CALIFORNIA PUBLIC UTILITIES COMMISSION

ADMINISTRATIVE MANUAL
For
California Advanced Services Fund Broadband Adoption Account Grant Program

Version: 3.2
December 20, 2023

To all CASF Adoption Grant Applicants and Recipients:

The California Public Utilities Commission (CPUC or the Commission) thanks you for your interest in promoting broadband access and adoption in California. We welcome you to the California Advanced Service Fund (CASF) Program and look forward to working with you.

Respectfully,

The CASF Team
CPUC Communications Division

Table of Contents

I.   Introduction

The purpose of this Administrative Manual is intended to provide guidance for grant recipients requesting reimbursements for projects approved from the CASF Broadband Adoption Account (Adoption Account) and for the Communications Division's (CD) oversight of the operations applicable to grant recipients.[1] The Administrative Manual also provides links to the templates for project reporting and outlines CD's expectations for grant performance

Pertinent documents include the following CPUC decisions which are also hyperlinked on the CPUC webpage:

- Decision (D.) 22-05-029, Appendix 2 establishes current requirements and guidelines for the Adoption Account
- Decision (D.) 19-02-008 revised the Adoption Account requirements and guidelines
- Decision (D.) 18-06-032 implemented the Adoption Account as required by Assembly Bill (AB) 1665

For more information, please visit the Adoption Account program website, or send an email to CASF_Adoption@cpuc.ca.gov.

II.   CASF Contact Information

The CD CASF Adoption Account Team is responsible for overseeing the Adoption Account. Questions may be directed to

CASF_Adoption@cpuc.ca.gov .

III.   Payee Data Record and Consent Form

The grantee will be contacted following approval of a CASF Adoption Account Award. Grantees will be provided a Consent form and a Payee Data Record (STD 204) form which they are required to complete.

The Consent Form binds the grant recipient to the terms, conditions, and requirements of both the authorizing Decision and the approval document (either a Commission Resolution awarding the grant or an award letter, if approved by CD staff).

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[1] This Administrative Manual was prepared by California Public Utilities Commission (CPUC) CD staff. It does not change, replace, or waive any of the rules or guidelines adopted in D. 22-05-029 on May 19, 2022 nor has the CPUC passed upon the accuracy or adequacy of the information in it. The contents of the manual are for informational proposed only.

A completed STD 204 is required when receiving payment from the State of California. Grant reimbursement checks will be sent, after payment approval, to the address listed in this form. A completed and executed Consent Form and completed STD 204 must be emailed to CASF_Adoption@cpuc.ca.gov within 30 calendar days from the date of the adoption of the Resolution or Award Letter. Failure to submit the Consent Form within the stated timeframe will deem the grant null and void.

IV.   Performance

All tasks, performances, and milestones specified under the terms of any award shall be completed on or before the completion of the project. Grantees must notify the Commission as soon as they become aware that they may not be able to meet project deadlines. The Commission may withhold, reduce or terminate grant payments if the grantee does not comply with any of the requirements set forth in its application and compliance with the CASF. Should the grantee fail to commence work by the end of the ramp up period (6 months after submitting a consent form accepting the terms stated in the Adoption Account Award Letter or Resolution) or fail to complete the project within the 24-month period after the ramp up period, the Commission may terminate the award. In the event that the grantee fails to complete the project, in accordance with the terms of approval ordered by the Commission, the grantee will be required to reimburse some or all of the CASF funds that it has received.

V.   Changes to a Grantee's Project Work Plan or Budget

Grantees may make modifications to an approved project budget (as set forth in the Resolution or Approval Letter) without prior authorization, so long as those modifications do not cause the project budget to exceed the overall adopted project budget and so long as the proposed budget modifications are unrelated to the budgets for classroom or take-home devices, including hotspots. Grantees may change milestone/activity timelines without prior authorization, so long as those modifications do not cause the project timeframe to exceed the overall adopted project timeframe. While prior approval is not required for these modifications, the grantee must notify the Communications Division by emailing CASF_Adoption@cpuc.ca.gov within 30 days of making such changes.

Any changes to the budgets for classroom or take-home devices, including hotspots must be communicated in writing to the Director of the Communications Division. Grantees are expected to report at least 30 days before the anticipated change to the budgets of devices and hotspots and are subject to approval by the Director or by Commission resolution before becoming effective.

