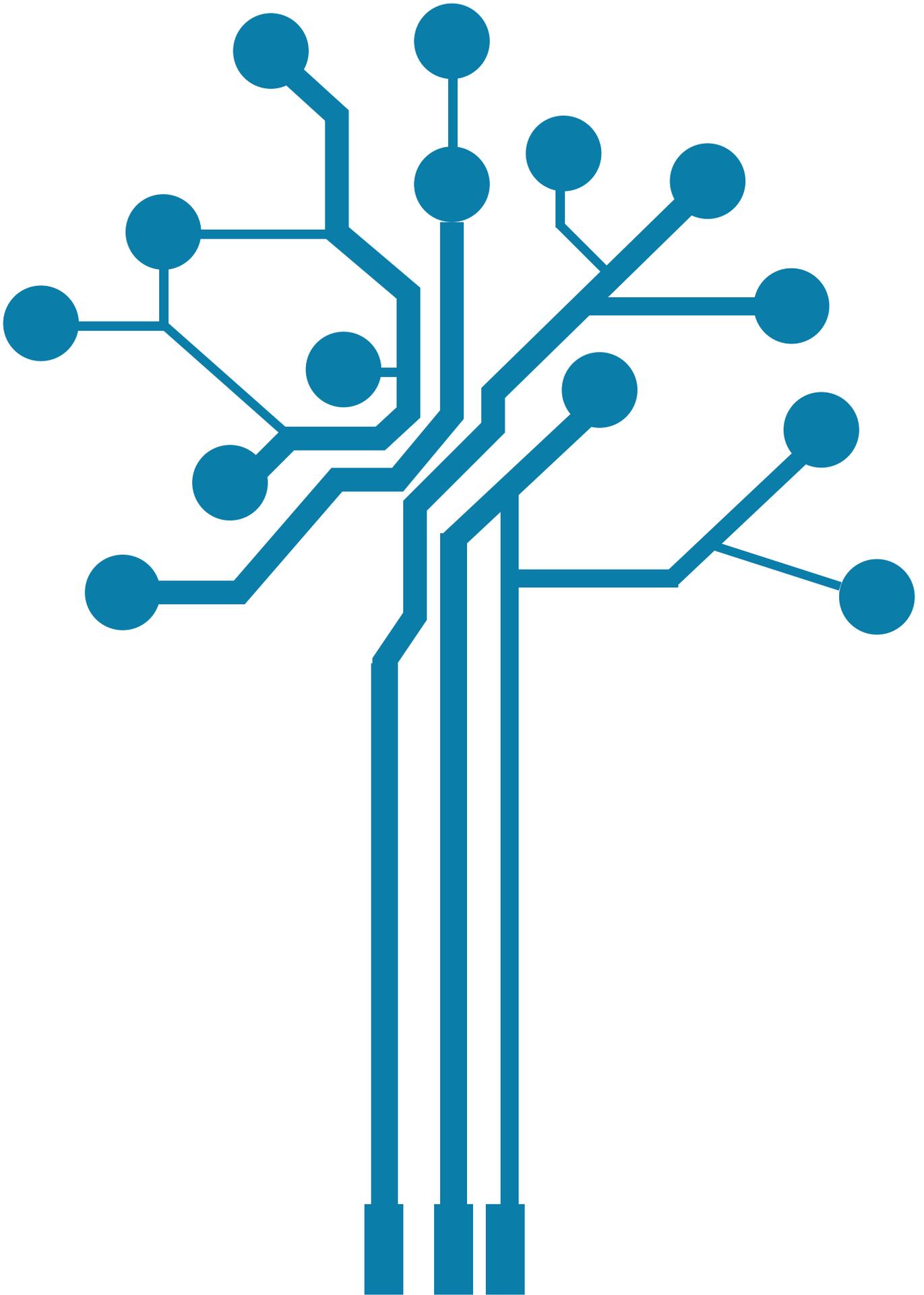


ANNUAL REPORT

2017





Our mission is to unite organizations and volunteers to transform lives through digital literacy.





