



2023

ANNUAL REPORT

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LETTER

The year 2023 marked Community Tech Network's 15th anniversary as a nonprofit! We celebrated our anniversary in-person in November, surrounded by our cherished staff, board members, partners, volunteers, funders, and, most importantly, learners.

It is incredible to reflect on all that CTN has accomplished in the past 15 years. We began as just a small, San Francisco-based organization and have since grown to become a nationally recognized leader in the field of digital equity.



In 2023 alone, Community Tech Network:

Provided digital literacy classes to more more than 2,700 learners

Trained 183 community leaders across multiple states to develop their own digital equity programs

Published two new digitalLIFT online courses for nonprofit and government leaders

Expanded our curriculum library to include 34 curricula available in eight languages on the six most common devices in the U.S.

*Was chosen as one of three organizations to provide digital literacy training as part of the California Department of Aging's **Connections, Health, Aging and Technology (CHAT) program** to support older and disabled adults across the state*

*Was selected to partner with **San Mateo and Sonoma Counties** (CA) to promote digital inclusion*

*Hosted a virtual **Day of Equity** during Digital Inclusion Week, presenting six back-to-back webinars about key digital inclusion topics such as culturally-inclusive curricula, advocacy, the Affordable Connectivity Program, digital citizenship, and artificial intelligence*

Hired 26 new staff members and contractors to meet our growing demands

Spoke at five conferences across the country

And more!

It's an honor to present this 2023 Annual Report with all our accomplishments from the past year. We couldn't have done any of it without you!

Best,



Marcine Jansen, Board Chair

Kami Griffiths, Co-Founder and Executive Director

**OUR
MISSION:**

**TO
TRANSFORM
LIVES
THROUGH
DIGITAL
EQUITY**

OUR VISION

**A WORLD
WHERE
INDIVIDUALS ARE
EMPOWERED TO
USE TECHNOLOGY
TO THRIVE IN
CONNECTED AND
FLOURISHING
COMMUNITIES**

OUR WORK

Community Tech Network (CTN) is a nonprofit organization that was founded in 2008 to promote digital equity. Over **42 million Americans** are offline and cannot fully participate in today's society, which exacerbates already-existing inequalities.

CTN works to address this issue by providing group **digital literacy courses**, one-on-one **technology tutoring**, and access to **internet-enabled devices**, such as tablets and computers. Our direct services primarily extend to **low-income individuals, older adults, and non-English speakers**.

Throughout our 15-year history, we have delivered over **68,300 hours of digital skills** training to more than **11,000 learners**, partnering with numerous agencies nationwide.



During the COVID-19 pandemic, we introduced **Home Connect**, a remote technology training program. We continue to offer these **virtual classes**, and it has allowed us to reach many **homebound and disabled learners**, as well as those from **rural** communities.

In addition to our direct services, we **share our expertise** through our digitalLIFT capacity-building initiatives, in which we train nonprofit and government organizations to develop their own sustainable digital equity programs. Our comprehensive digitalLIFT packages include **personalized, multilingual curricula, resources, and train-the-trainer sessions**. In 2023, we provided training to nearly 183 agency leaders.

In addition to LIFT packages offered to organizations via contracts, we offer online training courses for individual purchase. These courses provide subject matter expertise in a variety of digital equity areas, making them an excellent option for continuous learning and/or professional development.

In 2023, the online course catalog included the following:

*Affordable Connectivity Program (ACP)
Overview Training*

Advanced ACP Enrollment Specialist Training

Digital Navigators Overview Training

Advanced Digital Navigators Training

Adult Learning Principles for Digital Inclusion

*Advanced Instructional Methods for
Digital Inclusion*

Through our collective efforts, Community Tech Network aims to bridge the digital divide, improve internet access, and empower individuals and communities to thrive in the digital era.



WHO WE SERVE



Since 2008, Community Tech Network has pursued digital equity by bringing digital literacy and internet access to **digitally-excluded communities**—no matter people’s age, income-level, or primary language.

