ANNUAL REPORT

2019

A picture is worth a thousand words.

This photo was taken by a learner with their newly acquired tablet. It captures perfectly the expressions of wonderment and delight on the faces of fellow students.

Thank you for helping us accomplish our mission.

CTN
community
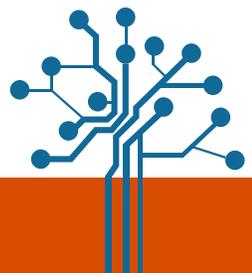## TECH NETWORK

Our Mission

Uniting organizations and volunteers to transform lives through digital literacy training.

Our Vision

A world where all people appreciate the value of the internet and have the digital skills and access needed to improve the quality of their lives.

Digital devices like smartphones, tablets, and laptops have permeated every corner of our lives from work to school to personal relationships. Public services and essential information are increasingly moving online, and many people are unable to access and leverage these resources. These days, digital illiteracy is nearly as debilitating as traditional illiteracy. While many organizations are working to spread internet connectivity to the underserved, access to technology is only a partial solution. Connectivity must be coupled with digital skills training that is relevant and delivered in a way that won't intimidate the adult learner. This training must be part of a well-rounded education that includes using these devices to enrich lives and achieve a variety of goals.

Friends,

2019 marked Community Tech Network's 11th year. We are proud to continue developing and delivering digital literacy training to low-income adults and seniors in the San Francisco Bay Area and in Central Texas.

We're proud of the impact that we are having with our partners and programs. While you'll find more stories throughout our annual report, these are some of the highlights of which we are most proud:

- The San Francisco Department of Disability and Aging Services, CTN, and several other nonprofits partner on the SF Connected program. CTN organizes a network of trainers who provided 5,284 training hours to over 500 low-income seniors across San Francisco.
- In partnership with Twitter and the NeighborNest, we offered a total of seven classes in English and in Spanish to nearly 90 learners. The classes were focused on Beyond the Basics and Computers for Work.
- We provided digital literacy training and distributed 217 devices at eight low-income housing developments and six schools funded by the California Public Utilities Commission (CPUC).
- Sunset Tech Connect, funded by Metta Fund, provided 12-weeks of training and tablets to 48 monolingual Chinese seniors in the Sunset neighborhood of San Francisco.
- We wrapped up a program in partnership with Family Eldercare in Austin, funded by the Consumer Technology Associate Foundation, that provided training and tablets to 40 seniors.
- Digital Parents, a class focused on helping parents gain basic digital skills in order to support their children's education and better communicate with their children's school, was offered in Sunnyvale, CA and Austin, TX. In total, we provided training and devices to 42 Spanish speaking and 10 English speaking adults.

The volunteers, staff, and board of CTN could not have done this without the support of our generous community. We look forward to continuing to work with underserved communities to ensure that everyone has access to the internet.

