

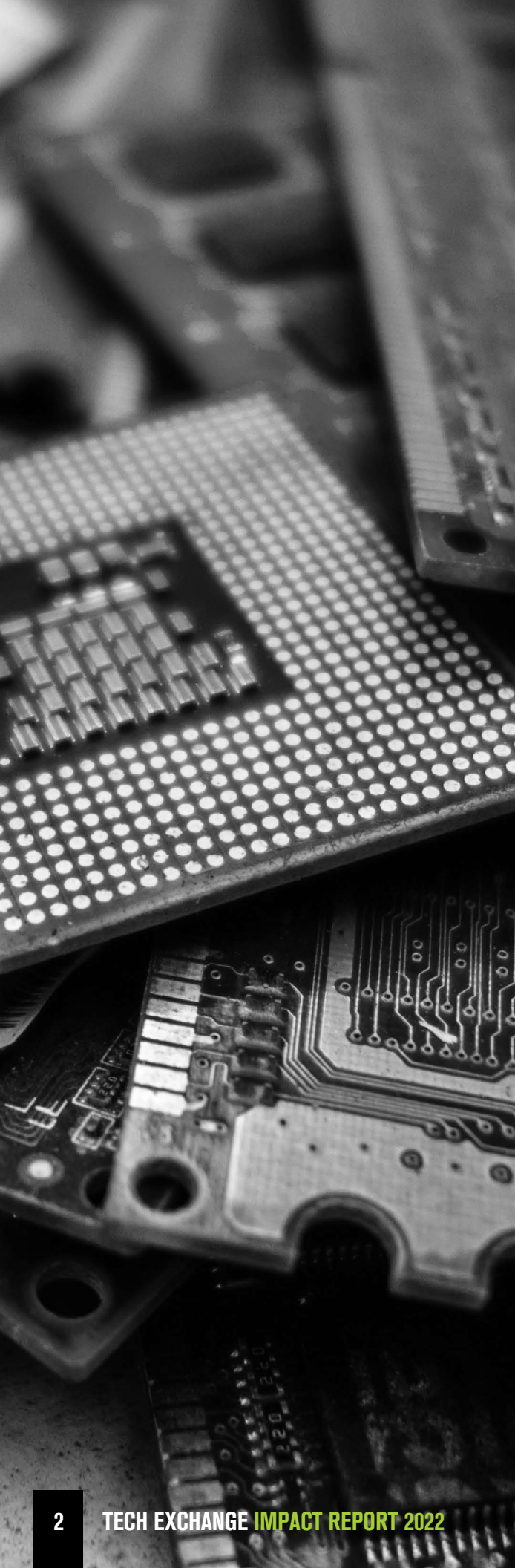


Tech  
Exchange

# 2022 IMPACT REPORT







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# A NOTE FROM OUR LEADER



## MESSAGE FROM EXECUTIVE DIRECTOR ULISES ZATARAIN

Looking back on Tech Exchange's accomplishments in 2022, I feel a deep admiration. Despite a leadership transition and the continued impact of the pandemic, the Tech Exchange team stayed focused on our digital equity mission, distributing over 10,000 of our refurbished computers in 2022 alone.

Over our 28-year history, Tech Exchange has improved the lives of hundreds of thousands of community members by providing free computers, tech support, tools for digital inclusion, and more. As a result, Tech Exchange's legacy as a digital equity champion is renowned in the Bay Area and throughout California. Our founder, Bruce Buckelew, past leaders Seth Hubbert and Ben Delaney—and our outstanding staff—have positioned the organization for long-term success.

As Tech Exchange's new Executive Director, I am proud to build on this impressive foundation. I am very passionate about social equity, and I see access to technology as the great equalizer of the 21st century to begin to create a more just and equitable society. My passion for advancing social equity is shared by our staff, the Board of Directors, and the collaborative partners that empower Tech Exchange to make a community-level impact, one family at a time.

We still have a great deal of work to do in building true digital equity, and I am confident that with the support of community members like you, we can take Tech Exchange to great new heights and close the digital divide for good. I look forward to the future ahead and to connecting with you soon

A blue ink signature of Ulises Zatarain.

