

COMMUNITY TECH NETWORK
SUBMITS THIS PROPOSAL IN RESPONSE TO
THE CAPCOG / AGING AND DISABILITY RESOURCE CENTER'S
TECHNOLOGY TRAINING AND SUPPORTS PILOT PROJECT SERVICES
SUBMITTED ON FEBRUARY 12, 2021
BY KAMI GRIFFITHS, EXECUTIVE DIRECTOR
(kami@communitytechnetwork.org)
TO SHEILA JENNINGS (sjennings@capcog.org)

A. ORGANIZATIONAL/PROFESSIONAL PROFILE – provide for the lead company submitting the proposal and for any subcontractors proposed if the project is going to be partially subcontracted.

- 1. Ownership information: Community Tech Network**
- 2. Physical and Mailing addresses**
Physical Address: 2407 S. Congress Avenue, Ste E387, Austin, TX 78704
Mailing Address: 7600 Chevy Chase Dr Suite 300, Austin, TX 78704
- 3. Other company locations/offices, if any**
1390 Market Street, Suite 200
San Francisco, CA 94102
- 4. Primary Contact:** Kami Griffiths, Executive Director
- 5. Telephone number, fax number and e-mail address of company’s primary contact**
Telephone: (650) 784-1156
Fax: Not applicable
Email: kami@communitytechnetwork.org
- 6. Whether the company is considered a certified “disadvantaged business enterprise” as defined by the U.S. Transportation Department:** It is not.
- 7. Whether the company is a certified Historically Underutilized Business (HUB) vendor as defined by the Texas State Comptroller’s Office:** It is not.
 - a. See <https://comptroller.texas.gov/purchasing/vendor/hub/>

B. TRAINING FEATURES AND WORK PLAN (DO NOT LIST PRICES IN THIS SECTION)

- 1. Describe your training methodology and strategies to be used for executing a pilot project for technology training and supports for a pilot project to mitigate social isolation caused by COVID-19 for older adults (ages 60 and above); persons with disabilities; and their caregivers. The services must provide enough short-term training to meet the clear objective of skills and devices to support internet connectivity of these individuals when on their own.**

Since 2008, Community Tech Network (CTN) has sought as its mission to unite organizations and volunteers to transform lives through digital literacy. In its continued effort to bridge the digital divide for underserved communities, CTN seeks a grant in the amount of \$75,000 to implement Senior Connect. In partnership with AGE of Central Texas, which will support Senior Connect with Digital Coaches, the program will work with CAPCOG-assigned community partners to identify, provide devices to, establish internet connectivity for, and foster digital

literacy skills for a target population of 50 older adults (ages 60 and above), persons with disabilities, and their caregivers.

With a primary goal of reducing the isolation of the target population, and per Request for Proposal (RFP) requirements, CTN will work closely with at least three CAPCOG-assigned community partner agencies (at least two that serve learners in rural populations and at least one that will benefit underserved learners in urban communities). CTN, in addition to working with the 50 identified members of the target population, will offer all partners technical assistance needed to support learners as they receive digital literacy training and information that enable them to successfully connect to the internet. (All services that support both community partners and learners will adhere to health and safety measures, as applicable, to and prevent the spread of COVID-19.)

CTN will use the following training methodology and strategies to implement Senior Connect:

1. Confirm Senior Connect partners: Partnership is at the root of project success. Per the RFP, CTN will work with three or more CAPCOG-assigned partners, which will include at minimum two agencies located in rural counties (including Bastrop, Blanco, Burnet, Caldwell, Fayette, Lee, and/or Llano counties) and one located in an underserved geographic area in an urban environment (in Hays, Travis and/or Williamson counties). CTN will confirm and establish collaboration through a Memorandum of Understanding (MOU). CTN will work with these partners, their staff, and/or volunteers to identify eligible participant learners in the program and will require partners to ensure its clients participate to the best of their ability. CTN staff will mentor community partner staff throughout the project, to support client participation.

If applicable, CTN will offer its train-the-trainer training, which will teach community partner staff how to offer ongoing digital literacy training to its clients during and beyond the scope of the grant period. This training helps community partner staff understand: why the Internet is important, how it relates to clients' lives, and the benefits of the Internet; how to help adults learn computer and smart device basics; how to help clients address challenges to acquiring new digital skills; how to support clients to understand the risks related to using the internet and email (scams, malware, phishing and other fraudulent online behavior); how to help and support clients who need basic tech support with their own devices (iOS and Android); how to create a positive, culturally sensitive, client-centered training environment; and, how to plan for learner success.

2. Identify and recruit members of the target population: Once CTN has established the MOU with community partners, CTN will work with their staff to help them identify eligible participants. CTN will customize its current referral form for CAPCOG requirements. This form (found here: communitytechnetwork.org/homeconnectreferral/) allows community partners to enroll their respective clients into the program. The data collected through this form will then automatically be uploaded into CTN's Salesforce database to ensure accurate client tracking. Once that referral is made, CTN will review, vet, and send the learner a brochure about the program. Soon after, CTN will call the identified learner to establish contact, build trust, and inform them about the program. During the initial phone intake and assessment with learners, CTN will assess client needs using a survey tool developed by CTN, which focuses on: 1) specific technology needs, including internet connectivity, device comfort, and device operation;

2) software, application, and services needed to customize devices that meet individual needs and interests; and 3) individual learning style and primary language. In this and in all proposed activities, CTN will ensure linguistic accommodation through bilingual service in English, Spanish, Tagalog, Mandarin, Cantonese, and other languages where needed.

3. Build device package: Based on the initial intake and assessment, CTN will assemble and customize a package that includes a SIM card-activated tablet with applications installed that are suitable to the learner (based on the initial phone intake and assessment). By including a SIM card in each device, CTN enables automatic internet access for learners to initially connect them during set up). CTN will provide the tablet, a protective case, a stylus pen, all paperwork, and a training booklet in the learner's language (for example, in English, Spanish, Chinese, Tagalog, or other languages if needed). CTN will deliver, mail, or provide this package in person, where applicable. The package will have detailed instructions on how to set up devices, establish internet connectivity, and receive the digital literacy training offered for clients. It will contain a phone number to call that will connect clients to CTN staff who will be available to start the process of setting them up in the Senior Connect Program.

CTN knows senior clients who are new to technology require lessons where trainers show them how technology is personally relevant to them – how it can connect them to their loved ones, for example, to find resources they need online, and to participate in activities that reduce their overall isolation. As a result, CTN will enable devices with apps that allow learners to reduce their isolation and engage in a variety of activities that connect learners with friends and family through email, Facebook, Zoom, WhatsApp, WeChat, and Skype. CTN will also customize the device to include bookmarked pages in web browsers, such as Medline Plus, food resources, local news, or other relevant resources. Devices will also include bookmarks to pages that will help learners to:

- Improve their health by accessing informational videos, health apps, step counters; connecting to doctors, and renewing prescriptions;
- Stay intellectually engaged by listening to music, watching videos, accessing library services, and playing online games; and,
- Expand economic opportunities by helping learners access government information and benefits as well as assist with online job searches and applications, if applicable.

4. Internet connectivity: As devices will arrive with SIM cards activated, CTN's staff will help learners sign up for low-cost internet through that initial and temporary SIM card. (CTN has found that the provision of the SIM card considerably expedites the internet sign-up process.) Once a learner has established their own internet service, CTN will disable that SIM card. CTN has an agreement with T-Mobile to offer its clients low-cost, \$20/month, internet access, through a plan that is otherwise not available to the public. CTN will pay for the first three months of connectivity, if needed. To establish connectivity, CTN may work with a property manager or landlord of a building, home, or facility to determine if a wireless signal already exists. The average time to establish connectivity with an internet service provider is three to five hours. CTN staff will otherwise work closely with each learner to troubleshoot any issues to establish the internet connection, connect the device, and understand initial use of the device.

5. Digital Literacy Training: On the initial set up call, the CTN staff will conduct a detailed pre-survey to capture baseline data that includes information about their social isolation and digital skills. They will meet virtually with learners for five sessions to cover the basics of their device, opening applications, and safely navigating the Internet. Clients will learn to communicate online and set-up secure accounts so they may contact friends and family via email and/or social media and video conferencing. CTN staff will assign daily activities to keep clients engaged and continually learning. CTN has found these five sessions to be vital to the success of senior clients; best practices indicate that older adult learners face challenges in digital literacy classes without first receiving a digital literacy orientation and basic training.

Upon completion of the five beginner sessions, CTN staff will provide the learner with a warm handoff to a Digital Coach. Leveraging its train-the-trainer model, which CTN has used to educate over 1,000 digital literacy trainers, CTN will establish a roster of Digital Coaches from its own pool and from that of AGE of Central Texas and other partners. Digital Coaches will go through a background check and receive information on best practices in working with members of the target population. These volunteer Digital Coaches will work with each learner to set up a customized training plan. Learners will select a specific Learning Pathways that covers one of the following topics: 1) communicating with friends and family, 2) interacting with healthcare providers, accessing telemedicine and portals, refilling prescriptions, 3) ordering groceries, meals, and other necessities for delivery, 4) accessing information, entertainment and live-stream events, and 5) expressing creativity. Digital Coaches will then provide weekly training for three months. One month after this warm handoff, the trainer will implement a post-survey.

