Fit For Kids! Connected Futures Program digital literacy project;
 - Up to \$4,967,000 to CETF for its CETF Get Connected California Call Center project;
 - Up to \$464,332 to CFF for its Helping Agricultural Residents with Virtual Education, Skills, and Training – Fresno and Kern digital literacy projects;
 - Up to \$18,060 to VV for its Valley Village Digital Inclusion digital literacy project;
 - Up to \$308,758 to EveryoneON for its Digital Connections-Fresno County and San Gabriel Valley digital literacy projects;
 - Up to \$376,122 to Five Keys for its Keys to Digital Futures digital literacy project;
 - Up to \$99,293 to Kings for its Kings County Digital Literacy project;

- Up to \$822,829 to UWCA for its Digital Equity Broadband Project California call center project;

The total grant award is in the amount of up to \$7,264,424. 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 each 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, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT must complete all work and achieve all performance metrics identified in Appendix A of this Resolution and workplans submitted with its application.
3. CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT 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 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, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT agree to comply with the terms, conditions and requirements of the grant and thus submit to the jurisdiction of the Commission with regard to disbursement and administration of the grant.
5. CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT 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, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT 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 they have received.

This Resolution is effective today.

Commissioner Signature blocks to be added
upon adoption of the resolution

The foregoing resolution was duly introduced, passed and adopted at a conference of the Public Utilities Commission of the State of California held on _____; the following Commissioners voting favorably thereon:

Dated _____, at _____, California

APPENDIX A
Approved Project Budget and Performance Metrics

#	Applicant Name	Project Name	Project Type	Provide Digital Literacy Training to	Number of Subscriptions*	In-class Devices	Take-home Devices	Device Award**	Funds for Implementation	Per Participant Funding	Total Award
1	A World Fit For Kids!	A World Fit For Kids! Connected Futures Program	Digital Literacy	400	40	\$11,250	\$ 6,000	\$ 17,250	\$190,780	\$476.95	\$208,030
2	California Emerging Technology Fund	CETF Get Connected California Call Center	Call Center	N/A	25,000	\$ -	\$ -	\$ -	\$4,967,000	\$198.68	\$4,967,000
3	California Farmworker Foundation	Helping Agricultural Residents with Virtual Education, Skills, and Training - Fresno	Digital Literacy	400	400	\$11,250	\$26,000	\$ 37,250	\$190,800	\$477.00	\$228,050
4	California Farmworker Foundation	Helping Agricultural Residents with Virtual Education, Skills, and Training - Kern	Digital Literacy	400	400	\$11,250	\$26,000	\$ 37,250	\$199,032	\$497.58	\$236,282
5	Church of the Valley Retirement Homes, Inc. dba Valley Village	Valley Village Digital Inclusion Project	Digital Literacy	30	0	\$ 3,750	\$ -	\$ 3,750	\$14,310	\$477.00	\$18,060
6	EveryoneOn	Digital Connections- Fresno County	Digital Literacy	240	48	\$ -	\$40,000	\$ 40,000	\$114,378	\$476.58	\$154,378
7	EveryoneOn	Digital Connections- San Gabriel Valley	Digital Literacy	240	48	\$ -	\$40,000	\$ 40,000	\$114,380	\$476.58	\$154,380
8	Five Keys Schools and Programs	Keys to Digital Futures	Digital Literacy	750	0	\$11,088	\$39,984	\$ 51,072	\$325,050	\$433.40	\$376,122

Resolution T-17927
CD/WG1

#	Applicant Name	Project Name	Project Type	Provide Digital Literacy Training to	Number of Subscriptions*	In-class Devices	Take-home Devices	Device Award**	Funds for Implementation	Per Participant Funding	Total Award
9	Kings County	Kings County Digital Literacy	Digital Literacy	160	150	\$11,200	\$ -	\$ 11,200	\$88,093	\$550.58	\$99,293
10	United Ways of California	Digital Equity Broadband Project	Call Center	N/A	4,100	\$ -	\$ -	\$ -	\$822,829	\$200.69	\$822,829
				2,620	30,186						\$7,264,424

* Performance for digital literacy projects is based on number of participants trained; performance for call centers is based on the number of subscriptions obtained.

* No hotspot devices are subsidized for these grants.

APPENDIX B

Reporting Requirements

Project Audit

CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT (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, 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. The grant recipients must certify that each report submitted is true and correct under penalty of perjury.

APPENDIX C

Payments to CASF Recipients

- CETF, CFF, EveryoneOn, Five Keys, Kings, UWCA, VV, and WFIT (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.

Resolution T-17927

CD/WG1

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.

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,²⁵ (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.

²⁵ "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.

Resolution T-17927
CD/WG1

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 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).