



Tech
Exchange

IMPACT REPORT 2023-24

TECHEXCHANGE.ORG

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A NOTE FROM OUR LEADERSHIP



MESSAGE FROM EXECUTIVE DIRECTOR ULISES ZATARAIN

When I look back on the past year at Tech Exchange, I feel an overwhelming sense of pride in how deeply we've impacted the communities we serve. It's been a time of strategic growth, and it's exciting to see how far we've come! Thanks to our supporters, partners, Board, volunteers, and staff, Tech Exchange was able to bridge the digital divide for thousands of families in 2023-24.

Of course, no year is without its challenges. Scaling up our services to meet growing community needs, especially in new regions, was no easy feat. Our rapid geographic expansion frequently required coordination with complex government bureaucracies. At other times, our staff faced difficulties in establishing new locations for classes and events beyond our Oakland home.

We overcame these obstacles through our team's dedicated efforts and our community's involvement. Increasingly strong relationships with libraries, and other anchor institutions, were essential to our efforts. The resilience to pivot in the face of challenges was also crucial. Our achievements were astounding: we trained over 600 adults in basic computer skills and connected over 10,000 families in six Bay Area counties with devices and tech support! I'm particularly proud of our growing internship program, which empowered dozens of local youth with life-changing STEM career skills this year. Our social enterprise partner solutions also made remarkable impact, providing thousands of devices at discounted prices to schools, nonprofits, and other organizations across the region. This effort has not only contributed to Tech Exchange's revenue, but has also built on our sustainability mission to reuse and repurpose high quality devices.

Looking to the future, we aim to serve even more students and interns, provide greater access to affordable technology, and continue leading the charge toward digital equity across the Bay Area. With your continued support, we look forward to an impactful year ahead as we build on this momentum.

Thank you for being an integral part of our mission.

Ulises Zatarain, Executive Director



Supporters, partners and friends gathered for Tech Exchange's 29th Anniversary Celebration at Oakstop in February, 2024. Guests included (L to R) Sunne Wright McPeak (California Emerging Technology Fund) Previous Tech Exchange Executive Director Seth Hubbert, Patricia Wells (Oakland Housing Authority), Former Oakland Mayor Libby Schaaf, Tech Exchange Founding Director, Bruce Buckelew, Sandra Ernst (Oakland Promise), Trevor Parham (Oakstop), a young attendee, and Tech Exchange Executive Director Ulises Zatarain.



THE DIGITAL DIVIDE: A CHANGING LANDSCAPE

In 2023-24, the pandemic's digital inclusion crisis response waned, but the community's need for computers, digital skills, and internet access continued. The elimination of federal credits like the Affordable Connectivity Program made it more difficult for low-income households to access home internet service. In addition, schools and community based organizations struggled to keep pace with program changes for device distribution to students and families.

Although progress has been made toward closing the digital divide, tens of thousands of Bay Area families are still left behind. One in five low-income families still lack access to a computer in their home, with a similar gap for home internet access*. What's more, many individuals who do have computers and internet access still face language barriers to gaining essential digital skills and tech support.

Source: Public Policy Institute of California

OUR MISSION

For nearly thirty years, Tech Exchange has been committed to serving our community and advancing digital equity. Founded in West Oakland in 1995, Tech Exchange is a Bay Area leader in the effort to close the digital divide. Our mission is to ensure that all families have a computer, internet access, and the technology skills necessary to improve and enhance their lives. We are dedicated to building a diverse community of digitally proficient Bay Area residents who have full access to engage online in education, employment, health, financial, and civic services. Tech Exchange envisions a digitally connected Bay Area where everyone has the technology resources they need to thrive.

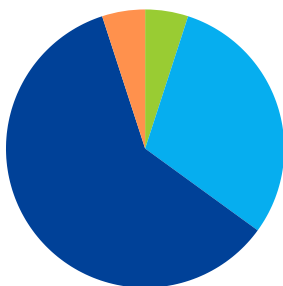
Tech Exchange prioritizes underserved communities and closes the digital divide for individuals and families who qualify as low income. 90% of the participants we serve are eligible for programs such as School Nutrition Free/ Reduced Price Meals, CalFresh, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), and/or are residents in Subsidized Affordable Housing in the Bay Area.