VI. Required Reporting

Up to three reports will be required throughout the course of the project; payment requests may accompany the submitted report. For reporting on ramp up and year 1 activities, grantees must use the Broadband Adoption Account Reporting Template Word document for a narrative description of project activities and accomplishments. For reporting for the year 2 completion report, grantees must use the Broadband Adoption Account Completion Report Template. If the grantee for a non-call center project is requesting payment the grantee must also submit the Budget Details and Payment Request DL BA projects Excel workbook to provide further detail on the reporting period project accomplishments per the work plan, as well as request payment for relevant expenses to date (see Section VII, Payment Requests and Disbursement of Funds, below). Grantees with call center projects are required to use the Budget Details and Payment Request Call Center projects Excel workbook for similar purposes.

Ramp-up Period Report (if applicable)

If the grantee executes a ramp up period, a ramp-up period report is required after completion of the ramp up activities and when deployment is set to begin. This report must be submitted no later than 3 months after the completion of the ramp up activities. In this report, grantees will report on the completion of the ramp up activities per the work plan, milestones met, and may also request payment for relevant expenses to date. The ramp up period may not exceed 6 months from the time after the submission of the consent form accepting the grant.

Year 1 Progress Report

The year 1 progress report is required at the end of the first year of deployment. This report must be submitted no later than 3 months after the end of the first year of deployment. In this report, grantees will report on the status of year 1 milestones per the work plan. The grantee may   request payment for relevant expenses to date. This report is not required if the project is completed within 12 months after the ramp-up period.

Year 2 Completion Report

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

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

The completion report shall include:

A. A summary of all work done including an itemized list of materials purchased and money spent;

B. A description of each milestone in the period and how that milestone was met;

C. The total number of participants trained, or hours of access provided, (if applicable); and

D. The number of participants that subsequently subscribe to a broadband Internet service provider to use a device in their home

Grantees must maintain files, invoices, and other related documentation for three years after final payment. Grantees shall make these records available to the Commission upon request and agree that these records are subject to audit, verification and discovery by the Commission at any time within three years after the grantee incurred the expense being audited.

VII.   Payment Requests and Disbursement of Funds

Grantees may submit up to three payment requests throughout the project period. Payment requests may accompany the 3 reports required above (ramp up period (if applicable), year 1, and year 2). Payment requests may also be submitted separately from the calendar year reporting described above, provided that each payment request includes the information provided on the most recently submitted calendar year report and any additional information or costs incurred since the most recent calendar year report was submitted. Whether tied to calendar year reporting or outside of that reporting schedule, no more than three payment requests may be submitted. Disbursements of grant funds will be made directly to the grantee (mailed to the address provided in the completed STD 204). All payments requests require documentation of project participation (number of participants provided eight hours of training or provided access and the number of participants that subsequently subscribe to a broadband Internet service provider to use a device in their home). All requested reimbursements must be supported by attaching relevant invoices and other relevant information. Please note the following additional requirements:

A.   Payment requests may be submitted with a calendar year report and if so, must be submitted no later than three months after the completion of the relevant phase. Please note that payments will only be made for expenses to date and will be evaluated based on the grantee meeting participation goals and other milestones set forth in the submitted work plan.

B.	Payment will be based upon receipt and approval of invoices and other supporting documents showing the expenditures incurred for the project are in accordance with their application.

C.	Facility rent, utilities, internet service costs, food costs, lodging, marketing incentives for participation (gift cards, giveaways, etc.), certain classroom supplies and accessories, and other items not listed in Section V of Appendix 2 of D. 22-05-029 are not eligible for reimbursement. All funding requests will be assessed for reasonableness and may be adjusted accordingly at the discretion of the Commission. Any remaining project costs not authorized for funding by the CASF Adoption grant must be funded by other sources.

D.	Grantees must notify the Director of the Communications Division as soon as they become aware that they may not be able to meet project deadlines. The Commission may withhold or reduce payment if the grantee fails to notify the Director of the Communications Division of such changes.

E.	Payment will be made in accordance with, and within the time specified in California Government Code, § 927 et seq.

The Commission has the right to conduct any necessary audit, verification, and discovery during project implementation to ensure that CASF funds are spent in accordance with the terms of approval granted by the Commission.

VIII.	**Reimbursement Limits and Criteria**

A.	*Up to 85% Reimbursement*: The Commission may fund up to 85 percent of the total eligible project costs. The remaining 15% must be matched by other funding sources. Payment requests for Ramp-up costs may not exceed 25% of the total award amount. No more than 90% of the award may be dispersed before the completion report and final payment request.

