2020 IMPACT REPORT
TABLE OF CONTENTS

The Digital Divide in 2020.........................3
From Our Executive Director....................4
Tech Exchange Answers the Call..............5
A Growing Nonprofit .................................6
#OaklandUndivided ...................................7
Flagship Programs .....................................8
Participants & Community..............................9
Workforce Development ............................10
Facilities & Enterprise ...............................11
Our Supporters .........................................12
Equipment Donors ....................................13
How to Plug In ............................................15
THE DIGITAL DIVIDE IN 2020
NEW URGENCY FOR A LONGSTANDING ISSUE

IN 2020

93% of households with school-age children engaged in some form of distance learning¹

Pandemic impacts caused the use of telehealth services to jump from 11% to 49%²

87% of job recruiters used online platforms to connect with candidates ³

...YET

1 in 5 households lacked access to necessary digital devices, skills, and internet connection.⁴

5+ million children couldn’t fully access their schools’ online education and resources.⁵

¹ US Census Bureau
² McKinsey & Company
³ Jobvite Recruiter Nation Report
⁴ American Community Survey
⁵ USAFacts.org

TECH EXCHANGE narrows the digital divide in Oakland and beyond.
As we look back on the extraordinary events of 2020, I feel honored to have been in my position at Tech Exchange as we made a difference for the better. When we laid our plans for the year, we originally projected a steady increase to 5,000 individuals served. We could never have imagined that a global pandemic would hit our community so hard—or that Tech Exchange would grow exponentially.

Tech Exchange’s immediate response in March 2020 was to create a text and phone call center which provided support to 3,500 digitally-disconnected families in its first three months. Through the spring and summer of 2020, Tech Exchange followed up to provide 2,500 Oakland students with computers and hotspots.

At the same time, we became a core implementation partner of #OaklandUndivided. This alliance between Oakland Mayor Libby Schaaf’s Office of Education, Oakland Promise, Oakland Public Education Fund, Oakland Unified School District, and Tech Exchange raised over $13MM to connect over 29,000 students with home access support in its first year.

Tech Exchange scaled up operations with safety precautions in place, adding warehouse space and skilled staff who continued working through the pandemic. Our program managers worked remotely to adapt services for online outreach and training in Oakland, with new services in San Jose. Altogether, our staff distributed over 34,000 devices from the beginning of COVID-related closures through the end of the 2020-21 school year.

My pride in our team, along with my gratitude for Tech Exchange’s partners and funders, is profound. At the same time, I feel humbled by the immensity of the digital access problem that still remains. The pandemic shone a light on societal injustices that have existed for many years, and the community’s response in 2020 was remarkable. As society re-opens, Tech Exchange’s capacity and commitment to closing the digital divide is stronger than ever, and we invite you to join us.

Seth Hubbert, Executive Director
## Total # of Free and Low-Cost Computers Distributed

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>3,500</td>
</tr>
<tr>
<td>2019</td>
<td>4,000</td>
</tr>
<tr>
<td>2020</td>
<td>34,000</td>
</tr>
</tbody>
</table>

School closures and other impacts of the 2020 pandemic made access to computers, internet connection, and digital fluency more important than ever. To respond to these critical needs of the community, Tech Exchange:

- Established a new tech support text/call line to respond to over 10,000 service calls from individuals.
- Collected 74 tons of used equipment, diverting 4,039 laptops, 2,315 desktops, and 1,774 monitors from landfills.
- Distributed 29,000 devices to Oakland students as a founding partner of #OaklandUndivided, with a total of 34,000 computers through the year.
A GROWING NONPROFIT

Founded in 1995, Tech Exchange has experienced strategic growth since 2015, with a massive increase in services during the 2020 pandemic. Annual revenue has grown accordingly, and the organization’s geographic footprint has broadened from serving only Oakland residents to now including households throughout Alameda, Contra Costa, San Francisco, and Santa Clara Counties. Early seed funding from the T.J. Long Foundation has developed into a diversified portfolio of earned and contributed income that sustains robust, mission-driven operations.

“Today more than ever, Tech Exchange’s mission to bring digital equity to students and families has been felt across Oakland and the East Bay. The Oakland Public Education Fund is proud to serve as Tech Exchange’s fiscal sponsor. As they grow to serve the greater Bay Area, the future is bright!”

Alexandria Medina, Executive Director
Oakland Public Education Fund

FY 16-17 FY 17-18 FY 18-19 FY19-20 FY20-21

ANNUAL REVENUE

#OAKLANDUNDIVIDED

Bruce Buckelew
Tech Exchange Founder
In 2020 Tech Exchange was an integral partner in the launch of #OaklandUndivided, a city-wide initiative to ensure every Oakland public school student has the tools necessary to support online learning in their home by providing access to a computer, reliable internet connection, and ongoing tech support.