“Having a computer that has not been working has impacted me greatly.

I have my own small business and without the use of my computer I am not able to continue my work...today I left Tech Exchange extremely happy because not only were they able to provide me with a new computer for me to continue my work, but the staff is exceptional, kind, and supportive. Thank you for so much love in serving the community.”

- MARÍA, TECHUB VISITOR

DEMOGRAPHICS OF PARTICIPANTS SERVED



- Asian / Pacific Islander = 5%
- Black / African American = 30%
- Hispanic / Latinx = 60%
- White / Other = 5%



- Below 50% of Area Median Family Income = 60%
- 50-80% of Area Median Family Income = 30%
- 80-120% of Area Median Family Income = 10%

SERVICE REGIONS

- Established Programs, Facilities, & Impact
- Developing Services & Impact
- Pilot Projects and Emerging Partnerships
- New Outreach Region



DEVICES AND WAREHOUSE

Electronic waste is the fastest growing waste stream in the world. Each day, Americans discard hundreds of thousands of computers, most of which are still viable for use. At the same time, nearly a quarter of homes in the U.S. lack a computer or tablet of any kind. This disconnect is especially pronounced in the Bay Area, primarily affecting low income households in communities of color.

Tech Exchange has a solution.

In 2023-24, our team continued our nearly 30 year operation to collect used devices from Bay Area partners, refurbish them alongside our interns, and give the old computers new life in the hands of the students and families we serve.

HOW IT WORKS



12,554 devices collected

70+ tons of e-waste diverted in 2023-24!

After the hardware has been updated, the operating system is securely wiped utilizing a three-pass process, and new operating systems are installed.

4.



5.

Once devices receive a thorough physical cleaning, they are cataloged and prepared for shipment. All devices include a one-year warranty and tech support.



6.

In the past year, this sustainable approach brought 6,742 high-quality devices to our community. Tech Exchange distributed devices through our digital skills classes, at our TechHub, through nonprofit partners, and through our social enterprise.



DIGITAL SKILLS CLASSES

In 2023, Tech Exchange re-energized our digital skills program, which had been paused during the pandemic. Our first sets of new class attendees, in Oakland and San José, completed the course in the spring.

In 2024, we ramped up efforts even more, expanding our digital inclusion footprint to serve six counties. In 2023-24, Tech Exchange brought our free multilingual classes to 642 Bay Area adults at libraries, schools, career centers, and other community organizations. Congratulations to our 2023-24 graduates!

Attendees learned how to

- set up an email account
- manage documents
- use video meeting platforms
- navigate safely online