Sincerely,

Margaret Schoelwer
Board Chair

Kami Griffiths
Executive Director/Co-Founder

Who We Serve

Since 2008, Community Tech Network has provided life-changing digital literacy training targeting low-income adults of all ages. These individuals, most disadvantaged by their lack of access, are now able to enjoy the benefits of digital devices and the internet. We rely on our professional staff, our cadre of skilled and dedicated volunteers, our visionary community partners, and our committed funding partners to accomplish our mission. Our training opportunities are offered throughout the community, conveniently located where other social services are offered. Reflecting the diversity of the communities we serve, our language-specific programs are provided to reach adult learners in multiple languages.
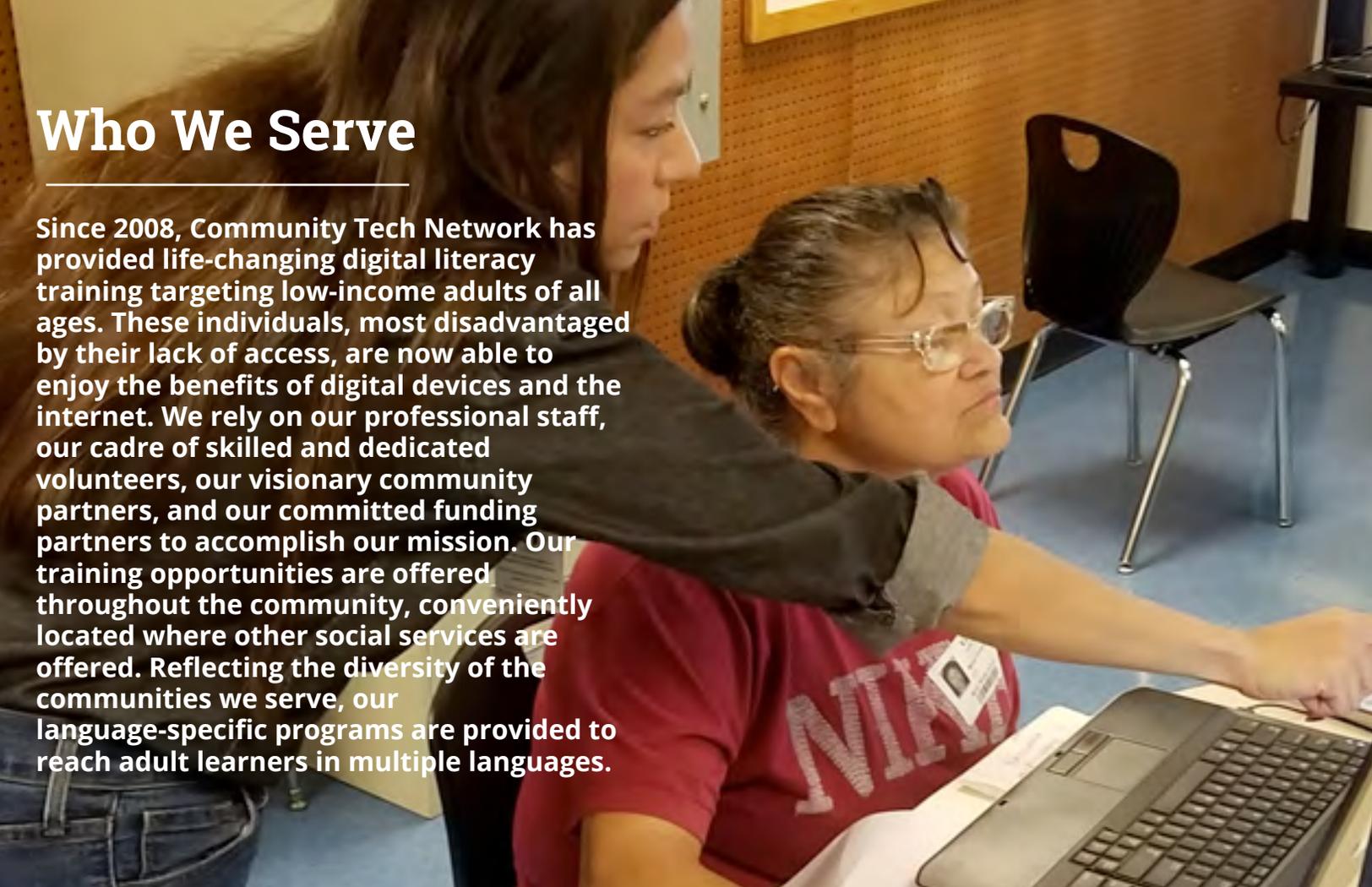
Digital Skills Classes for Parents in Austin

CTN partnered with Latinitas, a nonprofit focused on empowering girls to innovate through technology, to provide a basic digital literacy class at Martin Middle School in Austin. The participants were parents and grandparents who were using smartphones but were unable to access an important online tool called BLEND, which is used by the school to share grades, attendance, and assignments. Upon completion of the 8-hour course, each participant received a refurbished laptop. Funding for the curriculum development and the computers was provided by individual donors, Google Fiber, and Collins Technology Fund.