Through our direct services programming, we serve **older adults** and individuals from **marginalized communities**. Our digital skills training has been offered in **public libraries, low-income housing developments, senior centers, schools, and social service agencies**, among others.

In 2023, we offer our culturally-responsive services in **eight languages**: English, Chinese (Cantonese and Mandarin dialects), Korean, Russian, Spanish, Tagalog, and Vietnamese.

As part of our digitalLIFT capacity building initiative, we train members of **other nonprofit organizations, social service providers, government, and healthcare agencies**.

PARTNER HIGHLIGHTS

PUENTE: BRIDGING THE DIGITAL DIVIDE IN SAN MATEO'S RURAL SOUTH COAST

In the rural communities of San Mateo County's South Coast, internet access is pretty sparse. *"The area we live in is super rural. The closest hospital is one hour away, and the supermarket is 30 minutes away,"* says Ophélie Vico, the Community Health Director of Puente, a local nonprofit.



"There are limited internet providers, and some areas do not have any internet service at all. Many people have never used technology before, and for some of our participants, English is not their first language. It can be a very challenging area to work in...We live in the same county as Silicon Valley, but the connectivity looks very different here."

Puente has been referring potential learners to CTN's [Home Connect Program](#), which provides them with free tablets and one-on-one, remote technology training. The organization also hired a bilingual [Digital Navigator](#), who was trained by CTN. The Navigator will bring direct, on-the-ground assistance to community members by offering ongoing tech support.

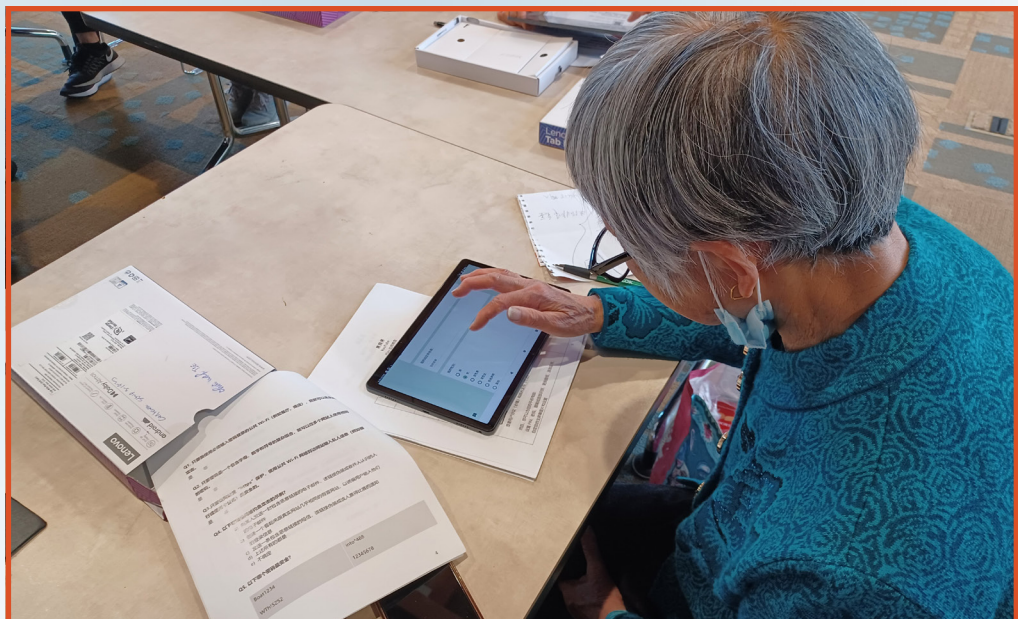
Puente's Maria Gongora thinks that being online *"opens possibilities to be connected and see what's going on in the world."* Some learners, for example, have even been able to find news online from their small hometowns in Mexico! [Learn more](#)

CTN CUSTOMIZES DIGITAL LITERACY CURRICULUM TO SUPPORT TEXAS-BASED LATINX ORGANIZATION

After the pandemic, El Buen Samaritano (EBS), Austin-based organization was ready to resume in-person technology classes. However, EBS's Isabel Bernal says, *"I realized that our previous curriculum from pre-COVID was really outdated and it wasn't what we needed for the clients that we were serving."* Thus, EBS turned to CTN's [digitalLIFT program](#), which provides organizations with training, support, and curricula so that they can launch their own digital literacy programs or improve their already existing ones.