Through this weekly customized training, learners will gain the skills essential to full participation in 21st century society. They will learn to access public services online, and interact with others online in a safe, independent, and secure manner. Seniors who have never used a computer before will be empowered to engage with technology and the internet and to become more connected and productive. Senior Connect links seniors to public services and essential information that is becoming increasingly accessible and available online. More than ever before, these services and information are streamlined for digital dissemination versus in-person distribution. In some cases, information and services can only be accessed online. Through its multi-layered provision of devices, training, and internet connectivity, Senior Connect makes this access possible, when before it was not. The program also serves as a means of reducing social isolation for older adults, helping them stay connected to family and friends and maintain quality of life and good health. Seniors will be able to: navigate the internet safely; communicate online via email and/or social media (e.g., Skype, Apple Facetime, Google Voice, Zoom, and Facebook Messenger); and search the internet for information that is credible and relevant to their needs, especially digital services (e.g., online banking, health information, and online government services). Seniors with disabilities also receive training and support on assistive technologies and/or accessibility features to promote greater independence and enhance their daily living.

Having ensured that its community partners can support learners once they complete their 12-week digital literacy course, CTN will offer learners a list of resources where they can continue their education in digital literacy as well as other online activities that further reduce their isolation. For example, CTN will refer learners to amightygoodtime.com, which provides an assortment of online resources for seniors and other isolated individuals.

2. The plan for carrying out the scope of work, including key personnel who will work on this contract, any subcontractors, and how the contractor will provide deliverables.

In summary, CTN will focus on the following primary goals to achieve the scope of work:

- A. **Confirm Partnerships:** CTN will confirm its partnership with AGE of Central Texas, which will enroll (or have already enrolled) its staff and volunteers in CTN's train-the-trainer training. These individuals will serve as Digital Coaches, who support the clients served. CTN will also establish partnerships with CAPCOG-assigned community partners through an MOU to implement Senior Connect.
- B. **Activate Referral Systems:** CTN will customize its online referral form to collect required information from community partners about the clients that they refer to Senior Connect. Customization will enable CTN to track relevant and required data and will initiate the outreach needed to connect with referred learners.
- C. **Contact and Assess Learners:** CTN will reach out to learners, assess their needs, and determine the best approach to suit their needs.
- D. **Build, Distribute, and Activate Devices:** CTN will customize devices based on client needs and deliver these devices with detailed instructions. CTN staff will work with clients to establish connectivity.
- E. **Provide Digital Literacy Training:** CTN staff will initially train learners through a five-session course, then refer them to a Digital Coach, who will provide them with up to 12 weeks of weekly digital literacy training.
- F. **Evaluate Progress:** CTN will conduct pre-assessments during the initial training session and then a post-assessment one month after completing the 5-part basic training.

In addition to the support of AGE of Central Texas, which will provide the Program Coordinator and management for that position, the other staff members who will administer these activities are CTN's Executive Director, Senior Program Manager, and part-time bilingual English / Spanish Digital Literacy Instructors (please find resumes attached):

- Kami Griffiths, Executive Director/Co-Founder, has over 15 years of experience working in the public sector and has developed a passion for helping people gain access and better utilize technology, after witnessing firsthand how the digital divide and low literacy levels were aiding the cycle of poverty. She has worked for the City of New York Department of Parks & Recreation, managing 27 public access computing centers, teaching computer classes and establishing their volunteer trainer program. As the Training and Outreach Manager for TechSoup Global, Kami greatly expanded her knowledge and understanding of the nonprofit technology field, having conducted over 200 interviews with librarians and producing over 100 webinars. She is a founding member of the National Digital Inclusion Alliance (NDIA) and speaks nationally about digital inclusion.

- Sabrina Tam, Senior Program Manager, is a native of Hong Kong. She first came to the States as a cultural exchange student in the early 90's. Along with her patient and caring personality, Sabrina brings to CTN her extensive experience managing multi-cultural projects in the financial services, advertising, and market research arena. Sabrina is fluent in English and Cantonese, and conversational in Mandarin.
- Suzanne Anderson, Executive Director, AGE of Central Texas, brings more than two decades of experience with Special Olympics Texas, serving most recently as the senior vice president of field services. Anderson's tenure at Special Olympics Texas included significant operational experience, where she served as the Interim CEO and stabilized the organization during a leadership change. In addition, she has served as a caregiver herself and benefited from AGE services including the Health Equipment Lending Program
- Dima Khoury, Training Manager: is an accomplished business operations leader with extensive background in technology and over 20 years of experience in high tech companies, leading software engineering teams as Director of engineering and as a Director of business operations. Dima retired from Cisco in October 2014 and is now focused on leveraging her knowledge and experience for the nonprofit sector. She currently mentors with the Miller Center, Global Social Benefit Institute, and at Santa Clara University. She coaches social entrepreneurs from all over the world and mentors with the Takween Accelerator in Iraq. She has served as an Encore Fellow and in the Office of the Mayor of San Jose, connecting older adults with low-income youth through mutually beneficial relationships and programs.
- The AGE of Central Texas Program Coordinator will be hired upon grant approval.
- Valerie Robateau, Digital Literacy Instructor: Ms. Robateau has worked for several nonprofit organizations over the past 6 years helping the less fortunate with housing, supportive services to achieve educational success, financial stability, and developing healthier lifestyles. During this time, she saw that a common issue was lack of basic technology skills. This led her to go back to school where she is currently working towards a degree as a Network Administrator and Cyber Security. She recently completed internships with the Housing Authority of the City of Austin (HACA) and Austin Pathways where she taught basic technology and software skills to clients and staff members.
- Nyarie Zhou, Bilingual Digital Literacy Instructor: Nyarie Zhou is a dedicated Network Engineer, well versed in several computer networking platforms. She is currently based in Austin Texas. Prior to this role, Nyarie worked for 12 years with Humana People to People, as a Project Coordinator, where she traveled all over the world. She also worked for 5 years at Senior Lifestyle and Spectrum supporting the elderly. Nyarie is passionate about supporting the elderly in our community and is also experienced in working with people from diverse, multi-cultural background. Joining CTN as a digital trainer enabled her to fulfill her passion and interest, transforming the lives of the seniors through giving them the opportunity to learn about technology and make them feel part of the society of today. It is her passion to teach, motivate, encourage, and support seniors throughout their learning process.

More specifically, staff will be integral in conducting all the activities as described in the RFP:

1. *Design and implement a pilot program to reduce social isolation through interactive technology training, hardware, and software for adults over 60 and/persons receiving SSI/SSDI due to a disability:* With the understanding of the isolation that members of the target population experienced, CTN's Senior Connect was initially established in response to the increased social isolation that seniors were experiencing due to COVID-19 and Shelter-in-Place orders. CTN's Senior Connect is already an ongoing program, with clients that include Family Eldercare, AGE of Central Texas, Senior Access, Faith in Action, and Drive a Senior. CTN will gain valuable experience from this implementation to design and execute the proposed Senior Connect program. The Executive Director and Senior Program Manager will be integral in that redesign and implementation.

2. *The selected entity will determine the best training methodology and strategies needed for executing a pilot project that will allow individuals in the targeted populations to have access to digital devices and successfully complete training that allows them to access digital resources:* Senior Connect will utilize an intake assessment questionnaire that in addition to collecting client information, will assess client digital literacy skills, access to home internet use, and access to devices. As described above, this intake and assessment will focus on: 1) Specific technology needs, including internet connectivity, device comfort, and device operation; 2) Software, application, and services needed to customize devices that meet individual needs and interests; and 3) Individual learning style and primary language. The current assessment questionnaire can be found attached at this end of this proposal.

3. *Provide devices and training for the maximum individuals we can for our anticipated budget of \$75,000 for this project (minimum of thirty (30) participants must be trained):* As described above, a \$75,000 grant will enable CTN to identify, train, provide devices to, and establish internet connectivity for 50 older adults (ages 60 and above), persons with disabilities, and their caregivers. A grant of \$75,000 will enable CTN to achieve a cost per client served rate of \$1,500.

4. *Ensure a level of training that upon training completion the participants will have the skill level to utilize digital resources independently with minimal support. Such skills will include but are not limited to the ability to:* a) Order products/services on-line; b) Utilize telemedicine; c) Utilize social media platforms; d) Utilize e-mail; and e) Utilize virtual social connections, such as on-line workshops/social gatherings: Senior Connect will help learners achieve all of these objectives. Through a customized device and curriculum, Senior Connect enables access to websites (telehealth, Facebook, Skype, Zoom, and others) and addresses the unique needs of each learner (established through pre-assessments, pre-surveys, and the initial five-session basic digital literacy skills training). Digital Coaches (from CTN and AGE of Central Texas), in addition to fostering skills in using social media and video conferencing apps, will create a digital literacy training plan that will help learners achieve all of their objectives, including how to access and use online services and products; telehealth platforms (based on each client's unique health services); and online workshops, including those offered through almightygoodtimes.com.