Friends,

In 2007, I joined a steering committee that was making decisions about CTN's future. We had conversations with over 20 nonprofits in San Francisco to assess the need for CTN's work, and ultimately we decided to launch CTN as an independent nonprofit. Thinking back to that time, I'm amazed at how much technology has moved on: smartphones were just coming out, Facebook and Twitter had launched only the year before, and submitting a hardcopy job application form was still commonplace. I realized then the great need to get those on the other side of the digital divide connected to the internet and that objective would best be accomplished by partnering with agencies trusted by and embedded in low-income, underserved communities. Ten years later, we continue to collaborate with partners to offer programming in over 50 locations in eight cities, serving over 2,000 people annually. I couldn't be more proud of what we have accomplished and am excited to have the opportunity to grow and increase our impact through our second office in Austin, Texas.

We are working in exciting yet challenging times. Exciting because the internet provides amazing tools and resources, but challenging because those we serve face many barriers and because it is assumed everyone is connected, more and more critical services are being moved online. However, those we serve face many barriers to getting online. Cost is certainly a factor, and the prices of internet access and devices are too high for some to handle. Thankfully, we have companies like Mobile Beacon and Sprint who provide low-cost options. But a device and internet access isn't enough: knowing how to use these tools are absolutely essential. There are still many who lack basic digital skills and are unable to use the devices they have, which have often been donated by well-meaning friends and family.

I often think of the range of people I've helped since starting in the field of digital inclusion as a volunteer in New York City in 2003. There were mothers on public assistance learning to search online for jobs, business owners with questions about making a website, and older adults wanting a deeper connection with family living far away. A decade and a half later, I still envision a world where all people understand the value of the internet and have the digital skills and access needed to accomplish goals and improve the quality of their lives. At CTN, we do that one learner at a time and through powerful partnerships with remarkable organizations and amazing volunteer trainers. I hope you take the time to review our annual report and learn more about our work to transform lives through digital literacy.

A handwritten signature in black ink that reads 'Kami Griffiths'. The signature is written in a cursive, flowing style.