B.	*Performance-based reimbursement:* Grant funding is approved based on the participation goals as stated in the grantee's application. Outside of the cost for computing devices and hotspots, reimbursement will be constrained based on the per participant funding (as stated in the authorizing letter or resolution).

C.	*Computing devices*: Reimbursement for computing devices used in community training rooms or other public space, such as local government centers, senior centers, schools, public libraries, nonprofit organizations, and community-based organizations, is limited to a maximum of

$750 per device, and is capped at $11,250 per project. For Digital Literacy Projects, only households with incomes at or below the thresholds required to participate in the California Alternative Rates for Energy (CARE), the Supplemental Nutritional Assistance Program, the National School Lunch Program, or the Women, Infants, and Children Program are eligible to receive computing devices to take home after completing digital literacy training courses. Reimbursement for take-home computing devices is capped at $300 per device, limited to two computing devices per eligible household, and limited to $40,000 per application/project. Grantees should ensure proof of eligibility in their distribution of computing devices for households. Grantees may use other funding sources to cover expenses above this reimbursable limit.

D.   ***Travel Reimbursement Level***: Grantees may claim reimbursement for travel expenses related to performing marketing, education, and outreach efforts for the specific project. The maximum reimbursement is 10% of the grant amount and is limited to expenses associated with the mode of transportation, or mileage traveled. Non-Reimbursable expenses include, but are not limited to meals, food and travel related to working on proposed state legislation, lobbying, etc.

E.   ***Travel Guidelines***: Grantees must complete a Travel Expense Claim Form STD-262A when requesting travel reimbursement and follow the instructions and reimbursement guidelines therein. The allowable rates/costs are those negotiated and approved under the collective bargaining agreements that are in use by State employees.

F.   ***Administrative Costs***: Reimbursement for administrative costs (indirect overhead costs attributable to a project per generally accepted accounting principles or GAAP and the direct cost of complying with Commission administrative and regulatory requirements related to the grant itself consistent with other CASF program rules) is limited to administrative costs representing 15% or less of the overall proposed budget.

IX.   Submission of Reports and Payment

The Reports and Payment Requests must be submitted electronically through the Electronic Claims and Application Portal (eCAP) at: eCAP Login . Approved project grantees will receive a welcome email from noreply@salesforce.com. The welcome email will contain a link to access your new eCAP account. Thereafter, you can visit the Help/FAQ page for more information on how to use the eCAP system. If additional assistance is required, grantees may submit questions and concerns to CASF_Adoption@cpuc.ca.gov.

X. Payment Processing

The Adoption Grant Administrator will review the payment requests, as compared to the grantee's approved budgets, as well as the milestones met as set out in the application and Work Plan. Additional information may be requested regarding the report, expenses, and/or supporting documentation if needed which may include evidentiary exhibits such as class sign-in sheets, photographs of participants engaged in learning activities, lists of computing devices (including serial numbers) subsidized by the provided grant and other such information. Upon approval, the Adoption Grant Administrator will submit payment voucher documents to the Commission's Fiscal Office. The Fiscal Office will review all payment voucher submissions in accordance with the State Administrative Manual (SAM); and upon satisfactory review, will schedule payment with the State Controller's Office (SCO), which is responsible for issuing and distributing the check to the grantee.

XI. Publicity and Acknowledgment

Any publications, studies, or reports made possible or derived in whole or in part from the project, and any news articles, brochures, seminars, or other promotional materials or media through which the grantee publicizes the Project will acknowledge the CASF's Adoption program in the following manner:

> "Funding for this project has been provided in part through a grant by the Broadband Adoption Account of the California Advanced Services Fund, a program administered by the California Public Utilities Commission."
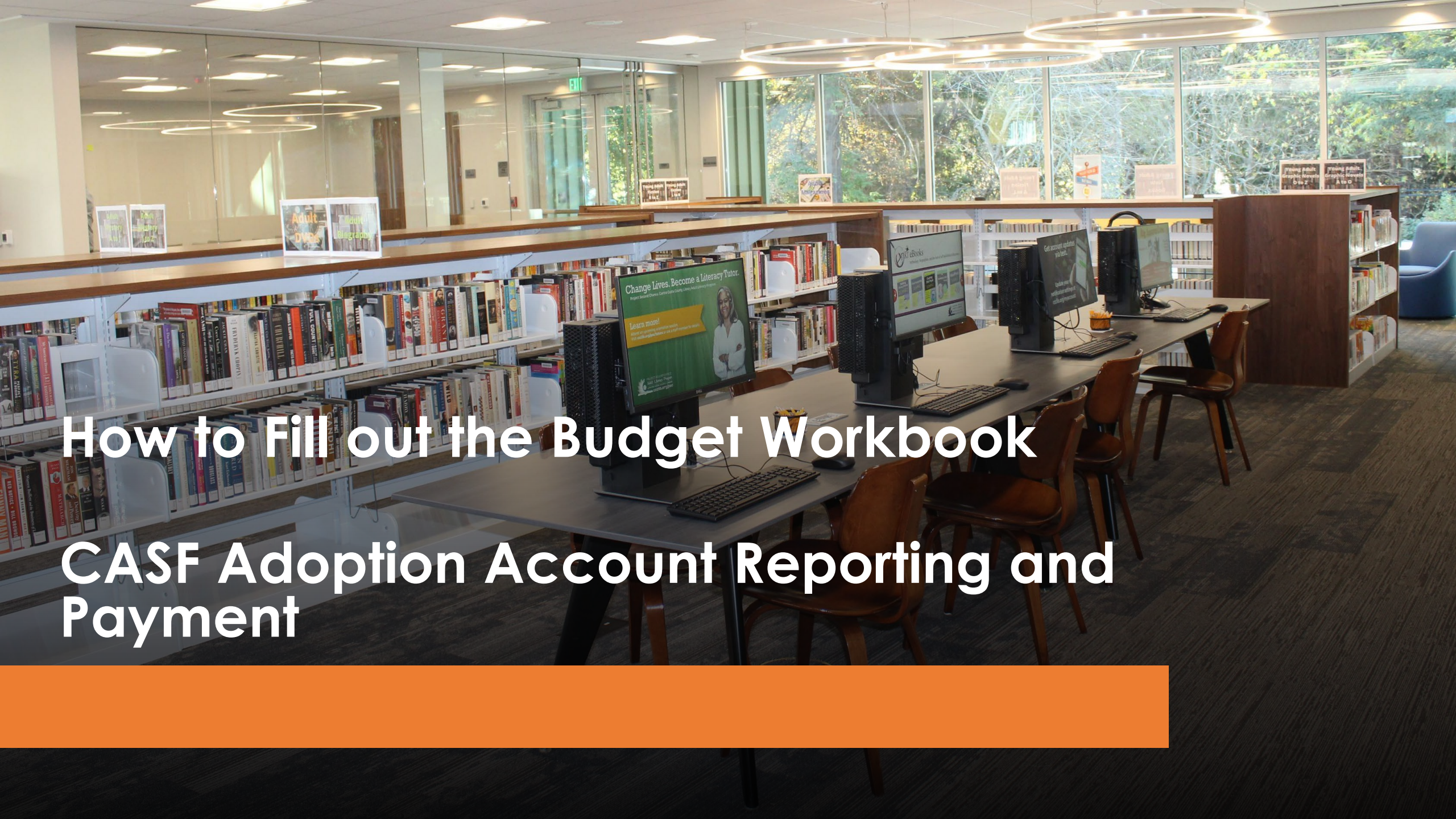
How to Fill out the Budget Workbook

CASF Adoption Account Reporting and Payment

Required Reporting

Up to three reports will be required throughout the course of the project; payment requests may accompany the submitted report. For reporting on ramp up and year 1 activities, grantees must use the [Broadband Adoption Account Reporting Template](#) Word document for a narrative description of project activities and accomplishments. For reporting for the year 2 completion report, grantees must use the [Broadband Adoption Account Completion Report Template](#). If the grantee for a non-call center project is requesting payment the grantee must also submit the [Budget Details and Payment Request DL BA projects](#) Excel workbook to provide further detail on the reporting period project accomplishments per the work plan, as well as request payment for relevant expenses to date (see Section VII, Payment Requests and Disbursement of Funds, below). Grantees with call center projects are required to use the [Budget Details and Payment Request Call Center projects](#) Excel workbook for similar purposes.