5. *Work with a minimum of three community partner agencies (identified by CAPCOG) and the individuals selected by the agencies as participants. Project will involve community partners in at least two rural counties served by the ADRC-CAP (Bastrop, Blanco, Burnet, Caldwell, Fayette, Lee, Llano) and one under-served geographic area in an urban environment (Hays, Travis and/or Williamson counties):* CTN will work with CAPCOG if needed in identifying suitable community partners. Once identified, CTN will meet with community partner staff to educate them about Senior Connect, determine if any staff training is needed, provide that training if requested, and establish and confirm community participation through an MOU. CTN will educate community partner staff on how to refer clients through the CTN online referral form. CTN will rely on community partner staff to refer their clients who will most likely complete the program to prevent client attrition or program incompleteness.

6. *Select, purchase, configure and distribution of consumer-appropriate technology hardware and software such as tablets and/or smart phones:* As described above, CTN will purchase, customize based on client assessments, load with suitable apps, activate, and distribute SIM mobile internet-enabled tablets. For seniors who do not have home internet, tablets will ship with an activated sim card which will allow the learner to access the internet immediately upon receiving their package. This access will streamline the process for enrolling in low-cost internet through Spectrum Assist, AT&T Access, Grande Internet First, or other providers, if available).

7. *Provide for individualized and group instruction, in both English and Spanish:* CTN staff and volunteer Digital Coaches will all provide customized and individualized digital literacy instruction in English, Spanish, Mandarin, Cantonese, Tagalog, and other languages when needed. CTN will also host regular question/answer webinars, where learners can ask questions while engaging and learning from each other. Through these weekly sessions, learners will gain access to other digital literacy training and online resources that connect them to services and products they need.

8. *Once training is commenced, provide a monthly report on each participant trained outlining their skills, ability, and problems of concern:* CTN will provide monthly reports for the scope of work that includes baseline data on each client served as well as progress toward identified milestones. As each client may have different digital literacy goals, CTN will customize plans that help each client work toward their individual and unique set of objectives.

9. *Pre- and post-outcome surveys to ensure project effectiveness:* CTN expects the following outcomes for clients who participate in Senior Connect:

- 80% of those who complete the program will report that they can independently and safely use the internet and online communication tools;
- 65% will report an increase in ability to find health information, order medication or groceries; and
- 40% will report decreased feelings of isolation and loneliness.

CTN and Senior Connect partners will conduct pre- and post-surveys to collect quantitative output and impact data of training for older adults. Trainers will conduct pre-surveys conducted on the first session and a post-survey conducted by the same trainer a month after final session. Sample of the survey can be found attached to this proposal.

Also, After each training session, trainers will complete a form like this <https://www.cognitoforms.com/CommunityTechNetwork/HomeConnectTrainerTutorActivityForm> to track the time spent, which lesson was covered and any issues. This information is stored by client in a database and shared with the partner (this form is also uploaded in the additional attachments section).

CTN will share indicators of its program effectiveness in a variety of ways. For example, CTN will interview willing participants for its online blog posts, found here: <https://www.communitytechnetwork.org/blog/category/home-connect-participants/>. These stories may include video and pictures and may also be included in CTN's monthly newsletter that is distributed to 3,000 people. CTN also may receive coverage for its work in local news as it has in the past. As an example, please find a link to a short interview with one of the participants from that program: <https://www.youtube.com/watch?v=XP1mHZ3aOX4>; also please find a recent article about CTN's work here: <https://www.aarp.org/home-family/personal-technology/info-2021/programs-older-adults-computers-internet-access.html>

10. Sustainability plan customized for each specific community, including providing at least one digital instructor training for each of the community served. CAPCOG will ensure ongoing internet access for training participants for 6 months following training: Senior Connect, through the work of the Digital Coaches, will ensure that learners are continually engaged throughout the project period. In addition to the initial assessment, five-session basic digital literacy training, subsequent customized digital literacy training, Senior Connect will facilitate post-training service through: regular question/answer webinars; support for the community partners as they continue to offer digital literacy training to learners; continual access to CTN, which can troubleshoot issues; and promote resources and online services that its learners are apt to access.

11. CONTRACTOR agrees to submit monthly invoicing to CAPCOG for the duration the contract: CTN will submit monthly invoices to CAPCOG for the duration of the contract as well as any other reasonably requested financial and/or programmatic information.

3. Describe any subcontracting that may be involved with this project.

CTN will partner with AGE of Central Texas (AGE). Under this partnership, CTN will provide training and support to AGE, and partially subsidize the cost of a Program Coordinator who will work for AGE. In addition, CTN will provide a train-the-trainer platform so that AGE of Central Texas can manage and train their own volunteers who will serve as Digital Coaches for the proposed CAPCOG program.

4. Provide a proposed timeline for implementation and completion.

- March 15, 2021: 1) CTN will confirm its own and AGE of Central Texas roles, responsibilities, timeline, and commitment; 2) CTN will work with CAPCOG to connect with referred community partners; 3) Confirm its roster of Bilingual Digital Literacy Instructors; 4) Make initial device order; 5) Acquire T-Mobile plans and SIM cards.

- April 1, 2021: 1) Meet with, educate, learn from, and establish an MOU with the CAPCOG-referred community agencies; 2) Community agencies start referring eligible learners through CTN's referral portal; 3) CTN staff begin reaching out to referred learners to conduct pre-assessment, confirm eligibility and learner commitment; 4) Start device customization for initial set of learners; 5) Begin to conduct initial five-session basic digital literacy training; 6) Collect learner and program data to be used for reports.
- May 1, 2021: 1) Continue with all proposed activities; 2) By month's end, serve 10 learners.
- June 1, 2021: 1) Continue with all proposed activities; 2) By month's end, serve 10 learners.
- July 1, 2021: 1) Continue with all proposed activities; 2) By month's end, serve 10 learners.
- August 1, 2021: 1) Continue with all proposed activities; 2) By month's end, serve 10 learners.
- September 1, 2021: 1) Continue with all proposed activities; 2) By month's end, serve 10 learners.

C. RELEVANT EXPERIENCE AND QUALIFICATIONS

1. Describe your organization's relevant experience for the type of work solicited in the RFP.

The negative impact of social isolation was well documented before COVID-19 increased isolation for these older adults. Loneliness is associated with higher rates of clinically significant depression, anxiety, and suicidal ideation (Beutel et al., 2017). In Central Texas, 29% of older adults are living alone (seniorcare.com). Without internet access, older adults who have sheltered in place due to the pandemic are truly cut off from the world. With public health officials encouraging residents to stay home as much as possible and use telemedicine for their non-urgent healthcare needs, access to these online resources has become vital, yet 14% of residents in the Central Texas region either do not have a computer, tablet, or smartphone with internet access, do not know how to talk with a doctor online, or cannot access the internet to talk with a doctor (Texans' Views on The Covid-19 Pandemic In The Central Texas Region, Episcopal Health Foundation, October 2020).

Informing its response to the needs of isolated seniors and others in need of digital literacy services, CTN believes that access to the Internet is a human right, and that those without the skills to use a computer are at risk of social and economic disadvantage. Public services and essential information are increasingly moving online, and many people are unable to access those resources. While many organizations are working to spread Internet connectivity to the underserved, access to technology is only a partial solution. Connectivity needs to be coupled with digital skills training that is relevant and delivered in a way that will not intimidate the adult learners.

Enacting these values, CTN seeks as its mission to unite organizations and volunteers to transform lives through digital literacy. CTN has been working to close the digital divide since 2008. To fulfill its mission, CTN helps individuals acquire technology skills essential to participation in today's society. CTN provides inclusive, accessible, digital literacy instruction to vulnerable, disenfranchised, underserved, and low-income adults and older adults who are unable to access critical information and resources as they have been left out of the digital revolution. In 12 years, CTN has grown from one pro bono Program Manager and a handful of volunteers to an organization of over a dozen professional staff, 60 active volunteers and 50 partner locations. Today, CTN is led by an active and diverse Board of Directors comprised of community leaders, business leaders, and technology advocates from local organizations. Its sphere of influence spread beyond San Francisco to the greater Bay Area and Austin Texas, with a mission to establish additional digital inclusion hubs with partners that serve communities in need of digital skills.

CTN has served Austin residents since 2017, learners who have the highest need for basic digital skills training. These individuals are primarily very low- to low-income, ethnically diverse, often-underserved individuals. CTN has developed a core competency in partnering with Texas agencies that serve seniors or that have senior living facilities where these partners provide service. These seniors are a particularly underserved group of people who already faced isolation and alienation from services designed to help them before the pandemic. Agency-wide, CTN provides digital literacy trainings and services for more than 50 partners throughout the San Francisco Bay Area and Austin, Texas. Through remote delivery of training with programs like Senior Connect, CTN is extending its geographical reach to bring digital literacy to remote locations.

2. Provide examples of similar work. Demonstrate that the respondent has successfully been in business of providing, or the principals have had ownership/executive management in a previous company with comparable type experience, for the services solicited.