Sunnyvale Parents Enjoy New Digital Literacy Program

It is essential that parents of school-age children are able to use a computer so they can support their children's passage through school. CTN partnered with the City of Sunnyvale, California, to provide Spanish-language digital literacy training to parents at one middle school and five elementary schools. Parents learned skills that allow them to better communicate with the school, including "digital parenting," which helps parents ensure that their children are protected online. Each parent was required to receive a minimum of 8 hours of training in order to graduate and be awarded with a device.

19 Spanish-speakers graduated from Beyond the Basics class at Twitters NeighborNest

Shown here are 19 Spanish-language learners who graduated in October from the Beyond the Basics course that CTN held at the NeighborNest in San Francisco, Twitter's largest class this year! Thirteen of those graduates continued on to the highest-level class we currently offer: Spanish Computer Skills for Work. In this four-week series, they learn essential skills that are required in an office setting: spreadsheets using Google Sheets, email etiquette, Google Drive, and how to make conference calls.

Tablet Class Taught at SAHA Senior Housing

For many of us, technology provides convenience, entertainment, and a moment of distraction. For some, however, tablets can become an essential connection to the outside world. The power of technology to connect people is a centerpiece of CTN's program with Satellite Affordable Housing Association (SAHA), now in its third year. Funded by the California Public Utilities Commission, the language-specific classes were taught entirely in Cantonese, Mandarin, English, Vietnamese, Korean, Russian, and Farsi.
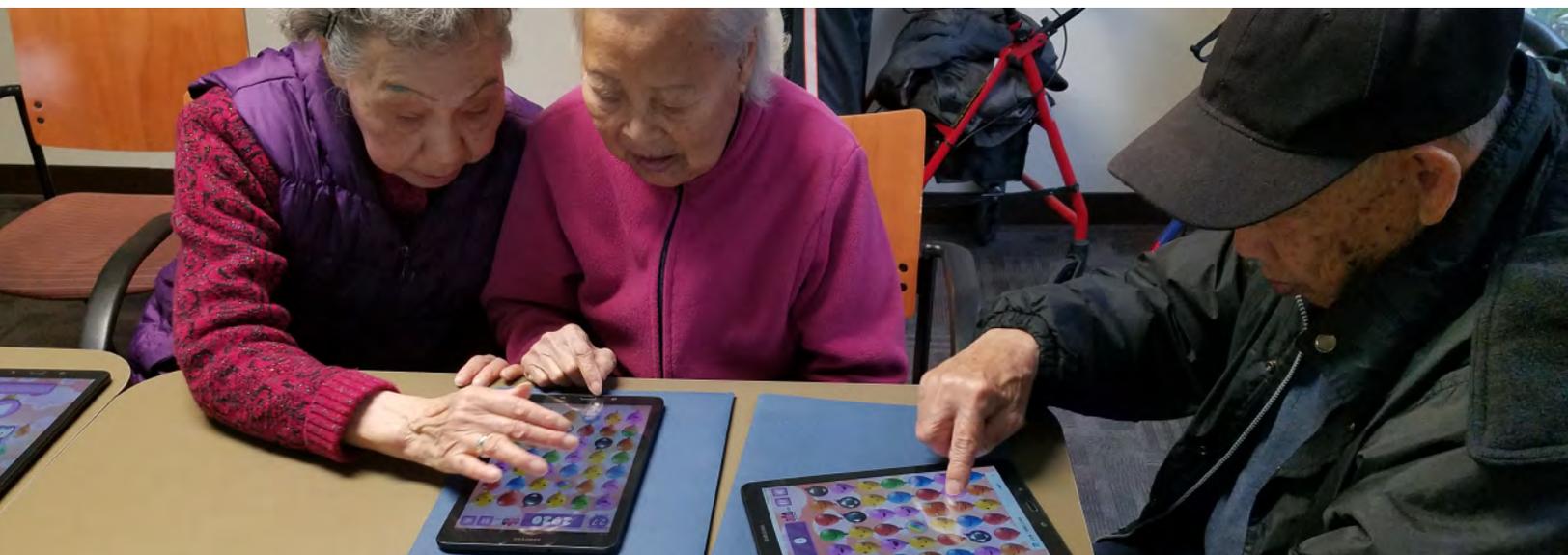
Service Summary for 2019