Kami Griffiths

Executive Director/Co-Founder

Impact in 2017

2048



Unique Learners

15,920



Hours of Instruction
Training

572



Devices Awarded

8

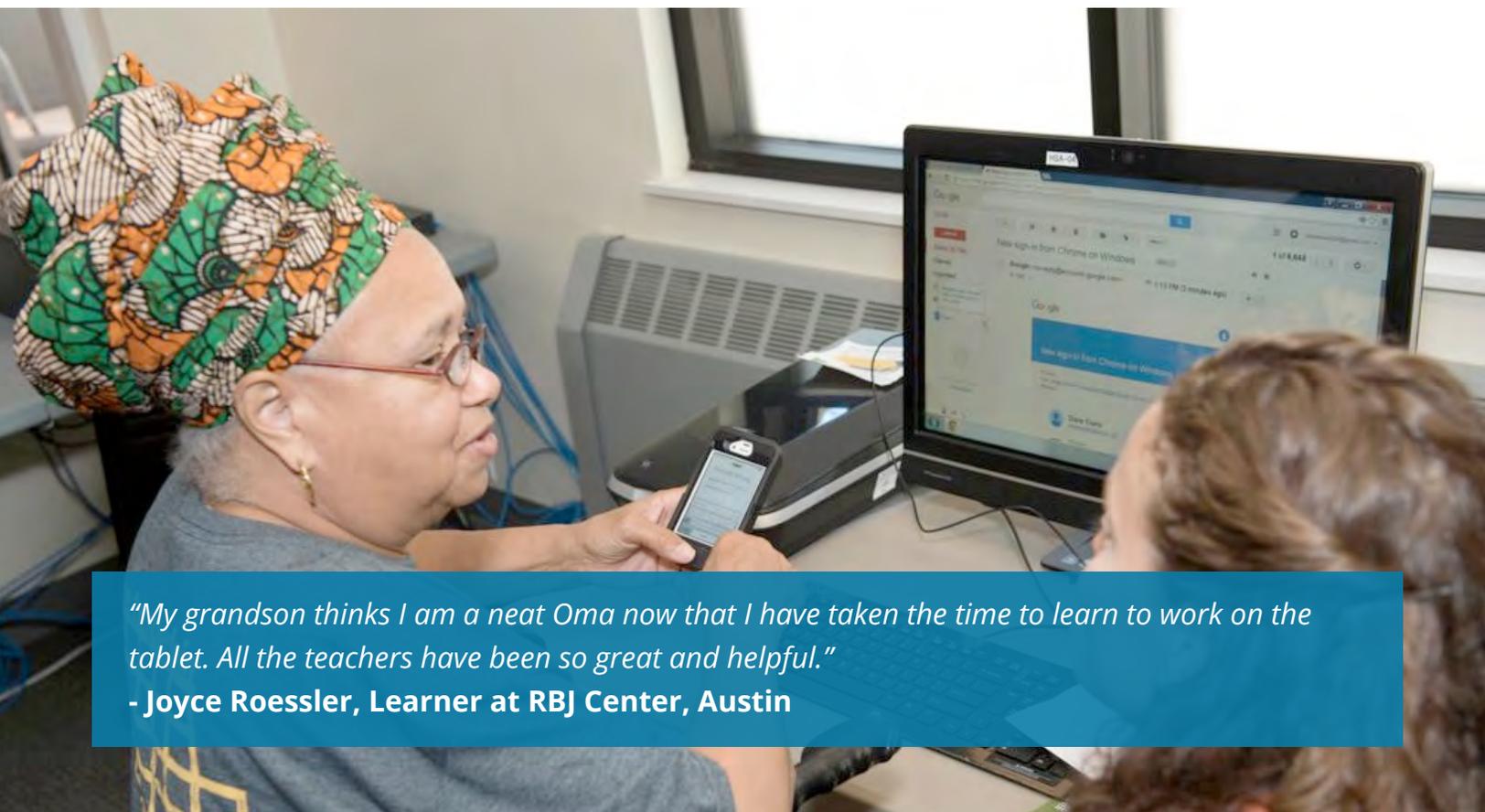


Languages

202



Trainers/Volunteers



"My grandson thinks I am a neat Oma now that I have taken the time to learn to work on the tablet. All the teachers have been so great and helpful."

- Joyce Roessler, Learner at RBJ Center, Austin



Our Programs

Digital Skills Training

SF Connected

SF Connected provides older adults and people with disabilities digital skills training. CTN provided training in 25 locations throughout San Francisco, covering subjects as diverse as internet safety, voter registration, social media, and video calling

NeighborNest

In partnership with Twitter, CTN offers clients of their NeighborNest computer classes in English and Spanish. Classes help beginner to intermediate level computer users with their goals of finding housing and employment. In 2017 CTN trained 52 learners with over 140 hours of instruction.



Digital Parents Program

CTN works with low income communities to deliver digital literacy classes in English and Spanish to parents, covering family-related topics, such as online family health resources, educational games, and internet safety. This program was offered at the NeighborNest and funded by Adobe.

Support in Housing

CTN works with low-income housing communities to provide on-site technology instructions. In 2017 we reached 22 housing communities in two cities. Many of these training sessions were funded by the California Public Utilities Commission (CPUC).

Tech Teach-In Events

Tech Teach-in events pair local companies and nonprofits to bring volunteers and learners together and help learners gain basic digital skills and confidence. For 2017, 15 volunteers from corporate partners' Goldman Sachs and the Institute of International Education, trained 24 learners during events at San Francisco senior centers. Funded by Goldman Sachs and TechWomen (a project of Institute of International Education).

"You learn to be patient in explaining terms and remember to take a step back, to see where a person is coming from. You have people who have lived their lives as grandparents and don't know anything digital. You have to be careful in going too far with an explanation - and first ensure that their needs are met." - Vern, Volunteer @ Excelsior



Creating Community-Tech Champions

CTN believes that for projects to be sustainable, there must be people who are dedicated to the cause and take a lead in their community. Our current projects are as follows:

Tech Allies

In partnership with Little Brothers Friends of the Elderly in San Francisco and launched with a grant from Metta Fund, the program matches volunteers with homebound, isolated seniors who need help getting online. 39 hours of instruction were provided to 18 trainers in 2017.

Lab Apprentice Program

In partnership with the Housing Authority of Austin (HACA) and Austin Pathways CTN provided a series of trainings for 20 selected students to prepare them to serve affordable-housing residents with the goal of increasing their digital skills to help them re-enter the workforce.



