Tech Exchange 2021 IMPACT REPORT
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A MESSAGE FROM OUTGOING EXECUTIVE DIRECTOR SETH HUBBERT
It has been a tremendous honor to have served as Tech Exchange’s Executive Director during a critical period of the organization’s history. In 2015, I joined our talented, tenacious team, and together, we grew the enterprise from distributing 600 computers that year to distributing over 40,000 computers since the pandemic began through 2021. Our extraordinary growth has been fueled by our model’s efficiency, our staff’s energy, and our partners’ deep support.

In many ways, I feel Tech Exchange’s work is just getting started: all households need to have access to home internet, a computer, and training and support. I leave with deep gratitude for the connections I’ve made and am humbled by the incredible work of those all around me that has led to our organization’s success. I’m excited for the next Executive Director to take the organization to new heights. Although my chapter of leadership will end, I have great confidence in the organization’s trajectory and look forward to being a forever member of the Tech Exchange family.

Seth Hubbert, Executive Director, 2015-2022

A MESSAGE FROM INTERIM EXECUTIVE DIRECTOR BEN DELANEY
Nearly 15 years ago, I first met Bruce Buckelew, the founder of Tech Exchange, when we partnered to deliver computers to low-income families throughout the East Bay. He was a mentor and inspiration to me then and still is. One of his most impressive accomplishments is the strong team he built. Since joining Tech Exchange in January, I have worked closely with our outgoing Executive Director, Seth Hubbert, and the staff, whose enduring dedication and hard work are astonishing.

As we reflect upon Tech Exchange’s heroic efforts and intense productivity since the beginning of the pandemic, we recognize that our donors have been a key element of our success. Your financial and equipment donations make it possible for us to provide Bay Area students and families with the technology resources they need to thrive. We thank you for your ongoing support of Tech Exchange, and we look forward to enhancing our impact on the community with your generous help.

Ben Delaney, Interim Executive Director, 2022

When I started OTX West in 1995, it was because the digital divide was already an issue—but few people were addressing it. When I passed the reins to Seth in 2015, I knew he and the staff would take Tech Exchange to new heights, but I am still amazed at the work the team has done, especially during the pandemic. Seth’s leadership was the key to that success.

Bruce Buckelew
Founder and Advisory Board Member

As a member of Tech Exchange’s Advisory Board for over ten years, I’ve had the honor of witnessing the growth of this unique organization. No other group provides our combination of workforce development, refurbished devices and multilingual service. Now that the issue of equitable digital inclusion has widespread visibility, Tech Exchange is poised to lead as a major force in closing the digital divide.

Cynthia Mackey
Advisory Board Chair
COMMUNITY OF IMPACT

For over 26 years, Tech Exchange has been Oakland’s trusted provider for digital inclusion services and refurbished computers. Our impact and reach has grown over the years, and the pandemic shined a new light on the digital divide. Tech Exchange ramped up to bring devices and support to over 50,000 students during the height of school closures, and our staff remains ready to serve. The pandemic crisis has abated, but our community’s digital inclusion needs persist... and Tech Exchange is just getting started.

THE DIGITAL DIVIDE

29% of CA households earning less than $40,000 a year (almost 2 million) lacked broadband in 2021.  
28% of Californians age 65+ and 27% of people with disabilities lack broadband.

Sources: California Emerging Technology Fund, Pew Research Center

OUR MISSION

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.
WHO WE SERVE
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.

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%

OUR SERVICE AREA
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.
OUR SOLUTION: TECH FOR ALL

Tech Exchange’s Tech For All solution is designed to supply everything needed to connect community members with technology. Each eligible household receives:

- free tech support
- foundational digital skills training
- a refurbished computer with a 1-year warranty
- assistance accessing affordable & sustainable internet

Tech Exchange sources used devices from generous businesses and individuals. The devices are then refurbished at our 13,000-square foot Oakland warehouse by staff technicians and paid interns in our workforce development program. Our multilingual tech corps also includes qualified instructors who provide essential digital literacy training. Participants can get service directly through our Oakland TecHub and call center, or through coordinated efforts with our implementation partners.
2021 BY THE NUMBERS