“As the lead implementation partner of #OaklandUndivided, Tech Exchange provided an immeasurable impact for the students and families of our city. Tech Exchange’s hard work to collect and distribute over 29,000 devices to Oakland students during the 2020 pandemic will benefit our community for many years to come.”

- OAKLAND MAYOR LIBBY SCHAAF
Tech Exchange is dedicated to bridging the digital divide and leveling the playing field for the most vulnerable—especially during the pandemic.

Our program staff has been inspirational, working long hours as a remote team to adapt our outreach and training modules. I’m thankful we have been able to continue supporting community members, as they strive to be graduates, business owners, engineers, and more.

- SHINQUELL GREEN
TECH EXCHANGE
DIRECTOR OF PROGRAMS

FLAGSHIP PROGRAMS

Tech Exchange’s core program, Tech For All, supplies everything our neighbors need to get connected and bridge the digital divide:

- a refurbished computer with a 1-year warranty
- assistance accessing affordable internet
- ongoing tech support
- fundamental digital skills training

Our digital skills curriculum introduces the fundamentals of how to use technology in daily life, and pivoted in 2020 to be offered online and by phone/ text. Participants are matched to our culturally-competent, multi-lingual trainers in order to accomplish self-determined learning goals.

Individuals and families can also find support at the Tech Hub, located at 2530 International Blvd. in Oakland’s San Antonio Neighborhood, in which, historically, 41% of residents have lacked broadband internet service at home. Pre-pandemic, the Tech Hub offered digital literacy workshops for learning basic and intermediate computer skills, an open lab, and a community space for residents to access wifi, and will do so again when public health and safety allows.
PARTICIPANTS & PARTNERS
Tech Exchange prioritizes underserved communities.

Tech Exchange closes the digital divide for individuals and families who qualify as low income through their participation in public services such as:

• School Free and Reduced Price Lunch Program
• CalFresh Program
• Supplemental Security Income (SSI)
• Subsidized Affordable Housing

Prior to the pandemic, outreach was primarily conducted through Tech Fairs at libraries and community centers, and services were offered at our Oakland Tech Hub. When COVID-19 limited these in-person efforts, Tech Exchange worked with partners to reach out through shared networks, maximizing text messaging and social media as we continued to place informational fliers in high-need neighborhoods.

DEMOGRAPHICS OF PARTICIPANTS SERVED

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

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

n
60% = Below 50% of Area Median Family Income
30% = 50-80% of Area Median Family Income
10% = 80-120% of Area Median Family Income
Involving Oakland youth in our organization is essential to our mission. Tech Exchange interns gain hardware knowledge and become comfortable troubleshooting and refurbishing computers. Students earn market-rate wages and engage in robust work alongside technicians at schools and public housing sites to resolve technical issues and upgrade machines.

“Tech Exchange is a huge step to achieving my career goals. This opportunity has opened many doors to me and I’ve been able to make connections with other people.”
- GABRIEL GARCIA, OUSD/METWEST HIGH SCHOOL INTERN, TECH HUB TEAM

“If not for Tech Exchange I would not have continued on with IT.”
- KAMILLE INOCETO, UNITEK COLLEGE INTERN

“My ultimate career goal is to become self-managed or in a manager position. The leadership skills I developed at Tech Exchange can be applied to creating a friendly work environment for my peers and me, as well as communicating effectively to get things done.”
- GERSON MARTINEZ, UNITY COUNCIL STEP PROGRAM INTERN; FORMER TECH EXCHANGE PRODUCTION FACILITY (CURRENTLY EMPLOYED BY FEDEX)

Program Coordinator Nick Wong (L) demonstrates how to wrap a pallet of #OU Chromebooks with intern Gerson Martinez. Originally connected through our partners at Unity Council, Gerson was eventually hired by Tech Exchange during the pandemic to assist with order fulfillment for #OU. Experiences like these later helped him land a job at FedEx.
FACILITIES & ENTERPRISE

We employ an environmentally sustainable, re-use model by refurbishing donated computers and providing them to families, schools and community organizations, along with training and support. Over the last 25 years, we have distributed over 75,000 computers to our community, provided over 10,000 instructional hours of training, offered 300 youth technical internships, and diverted over 1,000 tons of e-waste from landfills.

Tech Exchange sources used devices from generous businesses and individuals. Our drivers pick up bulk donations and bring them to our Oakland warehouse. The devices are then refurbished by staff technicians and paid interns before distribution to recipients in Tech for All and our other programs. Equipment that cannot be salvaged and re-used is taken to our partners at Civicorps E-waste Recycling. In 2020, in order to accommodate social distancing as well as increased program activities, the warehouse tripled in size to 13,000 square feet.