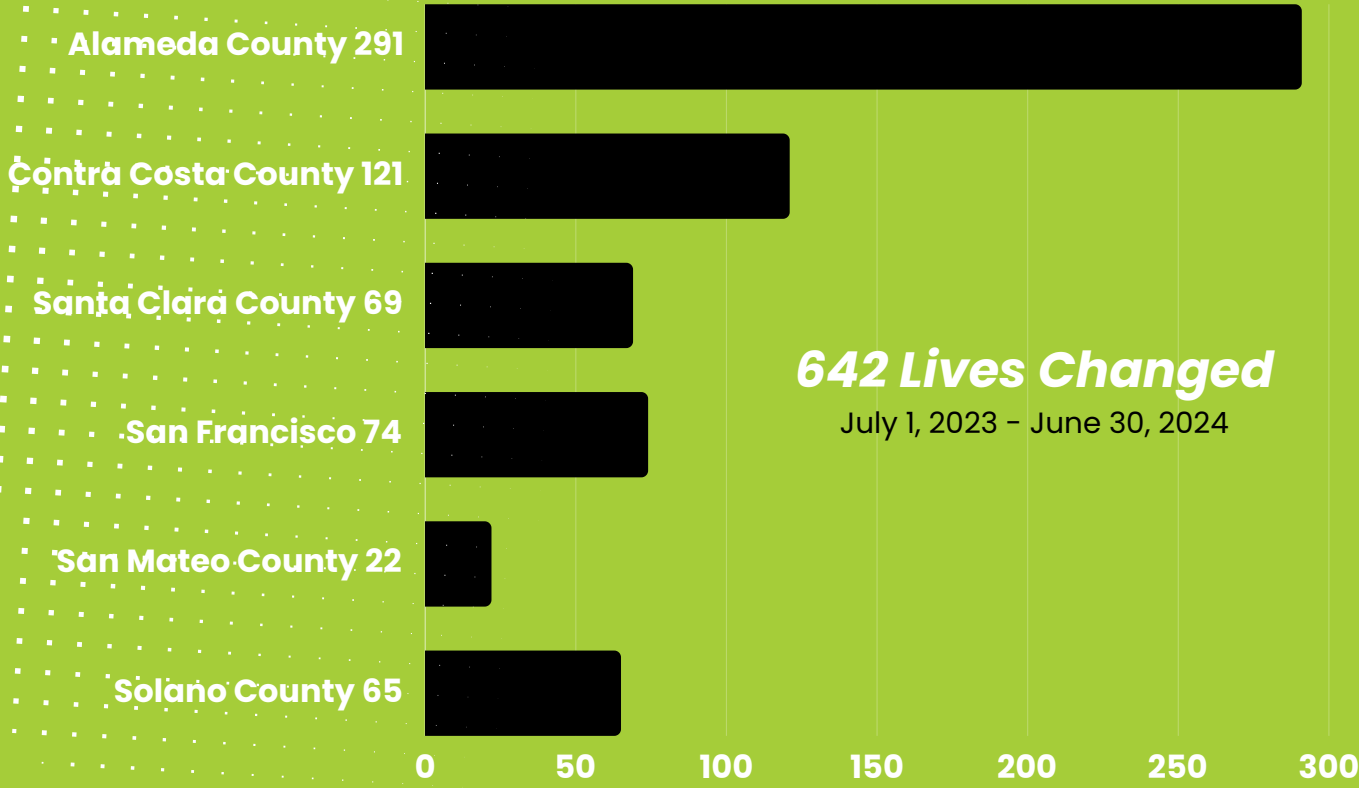
All graduates received

- a Tech Exchange refurbished laptop
- 1-year warranty & free tech support
- a certificate of completion

“Thank you so much for the class. I was definitely inexperienced and unlearned, and I learned a lot in the class, just some basics, how to do some things I really need to do. So thank you from a senior citizen in the community! I have really appreciated it and I appreciate having a computer that I’ll be able to use.”

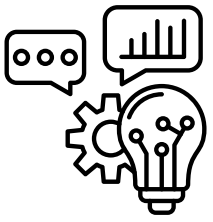
TECH EXCHANGE DIGITAL SKILLS
COURSE GRADUATE





642 Lives Changed

July 1, 2023 - June 30, 2024



45 Digital Skills Training Cohorts

360 Hours of Instruction

642 Adults Received 8 Hours of Learning & a Laptop

Funding for this project has been provided in part through a grant by the Broadband Adoption Account of the California Advanced Services Fund, a program administered by the California Public Utilities Commission, the Contra Costa Innovation Fund, and other donors.



TECHUB AND TECH SUPPORT

Tech Exchange's TechHub is the only brick-and-mortar location in our region dedicated to providing computers and free digital resources to our community. Located in the heart of the Fruitvale district, the TechHub provided multilingual tech support and other services to over 4,909 visitors during the year. Many were Oakland students and their families, with a growing number of older adults dropping in.



8,115 Total Tech Support Cases

PHONE
CALLS
165



TEXT & MSG
2,489

EMAIL
552

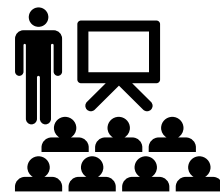
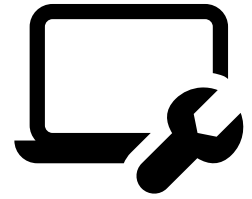
“A lady came in on Saturday about two weeks ago. She forgot her password on her computer. I helped her reset it and created a new email for her. She asked about the charge and I told her no charge and she just got very emotional. She was crying and said, “At least let me give you a hug”. She told me no one had helped her, and her kids are in LA and they’re busy all the time. It was quite the moment.”