31,624 Devices Distributed

1,664 TecHub Visitors

644 Hours of Digital Skills Training Provided

13,281 Devices Donated to Tech Exchange

136 Implementation Partners

133,742 Total Pounds of E-waste Diverted

2,855,824 Pounds of Carbon Dioxide Emissions Prevented

4,538 Responses to Calls, Texts and Messages
In 2021, Tech Exchange had a hardworking, passionate and diverse team of forty-four staff members that grew remarkably to respond during the pandemic. 100% of our workforce resides in the San Francisco Bay Area and we take great pride in both representing and serving our community. Not only is our team dedicated to increasing access to technology for all, we are also deeply committed to developing tech work skills in local youth by providing professional development to paid interns throughout the year. Over the years, we have trained more than 300 interns and have proudly hired six of our staff members directly from our workforce development program. As we have done for decades, Tech Exchange continues to both support and incorporate the community.

**OUR TEAM**

Maybellyne Alferez
Samuel Aristondo
Nia Brevard
Erick Chong-Marquez
Esteban Cheng
Ashoka Deskins
Melissa Endang
Gabriel Garcia Gonzalez
Shinquell Green
Betty Ha
Corey Hadaway

Julian Hicks
Amy Himes
Nakisha Holcombe
Seth Hubbert
Dan Huynh
Kamille Inceto
Lena Jang
DayMarr Johson
Rodjanae Killsworth
Ruitao Liang
Eddy Malik

Gerson Martinez
Enrique Martinez
Jrae Mason
Tyree Moore
Joel Peña
Crecencio Ramirez
Esteban Rodriguez
Linda Roman
Marcus Rooney
Kemish Rosales
Oscar Rosales
Chieo Saeteurn
Alexis Sanchez
Lie-Hua Shin
Taki Taki
Micheal Vanevery
Marquece Whitley
Johnnie Williams
Nick Wong
Leslie Yoshimura
Xinghua Yu
Yu Zhao

**2021 STAFF**

**2021 INTERNS**

Grengo Carbonell
Zegreg Carbonell
Fabiola Chavez-Ayala

Dagoberto Cuevas
Jonathan Vazquez Infante
Diego Martin

Leander Stewart McNeely
Elliott Ortiz
Shaista Rehman

**2021 ADVISORY BOARD**

Linda Best, East Bay Broadband Consortium
Bruce Buckelew, Tech Exchange Founder
Will DeVries, Google
Christine Fernandez, Dignity Health
Mark Hall, Revalue.io
Shin Inoue, ORIX Group
Cynthia Mackey, Winning Strategies
Assad Waathiq, JP Morgan Chase
In 2021, Tech Exchange expanded on our solid foundation in Alameda County by providing digital inclusion services for the Oakland community at the TecHub, upgrading our refurbishment operations and workforce development programs, and continuing our partnership with #OaklandUndivided. As our home base, the region continued to be our primary service area.

With the addition of several multilingual staff members in 2021, the TecHub proudly began offering tech support and guidance in Arabic and Mam, complimenting established services in English, Spanish, and Mandarin. The TecHub was operated by a staff of 8 in 2021 and provided a total of 675 hours open to the public.

As a Family Support Specialist at the TecHub, I know how important my role is. Giving students, families, and the community the support they deserve makes me so excited!

- Yasmeen Quafaan
2021 TecHub Staff

**TECHUB**

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<tr>
<th>In-person visitors</th>
<th>Phone</th>
<th>Text</th>
<th>Email</th>
<th>Total Responses</th>
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<td>4,902</td>
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**SUPPORTERS & PARTNERS**

- Miranda Lux Foundation
- BARRIOS TRUST
- ROGERS FAMILY FOUNDATION
- PG&E
- verizonfoundation
WORKFORCE DEVELOPMENT PROGRAM

Prioritizing youth in digitally-disadvantaged communities by involving students in our organization has always been an integral component to our mission. In 2021, Tech Exchange continued our long-standing partnership with Civicorps, along with other groups, to offer our workforce development program for local youth. Paid interns worked alongside staff technicians at our warehouse and at the TecHub, and became adept at assessing, refurbishing, and repairing computer hardware; installing software and resolving technical issues; and supporting general warehouse and TecHub operations.