In response to COVID-19, CTN developed Home Connect in San Francisco and launched the program in late April. Since that time, CTN has provided 223 devices and 166 senior clients have completed their digital literacy training (through 1,612 hours of digital literacy training). Updated client data can be found here: <https://www.communitytechnetwork.org/homeconnect/>.

In Central Texas, CTN is a member of the Social Inclusion Task Force which was launched by the Aging Service Council in response to the pandemic. Other members of the task force, like Austin Free-Net, AGE of Central Texas and Senior Access, have participated in CTN's train the trainer program, enabling their staff and volunteers to gain the skills to better serve homebound older adults on the other side of the digital divide. Senior Connect is a replication of our successful Home Connect program in San Francisco.

Recent CTN pre- and post-surveys show that clients: had more access to health information (76%); felt more connected to friends and family (69%); felt more confident living independently (69%); had a better quality of life (72%); and felt happier in general (73%). We hope to expand this model to Austin agencies serving older adults and ultimately throughout

Central Texas. CTN has already partnered with Austin Free-Net to provide training for two of their trainers and they have licensed the curriculum. To bridge the digital divide for older adults newly isolated by COVID-19 shelter-in-place orders, CTN implemented Senior Connect to remotely connect and train older adults to use digital technology independently and safely.

Senior Connect will develop curricula that trains and supports both the partner staff that participate in CTN's train-the-trainer trainings as well as senior learners who will benefit from partner agency staff instruction and support that helps them understand how to use digital and communications technology. CTN, ultimately, disseminates and supports inclusive, accessible, digital literacy instruction to a disenfranchised and low-income population of seniors by supporting trainers in understanding and addressing the myriad cultural, linguistic, and other accommodations that senior learners may have. Having trained hundreds of tutors to serve thousands of learners since its founding, CTN comprehends the needs of those who struggle to understand and use technology.

3. A list of any current customers for which you have provided similar projects, along with the name, phone number, and e-mail address of for a point of contact for each customer.

Partnership is at the core of Senior Connect, with CTN providing the training that community partner agencies will need to support the program and bridge the digital divide for the 75 learners reached. For the proposed Senior Connect, CTN will partner with AGE of Central Texas, which helps older adults and their caregivers thrive as they navigate the realities and opportunities of aging and caregiving. AGE is a regional nonprofit organization that provides education and support to people all along the spectrum of growing older, no matter where they are on that journey. Each year, AGE serves more than 3,000 older adults and caregivers through its primary interrelated programs. Through education, advocacy, and support, AGE empowers the community to access resources that protect and improve the quality of life for everyone along the lifetime spectrum. Many of its services are free or low-cost, and AGE has a special concern for providing services to the poor. (For reference, please contact Suzanne Anderson, Executive Director of AGE of Central Texas - 512-600-9285 / sanderson@ageofcentraltx.org).

In addition to partnership with the City of San Francisco, for which it has provided similar service, and its partnership with AGE of Central Texas, CTN has also confirmed several partnerships for Senior Connect that will take place outside the scope of the proposed program. These agencies include the following:

- Senior Access provides free transportation and senior buddies to older adults in the Central Texas area (for reference, please contact Serita Lacasse, 512-470-3943 / serita@senioracesstx.org).
- Faith in Action has served the Georgetown senior community for 20 years with transportation. Its goal is to keep seniors connected to their community with medical rides and grocery shopping. (For reference, please contact Vickie Orcutt, 512-827-2644 / vickie.orcutt@faithinactiongt.org).

- Family Eldercare (providing resident services at the Rebecca Baines Johnson Center) has been providing services and collaborating with partners over the past 39 years to serve older adults and adults with disabilities. Its mission is shared and supported by many in the community in that together we provide services tailored to the older adults to promote independence and stability. (For reference, please contact Robyn Heid, 512-628-0654 / rheid@familyeldercare.org).
 - Drive A Senior ATX has been in operation in Austin, TX since 1985. They enable older adults to live independently, avoid social isolation, and age in place by providing free, volunteer-based transportation and other support services. (For reference, please contact Stephanie Lane, director-west@driveasenior.org).
- 4. A list of any other councils of governments (COGs), Aging & Disability Resource Centers (ADRCs), or local governments that are currently customers, along with the name, phone number, and e-mail address of for a point of contact for each customer.**

While CTN has not yet provided services to any Central Texas councils of government, ADRCs or other local government programs, it has provided similar services to the cities of San Francisco, Sunnyvale, San Jose and Oakland, all located in the San Francisco Bay Area. Their points of contact are listed below:

City of San Francisco: Shireen McSpadden, Executive Director
San Francisco Department of Aging and Adult Services
1650 Mission Street, 5th Floor
San Francisco, CA 94103
shireen.McSpadden@sfgov.org / 415-355-6767

City of Sunnyvale: ANGELA CHAN
Change Manager, ERP Project
Department of Library and Community Services
City of Sunnyvale
angelachan@sunnyvale.ca.gov / 408-730-7352

City of San Jose: Josué Covarrubias, CTRS, RTC | Recreation Supervisor
Parks, Recreation and Neighborhood Services
City Hall 9th Floor
200 E. Santa Clara St.
San José CA 95113
josue.covarrubias@sanjoseca.gov / 408-793-5589

City of Oakland: Scott Means
Aging & Adult Services Manager
Human Services Department
150 Frank H. Ogawa Plaza, Suite 4340
Oakland, CA 94612-2092
SMeans@oaklandnet.com / 510-238-6137

D. CONTRACT PRICE AND BUDGET (MUST BE SEPARATED FROM DESCRIPTION OF PROGRAM FEATURES)

1. The price for initial development of the training plan and pilot areas:

CTN will dedicate the first six weeks of Senior Connect to planning, setting up systems, communicating with new partners, ordering and setting up the tablets, and recruiting and training volunteers. For these six weeks, staff time for CTN and AGE staff will cost \$8,349, which includes \$1,866.86 to cover the cost of CTN management, and \$6,482.14 for AGE as a subcontractor to support a Program Coordinator and associated management costs.

CTN will secure a consultant for roughly \$3,362 to configure a Salesforce database, replicating what CTN is using in San Francisco and customizing it to the needs of Senior Connect and local partners. CTN has already created and translated into Spanish the curriculum for the 5-part basic training, along with a 70-page learner booklet. Having this material completed ensures that the program can meet the aggressive timeline of 50 learners reached in 7 months.

2. The cost per training program delivered:

Training delivered through Senior Connect is entirely one-on-one, with the trainer calling the learner on the phone and using a screen share program to work through the training material. The cost per client to manage the program and trainers is roughly \$556.60 or \$27,830 for 50 clients during the implementation period, which includes the AGE Program Coordinator, who conducts intake, assigns trainers to learners, coordinates and places volunteers, and conducts data entry and reporting; CTN staff to manage the trainers and provide ongoing support to the Program Coordinator; and CTN and AGE of Central Texas supervision to ensure the program stays on track. The breakdown of hard costs associated with delivering the program per learner include:

Cost	Per Learner	Total
Staffing	\$556.60	\$27,830
Digital Literacy Trainers: 10 hours @ \$23 per hour	\$230	\$11,500
Print & bind Learner Booklet	\$20	\$1,000
10-inch Android Tablet	\$150	\$7,500
Tablet case & Stylus pen:	\$10	\$500
Internet connectivity: \$20/month x 3 months for 40 clients	\$60	\$2,400
Shipping	\$25	\$625
Tablet configuration	\$20	\$500
Total	\$1,071.60	\$51,355

The model of providing training one-on-one is necessary for seniors who are new to using a tablet and the internet. The intent of this program is to give participants the training and support necessary to use the internet safely and independently. Upon completion of the program, most participants will be able to engage in online programming offered by other service providers.

3. The cost for ongoing availability of training materials and technical support to newly trained participants in the project:

In addition to the 5-part basic training, participants will have the option of continuing their training weekly with the help of a volunteer Digital Coach. All volunteers will attend a 90-minute online training and go through a background check. CTN expects that 80% of participants will request to work with a Digital Coach, so the cost for volunteer training (\$1,250) and background checks (\$840) for 40 people is \$2,090. There will also be question/answer webinars offered regularly for program participants to ask questions and socialize with other participants.

4. Any other costs, including travel, equipment needed by the trainers, or cost of materials:

Included in the budget is indirect costs equaling approximately \$9,344.

Please also see attached budget.