Ulises Zatarain, *Executive Director*

**Pictured below, (LEFT TO RIGHT):** *Interim Executive Director Ben Delaney (February-November 2022), Former Executive Director Seth Hubbert (2015-2022), Incoming Executive Director Ulises Zatarain (November 2022- present), Advisory Board Chair Cynthia Mackey (2010-present), and Founding Director Bruce Buckelew (1995-2015).*





# OUR MISSION & COMMUNITY OF SERVICE

## THE DIGITAL DIVIDE IN 2022

As pandemic restrictions eased and families returned to school and work, the critical inequities of the digital divide became less obvious to society. However, the problem remains. Thousands of Bay Area communities still need computers, digital skills, and internet access. Currently, 3.7 million California households are considered low-income and need affordable internet service. Unfortunately, only one-third have enrolled for available credits, due to language barriers and complicated application forms. Additionally, one in every ten households in California still doesn't have access to a computer at home\*.

\*Sources: California Emerging Technology Fund; Public Policy Institute of California

## OUR MISSION

Tech Exchange's commitment to these families is as strong as ever. 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 necessary technology resources to thrive.





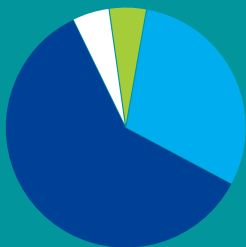
# DEMOGRAPHICS OF PARTICIPANTS SERVED

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

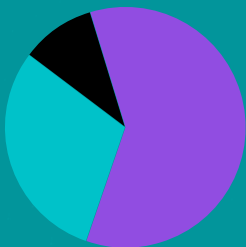
- Affordable Connectivity Program
- School Free and Reduced Price Lunch Program
- CalFresh Program/ SNAP
- Supplemental Security Income (SSI)
- Subsidized Affordable Housing



## 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

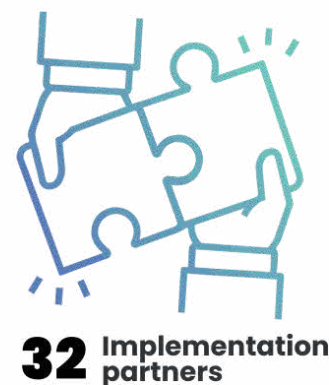
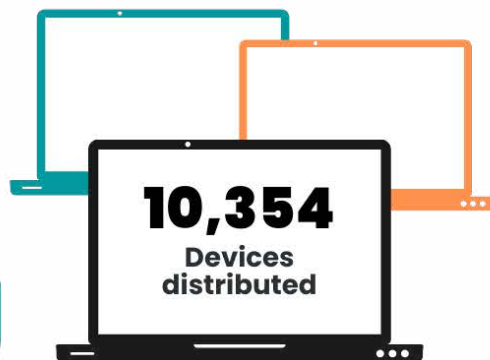
In 2022, Tech Exchange served residents of Alameda, Contra Costa, San Francisco, and Santa Clara Counties, and developed plans to bring service to Solano and San Mateo Counties.

- Greatest Impact
- Area of Impact
- Emerging





# 2022 BY THE NUMBERS







Tech Exchange takes a sustainable wrap-around approach to close the digital. Our team sources used computers and other devices from generous businesses and individuals. The donated devices are then refurbished at our 13,000-square-foot Oakland warehouse by staff technicians and paid interns in our workforce development program. The refurbished devices are distributed to eligible participants directly and through nonprofit partnerships. Our multilingual program team provides free tech support and computer skills classes to ensure participants are comfortable and empowered to use their devices. Staff, interns, and volunteers also reach out to participants to ensure they have affordable broadband and follow up to help them enroll in money-saving programs and choose an internet service plan.



# ALAMEDA COUNTY

2022 marked Tech Exchange's 27th year of bringing free and affordable refurbished computers, tech support and more to our hometown of Oakland. Both the public-facing TechHub, as well as our device warehouse (the only nonprofit refurbisher in the Bay Area), continued to provide the community with high-quality service.

- 65** Equipment Donors
- 4,532** Pieces of Equipment Received
- 65,874** eWaste Pounds Diverted from Landfill
- 16** Implementation Partners
- 4,849** Devices Distributed to Participants
- 75-100** Digital Literacy Classes

**“ ¡Hay Dios mío, muchísimas gracias. Esto le va a ayudar mucho a mi hija! Oh my God, thank you very much. This will help my daughter a lot!”**

*Maria, a mother of three, needed a computer for her daughter's online learning but was on a tight budget. She came to one of the TechHub's monthly sales to purchase a device and found that she qualified for additional discounts, making it possible to provide her daughter with a high-quality computer and pay less than she was expecting.*

## TECHHUB

- 2,021** In-person visitors
- 1,997** Phone
- 2,812** Text
- 226** Email
- 5,035** Call Center Total

The Oakland TechHub celebrated two years of offering services in the Fruitvale district, after having opened just before the 2020 pandemic. In August of 2022, Tech Exchange increased service hours, allowing our multilingual staff to provide even more computers and digital inclusion programs than the previous year. The TechHub also reconfigured its tech support customer service area and wifi space to make more room for a digital skills classroom and a retail section.