Digital Literacy Corps

The Digital Literacy Corps is a team of tech-savvy volunteers who deliver our Digital Skills Training program. This program offers volunteers comprehensive training to prepare them for working with the special populations who CTN supports and for teaching core digital literacy skills. It also includes social and networking events for volunteers. If you are passionate about digital literacy and have the skills to help people learn, find out how you can join the Digital Literacy Corps.

Ready, Set, Connect!

Ready, Set, Connect! (RSC) youth leadership development project was initiated by CTN in 2013 through a partnership with the Oakland Public Library. Since then more than 100 young people graduated from the program, clocking over 4,000 tutoring hours in multiple languages including Arabic, Amharic, Cantonese, English, Mam, Mandarin, Spanish, and Vietnamese.

"This little machine provides me communication, information access, and to a certain extent it gives me a little bit of self-esteem as well."

- Richard, Learner at Curry Senior Center, San Francisco

DIGITAL LEADERS AWARDS 2017



A fun night was had by all at the 2017 Digital Leaders Awards. Some 150 guests gathered on May 10 at Twitter's glamorous headquarters in San Francisco to celebrate the digital inclusion contributions of eight very special award recipients:



Brian Roberts, SF Connected ■ Digital Champion

Jared Boddum, CTN Volunteer ■ Digital Changemaker

Tiana Wertheim, SF Human Services Agency ■ Digital Bridge Builder

Scott Adams, Comcast ■ Digital Amplifier

Digital Inclusion in the Community Awards went to:

Carol Varney & Josh Peters, Bay Area Video Coalition

Villy Wang & Katie Cruz, BAYCAT

Marie Jobling, Community Living Campaign

Tania Estrada, The Women's Building



Learner Stories

James Johnson

Not having a computer at home nor wanting one, James Johnson, a regular user in the computer lab, makes incremental advances each day towards his poetic creations. He comes equipped with his scraps of writing to transfer to specific word documents, depending on the poem he is shaping at that time. He assumes the role of a poet with a routine time set aside for writing and creating a piece of art which eventually reaches a finished stage to add to his collection.

Without paying attention to the idle chatter or learners' voices asking for help, James maintains a concentrated posture to his craft, intermittently going back and forth to a thesaurus reference to select the appropriate word to include in a phrase. He has gotten good at establishing margins to create a specific layout for each poem. He did not always have these skills or knowledge because there were times when he was one of those learners asking and receiving guidance to structure his writing. As he puts it, "I don't have time to waste time surfing, watching video clips, or commenting on various posts. My interest is clear-cut; my poetry drives my computer use."

Since James has become a computer lab regular visitor, he has published five poetry books. With several on eKindle, he appreciates the inspiration he has received from various folks and the muse in him which is a constant at play in the Center. He relishes the opportunity the lab affords him in having a place to convene, relying on a computer, printer, and tutors to assist at any given moment. "I appreciate having the youngsters from the college and the regular tutors here to help me when I need assistance. I'm not ashamed to ask for help. Western Addition Senior Center is a community that feeds me literally and figuratively. And thank goodness for Community Technology Network providing dedicated tutors that serve as a reliable support system."





Camille Lester

Walking into the Downtown Senior Center, visitors are immediately embraced by a bright smile. Its source is Camille Lester, unofficially known as “Big Deal Camille.” A native of San Francisco, Camille recalls growing up in the projects. “When I was growing up, we didn’t have the advantage of what kids have now — we didn’t have computers and all that. Our parents gave us whatever they could get.”

A few months ago, Camille stepped into the Downtown Center out of curiosity. Among other services, she was intrigued to hear about the computer lab. Though she had a basic knowledge of computers, Camille sought out the lab when she heard of a free subsidized phone program. In order to sign up for this phone, she needed to create an email address. With the help of CTN volunteers, she not only created an email address, she eventually received her phone and learned how to use it in various ways. From learning to text and how to save photos, to learning how to listen to her beloved Gospel music, Camille was able to get the help she needed.

Over time, a challenge arose: Camille couldn’t hear her phone’s ringer. She used the lab’s computers to search and was able to find a device through her cellphone provider that would help her. Yet again, after purchasing this device, Camille was able to utilize CTN volunteers to learn how to set up her new device. The many processes that Camille underwent exemplify the impact that technology has played in her life.

She has quickly moved on to owning a smartphone and even recently purchased a refurbished laptop. She says that individuals, particularly people of color, don’t have the same advantages and access to resources. She is grateful for the lab and CTN volunteers that have contributed to the enrichment of seniors, herself among them.