E. REQUIRED ATTACHMENTS (MUST BE RETURNED WITH YOUR RFP RESPONSE). Please find attached:

- Program Budget
- Resumes
- Certification – Compliance with HUB policy
- Certification Regarding Debarment
- Certification Regarding Lobbying
- Prohibition on contracts with companies boycotting Israel
- Conflict of Interest Questionnaire (if conflict identified)

Community Tech Network (CTN)
Senior Connect in Partnership with AGE of Central Texas (AGE)
CAPCOG Program Budget
March 15, 2021 to September 30, 2021

Revenue	
CAPCOG	\$ 75,000
Total Revenue	\$ 75,000

Expenses	
CTN Executive Director (5%)	\$ 3,946
CTN Senior Program Manager (5%)	\$ 2,739
AGE Senior Connect Program Coordinator (50%)	\$ 4,643
AGE Management (5%)	\$ 18,571
Taxes / Fringe Benefits (21%)	\$ 6,279
Digital Literacy Trainers	\$ 11,500
Print & bind Learner Booklet	\$ 1,000
Tablet	\$ 7,500
Tablet cases	\$ 500
Internet	\$ 2,400
Shipping	\$ 625
Tablet config	\$ 500
Background checks	\$ 840
Volunteer training	\$ 1,250
Database consultant	\$ 3,362
Indirect (14.23%)	\$ 9,344
Total Expenses	\$ 75,000

Cell: 650-784-1156

Email: kami@communitytechnetwork.org

Kami Griffiths is a devoted digital inclusion advocate with over 15 years of diverse professional experience working on behalf of under served communities. Through teaching computer skills, connecting volunteers to individuals in need of technology skills and equipment, and facilitating adult literacy classes, Kami has emerged as a national leader in the battle to combat the digital divide and expand technology access for all Americans.

EMPLOYMENT HISTORY**Community Tech Network (CTN)**, San Francisco, CA and Austin, TX 1/2009-Present*Co-Founder/Executive Director*

- Led a steering committee to apply for and receive nonprofit status in June 2008, and successfully transitioned CTN from a project of TechSoup to an independent organization.
- Set strategy and vision for the organization and work with the Board of Directors to execute strategic plan.
- Develop strategic partnerships with City agencies and leading nonprofit organizations to bring technology training to under-served communities.
- Work with staff to organize monthly volunteer trainings and networking events.
- Built organization from one volunteer staff and \$12,500 annual budget to 12 employees with a budget of \$980,000.

TechSoup, San Francisco, CA 10/2006-3/2011*Training and Outreach Manager*

- Developed and delivered weekly online seminars to hundreds of nonprofit and library professionals to assist them with managing their technology.
- Interviewed over 200 public libraries and community organizations with public computer labs to gather best practices around maintaining public computers.
- Spoke at conferences and presented about TechSoup and its programs.
- Designed and produced educational screen-captures demonstrating how to use various software packages.

Computer Resource Centers (program of New York Parks & Recreation), New York, NY 8/2003-9/2006*Program Director*

- Helped manage 27 computer labs located within recreation centers throughout New York City.
- Led monthly staff meetings and coordinated speakers and trainings.
- Developed fundraising kit with a DVD of youth produced videos and brochure.

Volunteer Program Manager

- Recruited volunteers to teach computer classes to community members.
- Managed volunteer placement and tracked attendance.

Computer Instructor

- Taught classes weekly to for a workforce development program preparing participants for the job market by teaching internet job search and clerical computer skills.
- Provided group training to Parks Department employees by request. Classes given included MS Word, MS Excel, MS PowerPoint, Adobe Photoshop, MS Publisher and MS Outlook.
- Taught computer literacy class to 11-13 year olds in conjunction with Project Stretch, a Department of CUNY Graduate School of Education.

Global Exchange, San Francisco, CA 10/2001-4/2003
Art Director

- Designed and produced event posters, invitations, delegation reports, banners, video covers, stickers, T-shirts and a quarterly newsletter.
- Managed and designed advertising placed in national and international publications.

The Creative Group, Boston, MA 9/1999-8/2001
Freelance Graphic Designer

- Produced brochures, newsletters and other collateral material.
- Designed illustrations, animated and interactive presentations for the Web.

Coldwell Banker Burnet, Minneapolis, MN 3/1996-9/1999
Art Director

- Coordinated the design, production and printing of brochures, ads, flyers, quarterly and monthly newsletters, invitations and collateral material for the parent and subsidiary companies.
- Created promotional posters, designs for apparel and trade show booth graphics.

PROFESSIONAL TRAINING

Mission Capital, Austin, TX

- Board Essentials
- Beyond the Grant
- Strategy and Sustainability

Rockwood Leadership Academy, Sonoma, CA

- The Art of Leadership
- The Advanced Art of Leadership

CompassPoint Nonprofit Services, San Francisco, CA

- Public Speaking
- Budgets & Finance
- Executive Director 101

CEN Leaders Institute, Redwood City, CA

EDUCATION

St. Olaf College, Northfield, MN 9/1991-5/1995

- BA in Studio Art, Art Department Distinction, Cum Laude

AWARDS

NTENy Award, Portland, OR

- Awarded by NTEN 2019

Knowledge Award, Sacramento, CA

- Awarded by LINK Americas Foundation 2014

Executive Director of the Year, San Francisco, CA

- Awarded by Young Nonprofit Professionals Network 2010

PUBLIC SERVICE

Parent Teacher Organization (PTO) 9/2017 – Present

- Organize fundraising events to support the elementary school.

National Digital Inclusion Alliance (NDIA) 5/2015 – Present

- Founding board member of a national nonprofit focused on increasing funding for digital inclusion.

San Francisco Tech Council, San Francisco, CA 2/2015 – 7/2017

- Working Group member of a new cross-sector initiative designing digital inclusion project prototypes.

Suzanne Anderson

Suzanders04@gmail.com

Residence:

3805 Hyridge Dr.
Austin, TX 78759
(512) 491-2934 – Office
(512) 461-0481 – Cell

Office: AGE of Central Texas

3710 Cedar Street
Austin, Texas 78705

SENIOR MANAGEMENT EXECUTIVE

Non-Profit Organizations • M.A., Educational Psychology

PROFESSIONAL EXPERIENCE

AGE of Central Texas

Executive Director

2 Years

Leadership & Management:

- Ensures ongoing local programmatic excellence, evaluation of program strategy and overall efficacy, and consistent quality of finance and administration, fundraising, communications, and systems; recommend timelines and resources needed to achieve the strategic goals.
- Actively engages and energizes AGE's board members, advisory board members, committees, local policy-makers, partner organizations, and funders.
- Develops, maintains, and supports a strong Board of Directors; serving as ex-officio of committees; seeks and builds board involvement with strategic direction for both ongoing operations as well as strategic initiatives.
- Leads, coaches, develops and retains AGE's high-performing senior management team.
- Ensures effective systems to track scaling progress, and regularly evaluates program strategy so as to measure successes that can be effectively communicated to the board, funders, and other constituents.

Financial Performance and Viability:

- Expand local, state and national revenue generating and fundraising activities to support existing program operations and program expansion, including increasing the unrestricted revenue of the organization from earned income and philanthropic gifts.
- Develops resources sufficient to ensure the financial health of the organization, including grants, government contracts, private donations, and sponsorships.
- Responsible for the fiscal integrity of AGE, to include submission to the Board a proposed annual budget and monthly financial statements, which accurately reflect the financial condition of the organization.
- Responsible for fiscal management that generally anticipates operating within the approved budget, ensures maximum resource utilization, and maintenance of the organization in a positive financial position.
- Oversee the deepening and refinement of all aspects of communications —from web presence to external relations with the goal of creating a stronger brand.
- Uses external presence and relationships to garner new opportunities.

Planning & Stakeholder Engagement :

- Refines and implements the strategic plan for the organization, meeting pre-identified metrics as well as adapting and adjusting strategy over time appropriately and with input from the senior leadership team and Board of Directors.
- Represents AGE of Central Texas in various relevant partnerships and advisory bodies, collaborations and community planning efforts.
- Builds partnerships in new markets, establishing relationships with the funders, and political and community leaders for program growth and expansion in to new areas.
- Is an external local and national presence that publishes and communicates program strategy and results.

Special Olympics Texas, Inc.
Interim President/CEO
Austin

1992-November 2018
11 Months

- Directed all aspect of Special Olympics Texas with 76 employees, supervising five Vice Presidents in fulfilling the strategic and organizational goals.
- Updated leadership team meetings to weekly with more information shared in collaborative manner.
- Work with development department to create monthly projections and weekly revenue reports to meet current budgetary requirements.
- Work closely with the finance department to revise financial reporting and monitoring of the annual budget priorities.
- Manage budget development for upcoming year reflecting revenue and expense priorities in line with the strategic plan.
- Made key connections with outside vendors and grantors to create new revenue initiatives or enhance current giving.
- Collaborate directly with the Board of Directors Chairperson and other board members on key organizational strategies, preparing for Board Meetings and President's Advisory Committee Meetings.
- Staff Liaison to the Executive, Board Management and Finance Committees.
- Served as the chief spokesperson for the organization, working with the Communications Department to change the departmental name, and to create a marketing campaign focused on awareness and revenue generation.

Senior Vice President of Field Services
Austin

19 Years

- Coordinated and supported fund-raising events throughout the state.
- Generated sponsorship calls to both prospective companies and sustained corporate sponsors.
- Supervised 19 field staff that have direct responsibility for fund raising and program implementation.
- Supervised Director of Competition and Games, Director of Outreach and Families, Director of Field Services who coordinate statewide projects in their respective areas.
- Increased athlete numbers by 54% over 7 years.
- Supervised Unified Champion School Department of Education Grant and growth of school involvement
- Created partnerships with Texas Education Agency and networking with the University Interscholastic League for Unified Champion School coordination.
- Achievement of adding a third multi-sport statewide event that offered 5 sports and hosted 1,800 athletes.
- Developed nationally recognized Families and Volunteer Handbook.
- Responsible for budget oversight including budget development, monthly review and cash flow management.
- Coordinated Global Partnership with Mexico which involved training their Games Organizing Committee and evaluating their 2002 National Games to improve the quality of the experience for the athletes of Mexico.