In addition, our virtual call center, created during the pandemic, continued to grow as a resource for residents who receive our services in Oakland and throughout the Bay Area.

## SUPPORTERS & PARTNERS

SUSTAINABLE  
GRANTMAKING  
PARTNERS FUND

BARRIOS TRUST



**#Oakland  
Undivided**

**amazon**



*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.*





London, a Jazz musician, got help from Crescencio on the Digital Literacy team to teach him the software he needed to produce and record music digitally

**“Learning digital music production is difficult, if not impossible, all by yourself,** says London. **“I appreciate the one-on-one attention. It can be hard to ask questions in a class, but I never feel that way here. I’ve come a long way and am genuinely excited about my new skills.”**

**“Why did it take a pandemic for us to do this? I want to particularly thank Tech Exchange; they have been doing this work quietly for decades. Without them, the coalition couldn’t have come together as it did.”**

- Kyla Johnson-Trammell, OUSD Superintendent, at the podium with former Oakland Mayor Libby Schaaf at the 2022 #OaklandUndivided celebration.



## IMPLEMENTATION PARTNERS



# SANTA CLARA COUNTY

In 2022, Tech Exchange celebrated our second year of expansion and our ongoing partnership with the San José Digital Inclusion Project. December brought our South Bay service community a first-time-ever pop-up sale of our affordable computers hosted by our partner Sacred Heart Community Services. Over forty participants attended the San José event that day, and hundreds more received digital skills classes and internet enrollment assistance throughout the year.

**9** Implementation Partners

**352** Devices Distributed

**1,404** Used Devices Collected

**7** Equipment Donors

**15,530** E-waste Pounds Diverted

**27** Digital Literacy Classes



“ The experience is new for me. Although I had heard and seen about computers, I never imagined that I would get to use them because, truthfully, it scared me. I thought I would break it down if I pressed a key without knowing or by mistake. Now that I know, it makes me laugh a little! I have lost my fear and can send an email and navigate the internet. ”

*Digital Skills Class Learner in our City Team cohort*



## SUPPORTERS & PARTNERS





# SAN FRANCISCO

Tech Exchange strengthened relationships with our San Francisco partners in 2022 for strategic growth. By working with nonprofits like GLIDE San Francisco, Tech Exchange connected youth and families with free refurbished computers throughout the year. All devices included a one-year warranty and free multilingual tech support. Tech Exchange also continued our partnerships with major equipment donors like Gap, Inc. to divert e-waste and provide stock for our refurbishment process.

“These pictures don’t truly convey just how excited the kids were to receive their very own computer. This will be transformative for them!”

- Jennifer Kozicki

Program Manager at SF GLIDE,  
after an April 2022 distribution of Tech Exchange computers



8 Implementation Partners

81 Devices Distributed

2,432 Used Devices Collected

36 Equipment Donors

48,535 E-waste Pounds Diverted



## SUPPORTERS & PARTNERS



# CONTRA COSTA COUNTY

In 2022, Tech Exchange's partnerships in Contra Costa County continued to grow strong. Our first in-person/ post-pandemic event was held outside on a sunny Saturday in February with our partner Richmond Promise. We distributed computers to 40 college-going students that day, supported by the inaugural Richmond Fund for Children and Youth grants program, with more throughout the year. Tech Exchange also received major equipment donations from our friends at West Contra Costa Unified School District (WCCUSD).

**3** Implementation Partners

**363** Devices Distributed

**4,333** Used Devices Collected

**15** Equipment Donors

**26,650** E-waste Pounds Diverted



“ Studying graphic design, I need a device with lots of RAM and a good video card, and Tech Exchange has made that personally affordable. It is great to know that as my needs change, Tech Exchange will be there for me. ”



- Angel, Richmond Promise program participant

“ When the time came to decommission thousands of district devices, our team was hesitant to dispose of them through conventional means. By donating used devices to Tech Exchange, we benefited financially while contributing to the well-being of our Bay Area neighbors and diverting dangerous e-waste from landfills. It was a win-win-win! ”



- Tracey Logan, WCCUSD Chief Technology Officer

## SUPPORTERS & PARTNERS





# PARTNER SOLUTIONS & ENTERPRISE

Tech Exchange's ability to provide free services and distribute devices at no cost to our participants was made possible by a combination of grants, contributions, and earned income in 2022, as in previous years. Tech Exchange's social enterprise included strategic partnerships with organizations like Community Technology Network and Annie Cannons, who purchased our refurbished equipment for use in their youth training programs.



