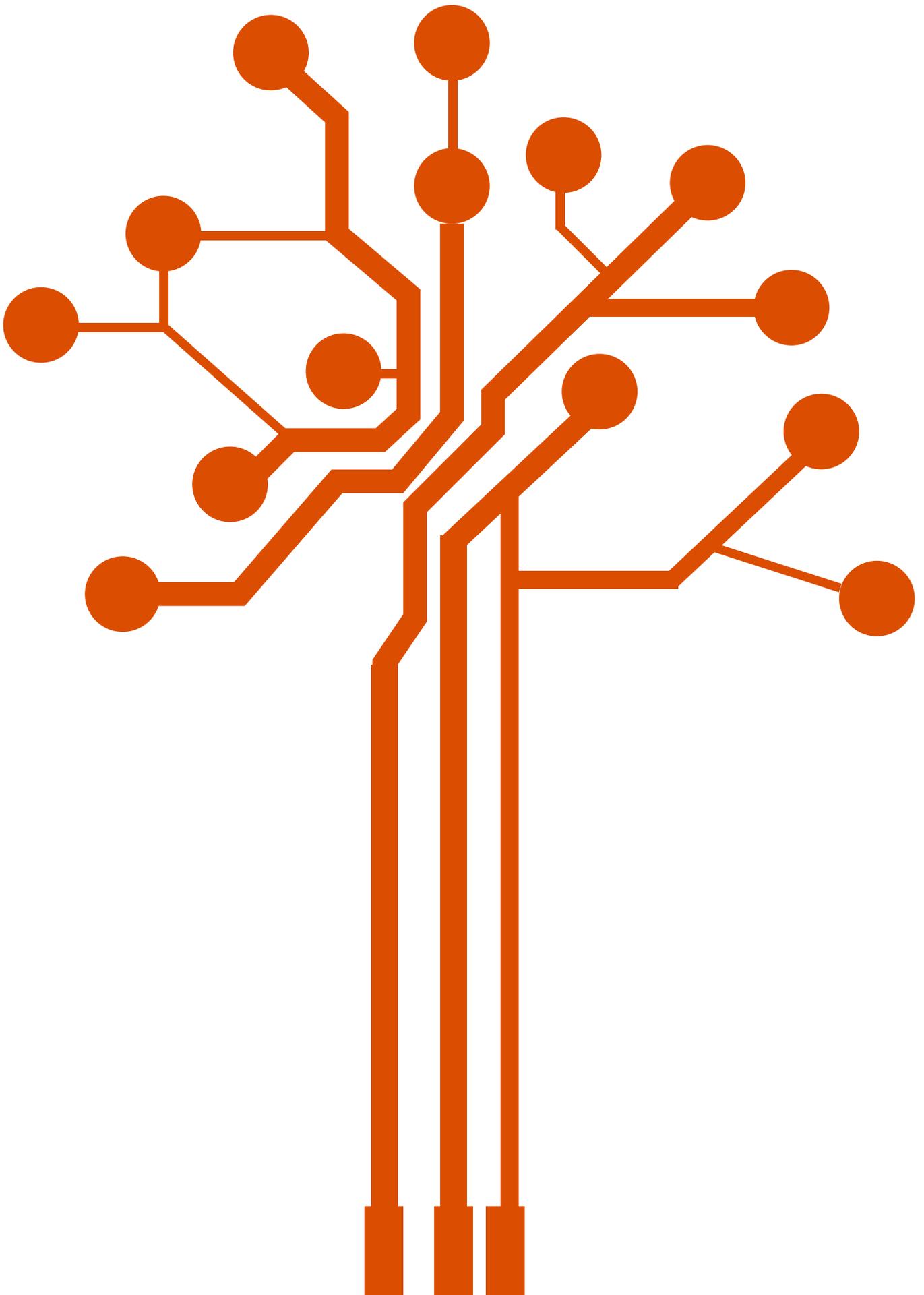


# ANNUAL REPORT

## 2018





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





Friends,

It's with great pleasure that I present our latest annual report! 2018 marks 10 years since we received our nonprofit status under the name Community Technology Network of the Bay Area. After a decade of service and expanding beyond the Bay Area we decided to revise our name to Community Tech Network and update our logo.