#OAKLANDUNDIVIDED

A collaborative created in response to the digital inclusion needs of the 2020 pandemic crisis, #OaklandUndivided made impressive progress in closing the digital divide in 2021 with Tech Exchange in the role of lead service provider. At the start of the initiative, only 12% of Oakland students from low-income backgrounds had access to the digital tools and internet they needed for learning. Together, we closed the gap: by the end of 2021, 98% of low-income students had access to a computer, internet connection, and multilingual tech support through our TecHub and call center.

WAREHOUSE & REFURBISHMENT

With support from StopWaste, Tech Exchange purchased a truck for equipment pickups and deliveries after leasing for several years. Owning the vehicle helped the warehouse crew meet the increased demand of traveling to multiple counties in 2021. Later in fall 2021, Tech Exchange consolidated and streamlined our warehouse space in West Oakland. Staff designed the new 13,000-square-foot layout to allow for sorting bulk equipment donations in multiple zones for better social distancing.

“"I believe this internship will be very beneficial to anyone who uses computers because it demystifies them. They aren’t magic black boxes, they’re more like LEGOs.””

- Leander Steward-McNealy
2021 Intern
Tech Exchange expanded our digital inclusion initiatives in Santa Clara County in 2021 in collaboration with the San José Digital Inclusion Partnership (SJDIP). Working with the SJDIP, Tech Exchange developed a new curriculum for digital education classes and held a grand total of 15 bilingual workshops across 10 different cohorts in the South Bay. In addition, our program staff connected San José participants with broadband service and devices by coordinating with other nonprofits.

Tech Exchange also partnered with South Bay community groups like ClosingTheDivide, which organized equipment donation drives and other events to benefit Tech Exchange.

<table>
<thead>
<tr>
<th>Implementation Partners</th>
<th>Devices Distributed</th>
<th>Used Devices Collected</th>
<th>Equipment Donors</th>
<th>E-waste Pounds Diverted</th>
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<td>10</td>
<td>1,014</td>
<td>1,786</td>
<td>9</td>
<td>9,801</td>
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</tbody>
</table>

“Tech Exchange is unique among the SJDIP grantees because of its ability to provide devices and tech support.”

- Charlene Tatis
  Program Director, San José Digital Inclusion Partnership at California Emerging Technology Fund

SUPPORTERS & PARTNERS
SAN FRANCISCO

When Tech Exchange began receiving increased requests for digital inclusion services in San Francisco, we looked for ways to expand. Our program staff worked closely with several San Francisco nonprofits to bring devices and tech support to their K-12 participants. Our corporate partner AppDirect stepped up with financial support and equipment donations, and featured Tech Exchange at their fall 2021 AppCares conference. Thanks to this, along with longstanding equipment donors like Gap Inc., and core funders like the Newhall Foundation and San Francisco Department of the Environment, Tech Exchange provided Tech for All to 150 San Francisco youth in 2021.

“It is super helpful to be working from similar devices, so we can better teach and support each other. I have seen some students with more Mac experience helping other students transition to using the new computers.”

- Emily Bouton
Program Assistant,
A Home Away from Homelessness

9 Implementation Partners
127 Devices Distributed
1,665 Used Devices Collected
23 Equipment Donors
17,307 E-waste Pounds Diverted

SUPPORTERS & PARTNERS

Gap Inc.   SF Environment   Henry Mayo Newhall Hospital Foundation
new door   San Francisco   AppDirect
ventures   Girls Chorus
In 2021, Tech Exchange established a groundwork for consistent services in Contra Costa County, thanks to a new partnership with Richmond Promise supported in part by the City of Richmond. Our program and development teams created a plan to bring computers and tech support to 100 Richmond students, many of whom are the first in their families to attend college. Although the pandemic delayed plans for in-person events, our teams met for an outdoor computer distribution after the winter holidays. We also strengthened our relationship with West Contra Costa County Unified School District (WCCCUSD), which made a pledge to donate 6,250 aging computers. WCCCUSD’s 2021 equipment donations made Contra Costa County the runner-up for most equipment donations, after our home base of Alameda County.