Sales on our eBay sales channel (which offers refurbished equipment that is not a fit for our programs, such as networking equipment and docking stations, as well as a selection of computers) increased in 2022, as did sales of affordable, high-quality devices at our TechHub and in San José.

**CHECK OUT OUR EBAY STORE AT [SHOP.TECHEXCHANGE.ORG](https://www.shop.techexchange.org)**







Tech Exchange at an internship outreach event at an Oakland high school.

“The internship was an enjoyable and enlightening experience that allowed me to gain valuable knowledge and learn numerous new things. The technical skills I acquired during this internship have proven to be incredibly useful as I continue to apply them to various projects at home. I highly recommend this Tech Exchange internship to others seeking a rewarding and educational opportunity.” -

**MYLES DOUGLAS, INTERN**



**2022  
OAKLAND  
WORKFORCE  
DEVELOPMENT**

**8 Interns**  
**2,989 Intern  
Hours**

## WORKFORCE DEVELOPMENT

Tech Exchange's longstanding commitment to developing tech career pathways for local youth continued to grow in 2022. Our partnership with Civicorps, supported by Alameda County StopWaste, supported paid full-time interns who worked in our warehouse. In addition, a new relationship with MetWest High School placed part-time interns at both our warehouse and our Oakland TechHub. Several volunteer interns also brought their energy to our programs. All interns received valuable on-the-job training and perks like TechTalks with employees at local tech companies. Over the years, Tech Exchange has trained more than 300 interns and proudly hired six staff members directly from our workforce development program, three of whom currently hold leadership positions.



**BARRIOS TRUST**



# OUR TEAM

In 2022, Tech Exchange's hardworking, passionate, and diverse team worked together to meet the digital inclusion needs of our community, despite leadership transitions and ongoing pandemic uncertainties. Our dedicated staff members, interns, and volunteers reside in the San Francisco Bay Area and take great pride in representing and serving our community. Thank you, Tech Exchange team, for your extraordinary achievements in 2022!

## 2022 STAFF

Maybellyne Alferez	Corey Hadaway	Enrique Martinez	Alexis Sanchez
Samuel Aristondo	Julian Hicks	Jrae Mason	Lie-Hua Shin
Nia Brevard	Amy Himes	Mayra Miranda	Taki Taki
Esteban Cheng	Nakisha Holcombe	Tyree Moore	Micheal Vanevery
Erick Chong-Marquez	Enjie Huang	Yasmeen Qafaan	Marquece Whitley
Ben Delaney	Seth Hubbert	Crecencio Ramirez	Johnnie Williams
Ashoka Deskins	Dan Huynh	Esteban Rodriguez	Phillip Williams
Stephanie Doral	Lena Jang	Linda Roman	Nick Wong
Melissa Endang	DayMarr Johnson	Marcus Rooney	Leslie Yoshimura
Emerson Garcia	Chun Yin Lee	Kemish Rosales	Xinghua Yu
Gabriel Garcia Gonzalez	Ruitao Liang	Oscar Rosales	Ulises Zatarain
Shinquell Green	Ashley Marshall	Chieo Saeteurn	Yu Zhao
Betty Ha			

## 2022 INTERNS

Derek Dieu	Mario Benitez	Leander Stewart McNeely
Kevin Dollar	Memo (Guillermo) Martinez	Johnathan Vasquez Infante
Miles Douglass	Axcel Ramos	

## 2021 ADVISORY BOARD

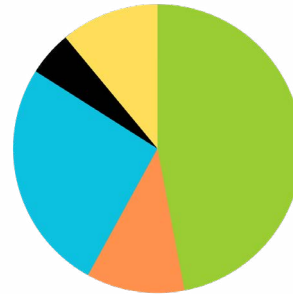
Linda Best, <i>East Bay Broadband Consortium</i>	Mark Hall, <i>Revalue.io</i>
Bruce Buckelew, <i>Tech Exchange Founder</i>	Shin Inoue, <i>ORIX Group</i>
Will DeVries, <i>Google</i>	Cynthia Mackey, <i>Winning Strategies</i>
Christine Fernandez, <i>Dignity Health</i>	Assad Waathiq, <i>JP Morgan Chase</i>