TechHub Manager Kemish Rosales

Funding for these projects has been provided in part through a grant by the Broadband Adoption Account of the California Advanced Services Fund, a program administered by the California Public Utilities Commission, as well as #OaklandUndivided and other donors.



1,728 TechHub
Open Service
Hours



40 TechHub
Computer
Class Meetings

Community members also visited the TechHub to shop for Tech Exchange's high-quality refurbished computers. The TechHub's retail space upgraded during the year to showcase our affordable laptops, tablets, and other devices. Excitement was especially high at our St. Patrick's Day Sale March 15. Over 75 visitors dropped by to celebrate our green technology, purchase a device, and enter drawings for free prizes. Additional inventory was brought in after we sold out of our initial stock in the morning, and the event was a huge success!



OAKLAND TECHHUB HOURS AND SERVICES

Monday through Saturday, 10:00 a.m. to 4:00 p.m.

- Broadband access
- Free computer classes
- Tech support
- Device purchase and pickup
- Guidance enrolling in affordable internet service

INTERNS & WORKFORCE DEVELOPMENT

Promoting workforce development in under-resourced communities has been at the heart of Tech Exchange’s digital equity mission since our inception. This longstanding commitment to developing tech career pathways for local youth continued to grow in 2023-24. Thirty-three interns completed the program during the year, compared to eight the previous year at the end of the pandemic.

Tech Exchange leveraged partnerships with Civicorps, Alameda County StopWaste, MetWest High School, Lao Family Community Development, Success Centers, Jewish Vocational Service, and Oakland Unified School District to place paid interns at our warehouse, our Oakland TechHub, and in other roles. Our team loved working alongside these bright young people!

All interns received valuable on-the-job training and perks like TechTalks with employees at local tech companies. As a refinement, in 2023-24, the program’s curriculum was re-aligned to prepare interns to take a professional technical certification exam, with exam fees sponsored by Tech Exchange.

Over the years, Tech Exchange has trained over 350 interns and proudly hired several as part of our professional team.

“Tech Exchange has allowed me to gain real-life experiences. Since [my internship], I have been able to work hands-on with real data and make an impact in my community.”