"The new curriculum from CTN is so much easier to follow than our old one. But the fact that CTN was able to put everything together to specifically meet our needs was the best part. I really appreciated my meetings with the CTN team. They made sure that they understood what we needed, what programs we offered, and what topics we were planning to teach with the curriculum. They customized everything for us," says Bernal.

CTN's [Skye Downing](#) believes that this is precisely what makes digitalLIFT unique. *"We have the ability to provide customized solutions to fit any budget and any need. We want to give organizations the resources that they need to tackle the digital divide in their communities,"* she says. [Learn more](#)



PROVIDING REMOTE DIGITAL LITERACY TO HOMEBOUND AND RURAL INDIVIDUALS WITH VIVALON



Vivalon is the largest nonprofit serving older adults in Marin County, California, and offers an array of services, including, notably technology classes. However, Stephanie McNally, Vivalon’s Director of Healthy Aging, says that the organization is **“very cognizant”** of the fact that some folks may not be able to visit Vivalon sites in person. Many older adults are homebound, and geographic factors also play a role, as **“a large part of the county is very rural, and driving to a class can be challenging.”**

Wanting to expand its services, Vivalon reached out to CTN for us to offer their community members remote digital literacy training through our **Home Connect** program. **“Expanding our in-home efforts, especially in multiple languages, is critical. CTN is helping reach a part of the population that we could not reach before. They’re helping us fulfill our unmet needs,”** says Stephanie.

Particularly for homebound folks, connection with others—even virtually—is critical. Stephanie says that the mail carrier may be the only person that many older adults see on a given day. CTN’s remote programming allows learners to connect with their instructor and also learn how to keep in touch online with family and friends through video calls, email, and social media.

According to Stephanie, **“The older adults that we will reach [with CTN] have limited incomes and would not be able to otherwise access these devices and services. We’re opening up the world to them.”** [Learn more](#)

CTN OFFERS DIGITAL LITERACY CLASSES, PROVIDES FREE DEVICES TO CHINESE-SPEAKING LEARNERS AT GLIDE FOUNDATION



CTN has a long history with GLIDE, as the organization has referred hundreds of learners to our [Home Connect](#) program over the years.

In 2023, we helped GLIDE offer its first in-person technology training, which supported 10 monolingual Chinese-speaking learners, nine of whom had never previously used any type of computer. All of the learners graduated and received a free 11-inch Lenovo laptop.

Says GLIDE's Tina Huang: ***"Thanks to CTN, technology has greatly improved their quality of life, both mentally and physically. For example, one learner was a mother whose daughter was living in Canada. The mother missed her daughter and was very anxious. But with CTN, she learned how to use WhatsApp and can now make video calls and even see her grandchild. She is so grateful."***

"Some of the learners are in their 80s and 90s and they are so excited to learn. If a class starts at 10 a.m., they arrive early at 9:30. ...Our clients are really looking forward to participating in more CTN classes. We've told some of them they can be the first people to sign up!" [Learn more](#)

2023 IMPACT:

2,787
learners served

5,761
hours of digital
skills training
provided

1,379
devices distributed

8
languages served

183
community leaders
trained, who serve a
combined 1,069,999+
individuals

LEARNER HIGHLIGHTS

ROSALINA



Rosalina first began taking computer classes with our partner [EAH Housing](#) in 2021. She continues to return to technology lessons because she says that she can always learn something new. With her new skills, Rosalina plays online games (which helps keep her cognition and memory skills sharp), finds recipes to support healthy eating, and connects with her loved ones using FaceTime. She even says that initially she hesitated to use online bill paying but she gave it a try and never went back to writing checks.

Rosalina shared her computer learning journey and says that it was not easy because she did not grow up with technology. However, she has an open mind and she is very eager to learn new things.