Our warehouse team proudly displays the used devices (generously donated by Salesforce) that the team has refurbished and prepared for shipment to a local youth group.

“Typically, we receive computers from nearly 200 companies each year cycling out their older inventory. Due to COVID-19 business closures incoming device donations decreased in 2020, but our facilities stayed busy supporting #OaklandUndivided. I am so grateful to our warehouse staff, who continued to work (with safety protocols in place) throughout the pandemic.”

- JOEL PEÑA, DIRECTOR OF STRATEGIC PARTNERSHIPS
OUR SUPPORTERS

$100,000+
Anonymous • California Emerging Technology Fund • California Public Utilities Commission
Gilead • #OaklandUndivided • San Jose Digital Inclusion Partnership

$25,000 - $99,999
Anonymous • City and County of San Francisco • East Bay Community Foundation • Family and Beyond
Jewish Community Federation & Endowment Fund • Sustainable Grantmaking Partners Fund
Tides Foundation • H. and J. Ullman Philanthropic Fund

$10,000 - $24,999
The Anonymous Fund • Bachrodt PTA • COVID-19: A Just East Bay Response Fund
Enel X North America, Inc • Google • Miranda Lux Foundation
Newhall Foundation • Birrell Walsh and Nancy Grant

$5,000 - $9,999
Will DeVries • Kappy Dye • PlayStation • Y&H Soda

$2,500 - $4,999
ABS Global Trading Limited • Linda Best • Norman & Jo Budman • Phillip Clark
Cox Family Trust • EACH Foundation • Arti Garg

$1,000 - $2,499
Anonymous • David Beaver • Pamela Covington & Paul Costa • Matt Gainsborough
Gallagher-Goldman Fund • Jody Hahn • Hewlett Packard Enterprise Foundation • Alissa Isaacson
Anita Joseph • Chris Lau • Candace Marbury • Allan Ng • Rodric O’Connor • Sharon Robinson
Matt & Lauren Ruhstaller • Heather Shaffer • Leota Tennant • Hawthorn Ubell Family Fund • Matt Vieyra

$250 - $999
Bereket Abraham • Jonathan Adams • Postoria Aguirre • Apple • Richard Archer
Jody London & Michael Aronson • W. Beasley • Kim Belchamber • Angie Chang • Kris Coontz
Emily Cronbach • Joyce Dare • Mary David • Meredith Decker • Lesley Dickinson • Angie Ditter
Jeffery Do • Andrea Dunham • Joel Freeman • Naomi Ginsberg • Chase Haegle • Catherine Hall
Ashley Harvey • Marilyn & Gary Hawke • Kim Henon • Tessa Hunter • Teresa Johns • Brian Johnson
Clennita Justice • Apoorva Karan & Ashish B. Shah • Minsun Kim • Gabe Kronstadt • Stephen Lautze
Nathan Leiby • John Littell • Anne Lowry • Kenton Lu • Cynthia Mackey • Dominic Mallinson
Edward Matuszak • Meredith Corporation Foundation • Kenneth Miller • Shawhin Mosadeghizad
Christopher Moynihan • Thomas Muer • James Neally • Chris Nicholas • David Ordal • Jesse Ortega
Aristoteles Pritsopoulos • Elizabeth Redman Cleveland • Warren Ristow • Claire Roberts • Salesforce
Richard Selsted • Jessica Shalek • Tony Shih • Kim Smith • The Solomon Household • Melanie Stephens
Robert Stewart • Karen Stolzenberg • Kazuhiko Takeda • Mark Taylor • Roseann Torres
Rosalind Vega • Dana Wellhausen • Hal Wine • Betty Woodward

Tech Exchange is deeply grateful to the above donors, as well as to the hundreds of individuals who made gifts under $250, for their generosity in 2020. If you have questions about your donation, or would like to make a change to your listing, please email community@techexchange.org. Thank you!
SPECIAL THANKS TO OUR LEAD EQUIPMENT DONORS IN 2020