Ashley Pablo
23-24 Data and Salesforce Intern

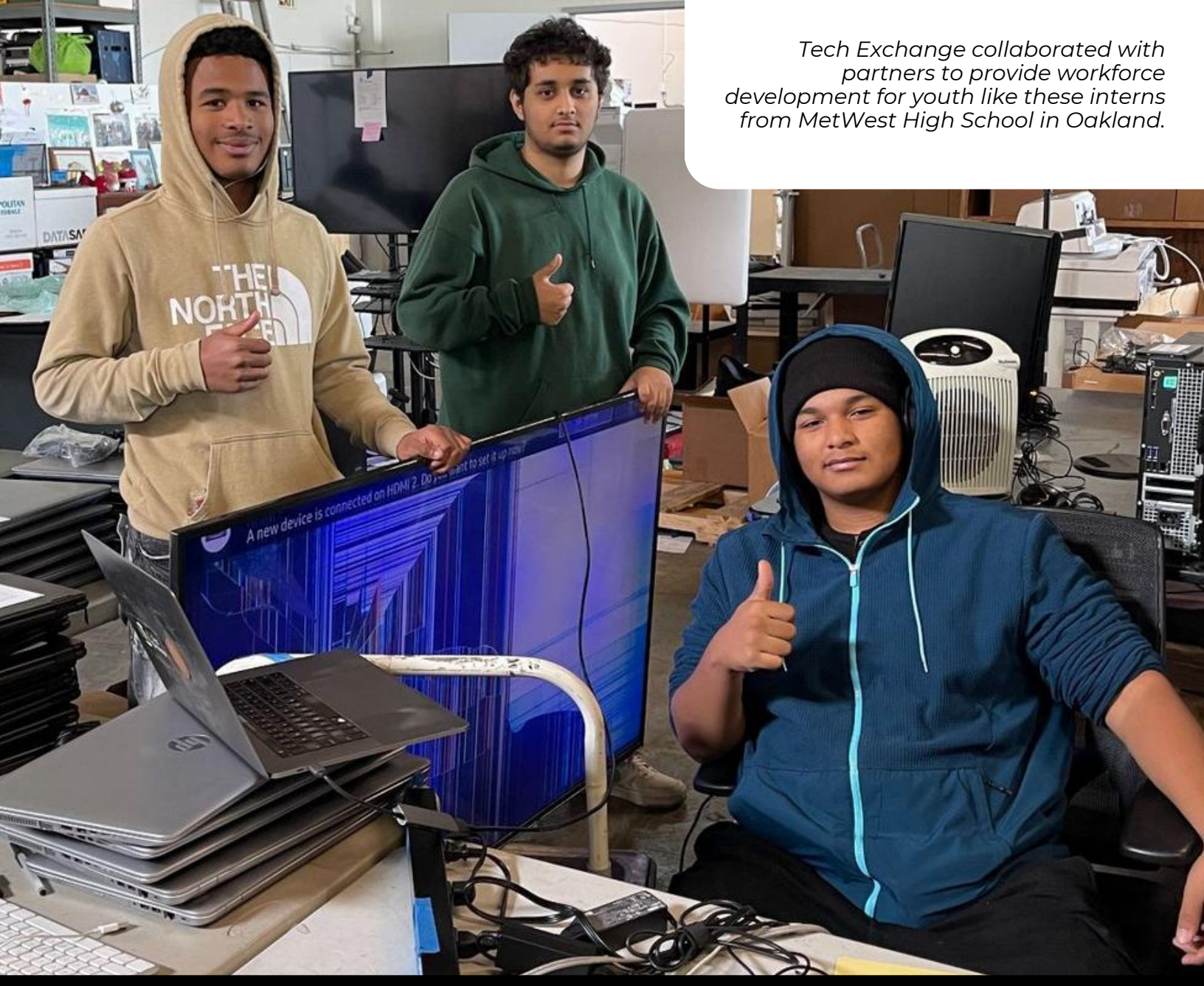


33 Interns

9,441 Intern hours



Tech Exchange collaborated with partners to provide workforce development for youth like these interns from MetWest High School in Oakland.



2023-2024 INTERNS

Edgar Alvarez
Joshua Avalos
Mario Benitez
Jamaru Burton
Gilmour Castillo
Alfeu Clements
Derek Dieu
Ryan Doe
Kevin Dollar

Myles Douglas
Jeremiah Eugenio
Evelyn McLeod
Akira Humphrey
Alex Longuele
Luis Miramontes Lopez
Destiny Luong
Mariyana Goodley

Guillermo Martinez
Alexis McMurrian
Zacharia Nasser
Ashley Pablo
Muluk Ollin
Leon Perley
Chyu Yawai Phyo
Noel Pulgarin

Adrian Ramos
Axcel Ramos
Mario Hernandez Salgado
Kaleb Strong
Lin Tsai
Jonathan Vazquez
Jose Vigil
Alejandro Villabazo
Jeremy Zamora

Funding for this project has been provided in part through grants from Alameda County StopWaste, Sustainable Grantmaking Partners Fund, the Miranda Lux Foundation, and other donors.

2023-2024 HIGHLIGHTS

100+ Community Events Attended



In the South Bay, our Fall 2023 Back To School Laptop Drive with Meriwest Credit Union and Wild 94.9 collected used computers and gave away devices at a Sunnyvale event. Tech Exchange later distributed 25 refurbished laptops to San José youth at MACLA's Teen Tech Center.



6,742
Devices
Distributed

Tech Exchange got into the holiday spirit at the 15th Annual Fruitvale Posada in December. Our team connected with Oaklanders at the beloved community event, distributing free computers and sharing resources.