Recently CTN's [Sabrina Tam](#) helped Rosalina apply for the federal government's [Affordable Connectivity Program \(ACP\)](#), and Rosalina was approved to receive a \$30 discount on her monthly internet bill. Rosalina says, *"I'm so happy that I have a discounted internet connection at home now. I did not know that it is so easy. I live on a small fixed income; every bit of saving helps."* [Read more](#)



THIEN PHAM

In San Rafael, Marin County, Thien Pham, a vibrant 74-year-old Vietnamese-speaking immigrant, attends weekly remote technology classes with CTN's Giang (Jen) Trang.

When asked if learning digital skills has empowered him to become more self-reliant, Thien says: ***"Oh yes, of course! I can do shopping myself and look up information without having to ask my kids...I can use Facebook to connect with my family and friends who live very far away from me. I don't feel so left behind anymore,"*** he said.

By leveraging the internet, Thien bridges the geographical gap with family and friends, creating a sense of connectedness that transcends physical distance. [Read more](#)

ALAN SANDS

At age 90, Alan Sands was without a computer or the skills to use it, and the world had gone completely online. His daughter helped him add apps to his smartphone, but the phone wasn't adequate to meet all his needs. Luckily, he was able to receive an iPad and technology training through CTN.

Alan and his instructor, Freddy, met weekly in a conference room in the retirement community where Alan lives. Says Freddy: ***"It was very rewarding to see Alan's face every time he learned the topics. Being able to do those things that he couldn't do prior to CTN's training changed his life completely. Alan feels more confident and doesn't feel as isolated. He always has something to do now and different ways to make his days and life more fulfilled."*** [Read more](#)