Thank You

2017 Board of Directors



Matthew Bauer



Eric Beattie



Lauren DeBarr



Barrington Dyer



Sarah Gerrish



Katy Liu



John McDermott



Vivek Palekar



Devaki Raj



Preston Rhea



Ashleigh Rogers



Gayle Samuelson
Carpentier



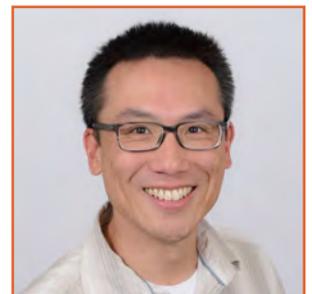
Steve Schaffer



Margaret Schoelwer



Natalia Villarman



Steven Yee

Thank You

CTN Staff



Staff member from left to right: Andrea Guzmán ■ Kate Sheludziayeva ■ Margaret Abdilova ■ Laurie Sanchez
Joanna Bell ■ Andrew Waclawik ■ Kami Griffiths ■ William Dean ■ Heather Cardes ■ Jared Boddum

Staff members not pictured: Samantha Akwei ■ Eve Li ■ Jessica Looney ■ Ghazal Rezvani
Jannell Mateo Rivas ■ Becky Sotello ■ Sabrina Tam

NTEN Digital Inclusion Fellow, Samantha Akwei



Samantha Akwei is a poet, activist and community leader whose deepest desire is to help communities transform for the better. She sees digital literacy as a key factor in maximizing how individuals communicate, create tools to solve societal issues and compete for better jobs and services. She has a Masters in Public Administration candidate at San Francisco State University and earned a BA in English from Spelman College. Samantha collected information for CTN to use for case studies and assignments that will inform changes and initiatives in our future. She participated in our first staff retreat for strategic planning, helping us draft a clear learning roadmap that will operate as a definition for achieving basic digital literacy. This work will guide our ability to assess learner needs and progress to enable us to systematically teach and measure the difference we make. Thank you Samantha!

Thank You

Volunteers



Thank you to the 106 Volunteers that helped bridge the digital divide in 2007.

Akina Hays ■ Aleksandra Serebrina ■ Alex Cheng ■ Alex Oh ■ Alicia Bodas ■ Amanda Chang
Anna Vichitcholchai ■ Anthony Pound ■ Arseniy Novitsky ■ Ashley Liu ■ Audrey Teng ■ Austin Hudspeth
Barbara Goldstein ■ Barbara Jue ■ Bev Sutton ■ Bob Nowacki ■ Bob Perry ■ Brett Neely ■ Carmen Chiem
Chengcheng Zhang ■ Clare Xue ■ Clement Liu ■ Colleen Kane ■ Cordelia McGee-Tubb ■ Dana Ng
Danny Fung ■ Dave Ederick ■ David Pressman ■ Derek Slater ■ Don Michida ■ Don Grindell
Donna Ingenito ■ Edna Ho ■ Edward Huang ■ Edwin Ragadio ■ Elsie Sato ■ Ernesto Cerrillos ■ Even Berhe
Fernando Castano ■ Franco Orihuela ■ Garrett Massman ■ Han Li ■ Henry Xiao ■ Howard Neckel
J. Robert Meisel ■ Jackson Moffet ■ Jacob LeBrett ■ James Burns ■ James Morris ■ Jessica Langston
Jiaqi Meng ■ Jim Heron ■ Jim Skeen ■ Jingyi Liu ■ John Murray ■ John Allen ■ Judy Siu ■ Judy Sue
Kanyuan Chang ■ Laureen Goodman ■ Leslie Suarez ■ Linda Lew ■ Mary Jew ■ Michael Wiggins
Mike Perkins ■ Miranda Chu ■ Newton Fong ■ Nicholas Anderson ■ Nick Au ■ Nodira Khoussainova
Norman Bohrer ■ Oscar Vega ■ Paul Chen ■ Per Madsen ■ Ping Hu ■ Quincy Walker ■ Rachel Schneider
Randy Schroeder ■ Richard Leichus ■ Rudi Hernandez ■ Rudy Lacoë ■ Ruirui Cai ■ Shannon Rohe
Shuya Qian ■ Siyi Li ■ Steve Schaffer ■ Susu Zhu ■ Szewing Ng ■ Taylor Glas-Hochstettler
Tiffany Te-Huynh ■ Todd Snyder ■ Tony Pound ■ Tracy Huo ■ Vern Arbogast ■ Veronika Hughes
Vishal Palekar ■ William Dean ■ William Trammell ■ Yijia Xue ■ Yingshan Bi ■ Yuebo Wang ■ Yuhao Pen
Zhaolin Tang ■ Zin Shwe War ■ Ziwei Liu