2023-2024 HIGHLIGHTS

642 Digital Skills Learners



“The day before graduation, we surprised 25 seniors with the [Tech Exchange] laptops. To say that they were thrilled would be an understatement. They gasped, looked around in disbelief and then a few started crying...These graduates head to college this fall and having these devices makes a big impact. All of them said they wouldn’t have been able to get a computer on their own and were extremely grateful for the amazing gift.”

Trine Gallegos, Antioch High School

75+ Program and Advocacy Partners



Tech Exchange continued to advocate for digital equity throughout the year. Working with partners like #OaklandUndivided and California Emerging Technology Fund, our leadership offered expert insight about the digital divide in Sacramento and at regional conferences in Oakland, San Francisco, and San José.

GOALS AND FINANCIALS

Tech Exchange is committed to closing the digital divide, now and in the future. In the year ahead, we will...

- Hire additional multilingual instructors and tech support staff to work directly with community members
- Expand our workforce development program to offer more internships and certification tracks
- Strengthen partnerships with schools, libraries, and other community organizations to provide consistent digital inclusion services in six Bay Area counties
- Develop our volunteer program, and recruit new members to our Board of Directors.



We hope you will join us on our digital equity mission!

In FY23-24, Tech Exchange operated with a budget of \$2,940,581. The year began in July 2023 under the fiscal sponsorship of Oakland Public Education Fund and shifted by October 2023 to incorporate as a fully independent nonprofit. Please contact us if you have questions or to request a full financial statement.



INCOME

- 37% Government Funding**
- 23% Social Enterprise Sales**
- 21% Foundations & Corporations**
- 13% Contracted Services**
- 6% Individual Donors & Other**



EXPENSE

- 44% Programs - Salaries**
- 35% Programs - Other**
- 10% Fundraising**
- 13% Admin & Overhead**

TECH EXCHANGE TEAM

Tech Exchange is proud of our dedicated and diverse team. In 2023-24, our staff worked together to grow our organization and meet the digital inclusion needs of our community in six counties. Our staff members, interns, and volunteers reside in the San Francisco Bay Area and are passionately committed to serving our community. Thank you, Tech Exchange team, for your remarkable accomplishments this year!

2023-24 STAFF

Maybellyne Alferez-Sanchez
Samuel Martinez Aristondo
Kevin Davenport
Claudia Garcia
Betty Ha
Corey Hadaway
Julian Hicks
Amy Himes
Nakisha Holcombe
Dan Huynh

Jonathan Vazquez Infante
Chun Yin Lee
Enrique Martinez
Henry D. Martinez
Jrae Mason
Mayra Miranda
Ashley Pablo
Kemish Quintero Rosales
Crecencio Ramirez
Esteban Rodriguez

Amerika Roman
Linda Roman
Oscar Rosales
Chieo Saeteurn
Taki Taki
Vy Truong
Michael Vanevery
Johnnie Williams
Nicholas Wong
Ulises Zatarain

2023-24 BOARD OF DIRECTORS

Linda Best, *East Bay Broadband Consortium*
Christine Fernandez Brocato, *CommonSpirit Health*
Will DeVries, *Google*
Cynthia Mackey (Chair), *Winning Strategies*

TECH EXCHANGE FOUNDER

Bruce Buckelew



THE POWER OF PARTNERSHIPS

Tech Exchange acknowledges our major partners, equipment donors, and funders, who work side-by-side with our team to close the digital divide in the Bay Area.



San Francisco Public Library



30+ VOLUNTEERS
through
corporate
partners



70+ TONS of
e-waste diverted
through equipment
donor partners



10K+ INDIVIDUALS
served with
implementation
partners

EQUIPMENT DONORS



INTUITIVE

GAP



AppDirect



SONIC.
Fiber-optic Internet



Laney College
DREAM. FLOURISH. SUCCEED.

intel.

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 Alameda Free Library · Alameda Health System · Aleph Incorporated · AppDirect
 Associated Lighting Representatives · Atomwise · AUHSD Tech Department
 Automation Anywhere · Brava Home, Inc. · Sam Burd · Caliber: Beta Academy
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 California Health Care Foundation · Certified Employment Group · Chapter 510 Inc
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 East Bay Regional Park District · Eastside Arts Alliance
 San Francisco Planning Department · San José Public Library · Sequoia
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 First 5 Alameda County · Foundation for a College Education · Gap Inc.
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 West Contra Costa Unified School District · Wetherby Asset Management
 World Computer Exchange · WRNS Studio · WSP USA, Inc.