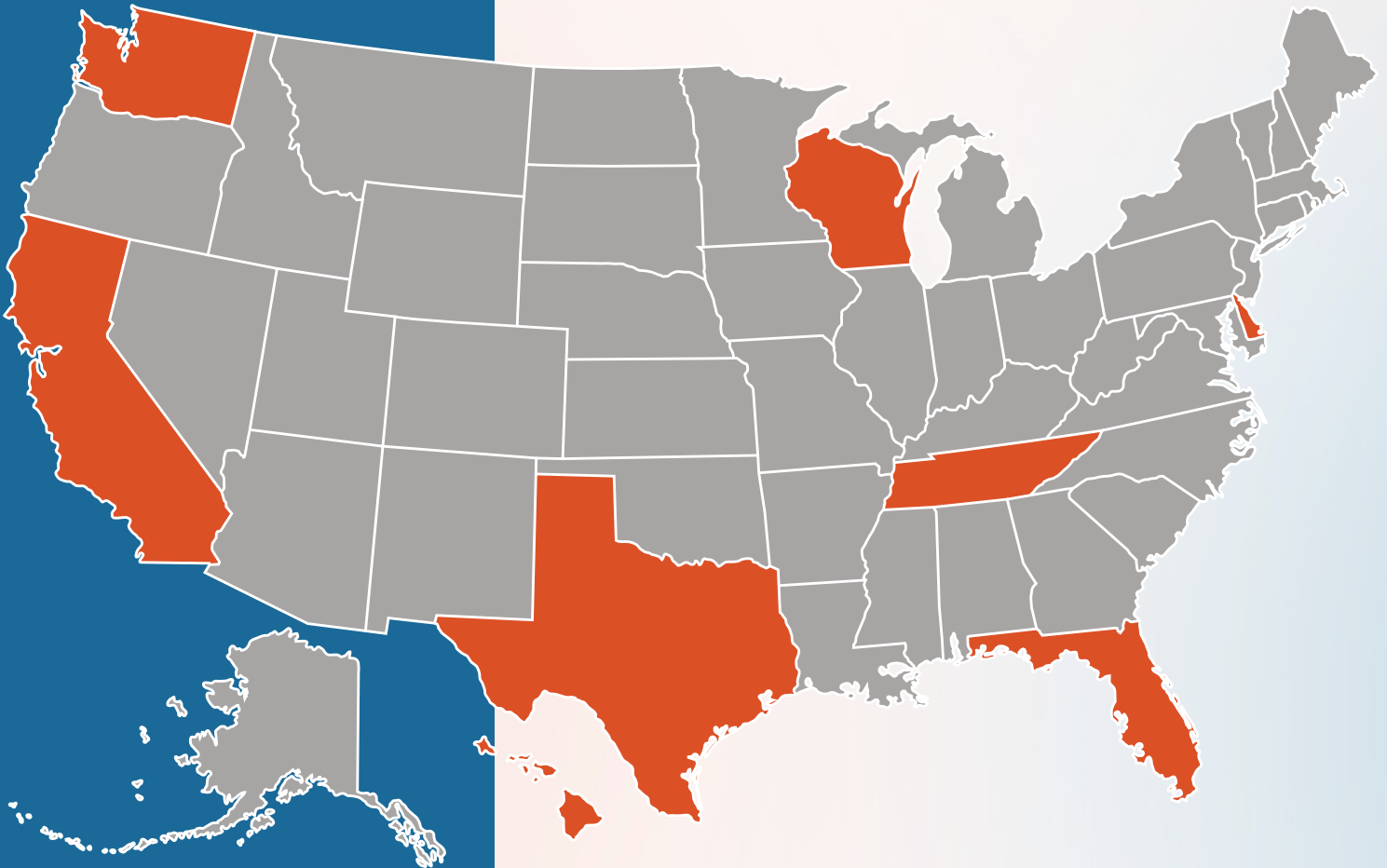


VOLUNTEER

Tech-savvy volunteers support older adults with limited digital skills. Our in-person volunteers host drop-in hours and offer tech support at our partner community and senior centers.

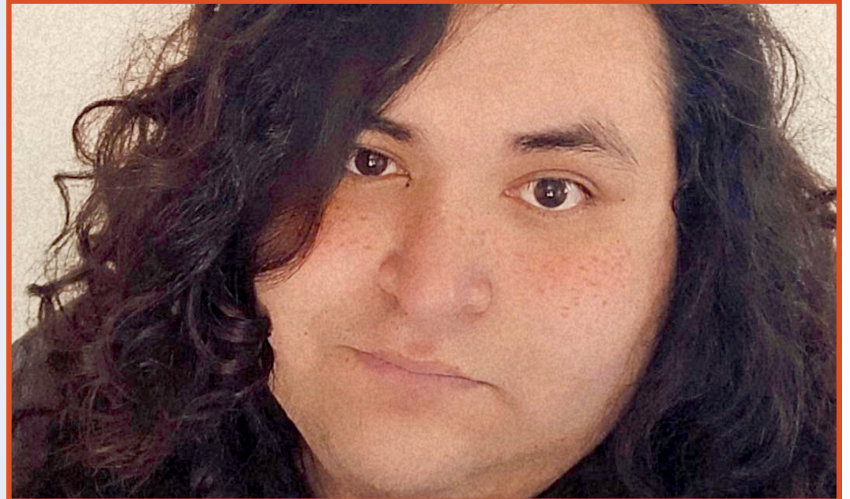
Our remote volunteers, or Digital Coaches, are paired directly with CTN learners who wish to dive deeper into their personalized interests. For example, when someone like [Theresa Wallace](#) wants to create their own nonprofit or business, they may desire specific online skills. Digital Coaches provide customized one-on-one sessions based on the learner's needs.

IN 2023, CTN HAS 75 VOLUNTEERS IN EIGHT STATES ACROSS THE COUNTRY!



VOLUNTEER HIGHLIGHTS

DEE DAVILA



Dee Davila, a student at California State University Monterey Bay, was passionate about giving back to the community and learned about CTN through a professor.

As a volunteer with CTN, Dee began by hosting Q&A sessions in which they provided tech support for Spanish-speaking learners. They emphasize that seemingly simple tasks can make a significant difference in someone's life.

"I showed people how to do things like save pictures on WhatsApp and log in to Zoom. These are things that people like you and I might find really simple, but many people still don't know how to do them and want that knowledge."