- Managed strategic planning process for 2003 – 2005 and 2005 – 2008 including selecting the facilitator, Board of Director communication, environmental scan, and final plan development and implementation.
- Developed an operational plan process that was implemented at all levels of the organization.
- Responsible for Team Texas' delegation during 5 National and World Games.

EDUCATION

Trinity University
B.A. Degree May 1984
Major: Psychology

Trinity University
M.A. Degree May 1990
Masters: Educational Psychology

...HONORS/ACTIVITIES...

Blue Dog Rescue – Foster parent for dog drop pulled from local shelters
Waterloo Counseling Center – Board of Directors, Vice Chairman
Chair, Waterloo Uncorked – Annual fund-raising event - \$28,000 net
Who's Who Among American College Students
Outstanding Young Women of America
Volunteer: Venue Manager U.S. Olympic Festival '93
Volunteer: Austin Human Society - Since 2014 - Current Orange BRATT (Highest level of volunteer)
Texas State Soccer Association – South – Hall of Fame 2015
President – USA Deaf Soccer Association - Current

INTERESTS

Hiking, camping, cycling, soccer, walking dogs along the greenbelt and refinishing old furniture

SABRINA TAM

32534 Sheila Way, Union City, CA 94587 | Mobile: (510) 329-6068 | tamsam0@hotmail.com

Experience

Senior Digital Literacy Program Manager Sep 2017 to Current
Community Tech Network, San Francisco, CA

- Plan and implement multiple digital literacy programs in five languages
 - Virtual and In-person
 - Funded by State, City, local and private foundations
- Collaborate with non-profit partners and agencies to achieve program goals
- Remotely manage a team of 7 staff and contractors with diverse backgrounds
- Develop new and modify existing curriculum in continuous improvement cycles
- Establish a train-the-trainer program for capacity building and program expansion
- Assist Executive Director in proposal writing, MOU drafts and budget plans
- Represent CTN in community-based events to outreach and promote programs

Project Manager / Survey Programmer Nov 2007 to Jun 2017
Juniper Consulting Group, Inc., Danville, CA

- Managed multiple market research projects concurrently, ensuring research objectives were met and timely delivery of actionable insights to clients
- Demonstrated excellent vendor negotiation, selection and management skills
- Programmed complex online surveys
- Administrative tasks including but not limited to organizing focus groups, company global meetings, training and mentoring new employees, managing company conference lines and software subscriptions

Marketing Coordinator May 2004 to Nov 2007
United Commercial Bank, San Francisco, CA

- Supported multiple Marketing Managers to implement advertising and customer service initiatives
- Applied exceptional attention to details to proof-reading marketing and promotional pieces
- Created customer service training materials and scheduled training sessions for branch employees
- Coordinated Customer Service Week, customer satisfaction survey and mystery shop research

Account Executive Oct 2001 to Nov 2002

Time Advertising, Millbrae, CA

- Served the MetLife account – the agency’s major client
- Carried out client’s advertising campaign from creative, production to execution
- Assisted in sales and client pitching presentations

Market Analyst Jun 2000 to Sep 2001

The Martec Group, San Ramon, CA

- Conducted phone or in-person interviews with clinicians to obtain feedbacks on medical devices
- Analyzed and transformed quantitative and qualitative data into valuable insights to assist clients to make sound marketing decisions
- Generated reports with charts, key takeaway summaries and recommendations

Education

<i>Year</i>	<i>Degree</i>	<i>School</i>
2000	Master of Business Administration	University of South Carolina
1998	Bachelor of Business Administration	California State University Hayward

Language Skills

Fluent in English and Cantonese Chinese, Conversational in Mandarin Chinese

Personal Interest

Gardening, Photo books, Dancing

References

Available upon request

DIMA KHOURY

Morgan Hill, California ♦ 408.315.3470 ♦ dkhoury65@gmail.com ♦
WWW.LINKEDIN.COM/IN/KHOURYDIMA

BUSINESS EXECUTIVE

A dynamic accomplished Business Operations Leader with extensive background in technology. Proven innovator known for establishing organizational strategy, direction, and vision. Experienced in cultivating strong client partnership and team relations to achieve results. Known for building and managing effective, global and diverse teams. Experienced in working across non-profit and government sector, building community programs at scale. Fluent in French and Arabic.

LEADERSHIP STENGTHES AND EXPERTISE

- Strategic Planning
- Employee development
- Cost & Benefit Analysis
- Change management
- Process Improvement
- Recruiting, Mentoring & Retention
- Software Development
- Diversity & Inclusion
- Client Relationship Development
- Building Community Programs
- Non-Profit & Government Partnership
- Portfolio Planning

EXPERIENCE

**MILLER CENTER, GLOBAL SOCIAL BENEFIT INSTITUTE (GSBI)
 SANTA CLARA UNIVERSITY**

San Francisco, Bay Area, California

Jan 2016-Present

Mentor

Jan 2016-Present

Provide executive mentorship to social entrepreneurs through the Global Social Benefit Institute (GSBI). Coaching includes intensive review and refinement of business plans, investor materials, operations, governance, and financials.

As an executive coach, I have so far mentored 6 Social Entrepreneurs, in different parts of the world and in different sectors including: Early childhood education in Mexico, youth training and economic empowerment for low income youth in Egypt, mother and child health care education in rural Kenya, Stem extra-curriculum education for low income kids in Jordan, women economic empowerment for Palestinian women refugees in Lebanon, advancing girl's rights and education in urban slums in Kenya. Working with these entrepreneurs, I helped them in developing their business and impact plans, helped them to prepare for scaling and sustaining their organization, and sharpening their business pitch to investors.

The mission of Miller Center for Social Entrepreneurship at Santa Clara University is to accelerate global, innovation-based entrepreneurship in service to the poor and the planet.

Miller Center's Global Social Benefit Institute (GSBI®) supports social entrepreneurs who are developing solutions to the problems of poverty at every stage of their organizations' lifecycle through in-depth mentoring, training in best business practices, and connection to impact investors.

<https://www.millersocent.org>

CITY OF SAN JOSE, OFFICE OF THE MAYOR,

Oct 2015 – Dec 2019

Campaign Director, Generation to Generation SJ, Encore Fellow

Oct 2015- Dec 2019

I joined the office of the mayor of San Jose as an Encore fellow for one year on a part time basis. In my role, and in partnership with Encore.org and executive staff in the office of the mayor Sam Liccardo, I was responsible for establishing the foundation for a Generation to Generation campaign for the city of

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San Jose and to pilot the execution for one year.

“Generation to Generation”, <http://generationtogenesis.org/>, is a national campaign powered Encore.org. to mobilize adults 50+ to serve youth and children particularly those who are poor and must contend with systemic inequality and profound educational barriers. At the core of this campaign is to leverage and build relationships that are mutually beneficial to the kids and the old adults involved.

Given that the national Gen2Gen campaign was brand new and at early forming stage when I joined, I signed up for two more years especially after securing a \$100,000 grant from the Heath Trust to expand the campaign and reach out to more seniors in San Jose. Key accomplishments include:

- ♦ Launched campaign, built awareness and made the case for Gen2Gen by:
 - Leveraging Mayor’s pulpit
 - Organizing public events
 - Using data to promote awareness
- ♦ Secured over 70 partner organizations, who adopted inter-generational programming, including city departments (San Jose library, community and senior centers), youth and older adult serving organizations in the community
- ♦ Secured program funding from 5 philanthropic organizations, AARP, FIRST5, Packard foundation, Encore, and the Health Trust, with the larger amount being \$100,000 from the Health Trust.
- ♦ Embedded inter-generational programming in some of the city’s and mayoral priorities such as San Jose Promise, San Jose works, Age Friendly initiative, ...
- ♦ Created a blue print document for Gen2Gen San Jose that can be leveraged by other cities to bootstrap and/or scale their inter-generational programming
- ♦ As a result of Gen2Gen success in San Jose, we had:
 - Over 2000 older adults engaged in the program
 - Over 5000 kids positively impacted
 - Over 50 inter-generational programs established and/or evolved

CISCO SYSTEMS, San Jose, California

1995-2019

Director, Business Operations—Enterprise Networking Group

2010-2019

Business Operations and strategic planning leader for 2000+ Software group and team member for ~\$18B enterprise business. Working in tandem with the leadership team, to develop business strategies, transformation initiatives, define metrics and operating model for the group. Partnering with finance, HR, and other cross functional groups to define and lead transformational initiatives in architecture, innovation and system solutions.