The CTN of 2018 has 13 staff, 263 volunteers, and 33 partners in two cities that provided 14,437 training sessions to over 1100 people. In 10 years, we have stayed true to our mission of transforming lives through digital literacy. None of this work would happen without our amazing staff, our network of partners and our passionate volunteers.

Here are highlights of our programming. Continue reading through the report for details and photos of our impact:

- We launched a new program in Austin called *Connect @ Home* in partnership with Family Eldercare and funded by the Consumer Technology Association Foundation. We provided tablets and 12 weeks of training to 40 older adults.
- We continued to partner with the City of San Francisco to deliver trainers at seniors centers for the *SF Connected* program and at housing developments for the Mayor's Office of Housing and Community Development's RAD program.
- We were involved in organizing several events including the third annual *Digital Leaders Awards* in San Francisco and *Bridging the Gap* in Austin.
- Corporate partners such as Twitter, Google, AT&T, Goldman Sachs, Lyft, Sprint, Dell and IBM sponsored *Tech Teach-In* events, provided volunteer support and provided grants to underwrite the cost of delivering digital literacy training.
- Universal Service Fund dollars in California enabled us to provide training and devices to families through partnerships with affordable housing partners such as Satellite Affordable Housing Associates (SAHA), Episcopal Community Services (ECS), San Francisco Housing Development Corporation (SFHDC), Bridge Housing and Robert B. Pitts/Tabernacle CDC.

Thank you for your interest in our work and for taking time to read this report. We're very excited for the opportunity to partner with amazing organizations that deeply care about helping to transform lives through digital literacy.

A handwritten signature in black ink that reads "Kami Griffiths".

**Kami Griffiths**

Executive Director/Co-Founder

# Impact in 2018

1,160



Unique Learners

6,633



Hours of Instruction

455



Devices Awarded

14,437



Learner Visits

8



Languages

263



Volunteers





# Our Programs

## Digital Skills Training

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### **SF Connected**

SF Connected, funded by the San Francisco Department of Aging and Adult Services, provides older adults and people with disabilities digital skills training. CTN provided training at over 20 locations citywide, covering subjects as diverse as internet safety, voter registration, social media, and video calling.

### **NeighborNest**

In partnership with Twitter, CTN offers digital skills classes in English and Spanish that help beginner to intermediate-level computer users achieve their goals of finding housing and employment.



## Support in Housing

CTN works with low-income housing communities to provide on-site technology instructions. In 2018 we reached 28 housing communities.

## 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 2018 we conducted over a dozen TTI events in both Austin and San Francisco.

Corporate partners include:

AT&T ■ Defy Ventures ■ Gateway High School ■ Goldman Sachs ■ Google Fiber ■ Lyft ■ MicroAssist ■ Microsoft ■ Smart Recruiters and 70 Million Jobs ■ Sprint ■ TechWomen

Nonprofit partners include:

AGE of Central Texas ■ Bayview Senior Services ■ Downtown Senior Center ■ Family Eldercare (Northloop Apartments, RBJ Senior Center, Wildflower Terrace, Foundation Communities)



# 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:

## Lab Apprentice Program

In partnership with the Housing Authority of the City of Austin (HACA) and Austin Pathways, CTN provided a series of trainings for 20 residents to prepare them to serve in local computer centers helping other housing residents increase their digital skills. The goal of the program was also to increase the apprentices' digital skills to help them re-enter the workforce.

## Connect @ Home

In partnership with Family Eldercare in Austin and with funding from the Consumer Technology Association Foundation, we provided 6 months of internet and 12 weeks of training for 40 low-income seniors.

# Volunteer Story

## Paolo Cassinari

Paolo has a bachelor's and master's degree in electronic engineering and worked for eight years as a software engineer, business analyst, and solution architect in a telecommunications company in Milan. He moved to the Bay Area eighteen months ago. Right now he is a student again, and he's almost completed a certificate program in project management.