Later, Dee also hosted a webinar to teach folks about digital shopping. Particularly, they focused on how to get groceries delivered from Target and Safeway by using the stores' apps.

"I was really happy for the learners," says Dee. ***"They were engaged and interested and taking notes. That means that they valued the information enough to write it down and keep it with them."***

While Dee has been an excellent volunteer with CTN, their passion for giving back to the community does not stop with us. Dee is also incredibly passionate about LGBTQ+ rights and their future plans involve policy work and advocacy. [Read more](#)

KRISTY NG



Kristy began volunteering with CTN in person at our partner sites, such as the [I.T. Bookman Community Center](#), the [Sequoia Living Aquatic Park Senior Center](#), and the Stonestown Family YMCA. Her duties included hosting tech support drop-in hours and helping people enroll in the Affordable Connectivity Program during pop-up workshops. She also later designed a webinar to teach older adults how to use WhatsApp, a messaging and calling app that is commonly used to keep in touch with loved ones living in countries outside of the United States.

What made the presentation really unique was its accessibility. Says Kristy: ***“When I was volunteering in person, I helped a woman that had arthritis and struggled to do the two-finger scroll to use the touchpad on her laptop. The experience helped me realize that, even with all of today’s technology, things are not always accessible. This encouraged me to make my presentation as accessible as possible. I used animations so that people could easily spot the things on the screen that I was talking about. I used a lot of arrows, boxes, transitions, and circles and showed everything step by step.”*** [Read more](#)

CTN'S WORK CULTURE 2023 HIGHLIGHTS

At CTN, we believe that fostering a positive work culture is essential for both employee well-being and organizational success. Our commitment to creating a supportive and collaborative environment is reflected in several key 2023 events and initiatives:

SABBATICAL:

From October to July, CTN's Co-Founder and Executive Director, Kami Griffiths, took a three-month sabbatical in which she visited England, made pottery, and much more. Organizationally, CTN also established a policy that will allow all full-time employees to be eligible for a sabbatical every seven years, as we recognize the importance of work/life balance and personal growth outside of the workplace.

STAFF RETREAT:



In May, CTN hosted an in-person staff retreat facilitated by Enlivened Studios in San Francisco. We want all of our employees' voices to be heard, so we opened the space to synergize across teams, celebrating our wins as an organization and collaborating as a team to plan for the future.

WORKING GROUPS:

In order to foster cross-departmental collaboration and professional growth, CTN established several working groups in 2023. One of our most notable is the Inclusion, Diversity, Equity, and Access (IDEA) group, which strives to make sure that CTN is a place where all of our staff, volunteers, partners, and learners feel welcome. We also developed four other working groups, namely for 1) professional development, 2) digital equity advocacy, 3) fundraising, and 4) human resources.

SOCIAL HOUR:

Since it can be a challenge to build friendships with colleagues in a remote workspace, our Human Resources team launched social hours in order for the team—which works across various states and even several different countries - to laugh, share stories, and connect! Best of all: no work-related talk allowed!



OUR COMMUNITY

Community Tech Network is, above all, a community. It is a web of people and organizations coming together to transform lives through digital equity. We are proud of our successes and strides, but none of it would have been possible without a passionate network of volunteers, staff members, board members, community partners, and sponsors.

2023 PARTNERS

30th Street Senior Center
AGE of Central Texas
Aquatic Park Senior Center
Area Agency on Aging: Alameda County
Area Agency on Aging: Contra Costa
Area Agency on Aging: San Mateo County
Area Agency on Aging: Sonoma
Bayview Senior Services
Bernal Heights Neighborhood Center (BHNC)
Booker T. Washington Community Service Center
Burbank Housing
California Department of Aging (CDA)
Canal Alliance
Canon Kip Senior Center
Capp Street Senior Center
Center for Elders' Independence (CEI)
Center for Independence of Individuals with Disabilities (CID)
Centro Latino Senior Center
Chinatown YMCA
City of Daly City
City of Oakland
City of San Leandro
City of Stockton
Cloverdale Senior Center
Coastside Hope
Community Housing Partnership
Curry Senior Center
Daly City Partnership
Disability Legal Action Center
DISH San Francisco
Dr. George W Davis Senior Center
EAH Housing
Eastern Park Cyber Cafe
El Buen Samaritano
Episcopal Community Services (ECS)