“"It was really nice for our staff members to meet in person, and to be able to see so many of the students at once. We have accomplished a lot together!"”

- Maribel Rodriguez
Director of Development and Communications,
Richmond Promise

| Implementation Partners | 11 |
| Devices Distributed      | 355 |
| Used Devices Collected   | 2,204 |
| Equipment Donors         | 9 |
| E-waste Pounds Diverted  | 30,353 |
ENTERPRISE & SOLUTIONS

SOCIAL ENTERPRISE
Tech Exchange’s free services, like Tech For All, are supported by grants and contributions as well as earned income. In 2021, our social enterprise included our eBay sales channel, offering refurbished equipment that is not a fit for our programs, such as networking equipment and docking stations, as well as a selection of computers. We also continued to sell affordable, high-quality devices at our TecHub.

SHOP.TECHEXCHANGE.ORG

PARTNER SOLUTIONS
Tech Exchange also continued our partnerships with other nonprofits and businesses with customized arrangements in order to meet the needs of our customers and community. In 2021, Tech Exchange was a primary California distributor for Cell-Ed, providing devices, storage space and staff support to fulfill orders to their network of customers across the state. Over the course of the year, Tech Exchange distributed 2,938 devices (2,680 Chromebooks and 258 cell phones) to 87 Cell-Ed organizations who then connected the devices with individuals in need of digital inclusion support.
EQUIPMENT REFURBISHMENT

Our Tech For All program connects students and families with refurbished devices and support. Tech Exchange relies on donations of decommissioned computer equipment at the heart of this process. In 2021, our computer refurbishment operation continued to grow, providing quality devices for our participants while diverting dangerous e-waste from landfills. A total of 116 companies donated equipment during the year, including several with agreements for ongoing pickups.

Our warehouse team processed over 13,000 pieces of donated equipment in 2021, an increase of 60% from the previous year. When factoring in all the environmental impacts of our refurbish and re-use model, Tech Exchange saved close to 3 million pounds of carbon dioxide emissions in 2021—a breath of fresh air for us all!

HOW IT WORKS

Tech Exchange receives equipment donations from businesses and individuals, with pickups available for donations of 30+ items.

Our staff loads and transports equipment to our secure Oakland warehouse for sorting.

Unusable equipment is responsibly recycled.

Viable devices advance to the refurbishing station, where our expert technicians and trained interns conduct diagnostic tests and perform necessary upgrades.

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

Once devices receive a thorough physical cleaning, they are cataloged and prepared to be sold at the TecHub, distributed, or packaged for shipment. Tech Exchange proudly stands behind all our refurbished devices by providing customers with a one-year warranty and tech support.
EQUIPMENT DONORS
## OUR 2021 SUPPORTERS

### $100,000+
Broadband Adoption Account of the California Advanced Services Fund / California Public Utilities Commission
California Emerging Technology Fund San José Digital Inclusion Partnership • #OaklandUndivided

### $25,000 - $99,999
Anonymous • City of Richmond Fund for Children & Youth • Gilead Foundation • San Francisco Department of the Environment • Sustainable Grantmaking Partners Fund • Verizon Wireless Foundation

### $10,000 - $24,999
The Barrios Trust • Lockheed Martin Space • Miranda Lux Foundation
Pacific Gas and Electric Company • Salesforce

### $2,500 - $9,999
Jonathan Adams • Linda Braly • Will DeVries & Joyce Wu • Scott Hilton • New Relic • Seth Tarver

### $1,000 - $2,499
Linda Best • Norm & Jo Budman • Alex Cox • Cassius Cuvée • Arti Garg • David Ordal
Angela Pablo • Aristoteles Pritsopoulos • Pyatok Architecture

