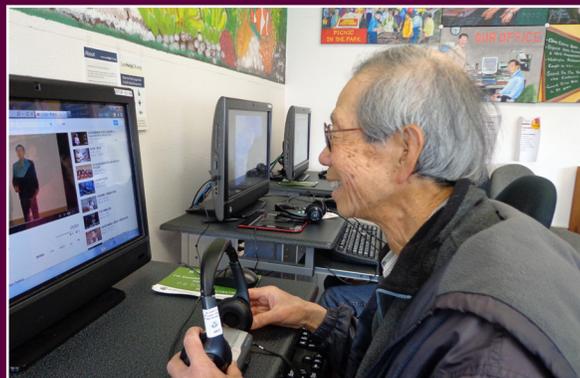


COMMUNITY TECHNOLOGY **network**



ANNUAL REPORT 2013

We at Community Technology Network

are pleased to bring you a report of our activities over this past year. 2013 was filled with a number of triumphs. We built a solid foundation for a scalable and strategic future while continuing to deliver digital literacy training to disadvantaged individuals.

Helping Seniors Stay Connected

Training older adults in basic computer skills, online communication, and the resources the Internet provides is at the heart of CTN's work. In partnership with the City and County of San Francisco and the Department of Aging and Adult Services, Community Technology Network (CTN) has been providing technology training to older adults at 23 senior centers through a program called SF Connected. CTN provided this service through a federal grant that ended in September. The city allocated funds to continue these services through June 2015. CTN received another multi-year contract to continue providing trainings in collaboration with several other top-notch social services agencies.

"It is very moving to see the look of amazement on a senior's face when they recognize the power of an Internet search engine."

- Adriana, Volunteer

Participant Profile



King Arnold is a 74-year-old man who has lived in San Francisco since 1980. Now he lives alone, and because of mobility challenges he is unable to travel to see family and friends. When he first came to the computer lab at the San Francisco Senior Center, he had never used a computer before. But over the last three years he's learned how to communicate and access information using the Internet. He's at the lab every day, where he talks to his sister by using Skype. Using a combination of email, Twitter and Facebook, he also communicates with his nephews, nieces, and brother, who all live on the East Coast or in Southern California. Last year he even helped coordinate his family's reunion. Beyond reestablishing these important family connections, King Arnold also has taken personal control over his medical care and benefits. He communicates with the Veteran's Administration and Social Security online, and he even orders his medications using the computer. Whether he's watching old movies, researching old friends, keeping in touch with family, or taking charge of his daily needs, the ability to do it all online has changed King Arnold's life.

Youth Helping Library Users

In 2013, our Ready, Set, Connect! (RSC) program really took off. This program is delivered in partnership with the Oakland Public Library. We recruit Oakland youth between the ages of 16 and 24 for an eight-month training program to learn technical and job readiness skills. After their initial training, they go out to the various libraries to provide technical assistance and training to members of their community. Many people who use the computers in the libraries don't have access to a computer anywhere else. Our RSC youth are there to help them navigate the Internet or even just learn how to use a mouse.

Participant Profile



Andrea is a 22-year-old woman who has been supporting herself since she was 16. Although she had done some technology work, she didn't have the experience she needed to get higher-paying jobs. So, she joined RSC, and the experience proved fruitful for her. "I'm really grateful for the opportunity," she said. "I got a lot of exposure to a lot of people and their experiences." Beyond the professional development, she says tutoring at the library really helped her improve her own technical skills. One of the challenges she faced early on was figuring out how to convey information to clients, but through this experience, she says she learned a tremendous amount about communication.

Andrea has proven to be a true leader and has been selected to coordinate the next Ready, Set, Connect program this fall.

"It is nice to come to the Western Addition Center because everyone is so friendly and genuinely enjoys our help."

- Marianne, Volunteer

Most Popular Training Topics

181 Internet Safety and Security

274 Job Search Skills

420 Microsoft Office

946 Email

1,379 Basic Internet Use

1,456 Basic Computer Skills

of sessions offered by topic

Training Delivered in Multiple Languages

91 Russian

247 Spanish

831 Chinese

2,434 English

of sessions offered by language

Helping Companies Give Back



Through partnerships with local companies, we were able to engage their employees to help more people advance their technology skills. Charles Schwab, Salesforce, and Symantec partnered with us to host one-day events as part of our Tech Teach-In program. These events are an easy way for volunteers to learn about what we do and for CTN to assist more people in the community.

Service Improvements

Over the last year, our service delivery methodology has evolved. Previously, we mostly provided structured classes. Through feedback and observation, we began to see that classes didn't always serve our clients' needs. Now, 80% of our services are delivered in one-to-one sessions. While this is more labor intensive for our volunteer trainers, we've seen huge satisfaction and increased learning with this more personalized approach.

Our Volunteers



Volunteers are the core of CTN. They are the people who actually provide the services that we know are vital to so many. We are so grateful to each and every one of them for donating their time to helping us bridge the digital divide. In 2013, 200 devoted members of our community volunteered, giving a total of 9,056 hours.

Our board members are some of our most dedicated volunteers. Today, we have a diverse board of directors that includes a broad spectrum of experience that reflects our priorities. The board now includes one of our trainers, several technology industry professionals, and several experts on aging.