Excelsior Community Center
Felton Institute
Foundation Communities
GLIDE Memorial Church
Goodwill of Central Texas
Graton Day Labor Center
Harris County
HomeRise
HumanGood Piedmont Gardens
Institute on Aging
IT Bookman Community Center
La Luz Center
Little Brothers, Friends of the Elderly
Lutheran Social Services
Martindale Community Library
Mechanic's Institute
Mentia, Inc.
Mission YMCA
OMI Senior Center
On Lok Powell
Opportunity Home - San Antonio
Peninsula Family Service
PEP Housing
Petaluma Senior Services
Ping Yuen Housing
Puente de la Costa Sur
Richmond Senior Center
Rosa Parks Senior Center
Russian River Senior Center
Salvation Army Senior Center, Santa Rosa
San Francisco Department of Disability and Aging Services (DAS)
San Francisco Mayor's Office of Housing and Community Development (MOHCD)
San Francisco Public Library (SFPL)
San Francisco Senior Center Downtown
Satellite Affordable Housing Associates (SAHA)
Sebastapol Library
Sebastopol Area Senior Center
Senior Coastsiders
Silvercrest Housing
Sonoma County Adult Protective Services
Sonoma County Council on Aging
Sonoma County Public Authority
Sourcewise - Community Development
Sourcewise - PASCC
St. Francis Living Room (SFLR)
Stonestown Family YMCA
Tenderloin Tech Lab (St. Anthony)
Texas Association of Regional Councils (TARC)
Travis County
Vivalon
West County Community Services (WCCS)
Western Addition Senior Center
Western Park Apartments

2023 STAFF MEMBERS AND CONTRACTORS

STAFF

Ben Boone
Josie Boyle
Joshua Chan
Skye Downing
Uhunoma Edamwen
Jannette Estrada
Yanely Gonzalez
Kari Gray
Kami Griffiths
Patricia Jew
Mohammed Mehdi
Stephen Minor
Alexey Morov
Jessica Pasquarello
Audrey Potts Velez
Patrick Qiu
Bonnie Rizzo
Anastasiya Rudziankova
Phil Schutt
Sabrina Tam
Joy Williams
Bekah Wright

CONTRACTORS

Hira Ambreen
Mel Ao
Paolo Banzon
Melissa Bravo
Ivy Chen
Daphnie Cheung
Lauren Cotter
Calixta Diaz
Patricia Dwyer

Judy Erickson
Luciano Gialdini
Laura Gonzalez Aguilar
Jennifer Guerrero Lopez
Kenadee Hernandez
Yang Hou
Jasper Hua
Damin Huang
Ryan Huang
Alicia Jimenez
Jaeda Johnson
Erika Jones-Clary
Dima Khoury
Jody Kuang
Xiaolin Li
Peitian Liang
MaxRodgers Macharia
Mercedes Marroquin
Diana Olivares
Jean Otazo
Hyewon Park
Freddy Piedrahita
Andrew Rogge
Jennifer Rubio
Carol Simmons
Giang Tran
Maria Vazquez
Vy Vo
Tom Yang
Irene Yap
Veronika Yecguanchuy-
Park
Nyarie Zhou
Rafael Zuniga