### $250 - $999
Postoria Aguirre • Anonymous • Richard Archer • Eric Breitbard • Christine Fernandez Brocato
Kelly Cooke • Julia DeBari • Meredith Decker • Digital Meaning • William Gartner
Naomi Ginsberg • Jacob Goffin • Shin Inoue • Frankie Juarbe • Clennita Justice
Cynthia Mackey • Shawhin Mosadeghzad • Joan Hamerman Robbins • Matt Ruhstaller
Emily Schlettert • Bryn Smith • Robert Stewart • Zachary Struyk • Angela Tang • Matt Vieyra
Assad Waathiq • Philip G Williams

### Up to $249
Melissa Acuna • Louise Anderson • Lee Aurich • Jeanette Bartholomew • Anton Batalla
Jenya Beachy • Jonathan Becker • David Braden • Anne Branch • Elaina Briant • Bonnie Clare
Elizabeth Redman Cleveland • Ian Conway • Regina Covington • Roy Crisman • Charon Darris
Albert Davis • Susan Duncan • Will Eatherton • Federal Reserve Bank of San Francisco
AnaStasia Ferratti • Carol Haberberger • Deborah Hadaway • Colin Havenar-Daughton
Julian Hayes • Amy Himes & George S. Gemette • Becky Hubbert • JJ Johnson
LaNiece Jones • George Koster • Mary Krumrei • Robert Latham • Betty Marvin
Edward Matuszak • Jearal McClinton • Robert Mitchell • Revathi Narayanan • Chris Nicholas
Terri O’Connor • Ida Oberman • PayPal Giving Fund • Elke Peterson • Peter Ree • Mary Jo Schneider
Richard Selsted • Jacob Siegel • Synaesthesia Collective • Sarah Threlfall • Theodoros Tzevelekis
Flora Villalta • Claire Wildman • Robin Y Wilson • Hal Wine • Gloria Wroten • Cindy Yik

Tech Exchange is deeply grateful to the above donors for their generosity in 2021.
If you have questions about your donation, and/or would like to make a change to your listing, please email community@techexchange.org. Thank you!
GET INVOLVED: HOW TO PLUG IN

DONATE DEVICES
Do you have an old laptop or desktop gathering dust? Bring it to our TecHub in Oakland—no appointment needed! We accept all types of computer equipment, including monitors, printers, mice, keyboards, and cables, whether working or not. Our biggest need is for working laptops; any equipment that cannot be refurbished is responsibly recycled.

Does your Bay Area company or club have aging equipment? Ask your IT/hardware team to connect with ours, learn more at techexchange.org/equipmentdonations or schedule a pickup of 30+ devices at pickup.techexchange.org. Your old equipment will get a new life in the hands of our participants!

MAKE A GIFT
Your financial support closes the digital divide for students and families in Oakland and beyond.

$50 funds one hour of free tech support at the TecHub
$100 assists one participant in signing up for affordable internet
$500 provides Tech For All for one participant
$1,000 underwrites one four-meeting online digital skills course
$2,500 supports a Tech Exchange intern for one month
$5,000 brings Tech For All to 10 households
$10,000 sponsors our TecHub and call center for one month

SCAN TO DONATE TODAY!

TECH FOR ALL: warranted device, internet guidance, digital skills, free tech support

HOW TO GIVE
>> Sign up as a monthly donor! Your recurring gift of $5, $25, or $100 each month (or any amount you choose) provides essential, reliable support for our mission.

>> Visit donate.techexchange.org to give securely online, monthly or one-time.

>> Mail your check to Tech Exchange, PO Box 27422, Oakland, CA 94602.

>> Email community@techexchange.org for details about how to donate stock or cryptocurrency, request a matching gift from your employer, or if you have other questions about making a tax-deductible donation.

VOLUNTEER
Visit techexchange.org for ongoing and done-in-a-day volunteer opportunities at our Oakland TecHub and warehouse, as well as at pop-up events throughout the Bay Area. No technical ability or special skills are needed to participate, and appropriate COVID precautions are taken. For more info, please contact us at support@techexchange.org.

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.