1,028

Unique Learners

6,856

Hours of Instruction Training

280

Devices Awarded

Learner Spotlight

Joyce Yeeping Jung Wong started taking computer classes with CTN at the Chinatown YWCA around five years ago. Joyce travels over an hour each way to get there! She enjoys the availability of Community Tech Network volunteer instructors, who speak her language, while also visiting friends and family in the neighborhood. Joyce studied geology at a university in China, and she keeps up with the latest findings in her field through the internet. At age 81, she fully benefits from today's technology by communicating with friends, organizing monthly parties, and researching culinary and medical advice online.

Service Summary for 2019

13,087

Learner Visit

236

Volunteers Serving

4,570

Volunteer Hours

Volunteer Spotlight

Tim Hazen first learned about CTN from his wife, who attends the Ceramic Studio at Aquatic Park. Next door was a CTN computer lab that needed volunteers to help with computer-related issues that seniors face. He had experience helping elderly friends and relatives with technology for decades, so it seemed like a good fit. Tim has learned that patience and understanding go a long way, and he is good at resisting the temptation to grab their mouse rather than helping the older adult learner remedy their own problem.

2019 Training Partners

San Francisco Bay Area Partners

Asian Pacific American Community Center: APACC ▪ Bayview Senior Services Bernal Heights Neighborhood Centers ▪ Catholic Charities Center For Elders' Independence ▪ Centro Latino ▪ Children's Council of San Francisco ▪ Chinatown Community Development Center (CCDC) ▪ City of Oakland ▪ City of Sunnyvale Curry Senior Center ▪ Department of Disability and Aging Services ▪ Episcopal Community Services (ECS) ▪ FACES SF Golden Gate Senior Services ▪ Goodwill of San Francisco, San Mateo and Marin ▪ HumanGood ▪ IT Bookman Community Center Mayor's Office of Housing and Community Development (MOHCD) Mission Neighborhood Centers ▪ OnLok ▪ PRC (Positive Resource Center) St. Francis Living Room ▪ San Francisco Housing Development Corporation (SFHDC) San Francisco Public Library ▪ Sequoia Living ▪ Sunset Neighborhood Beacon Center Tabernacle Community Development Corporation (TCDC) ▪ Tenderloin Housing Clinic Twitter NeighborNest ▪ YMCA

CTN 2019 Programs

Digital Parents
Digital Device
Drop-in Training
Support in Housing
SF Connected
Connect @ Home

Central Texas Partners

AGE of Central Texas ▪ Austin Independent School District ▪ Austin Public Library ▪ Capital IDEA City of Austin Innovation Team ▪ Family Eldercare ▪ Foundation Communities ▪ Latinitas