2023 BOARD OF DIRECTORS



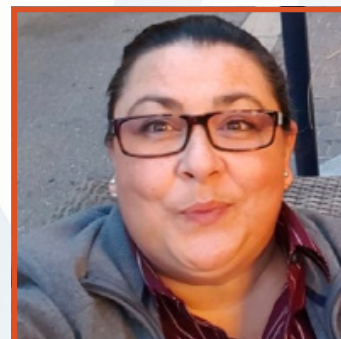
MARCINE JANSEN
Board Chair



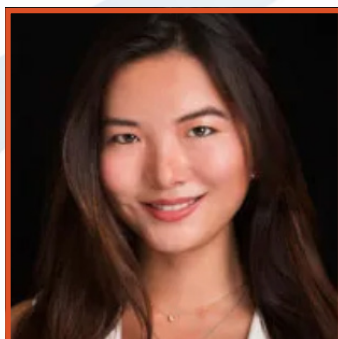
CHRIS BROOKS
Vice Chair



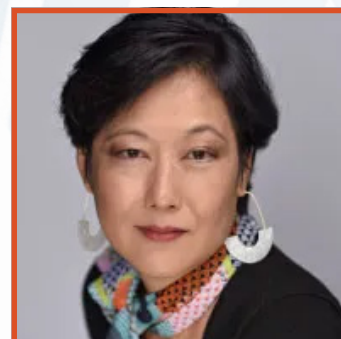
DAVID KNEGO
Treasurer



CELIA HAMMAN-CUETO
Secretary



SERENA DANG
Board Member



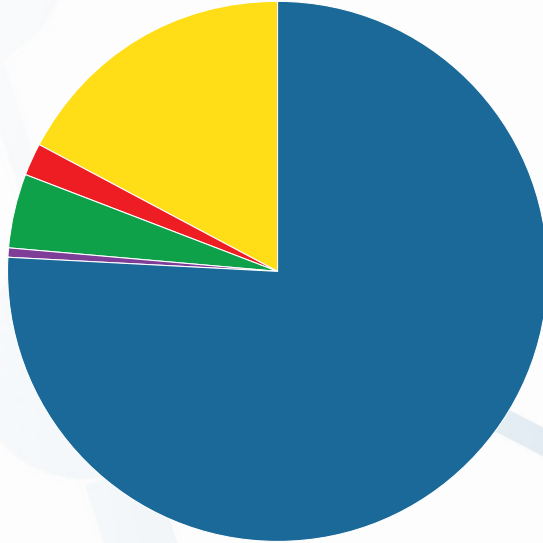
KERI VOGTMANN
Board Member

2023 FUNDERS



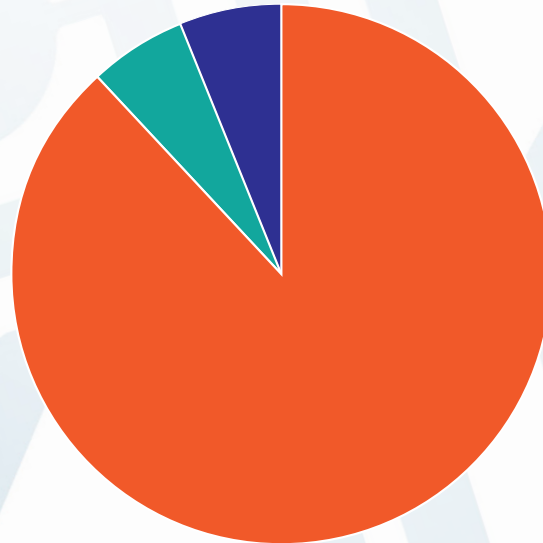
FINANCIAL SUMMARY

REVENUE



Government Grants	\$1,980,375.03
Direct Public Donations	\$17,710.22
Foundation Grants	\$110,498.32
Corporate Grants	\$52,433.32
Earned Income/Programs	\$446,628.94
Total Revenue	\$2,607,645.83

EXPENSES



Programs	\$2,436,775.30
Manangement & General	\$157,189.08
Development & Fundraising	\$166,676.14
Total Expense	\$2,760,640.51

NET INCOME (LOSS) = \$ (152,994.68)

TOTAL ASSETS

Cash	\$ 55,984.08
Accounts Receivable	\$ 279,901.85
Contributions Receivable	\$ 1,025.00
Prepaid Expense	\$ 7,196.37
Total Assets	\$ 344,107.30

TOTAL LIABILITIES AND EQUITY

Accounts Payable	\$ 211,348.18
Accrued Expenses	\$ 86,853.03
Loan Payable	\$ 78,000.00
Total Liabilities	\$ 376,201.21
Total Equity	(32,093.91)