Reports must be submitted no later than three months after the end of the reporting period.
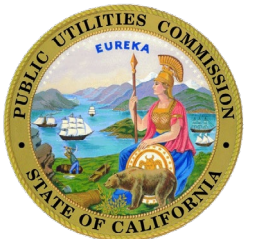
Payment Submissions must be Complete

NOTE THAT INCOMPLETE PAYMENT SUBMISSIONS, INCLUDING THOSE WHOSE BUDGET WORKBOOK IS NOT COMPLETELY FILLED OUT, MAY BE EITHER REJECTED OUTRIGHT, OR SENT BACK TO THE GRANTEE AS A DEFICIENT SUBMISSION.

NOTE THAT THE GRANT ONLY PAYS FOR THOSE ITEMS IN THE APPROVED BUDGET FOR THE AWARDED GRANT

PLEASE FILL OUT THE BUDGET WORKBOOK COMPLETELY
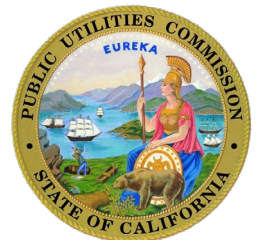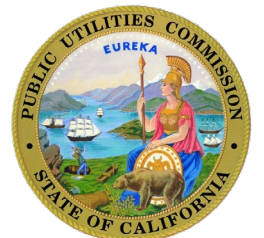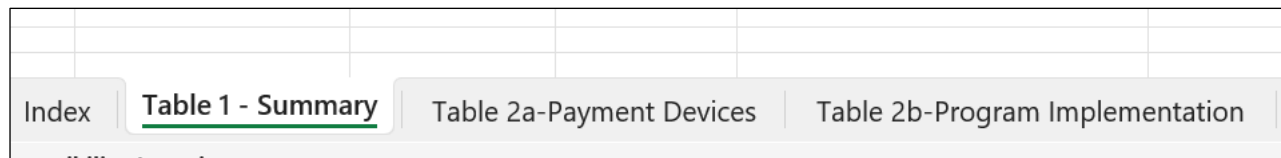
Budget Workbook - Overview

Your grant budget is typically divided into two buckets –

- **Devices** – take-home and in-classroom/in-building computers, and hot spots

- **Program Implementation** – Everything else

Additionally, you need to provide 15% of matching funds; these matching funds are project related expenses.

In order to organize the workbook to represent how the grants are structured, we have three front tabs (after the Index) –

- Table 1 - Summary – Overall summary of your grant

- Table 2a – Payment Devices

- Table 2b – Program Implementation

| Index | Table 1 - Summary | Table 2a-Payment Devices | Table 2b-Program Implementation |

Budget Workbook – Overview (continued)

Labor for Program Implementation Costs are divided into the following categories or subtabs (note, there is some differences in the workbook for Call Center projects which is a separate workbook) –

- **Labor for Outreach** – Table 3 - Direct Labor Outreach

- **Labor for Instruction** – Table 4 - Direct Labor inst

- **Labor for Installing Devices** - Table 5 - install Dev

- **Other Staff Costs -** Table 6 - Other Staff

All subtabs need to be referred to on the Program Implementation tab.

Additionally, there are administrative costs, which are either *indirect* costs associated with the grant, or the cost of complying with Commission rules. Material costs can be included on this tab.

| Table 3 - Direct Labor Outreach | Table 4 - Direct Labor inst | Table 5 - install Dev | Table 6 - Other Staff | Table 7 - Administrative Costs | ... |
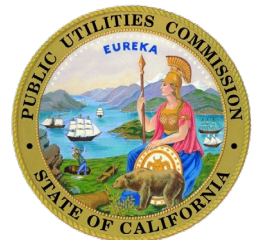
Budget Workbook – Overview (continued)

The following tabs are related to project performance –

- **Outcomes for Digital Literacy Projects** – Table 8a-Participation (DigLit)

- **Outcomes for Broadband Access Projects** – Table 8b-Participation (Access)

- **Outcomes for Call Center Projects** – Call Center workbook only - Table 8a – Subscriptions

- **Outreach Events -** Table 8c- Outreach Events

- Subsidized Device Information –

    - **Take-Home Devices for Digital Literacy participants –** Table 9a - Device Tracking (TH)

    - **In-Classroom Devices -** Table 9b - Device Tracking (IC)

| Table 8a-Participation (DigLit) | Table 8b-Participation (Access) | Table 8c- Outreach Events | Table 9a - Device Tracking (TH) | Table 9b - Device Tracking (IC) |
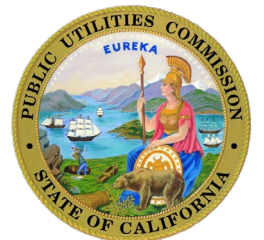
Budget Workbook – Summary Tab

This sample digital literacy project has a grant of $100,000 and this payment sample is the second payment.