In September 2018, Paolo became a computer tutor at the Downtown Senior Center. Recalling one of his memorable volunteer moments with CTN, Paolo says:

"One day I helped a guest of the center to find a new apartment. He had tried to contact landlords for weeks without any success. Technology was still a problem for him; searching online among hundreds of websites appeared very challenging. After a brief conversation about his situation, I understood that staying at his current apartment was no longer an option; thus, he needed help in finding a reasonably priced apartment. Despite his low income, staying in San Francisco appeared necessary to benefit from the senior center and nearby hospitals for medications. Therefore, I helped him in his search by using more reliable websites with updated information on available housing options. I also contacted a local housing portal to have a list of affordable housing opportunities. This simple act meant a lot to him, and he was very appreciative for what I did."



Some of the senior learners have never used a computer, but despite the difficulty, they are willing to learn something new and use technology to improve their life. This inspired Paolo, since he realized it is never too late to acquire new skills, as long as the desire to learn is there. Paolo is often willing to step in as a substitute, even with last-minute changes and requests, and CTN learners love him for his friendly and helpful manner!

*"Thank you for your patience and these detailed lessons. They've helped me get back in contact with my daughter. She barely used to write me two-line emails, and now she's sending me a novel a week."* - **Patricia Budak, Wildflower Terrace**

# Special Events

## DIGITAL LEADERS AWARDS 2018



**Leo Sosa**, Founder & CEO of Dev/Mission ■ Digital Champion

**Michael Wiggins**, CTN Volunteer ■ Digital Changemaker

**St. Anthony's Tenderloin Tech Lab** ■ Digital Inclusion In The Community

**Mayor's Office of Housing & Community Development & Exygy/DAHLIA** ■ Digital Bridge Builder

**Twitter** ■ Digital Amplifier





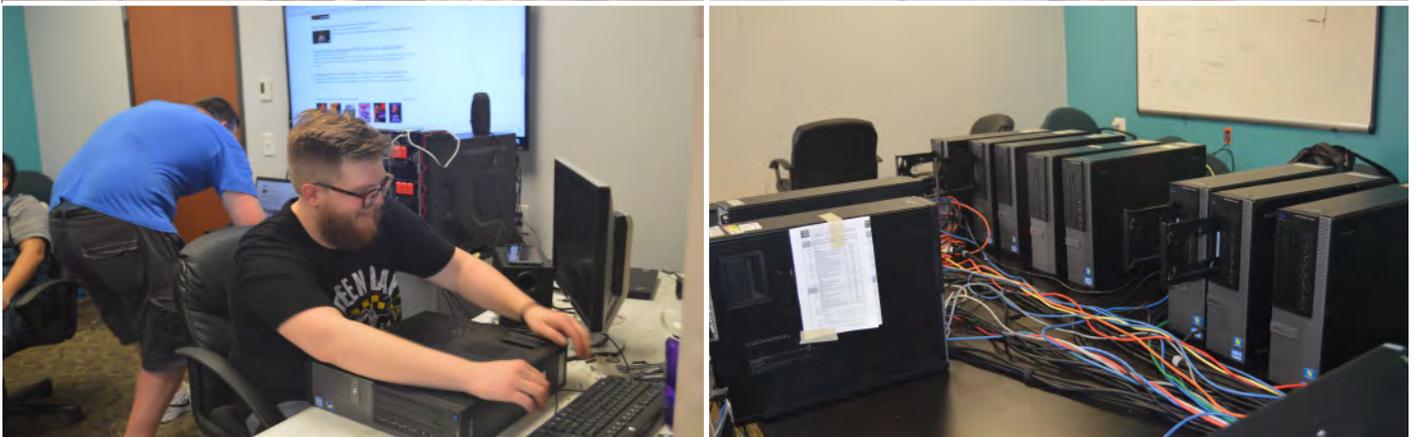
# BRIDGINGtheGAP

Mobile Beacon & PCs for People

## Bridging the Gap event in Austin

*Bridging the Gap*, a nonprofit-led initiative of PCs for People and Mobile Beacon, provides affordable computers and internet service to individuals and families below the 200% poverty level. On Friday, March 2, in Austin, Texas, *Bridging the Gap* distributed 300 computers and 150 mobile hotspots with three months of unlimited internet service to low-income families from five local community organizations; El Buen Samaritano, Foundation Communities, Literacy Coalition of Central Texas, Housing Authority of the City of Austin, and the Del Valle Independent School District.