- ♦ Streamlined operating model for the newly formed software organization. Established and lead tactical and strategic business operations forums with engineering leadership. Enabled transparent and faster decision process, improved business results and cross functional alignment on priorities and budget allocation.
- ♦ Managed strategic and operational initiatives including university hiring, guest speaker series, site planning, Selected and placed over 200 university hires within the organization at different sites.
- ♦ Lead the operation of the newly created Enterprise Architecture initiative focusing on defining North Star Architecture. I streamlined the execution process, defined success metrics, change management and governance process..

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- ♦ Designed, lead and streamlined the operation of the Enterprise Networking group innovation fund of ~\$10M. Under my leadership the fund core team reviewed over 120 ideas, approved and funded 11 ideas, out of which 3 completed and got transferred to the business group to productize.

Director, Business Operations—Enterprise Operational Excellence Board 2008-2010

Responsible for establishing and leading an Operational Excellence Board with membership spanning different functional groups including engineering, sales and services organization. The goal of this board is to create a company wide unified focus on Cisco's largest global enterprise customers and to deliver targeted solutions that address these customer's requirements and improve their satisfaction with Cisco.

- ♦ Created and managed Enterprise Operational Excellence Board. Collaborated with executive sponsors to establish vision and mission as well as execution priorities. Led monthly board meetings. Established governance model with metrics to ensure continued progress is achieved against goals.
- ♦ Streamlined proactive process of engagement between customers and Cisco. Enhanced customer perception, experience, and satisfaction of Cisco product around hardware and software quality, including 29 global enterprise customers
- ♦ Improved Cisco's engineering software processes dealing with software defect tracking as well as software deployment processes

Director, Engineering—Network Software & System Group 2002-2008

Headed one of several engineering teams in IP Routing Technology group accountable for developing and testing fundamental network software running on most routing and switching products. Established strategic plans, directed the execution and customer delivery for various technologies.

- ♦ Directed a team of 60+ engineers accountable for software development, software testing, and system architecture. Oversaw team's portfolio, which included IP Multicast, Quality of Service, IP Mobility, and Performance Routing.
- ♦ Successfully led IP Multicast team for 8 consecutive years, nearly tripling team size across all functional areas and leading group to become world-renowned center of expertise and industry knowledge, while technology evolved from experimental code to mainstream product deployed in numerous networks.
- ♦ Recruited and developed a diverse, world-class team of engineers who became recognized as industry experts in their field with several patents and RFC
- ♦ Championed advancement of women in engineering by recruiting, training and promoting deserving candidates. Under my leadership, 50% of my team members were women. I also served on the engineering gender diversity board to promote best practices to attract and retain women in engineering.

Senior Software Manager—Internet Technology Division 2000-2002

- ♦ Promoted to shape IP Multicast group and restructure team across 3 functional areas: development, test, and deployment. Recruited and built solid engineer team

DIMA KHOURY

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- ♦ Established Cisco IP multicast team as industry leader in standards community among customers by leading team through downturn and maintaining focus on key markets.

Software Manager—Internet Technology Division

1998-2000

Managed IP Multicast test team, working in tandem with marketing and development team. Shaped testing environment for the organization. Worked on key improvements to testing process while enhancing test coverage for IP Multicast.

ACADEMIC CREDENTIALS & AFFILIATIONS

Master of Science, Computer Engineering
 Santa Clara University

Graduate Degree, Computer Science
 Université Paul Sabatier, Toulouse, France

Society of Women Engineers (SWE), Cisco Executive Sponsor
 CDO Diversity Advisory Board, Member
 Cisco Middle Eastern Diversity and Inclusion (MEDI) Employee Resource Group, Founding Member
 Techwomen, Committee Member
 TechWadi Incorporation, Member

Valerie Robateau

Cell: 512•537•9322 | Email:vrob1077@gmail.com

Professional Profile

IT Career Expressway working towards my Associates of Applied Science Degree in Network Administration with a specialization in Cyber Security. Extremely motivated to constantly develop my IT skills and grow professionally.

Professional Skills

- Office Management Management
- Records Management Access
- Front Desk Reception Illustrator
- Travel Coordination
- Event
- MS Outlook
- Adobe Photoshop
- MS Word • MS
- Windows
- MS Excel • Adobe
- Mac
- MS PowerPoint
- Adobe InDesign
- Python

Experience

Housing Authority of the City of Austin

Austin, TX

Paid Internship & Contract

01/20 – Present

- Understanding how software platform
- Providing computer, softwares, and telecommunication training and technical support
- Upgrading, configuring, troubleshooting, setting up, install softwares, and inventorying computers
- Dispatching refurbish computers, creating, and maintaining log notes
- Working in a virtual team environment

Foundation Community

Austin, TX

Desk Clerk

12/14 – Present

- Receiving calls and responding to requests, emails, and building emergencies
- Creating and maintaining log notes, work orders, incident reports and resident complaints
- Trained 10+ newly hired Desk Clerk's to ensure attention to detail and adherence to company policy

Blackland CDC

Austin, TX

VISTA – Volunteer Coordinator

11/16 – 11/17

- Recruited volunteers
- Coordinated 10 events with different level of complexity
- Assisted with prospective and current residents with housing needs

Teacher Retirement System

Austin, TX

Administrative Assistant

05/14 – 09/15

- Maintained record-keeping and filing systems
- Reviewed and updated department policies and procedures forms
- Prepared travel and miscellaneous reconciliations

Austin Community College

Austin, TX

Assistant Media Graphics

05/14 – 09/15

- Maintained and supplied video, audio, cd, still and motion digital cameras, laptops, PCs, projectors, televisions, and multimedia carts
- Troubleshoot professor's computer logins and set up projectors

Nyarie Zhou
2750 Waters at Sunrise
Apt #, 7201
(737)708 0667
nyaradzai.zhou@g.austincc.edu

Professional Summary

IT Career Expressway participant seeking entry-level IT internship. I am a self-motivated IT student with excellent interpersonal skills. Having recently completed a core group of introductory level classes as prescribed by Austin Community College's Career Expressway program, I am working toward my Associates of Applied Science Degree in Network Administration. I am looking forward to an opportunity to work in a dynamic, challenging environment where I can contribute to the success and growth of the organization.

Education/ Certifications

Austin Community College

Associates of Applied Science Degree - Local Area Network Systems

Graduation Date 12/2020

GPA: 3.44/4.0

Computer Networking Marketable Skills Award

August 2019

Austin Community College

Coursework including: Introduction to Computing, Fundamentals of Networking Technologies, and Fundamentals of Information Security, PC Hardware, Network TCP/IP, WLAN, and currently enrolled in Routers and Implementing and Supporting Servers: Windows 2008.

Internship Experience

Austin Community College, Round Rock

August 2019 - May 2020

Paid Work-study – Lab Assistant Media Services Tech Assistant

- Answer incoming calls at the Reception Desk and respond to enquiries of technical support
- Assist with the office daily operation
- Assist the Faculty in blackboard questions, printing, binding, laminating
- Assist the Faculty and students with computer lab
- Assist with classroom technical support and equipment check out
- Make sure the classroom equipments are properly installed and working as they should
- Manage the TV campus monitors are up to date and function properly

Paid IT Intern

- Refurbished and deployed over 400 PCs to customers.
- Created documentation for manual install of the HACA image.
- Created documentation for automatic install of the HACA image.
- Worked with a multi - cultural group of coworkers and customers.
- Answered questions for users, explained Linux OS to unskilled first-time computer users and trained them on w to use Linux to do basic operations.
- Conducted trainings for HACA residents on how to use Libre Office.
- Created documentation on internet and Wi-Fi safety.

Work History

International Headquarters HUMANA, Africa

February 2005– November 2016

Projects Coordinator

- Reported directly to the Executive Director with complete accountability, while meeting work standards by following production
- Organized, scheduled, arranged and prepared for 2 yearly meetings with 800 projects managers
- Procurement of Office equipment and shipped them to intended countries
- I gained valuable experience working as an International Project Coordinator developing instructions to manage, control, and install standard company programs for 2000 laptops.
- Travelled to countries; Angola, Brazil, Belize, Congo, Guinea Bissau, India, China, Mozambique, Malawi, Botswana, South Africa, Zambia, Namibia followed up with 800 projects production plans through projects visits or through email, skype and phone calls
- Connected 800 project managers to the internet, network printers, scanners and to the server using clear instructions on how to install standard programs decided by the company
- Coordinated 800 projects within 16 countries worldwide (2012-2016)
- Maintained server updates, updated server antivirus program, Backed up the server every day, weekly and monthly using the tapes
- Developed five different monitoring and evaluation tools used by 800 project managers
- Reminded the Director to schedule yearly meetings and prepare the agenda. Sent out the agenda to 800 projects managers to confirm receipt of the agenda.