Senior Vitality Program at Curry Senior Center

Curry Senior Center is a valued training partner of CTN. Their Senior Vitality program helps clients sign up for home internet service, provides training on how to use an iPad, and layers in a health-related component utilizing a wearable (like a Fitbit) and a digital scale. The 12-month program provided at no cost accommodates 60 seniors annually and consists of 25 separate lessons. Curry Senior Center developed the curriculum, and CTN provides training in English, Cantonese, and Russian.
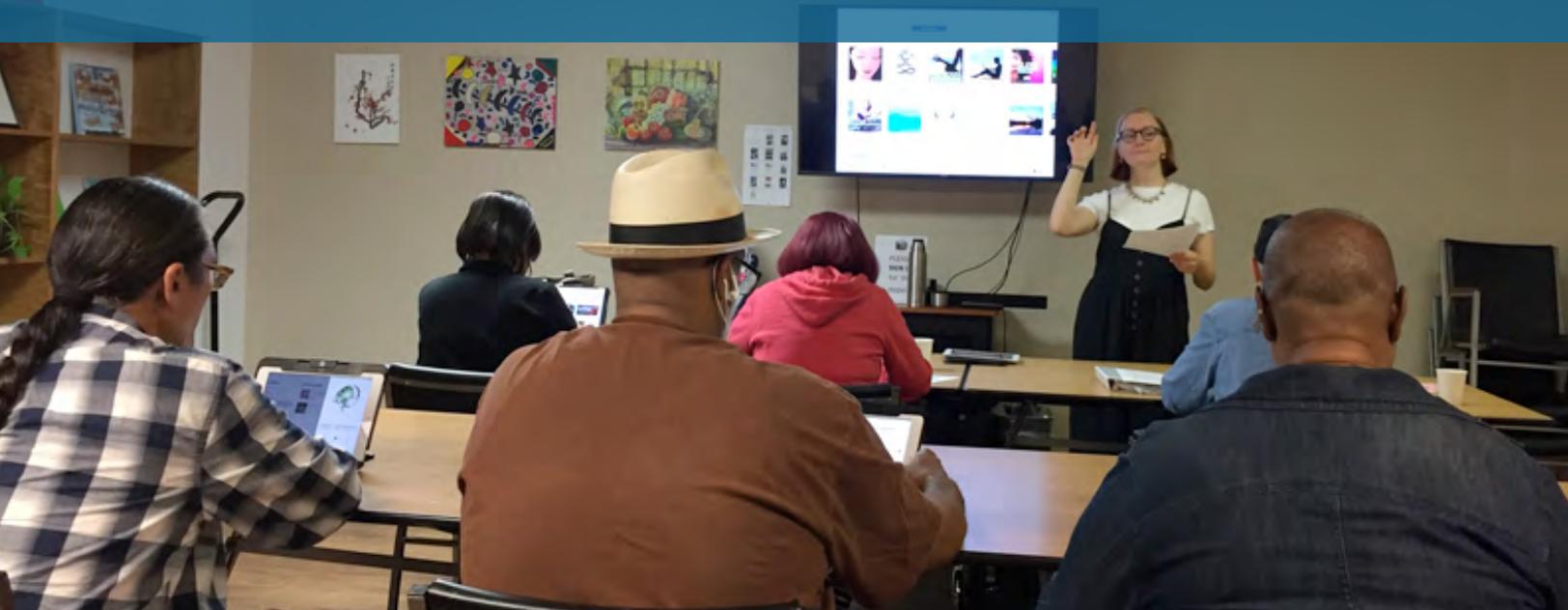
Events

Digital Leaders Awards, San Francisco

Each year CTN celebrates community champions of digital inclusion, recognizing incredible people who are doing amazing work to bridge the technology divide and raise levels of digital literacy within our city's communities that need it the most.

Our 2019 awards went to:

- **Digital Champion** – Katherine Eppler, Program Manager, The Bridge at Main
- **Digital Changemaker** – Cordelia McGee-Tubb, CTN Volunteer
- **Digital Inclusion in the Community** – Lighthouse for the Blind and Visually Impaired
- **Digital Bridge Builder** – Monkeybrains ■ **Digital Amplifier** – Metta Fund

Digital Inclusion Week Celebration, Austin

Digital Inclusion Week (DIW) is an annual opportunity to raise awareness about solutions that address home internet access, access to digital devices, and local technology training programs. CTN Austin hosted two Tech Teach-In (TTI) events focused on providing digital skills training to older adults. The first, provided in partnership with Google Fiber employees, was training for residents at Wildflower Terrace, a Family Eldercare senior housing community. At the second event, Adobe employees volunteered at the AGE Computer Lab.

CTN wrapped up its DIW activities by throwing a party! The Digital Empowerment Community of Austin (DECA) and CTN facilitated an event at Google Fiber for nearly 100 people. The great lineup of speakers showcased some of the great digital equity work happening throughout the city.