CTN provided computer training and one-on-one technical assistance during the distribution event and additional follow-up digital literacy support to all recipients.



# Learner Stories

## Idella Johnson @ Columbia Park Manor

We met Idella at SAHA senior housing property in Pittsburg, California, where CTN provides digital literacy training. She came to class with some experience of using technology but demonstrated high energy and enthusiasm for relearning the basics and acquiring new skills. She was always among the first to arrive in class, despite recovering from hip surgery. She scheduled her physical therapy sessions around the class times to make sure she would not miss a minute.

Among the new skills she learned were sharing photos that she took on the tablet, finding and installing apps on her device, using Google Voice search to look up useful information online, and gaining more confidence about avoiding online scams.

Idella completed eight hours of training in three weeks and was happy to graduate and take home a free tablet and a certificate of achievement. She plans to continue using the tablet at home to check emails, watch YouTube, and browse the web.





## **Bessie at North Loop**

A staple of the North Loop Apartments community, Bessie Hawkins brought an unmatched energy to her Connect @ Home tablet class. Each day, Bessie greeted her trainer and her fellow students with cheer. The room would fill with smiles as she strolled in, always wearing an elegant gown or sophisticated pantsuit for class. Her personality was evident in each lesson—Bessie learned how to record a unique voicemail that spread the gospel as well as let callers know to leave their name and number after the tone. When it came to creating strong passwords, Bessie offered to recite a Langston Hughes poem from heart—just to give everyone a little inspiration.

Beyond her magnetic personality, Bessie was also a gifted learner. She took easily to tablet lessons even with very little prior experience, and spent the end of most classes helping other students catch up. From the very beginning, Bessie was happy to share what the Connect @ Home class meant for her. “We are alive today and we should make the best of it! If we don’t learn to catch up with technology, we’re dead in the water,” she explained. By far, Bessie’s favorite lesson was the class section on Google Hangouts. That week, their CTN trainer, Calvin, had left on a personal trip to Taiwan and helped plan a Hangouts call with the class half a world away. Bessie lit up and exclaimed, “My my, it is so good to see you! I just can’t believe we can actually talk to you on here [tablet]!” much to the pleasure of everyone involved. It was a moment she knew was possible today, but one she never thought she would be a part of.

Folks like Bessie always transform our CTN classrooms into small communities. CTN is so thankful to have had Bessie in the Austin Connect @ Home class, and we hope she continues to make North Loop a wonderful place for years to come.

# Thank You

## 2018 Board of Directors



Charles Aston\*



Eric Beattie\*



Danielle Bowers\*



Jackie Burniske



Lauren DeBarr\*



Barrington Dyer\*



Robert Friedman\*



Sarah Gerrish\*



Janyka Kelly\*



Katy Liu



John McDermott\*



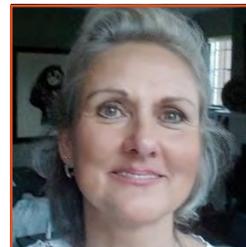
Ashleigh Rogers



Vivek Palekar



Margaret Schoelwer\*



Joyce Shanahan



Preston Rhea



Francoise Van Keuren\*



Natalia Villarman



Steven Yee



Max Zipperman

\*Members as of July 1, 2019

# Thank You

## CTN Team



### STAFF:

Eric Babb ■ Joanna Bell ■ Jared Boddum ■ Calvin Clites ■ William Dean ■ Jeff Giaquinto ■ Kami Griffiths  
Andrea Guzmán ■ Eve Li ■ Jessica Looney ■ Ghazal Rezvani ■ Jannell Mateo Rivas ■ Laurie Sanchez  
Kate Sheludziayeva ■ Sabrina Tam