Skills

- Ability to communicate effectively
- Fast learner
- Ability to work effectively in team environment
- Effective multitasker
- Ability to understand and follow written instructions e.g. procedure manuals or technical documents
- Ability to proof read documents e.g. instructional manuals and included additional comments to make it easy to understand

CERTIFICATION OF COMPLIANCE WITH SMALL, DISADVANTAGED, MINORITY, WOMEN-OWNED, AND HISTORICALLY UNDERUTILIZED BUSINESS POLICY

The undersigned certifies on behalf of the Contractor or Subcontractor that he or she has read Article VI of CAPCOG's Procurement Policy, "Small, Disadvantaged, Minority, Women-Owned and Historically Underutilized Businesses: Federal Assistance or Contract Procurement Requirements," a copy of which is attached to this Exhibit. In addition, the Contractor or Subcontractor agrees to make and demonstrate a good faith effort to include small and minority businesses, women's business enterprises, and labor surplus area firms' participation under a contract in accordance with federal procurements requirements of 2 CFR §200.321. A good faith effort must include the following affirmative steps:

- 1) Placing qualified small and minority businesses and women's business enterprises on solicitation list;
- 2) Assuring that small and minority businesses and women's business enterprises are solicited whenever they are potential sources;
- 3) Dividing total requirements, when economically feasible, into smaller task or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
- 4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
- 5) Using the services and assistance as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Nothing in this provision will be construed to require the utilization of any firm that is either unqualified or unavailable. comply with that policy if it procures goods or services with funds made available under this contract.

Community Tech Network

Contractor or Subcontractor

By Kami Griffiths

Kami Griffiths, Executive Director/Co-founder

Name and Title

Date 2/11/21

CAPCOG'S AFFIRMATIVE ACTION PROCUREMENT POLICY

Small, Disadvantaged, Minority, Women-owned and Historically Underutilized Businesses: Federal Assistance or Contract Procurement Requirements

PART A: POLICIES

6-101 Policy Statement:

It shall be the policy of CAPCOG to assist small, DBE, MBE, women-owned businesses and HUBs in learning how to do business with CAPCOG. It shall be the further policy of CAPCOG that these sources shall have the maximum feasible opportunity to compete.

6-102 Bidder/Offeror Statement:

Every solicitation for procurement must require that each bidder or offeror include a statement that the bidder or offeror will comply with this Policy.

6-103 To ensure that CAPCOG's policy to assure that small, MBEs, DBEs, women-owned businesses, and HUBs are utilized, CAPCOG and its contractors and subcontractors should take the following affirmative steps:

1. Include qualified small, MBEs, DBEs, women-owned businesses, and HUBs on the Bidders' List. State lists may be utilized to locate such businesses by contacting the General Services Commission;
2. Assure that small, MBEs, DBEs, women-owned businesses, and HUBs are solicited whenever they may be potential sources. In this regard, CAPCOG should investigate new sources and advertise when feasible in minority publications;
3. When economically feasible, and where not in contravention of competitive bidding requirements, CAPCOG should divide the total requirements into smaller tasks or quantities so as to permit maximum small, MBE, DBE, women-owned businesses and HUB participation;
4. Use the services and assistance of the Small Business Administration, the Office of Minority Business Enterprise of the Department of Commerce, the Minority Business Development Agency in the Department of Labor, the Texas General Services Commission and other similar agencies for locating such businesses;
5. Require that prime contractors take affirmative and meaningful steps towards retaining small, MBE, DBE, women-owned businesses and HUB subcontractors;
6. Procure goods and services from labor surplus areas;
7. If feasible, establish delivery schedules that encourage small, MBEs, DBEs, women-owned businesses, and HUBs to participate; and,
8. Advertise, at least annually, in a newspaper of general circulation for small, MBEs, DBEs, women-owned businesses and HUBs to be added to the Bidders' List.

6-104 For such affirmative steps to be meaningful, CAPCOG should review all solicitations, offers and bids to confirm that such affirmative action steps have been taken. In addition, steps should be

taken to ensure that once a contract is awarded to a small, MBE, DBE, women-owned business, and/or HUB, or that the award is given to a contractor with such a subcontractor, that such business is retained during the entire performance of the contract.

- 6-105 Failure of a contractor to take meaningful affirmative steps at soliciting and retaining small, MBEs, DBEs, women-owned businesses and HUBs may be considered as a factor in evaluating future bids under non-compliance with public policies; however, this factor may not be a consideration in procurements involving purely state or local funds as Texas law requires awards to be made to the lowest responsible bidder.
- 6-106 For procurements costing more than \$3,500 but less than \$50,000 the Division Director shall contact at least two HUBs on a rotating basis, based on information provided by the Texas General Services Commission. If the list fails to identify a historically underutilized business in the area, the CAPCOG is exempt from this section.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION FOR LOWER-TIER COVERED TRANSACTIONS

Instructions for Certification

1. By signing and submitting this Certification, the lower-tier participant (the "Contractor" or "Subcontractor") is providing the certification set out below.
2. This certification is a material representation of fact upon which reliance was placed when the contract was signed. If it is later determined that the Contractor or Subcontractor knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue all available remedies, including suspension and/or debarment.
3. The Contractor or Subcontractor shall provide immediate written notice to CAPCOG if at any time the Contractor or Subcontractor learns that its certification was erroneous when signed or has become erroneous because of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower-tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this Certification, have the meanings set out in the Definitions and Coverages sections of regulations implementing Executive Order 12549. You may contact CAPCOG for assistance in obtaining a copy of those regulations.
5. The Contractor or Subcontractor agrees not to knowingly enter into any lower-tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participating in this contract, unless authorized by the department or agency with which this transaction originated.
6. The Contractor or Subcontractor also agrees to include this Certification without modification in all lower-tier covered transactions and solicitations for lower-tier covered transactions.
7. The Contractor or Subcontractor may rely upon the certification of a prospective participant in a lower-tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. The Contractor or Subcontractor may decide the method and frequency by which it determines the eligibility of its principals. The Contractor or Subcontractor may, but is not required to, check the Nonprocurement List.
8. Paragraph 7 does not require establishment of a system of records in order to render in good faith the required Certification. The knowledge and information of the Contractor

or Subcontractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5, if the Contractor or Subcontractor knowingly enters into a lower-tier covered transaction with a person who is debarred, suspended, ineligible, or voluntarily excluded from participating in this contract, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue any available remedies, including suspension and/or debarment.

Certification

The Contractor or Subcontractor certifies, by participating in this contract, that neither it nor any of its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any federal department or agency.

If the Contractor or Subcontractor is unable to certify to any of the statements in this Certification, the Contractor or Subcontractor shall furnish CAPCOG a written explanation of its inability.

Community Tech Network

Contractor or Subcontractor

By Kami Griffiths

Kami Griffiths, Executive Director/Co-founder

Name and Title

Date 2/11/21

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee or a member of Congress in connection with the award of any federal contract, the making of any federal grant or loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit to CAPCOG Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- The undersigned shall require that this Certification be included in all subcontracts under this contract, and that all subcontractors sign and submit to CAPCOG the Certification.

Community Tech Network

Contractor or Subcontractor

By Kami Griffiths

Kami Griffiths, Executive Director/Co-founder
Name and Title

Date 2/11/21

PROHIBITION ON CONTRACTS WITH COMPANIES BOYCOTTING ISRAEL

Texas Local Government Code Section 1. Subtitle F, Title 10, Government Code, Chapter 2270 states that a governmental entity may not enter into a contract with a company for goods or services unless the contract contains a written verification from the company that it:

- 1) does not boycott Israel; and
- 2) will not boycott Israel during the term of the contract

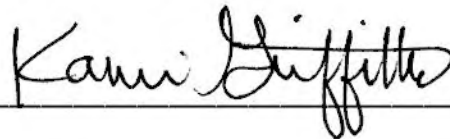
Pursuant to Section 2270.001, Texas Government Code:

- "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and
- "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

I, (authorized official) Kami Griffiths, do hereby depose and verify the truthfulness and accuracy of the contents of the statements submitted on this certification under the provisions of Subtitle F, Title 10, Government Code Chapter 2270 and that the company named below:

- 1) does not boycott Israel currently; and
- 2) will not boycott Israel during the term of the contract; and
- 3) is not currently listed on the State of Texas Comptroller's Companies that Boycott Israel List located at <https://comptroller.texas.gov/purchasing/publications/divestment.php>

Community Tech Network
Contractor or Subcontractor

By 

Kami Griffiths, Executive Director/Co-founder
Name and Title

Date 2/11/21

CONFLICT OF INTEREST QUESTIONNAIRE

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	OFFICE USE ONLY	
<p>1 Name of vendor who has a business relationship with local governmental entity.</p> <p style="text-align: center; font-size: 1.2em;">Not Applicable</p>	Date Received 	
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire.</p> <p style="font-size: 0.8em;">(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)</p>		
<p>3 Name of local government officer about whom the information in this section is being disclosed.</p> <p style="text-align: center; font-size: 1.2em;">Not Applicable</p> <p style="text-align: center; font-size: 0.8em;">Name of Officer</p> <p>This section (item 3 including subparts A, B, C, & D) must be completed for each officer with whom the vendor has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.</p> <p>A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>D. Describe each employment or business and family relationship with the local government officer named in this section.</p>		
<p>4</p> <p style="text-align: center; font-size: 1.2em;">Not Applicable</p> <p style="text-align: center; font-size: 0.8em;">Signature of vendor doing business with the governmental entity Date</p>		

Adopted 8/7/2015