2019 Board of Directors

Charles Aston ■ Eric Beattie ■ Danielle Bowers ■ Jackie Burniske ■ Lauren DeBarr ■ Michelle DeGrate
Barrington Dyer ■ Robert Friedman ■ Sarah Gerrish ■ Janyka Kelly ■ John McDermott ■ Irina Poslavsky
Margaret Schoelwer ■ Joyce Shanahan ■ Sushma Shirish ■ Emmie Tran ■ Francoise Van Keuren

Staff & Contractors

Mark Armando ■ Eric Babb ■ Jernee Carter ■ William Dean ■ Jeff Giaquinto ■ Kami Griffiths ■ Al Ho
Erika Jones-Clary ■ Jessica Looney ■ Mercedes Marroquin ■ Jannell Mateo Rivas ■ Laurie Sanchez
Kate Sheludziayeva ■ Carol Simmons ■ Sabrina Tam ■ Annie Tan ■ Dale Thompson
Maria Vazquez ■ Xandi Wright
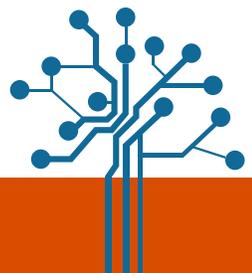
Highlights of 2019 Audited Financials

Statement of Activities
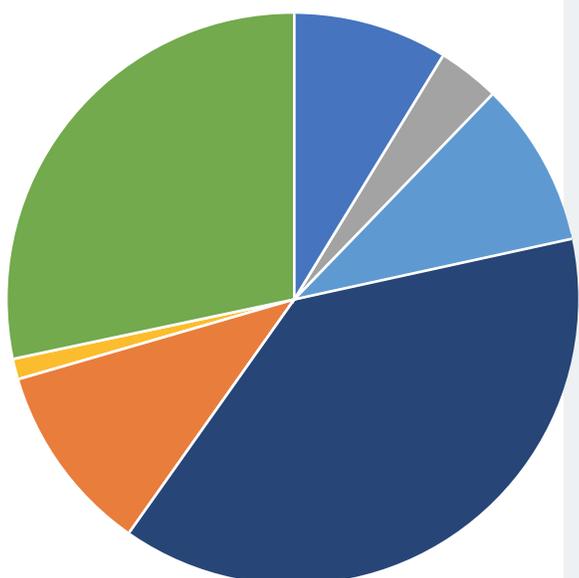**For the Year Ended December 31, 2019**

SUPPORT AND REVENUE

Grants and Gifts	$	646,979.00
Earned Income		198,807.00
Total	$	845,786.00

EXPENSES

Program		543,683.00
Management & General		116,375.00
Development & Fundraising		121,140.00
Total	$	781,198.00

NET INCOME $ 64,588.00

SOURCES OF 2019 SUPPORT AND REVENUE

- ■ Corporate grants
- ■ In-kind donations
- ■ Direct public donations
- ■ Special Events
- ■ Foundation grants
- ■ Earned Income
- ■ Government grants

Statement of Financial Position
As of December 31, 2019

CURRENT ASSETS

Cash	$	89,494.00
Accounts Receivable		81,165.00
Contributions Receivable		70,000.00
Prepaid Expense		5,732.00
Total current assets	$	246,391.00
Deposits		4,208.00
Total Assets	$	250,599.00

LIABILITY AND NET ASSETS
CURRENT LIABILITIES

Accounts payable and Accrued Expenses		31,293.00
Accrued vacation		10,199.00
Deferred revenue		11,406.00
Loan payable		10,000.00
Total Liabilities	$	62,898.00

NET ASSETS

Without donor restrictions		17,798.00
With donor restrictions		169,903.00
Total Net Assets		187,701.00
Total Liabilities and Net Assets	$	250,599.00

Our Financial Partners and Donors

Community Tech Network's board, staff, and volunteers extend our sincere appreciation to our financial donors for their continued support of our mission. This report serves as both a valued and required stewardship reporting tool; our obligation to our financial supporters providing an overview of how we have leveraged your generosity to change lives through digital literacy. Through all of the various processes and initiatives discussed, we must not lose sight of the most valued component of our collective focus — our low-income and older adult learners. We are humbled that your donations are entrusted to us, and that you allow us to invest these gifts in improving the lives of so many disadvantaged individuals in our communities. We take our role seriously, and we commit to always focus on the individual beneficiary — that one person whose life we have impacted together through digital literacy training.

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