


# EXHIBIT F



## Interoffice Memorandum

August 21, 2025

TO: Lavon Williams, Esq., AICP, Deputy Director  
Community and Family Services Department

FROM: Alissa Barber Torres, PhD, FAICP, CLTD  
Chief Innovation & Emerging Technology Officer 

SUBJECT: UCF Center for Public and Nonprofit Management Request for  
License Agreements to Implement the ConnectED Orange Program

On November 19, 2024, the Board of County Commissioners (BCC) approved Federal Subrecipient Agreement Contract #Y25-2401 (Contract) in the amount of \$3,015,000 for the UCF Research Foundation/Center for Public and Nonprofit Management (UCF) to provide Orange County Digital Support Services and Digital Literacy Skills Training Program Inclusive of an English as a Second Language Component, known as ConnectED Orange. To implement this comprehensive program and ensure accessibility to all County residents, UCF has requested License Agreements (Agreements) from your department for implementation in nine County community centers. This memorandum provides an overview of UCF's efforts in support of their request.

This County's investment in ConnectED Orange is designed to improve residents' ability to navigate digital services provided by public, institutional, and community entities, including local and state government services, access to healthcare records, school registration, employment applications, online training and trade certifications, and online payments. ConnectED Orange offers the following key elements:

- Beginning, intermediate, and advanced digital literacy courses with customization for seniors and other target populations;
- Integrated English for Speakers of Other Languages (ESOL) language-learning components to ensure ESOL County residents can more easily learn digital literacy to access to vital services;
- "Digital navigator" device training to assist County residents with digital device use; and
- A "Train-the-Trainer" model and [Knowledge Base](#) in English and Spanish to build additional capacity for service provision by nonprofit organizations.

ConnectED Orange's initial Pine Hills and East Orange sites and populations to be served under a temporary Agreement were chosen based on coordination with Jonathan Kohn and Eddie Brown of the Community Action Division, along with introductions to the respective facilities. Once final Agreements are approved, UCF envisions a similar process for other community centers, including meeting with each center director to discuss client needs, the prevalence of ESOL clients, and topics and skills in which clients are interested. UCF also coordinates appropriate

scheduling, space, technology availability, and other logistics with each center's director.

UCF will follow this coordination with needs assessments of clients at each community center through short surveys and open houses to collect contact information, English literacy level, digital literacy level, type of devices, and optimal course scheduling. For example, at Pine Hills, UCF attended back-to-school events, parents' meetings, and a community resource event to conduct the needs assessment, identify interested clients, and market the availability of the ConnectED Orange program to the center's clients.

Based on needs assessments and coordination, UCF will tailor ConnectED Orange course offerings, number of courses, and course scheduling to the specific needs of each community center. Courses will be offered in 8-week cycles and schedule 2 weeks between each cycle for any necessary course modifications and additional participant recruitment. Preliminary data from community engagement indicated most participants (67.5%) identified Spanish as their first language, followed by Haitian Creole (26.2%).

Office of Innovation & Emerging Technologies (Innovation Office) staff is closely reviewing and monitoring all of UCF's activities, curriculum, marketing, outcomes, and invoicing as the designated County Liaison for this American Rescue Plan Act of 2021 (ARPA)-funded contract. Innovation Office staff is meeting with UCF at least biweekly and attending select UCF meetings with program partners to ensure appropriate coordination, oversight, and outreach. For program outreach to promote course registration, UCF is participating extensively in community events, distributing flyers at key community locations and local health/family centers, and pursuing other marketing coordinated with Innovation Office staff.

UCF also is conducting the ConnectED Orange program in close collaboration with Orange County Public Schools – Orange Technical College (OTC), which is providing a full-time resource coordinator and other personnel to implement this contract. UCF also is coordinating with the Orange County Library System, which also offers digital literacy training, to enhance service provision. Innovation Office staff will obtain a detailed assessment of each agency's respective services as the ConnectED Orange program progresses to confirm services will not be duplicated and ensure County funding is appropriately directed.

Please let me know if you require any additional information about UCF's implementation of the Contract as approved by the BCC. We look forward to collaboration with UCF and the Community and Family Services Department to ensure ConnectED Orange services can be accessed by County residents in County community centers in compliance with the Contract and the appropriate Agreements.