### CONTRACTORS:

Erika Jones-Clary ■ Jono Marcus ■ Dale Thompson

*"Growing up, I thought typing lessons were for girls. I was a jock, and spent all my time on sports in school. I've got a lot to catch up on, but I'm ready to give it my all!"*

**- Errol "Chance" Chancelor, Oak Springs Villas**

# Thank You

## Volunteers



**Thank you to the Volunteers who helped bridge the digital divide in 2018.**

### **Bay Area:**

Ahmed Abrash ■ Wallace Andrews ■ Amrit Baveja ■ Saehej Bawa ■ Elliot Beckert ■ Olivia Bigazzi ■ Kate Carey  
Brenna Carrick ■ Mario Armando Castro ■ Tom Chiu ■ Ronald Cho ■ Kay Choi ■ Justin Cochran ■ Brenna Dutchak  
Lena Enzminger ■ Madison Fraser ■ Tingting Guan ■ Sean Hasegawa ■ Timothy Hazen ■ Esmeralda Hissam  
Eugenia Ho ■ Jasmine Kohar ■ Alexander Kost ■ Steven Lee ■ Hyon Lee ■ Yuanyuan Li ■ Michael McKinney  
Ricardo M Savage ■ Muireann Ní Sídach ■ Charles Pearson ■ Jd Potter ■ Katelynn Puckett ■ Alex Raya ■ Rida Rehman  
Rajat Shah ■ Joyce Shanahan ■ Dan Silberman ■ Nathan Solomon Kalab ■ Makaela Stephens ■ Robert Thu Myat Tun  
Shaun Thurtell ■ Theresa Tjandrawinata ■ Xingyue Tu ■ Nathan Von Griffin ■ Shuaiqi Wang ■ Bendi Yilmaz  
Angelo Zegna ■ Junyu Zhu ■ Max Zipperman

### **Austin:**

Anisa Bhaiwala ■ David Bradham ■ Erin Burget ■ Chris Cain ■ Richard Castilleja ■ Mateo Clarke ■ Joshua Dunham  
Paul Edgar ■ Robert Bryan Friedman, PhD ■ Hisa Hashisaka ■ Daniel Lucio ■ Thomas Ke ■ Du Kwan Kim (Jake) Kim  
Richard Lin ■ Chuck Linton ■ Chetna Mathur ■ Hunter Matthews ■ Nikhil Meka ■ Jim Michalski ■ Shea Peterson  
Thomas Prince ■ Andrea Romero ■ Wyatt Rose ■ Marisol Vasquez

# Thank You

## Our Partners



### **Austin:**

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



### **San Francisco:**

Bayview Senior Services - Dr. George W. Davis Senior Center - Dr. George W. Davis Senior Residence  
- Rosa Parks Senior Center - Western Addition Senior Center ■ Bernal Heights Neighborhood Center  
Bridge Housing: Holly Courts ■ Catholic Charities: OMI Senior Center ■ Centro Latino de San Francisco  
Children's Council of San Francisco ■ Curry Senior Center ■ Episcopal Community Services (ECS) ■ Excelsior  
Community Center ■ FACES SF ■ Golden Gate Senior Services - Castro Senior Center - Richmond Senior Center  
Goodwill Career Center ■ HumanGood: El Bethel Housing ■ IT Bookman Community Center ■ Little Brothers  
- Friends of the Elderly ■ Mission Neighborhood Centers: Capp Street Senior Center ■ OnLok: 30th Street Senior  
Center ■ PRC ■ San Francisco Housing Development Corporation (SFHDC) - Bayview Commons - Hunters Point East  
- Hunters Point West - Westbrook ■ Satellite Affordable Housing Association (SAHA) ■ Sequoia Living - Eastern Park  
Apartments - Downtown Senior Center - Aquatic Park Senior Center ■ St. Francis Living Room ■ San Francisco Public  
Library - Sunset Branch ■ Sunset Neighborhood Beacon Center ■ Tabernacle Community Development Corporation  
- Robert B. Pitts - Westside Courts ■ Tenderloin Housing Clinic ■ Twitter NeighborNest ■ YMCA ■ YWCA

# Thank You

## Clients and Funders

This list represents businesses, foundations, nonprofits, and government agencies that have supported CTN with grants, program fees, matching gifts, dollars-for-doers, in-kind donations and sponsorships.