Gap Inc. • PC Professional, Inc. • Oakland Unified School District • Caltrans

Aaron Cammarata
AC Transit
Access Softek
Alameda County Office of Education
Alameda Health System
Alto Pharmacy
Anchor QEA LLC
Appen
Asian Americans Advancing Justice
Asian Health Services
AssetMark
ASUS Computer International
AUHSD Tech Department
B8ta
Bay Area Medical Supply
Bay Sun Solar
Boxer & Gerson, LLP
Bremer Whyte Brown & O’Meara LLP
Bridging Tech
Byrens Kim Design Works
California Careforce
CA Department of
Developmental Services
CA Department of Transportation
CA Department of General Services
California Emerging Technology Fund
Caltrans
Cellerant Therapeutics, Inc.
Centrica Business Solutions
Chapter 510
Chris Johnson
City & County of San Francisco
City of Alameda
Claremont Middle School (OUSD)
Clari, Inc.
Clever tech
Community Realty
Contra Costa Economic Partnership
Credit Karma
Crocker Highland Elementary School
Dronedeploy
East Bay Regional Park District
eBay
Emerson Elementary School
Endless Mobile, Inc.
Entelo
Eric Perney
Evolv Technologies, Inc.
Family Support Services
French American International School
Gap Inc.
Garfield Park Village
Good Shepherd School
Greenbelt Alliance
GU Energy Labs
Hack the Hood
H&L Partners
Hinge Health
Homotiller Media
Horsley Bridge Partners
Howard Elementary
IDW Publishing
Impossible Foods Inc.
International Rescue Committee
ITRenew
JKK Infotech Incorporated
James Kelm
KPFA Radio
Las Lomas High School
Law Offices of Tanya Gomerman
L.N. Curtis & Sons, Inc
Lonely Planet
Menlo Event Services
Mills College
Mozilla
Oakland Public Library
Office of Systems Integration
Optimizely
Oakland Unified School District
Pacific Workers
PC Professional, Inc.
Perforce Software
PH Productions, Inc.
Pocket Gems
Point72 Asset Management
Project Inform
Pro-MotionPix, LLC
Quotient Technology Inc.
Renew Physical Therapy
Rogers Family Foundation
Room to Read
Rotunda Partners
Saint Mary’s College High School
San Domenico School
San Francisco Ethics Commission
San Francisco Soup Company
San Leandro Rock Company
Sequoia Consulting Group
Shell Martinez Refinery
Simpson Manufacturing Company
Sling It! Lacrosse Co.
SRT Consultants
St. Philip’s School
State of California
Tom Steyer
Stockwell AI, Inc.
Kevin Strack
Studio Munroe
Support Oakland Artists
SWA Group
Sydig
Tassafaronga Recreation Center
ThinkHR
Tiburcio Vasquez Health Center
Triage Consulting Group Inc.
Tusker Television LLC
Twitter, Inc.
Virtana
Walnut Creek School District
Western Digital
Yerba Buena Arts & Events
HOW TO PLUG IN

Join us! Your involvement empowers Tech Exchange to bring digital equity to our community, and provide essential devices, internet assistance, and skills to students and families stranded by the digital divide.

DONATE DEVICES
Do you have an old laptop or desktop gathering dust? Bring your old computers to our Tech Hub—no appointment needed! Does your company have aging equipment? Reach out to your IT/ hardware team. Tech Exchange can pick up bulk quantities of new and used computers throughout the Bay Area, refurbish them, and get them into the hands of those who lack a device. Our biggest need is for working laptops and Chromebooks, although all types of computer equipment are accepted.

MAKE A GIFT
Your tax-deductible contribution helps us bridge the digital divide for students and families in Oakland and beyond.

- $50 provides for ongoing tech support & resources
- $100 assists 1 participant with internet connectivity
- $150 covers the cost of 1 refurbished computer + shipping
- $300 funds all of the above—our Tech For All solution—for 1 household
- $1,000 underwrites one 4-meeting online digital skills course
- $3,000 brings Tech For All to 10 households
- $7,500 supports one youth in a 3-month paid tech internship
- $10,000 sponsors our Tech Hub and call center for 1 month

Visit donate.techexchange.org to make an impactful donation today! Or, you can choose to mail a check to PO Box 27422, Oakland CA 94602. For details about how to make a gift of stock, request a matching gift from your employer, or sign up to donate monthly, please email Director of Development Amy Himes at community@techexchange.org.

VOLUNTEER
Although the 2020 pandemic paused our in-person activities, we look forward to offering more ways to get involved soon. Join our eNews list for updates about ongoing and done-in-a-day volunteer opportunities at our Oakland warehouse and Tech Hub, as well as exciting new online volunteer programs for individuals and groups.

The Oakland Public Education Fund, a non-profit 501(c)(3) organization, serves as our fiscal sponsor. To request a copy of our most recent financial statement, please email community@techexchange.org.
Tech Exchange works to ensure that all families have a computer, internet access, and technology skills necessary to improve and enhance their lives.

We are dedicated to building a community of digitally proficient Bay Area residents who can access online education, employment, health, financial, and civic services.