Thank You

Our Partners



Austin:

AGE of Central Texas ■ El Buen Samaritano ■ Family Eldercare ■ Foundation Communities
Housing Authority of the City of Austin (HACA) ■ Digital Empowerment Community for the city of Austin (DECA)



San Francisco:

Bayview Senior Services ■ Bernal Heights Neighborhood Centers ■ Bridge Housing ■ Catholic Charities
Centro Latino ■ Curry Senior Center ■ Episcopal Community Services (ECS) ■ Golden Gate Senior Services
HumanGood ■ IT Bookman Community Center ■ Little Brothers – Friends of the Elderly
Mission Neighborhood Centers ■ Northern California Presbyterian Homes and Services (NCPHS)
Oakland Public Library ■ OnLok ■ Satellite Affordable Housing Association (SAHA) ■ Tenderloin Housing Clinic
St. Francis Living Room ■ Twitter NeighborNest ■ YMCA ■ YWCA

Thank You

Our Funders

This list represents corporations and foundations that have supported CTN with program grants, matching grants, dollars-for-doers and sponsorship.



"You learn to become more patient. Communicating with the learners, and understanding their respective needs is important, as well as your own self-awareness."

- Anna, volunteer @ Centro Latino in the Mission

Financials

Statement of Activities: January - December 2017

REVENUE AND SUPPORT

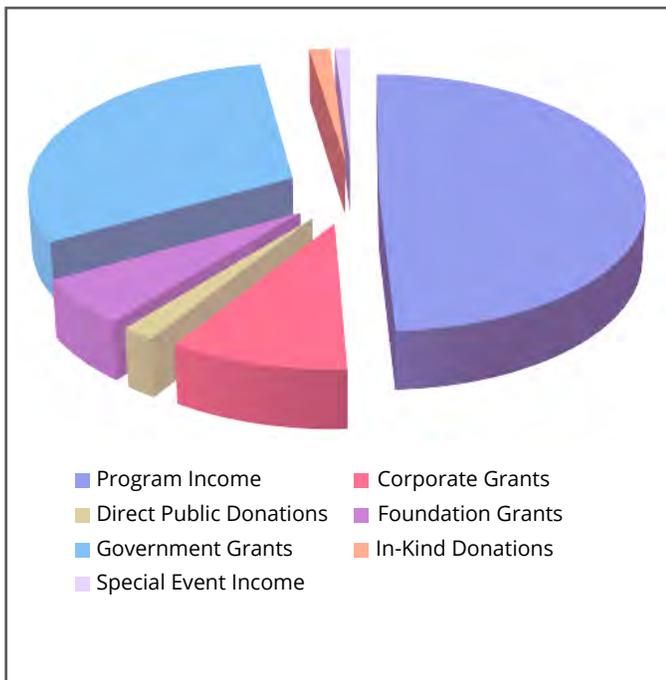
Program income	\$346,637.00
Corporate grants	\$69,233.00
Direct public donations	\$13,030.00
Foundation grants	\$41,625.00
Government grants	\$216,487.00
In-kind donation	\$10,000.00
Special event income	\$7,203.00
Total	<u>\$704,215.00</u>

EXPENSES

Salaries, wages & benefits - program	\$412,433.00
Salaries, wages & benefits - other	\$127,719.00
Consultants & Contract Labor - program	\$24,098.00
Consultants & Contract Labor - other	\$48,596.00
Operating Expenses - other	\$60,222.00
Total	<u>\$673,067.00</u>

NET INCOME

\$31,148.00





For more information about how you can get involved contact CTN's Executive Director, Kami Griffiths at kami@communitytechnetwork.org or call 650-784-1156.

www.CommunityTechNetwork.org