Accenture	Metta Fund
Adobe	Michael & Susan Dell Foundation
Advent Software	Microsoft
AT&T	Monkeybrains
Austin Pathways/HACA	MsJones Design
The Beeferman Fund	NTEN
Bridge Housing	Polsinelli
Chevron	SAHA
Children's Council of San Francisco	San Francisco Department of Aging and Adult Services (DAAS)
Clover	San Francisco Housing Development Corporation
Consumer Technology Association Foundation	Sommers Marketing + PR
Cornerstone Advisors Group	Sprint
Curry Senior Center	Tabernacle Community Development Corporation
El Bethel Terrace	Tenderloin Housing Clinic
Episcopal Community Services	Twitter
Freenome	Zelle
Frontline Arts Web Design	
Google	
IBM	
Job Portraits	
Little Brothers - Friends of the Elderly	
Mayor's Office of Housing and Community Development	

*"Even though we're here, we're still living. There is so much about technology that has left us behind, and I'm going to catch up. This class empowered me so that I can keep learning on my own, and stay connected to our world."* - **Ruthie Clayton, Oak Springs Villas**

# Financials

## Statement of Activities For the Year Ended December 31, 2018

### SUPPORT AND REVENUE

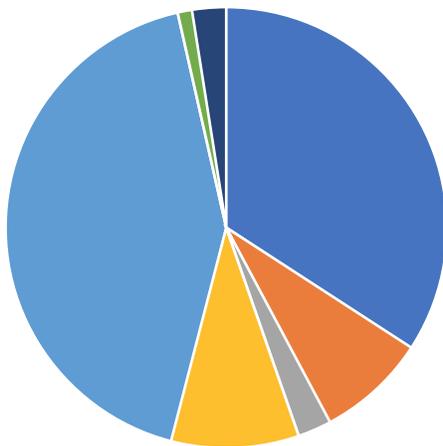
Grants and Gifts	\$ 491,129.00
Earned Income	<u>259,180.00</u>
<b>Total</b>	<b>\$ 750,309.00</b>

### EXPENSES

Program	590,354.00
Management & General	55,821.00
Development & Fundraising	<u>117,763.00</u>
<b>Total</b>	<b>\$ 763,938.00</b>

**NET INCOME** \$ (13,629.00)

### SOURCES OF 2018 SUPPORT AND REVENUE



- Program income
- Direct public donations
- Government grants
- Special event income
- Corporate grants
- Foundation grants
- In-kind donation

## Statement of Financial Position As of December 31, 2018

### CURRENT ASSETS

Cash	\$ 50,679.00
Accounts Receivable	66,987.00
Contributions Receivable	50,000.00
Prepaid Expense	<u>3,529.00</u>
<b>Total current assets</b>	<b>\$ 171,195.00</b>

Deposits	<u>4,152.00</u>
<b>Total Assets</b>	<b>\$ 175,347.00</b>

### LIABILITY AND NET ASSETS

#### CURRENT LIABILITIES

Accounts payable and Accrued Expenses	42,331.00
Accrued vacation	8,903.00
Deferred revenue	<u>1,000.00</u>
<b>Total Liabilities</b>	<b>\$ 52,234.00</b>

#### NET ASSETS

Without donor restrictions	60,509.00
With donor restrictions	<u>62,604.00</u>
<b>Total Net Assets</b>	<b>123,113.00</b>

**Total Liabilities and Net Assets** \$ 175,347.00



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

[www.CommunityTechNetwork.org](http://www.CommunityTechNetwork.org)