SUPPORTERS

Tech Exchange's refurbished computers, digital skills classes, and tech support programs are made possible by generous donations from individuals, private foundations, corporations and local businesses, and government funders. Every gift changes lives for the students and families we serve.

“Receiving a free laptop is a massive blessing for me as a former foster youth ...who has faced numerous challenges and obstacles throughout my life. Having a reliable laptop enables me to access online course materials, complete assignments, and communicate with professors and classmates more efficiently.

[This laptop] provides me with the necessary tools to succeed academically and reach my goals, despite the hardships I have faced. I am grateful for any support that can help me on my educational journey, and receiving a free laptop is a game-changer for me as I transition to a new chapter in my life at SFSU. Thank you Tech Exchange!”

Mariela, High School Graduate Class of 2024



2023-24 DONORS

\$100,000+

Broadband Adoption Account of the California Advanced Services Fund,
a program administered by the California Public Utilities Commission

Contra Costa County Innovation Fund · #OaklandUndivided

\$10,000-\$99,999

AT&T/ AT&T Foundation · California Emerging Technologies Fund · Firedoll Foundation
KLA-Tencor Foundation · Miranda Lux Foundation · San José Public Library Foundation

Solano County Department of Information Technology · StopWaste

Mark & Susan Stutzman · Sustainable Grantmaking Partners Fund

\$1,000-\$9,999

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*Tech Exchange is deeply grateful to the above donors for their generosity in 2023-2024.
If you have questions about your donation, or if you would like to make a change to your listing,
please email community@techexchange.org. Thank you!*

GET INVOLVED: HOW TO PLUG IN



You or your employer can make a big impact by donating retired devices to fuel our refurbishment process. If you are affiliated with a company that periodically replaces its computers, get connected with Tech Exchange! We can solve your e-waste problem and help your corporation meet its sustainability goals while closing the digital divide.

Learn more at techexchange.org/equipmentdonations, or schedule a pickup of 20+ devices at pickup.techexchange.org. Got just a few laptops? Individuals can drop off items at our TechHub or make arrangements with our staff. Your old computers will get a new life in the hands of the Bay Area individuals who need them most.

As part of our e-waste diversion effort, Tech Exchange regularly refurbishes equipment that is not suitable for our digital inclusion programs. Nonprofits and community members can purchase devices through our social enterprise on our [eBay site](#) or by contacting us directly. All proceeds support Tech Exchange's refurbishment and digital inclusion efforts. Email devices@techexchange.org to talk more about donating or purchasing devices.

VOLUNTEER



Join Tech Exchange's growing corps of volunteers! We're seeking community-minded individuals and groups who want to make a difference. A variety of ongoing and done-in-a-day opportunities are available at our Oakland TechHub, our warehouse, and at classes and events throughout the Bay Area. In addition, volunteers can serve in remote positions, supporting our outreach and admin efforts. Tech Exchange also seeks candidates for service on our volunteer Board of Directors and Committees.

Learn more at
techexchange.org/volunteer,
or email us at
volunteer@techexchange.org.

DONATE OR SPONSOR

As a community-based organization, we rely on financial support from individuals, private foundations, local business and corporations, and government funders. Donations and sponsorships in all amounts are greatly appreciated, and make it possible for Tech Exchange to bring our refurbished devices and multilingual tech services to Bay Area families.

Tech Exchange's individual donors teamed up with volunteers from Google to install a new teen computer lab at the Mayfair Community Center in San José.



You can make a tax-deductible gift at techexchange.org/donate, or mail your check to PO Box 27422, Oakland, CA, 94602.
Questions? Please email us at community@techexchange.org.



CLOSING THE DIGITAL DIVIDE, ONE FAMILY AT A TIME.

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SERVICES support@techexchange.org

VOLUNTEER volunteer@techexchange.org

DONATE OR PARTNER community@techexchange.org

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