Project identification – please note that the project number is the award ID which the Commission will provide after award acceptance.

Required matching funds if the entire grant is used

PROJECT NAME:	Sample_Project				
PROJECT NUMBER:	24ADT999				
GRANT AMOUNT:	$100,000.00		MATCH FOR TOTAL GRANT:		$15,000.00

CASF Adoption Project Cost Summaries to date (inclusive of this payment)

	Devices (see Table 2a)	Program Implementation Costs (see Table 2b)	Project Total Cost	
ALL COSTS				
Payment Request 1	$ 12,000.00	$ 20,000.00	$ 32,000.00	
Payment Request 2	$ 10,000.00	$ 30,000.00	$ 40,000.00	
Completion Report			$ -	
	$ 22,000.00	$ 50,000.00	$ 72,000.00	TOTAL PROJECT COSTS
			MATCH FOR TOTAL PROJECT COSTS: $ 10,800.00	
PAYMENT REQUESTS				
Payment 1	$ 12,000.00	$ 15,000.00	$ 27,000.00	
Payment 2	$ 8,000.00	$ 27,000.00	$ 35,000.00	
Final Payment			$ -	
TOTAL CASF INVOICE	$ 20,000.00	$ 42,000.00	$ 62,000.00	Total Payment
Match (15%)	$ 2,000.00	$ 8,000.00	$10,000.00	Match to date (costs - payment)

All costs for the reporting period (devices + prog. impl. costs).

Required matching funds if total project costs are less than the grant.

Payment requests for the reporting period – must be either equal or less than all costs.

Match to date (total costs minus requested subsidy).

NOTE THAT BOTH ALL COSTS AND PAYMENT REQUESTS SECTIONS NEED TO BE COMPLETED

Budget Workbook – Payment Devices Tab

In this sample, the grantee has a budget of $20,000 for take-home devices. The grantee has received $12,000 of this budget in the first payment. Here the grantee is asking for the remainder. Note that here the grantee has an additional $2,000 in expenses for the devices which the grantee is using for the match.

		Computing Devices and Hot Spots - Only				
Expense Item (as listed in your application)	Expense Description (Please be specific in description so that it matches invoices provided)	Total Approved Device/Hotspot Budget Amount	Reimbursements Paid To Date	Expenses Incurred this reporting period	Payment Request for devices this reporting Period	Notes/ Reference to Invoice #
In-Classroom Computing Devices (maximum subsidy $750 per device and $11,250 per project)						
Take Home Computing Devices provided to participants (inclusive of computer warranty) (maximum subsidy $300 per device and $40,000 per project)	33 manufacturer name model name laptops	$20,000.00	$12,000.00	$10,000.00	$8,000.00	Invoice xyz
Hot Spots (maximum $300 per device and $20,000 per project)						
Totals		$20,000.00	$12,000.00	$10,000.00	$8,000.00	

Note number of devices and description.

State the specific invoice number or similar and name the file where the invoice can be found.

NOTE THAT THE TOTAL AMOUNTS FOR CURRENT EXPENSES AND PAYMENT REQUESTS ARE ALSO IN THE SUMMARY TABLE

PLEASE FILL OUT ALL RELEVANT INFORMATION

Budget Workbook – Payment Program Implementation Tab

In this sample, the grantee is making a simple request – only for labor associated with outreach activities, instruction, and other staff. Note that the grantee is providing a match and that the grantee has identified supporting documentation. Note that matching funds are documented and are program expenses.

Program Implementation Costs - Only

Expense Item (as listed in your application)	Total Approved Amount (as shown in the approved budget for the project)	Expense Description (Please be specific in description so that it matches invoices provided)	Reimbursements Paid To Date	Expenses Incurred this reporting period	Requested Reimbursement program implementation for this reporting Period	Match Funds program implementation this reporting period (note, matching funds is required for the entire project, not each budget line item)	Notes/ Reference to Invoice #
Staff for Outreach - See Table 3	$10,000.00	See Table 3	$5,000.00	$4,080.00	$4,000.00	$80.00	Payroll documentation xyz
Staff for Instruction - See Table 4	$50,000.00	See Table 4	$10,000.00	$21,000.00	$20,000.00	$1,000.00	Payroll documentation xyz
Other Staff (not administrative)	$10,000.00	See Table 6		$4,920.00	$3,000.00	$1,920.00	contractor Z invoice / Payroll documentation xyz
Totals			$15,000.00	$30,000.00	**$27,000.00**	**$3,000.00**	