In 2013, CTN was designated as a Service Enterprise by The Volunteer Center of San Francisco, recognizing our effectiveness in which engaging volunteers to make a difference in the community.



Our Future

As affirmed by local and national entities that we partner with, CTN is uniquely positioned to continue helping bridge the digital divide for the Bay Area's aging and other at-risk populations.

Craig Newmark, founder of Craigslist.org, has known CTN for many years and has spoken of the importance of our services. "CTN teaches effective technology usage to the people who are hard to reach and who need help the most," he said. "They're a big deal for people who really could use a hand."

Technology has become a crucial part of how we work, play, and communicate; knowledge of and access to the Internet are now basic necessities. In fact, the United Nations has declared that access to the Internet is a right. But there are still many on the other side of the digital divide.

The Pew Research Internet Project recently published that 14% of adults and 41% of seniors age 65+ have not yet adopted the Internet. But access to technology is only the first step. Of those seniors who have not yet adopted the Internet, 77% indicated that they would need someone to help them learn to use new technology. Those who have not previously had that access need to learn how to successfully and safely utilize all the Internet makes possible. But once they have the access and resources, seniors who have adopted the Internet and learned how to use the technology have integrated it into their daily life: 71% use the Internet every day.

One of CTN's goals is to build community through connections between those who are tech savvy and those who are not. CTN envisions helping a million people improve their computer skills by 2020. We are positioned to accomplish this through our unique model of engaging the community to share their skills combined with our strong relationships with partner agencies.

Most popular reasons to use technology to improve quality of life

41% Communicate with a Doctor

42% Learn a Language

53% Find Social Services

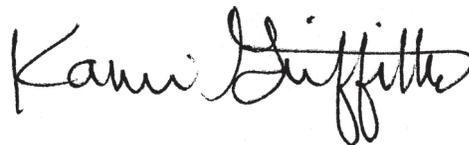
62% Find Community Activities

% of seniors who responded to a survey through the SF Connected program

"CTN teaches effective technology usage to the people who are hard to reach and who need help the most. They're a big deal for people who really could use a hand."

- Craig Newmark

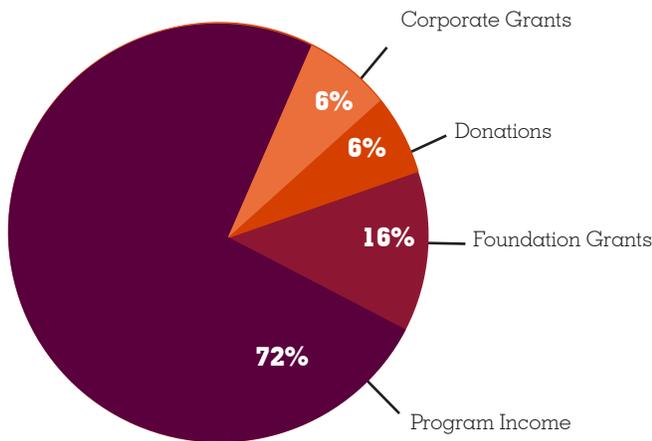
Sincerely,



Kami Griffiths

Executive Director

Income Breakdown



Program Income	\$205,203.63
Foundation Grants	\$47,000
Donations	\$17,762.30
Corporate Grants	\$16,407.15
	\$286,373.08

Partners

30th Street Senior Center
 666 Ellis Street
 Bernal Heights Neighborhood Center
 Canon Kip Senior Center
 Capp Street Senior Center
 Castro Street Senior Center
 Centro Latino
 Curry Senior Center
 Dr. George W. Davis Senior Center
 Eastern Park Apartments
 Excelsior Community Center
 IT Bookman Senior Center
 Jewish Vocational Services
 Mission YMCA
 Oakland Public Library *
 OMI Senior Center
 Raphael House
 Richmond Senior Center
 Rosa Parks Senior Center
 Sala Burton Manor
 San Francisco Senior Center *
 Stonestown YMCA
 Swords to Plowshares: Presidio Veterans Academy
 Tenderloin Technology Lab
 The Women's Building
 Valencia Gardens
 Veteran's Commons
 Western Addition Senior Center

* Multiple locations

Funders

\$5,000 or More



City and County of San Francisco
 Department of Aging and Adult Services



THE
 CHRISTENSEN
 FUND



Symantec



wkf
 GIVING FUND



\$1,000- \$4,999

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 Margaret Keane • Charles Schwab • Zelle Hofmann

\$500-\$999

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 Matthew Blair Bauer • Newton Fong • Rand Montoya

\$100-\$499

Alexander Magee • Anne McGee • Anthony Chivetta • Bob W Barnwell • Chevron* • Eric Leland • Erma Warhus
 Hilary Naylor • Kari Connolly • Keshav Malani • Lisa Colvin • Luke Congdon • Mare Winter • Margaret Lucas • Mary McGee
 Michael Seto • Micki Klearman • Nik Wekwerth • Robert Gerrity • Shannon Hale • Thu Bahn

In-Kind Donations

Adobe • Google • Obscura Digital

*Matching funds