NOTE THAT THE TOTAL AMOUNTS FOR CURRENT EXPENSES AND PAYMENT REQUESTS ARE ALSO IN THE SUMMARY TABLE

PLEASE FILL OUT ALL RELEVANT INFORMATION

Budget Workbook – Back Tab Samples

This example is taken from our sample project payment request, on the tab Table 4 - Direct Labor inst. Month to month activities are recorded either in this tab, or in the supporting payroll documentation (although all activities related to the payment request must be listed, just not necessarily month to month). In this instance total costs equals $21,000, and the grantee is asking for $20,000 in subsidies, and providing a $1,000 match amount. These totals are also recorded in the program implementation tab.

	Only) (this payment period - modify as needed)			
	CONTRACTOR INVOICE NU	Organization Hours	Pay Rate	Total Payroll

PROGRAM IMPLEMENTATION	TIMEFRAME	CONTRACTOR INVOICE AMOUNT	ORGANIZATION PAYROLL AMOUNT	CONTRACTOR INVOICE NU	Organization Hours	Pay Rate	Total Payroll
Digital Literacy Instructor A	Jan-23		$1,600.00		40.00	$40.00	$1,600.00
	Feb-23		$1,600.00		40.00	$40.00	$1,600.00
	Mar-23		$1,600.00		40.00	$40.00	$1,600.00
	Dec-23		$1,600.00		40.00	$40.00	$1,600.00
Digital Literacy Manager	Jan-Dec 2023		$1,800.00		30.00	$60.00	$1,800.00
TOTAL		$ -	$ 21,000.00				
TOTAL PROGRAM IMPLEMENTATION COST			$ 21,000.00				
A - TOTAL DIRECT COSTS - LABOR FOR INSTRUCTION			$ 21,000.00				
B - TOTAL PAYMENT REQUEST COSTS - LABOR FOR INSTRUCTION			$ 20,000.00				
TOTAL MATCH COSTS - LABOR FOR INSTRUCTION (LINE A - LINE B)			$ 1,000.00				

Provide supporting invoice/payroll/account records for staff hours

PLEASE FILL OUT ALL RELEVANT INFORMATION

Budget Workbook – Back Tab Samples

This example is taken from our sample project payment request, on the tab Table 6 - Other Staff. The grantee is listing payroll for those positions not involved with outreach, instruction, device installations, or administrative work (which is either indirect or is a direct cost for complying with the Commission rules). Here the grantee employed the services of a contractor to do curriculum development. An invoice or similar needs to be provided showing payment to the contractor for these stated services. Dates when services were provided need to be designated. Staff may ask for additional information, if not cited on the invoice, such as the number of hours for the cited activity and/or rate of compensation.

PROGRAM IMPLEMENTATION	TIMEFRAME	CONTRACTOR INVOICE AMOUNT	ORGANIZATION PAYROLL AMOUNT	CONTRACTOR INVOICE NU	Organization Hours	Pay Rate	Total Payroll
Curriculum Development	Jan-23	$ 3,120.00		Invoice # 9999			
Director of Development	Jan-Dec 2023		$ 1,800.00		30.00	$ 60.00	$ 1,800.00
TOTAL		$ 3,120.00	$ 1,800.00				
TOTAL PROGRAM IMPLEMENTATION COST			$ 4,920.00				
A- TOTAL COSTS LABOR FOR OTHER STAFF			$ 4,920.00				
B - TOTAL PAYMENT REQUEST COSTS LABOR FOR OTHER STAFF			$ 3,000.00				
TOTAL MATCH COSTS LABOR FOR OTHER STAFF (LINE A - LINE B)			$ 1,920.00				

(header above right table: Only) (this payment period - modify as needed)

PLEASE FILL OUT ALL RELEVANT INFORMATION

Further Notes

This is a brief review of the budget workbook.

Regarding other tabs, such as project participation tabs, please fill out as completely as possible.

Note that grant recompensation, besides being based on what is in the approved application, also can be constrained if the grantee has not met their participation goals.

Please contact casf_adoption@cpuc.ca.gov for assistance with the reporting and payment process and with use of the Commission reporting and payment portal (eCAP).