# WAREHOUSE & REFURBISHMENT

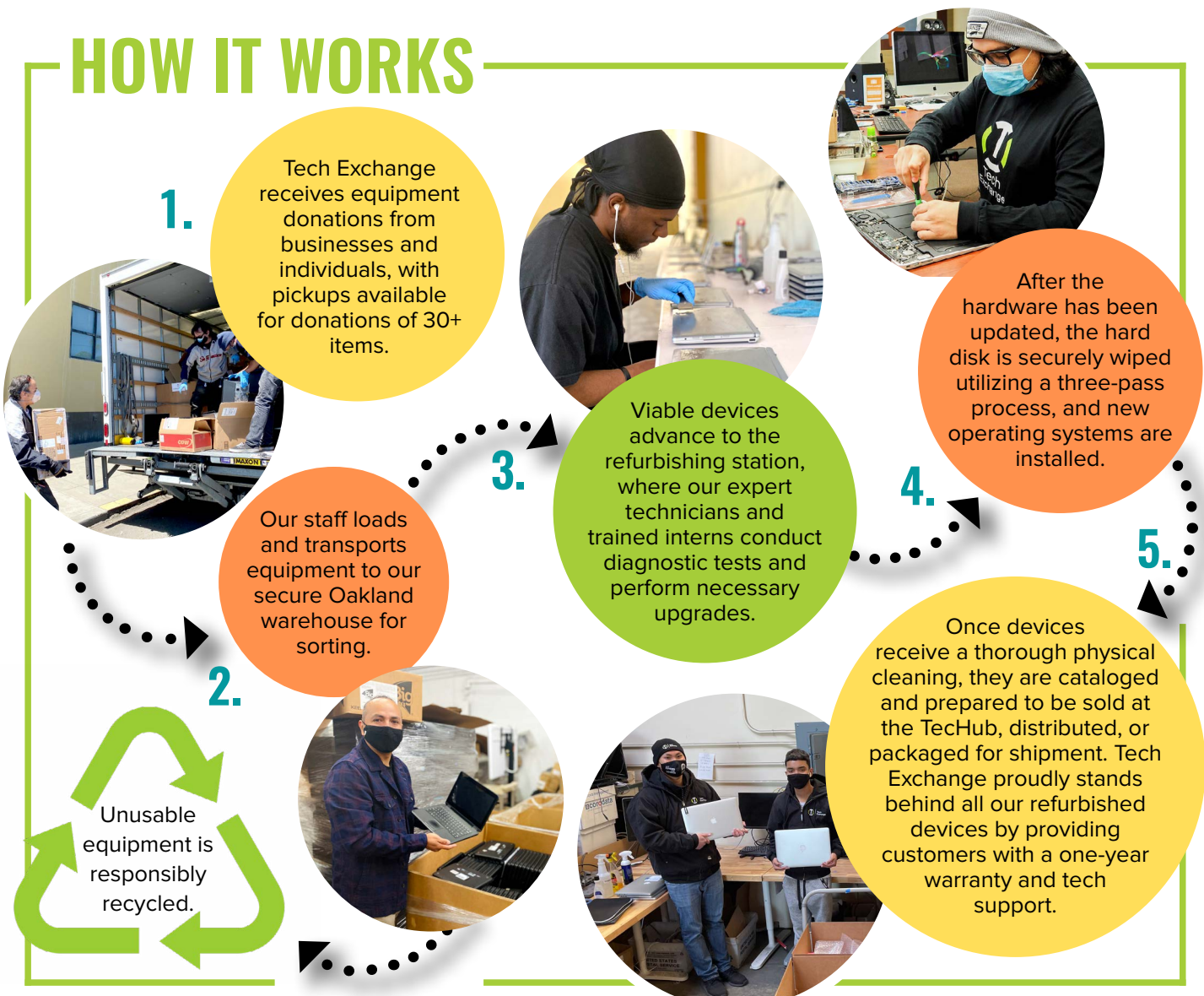
Tech Exchange's ability to distribute free and low-cost devices to the community members who need them most relies on donations of decommissioned computer equipment. At the heart of this process is Tech Exchange's warehouse and device refurbishment team. In 2022, Tech Exchange collected 16,042 pieces of equipment from 137 companies in the Bay Area. Altogether, our sustainable operation diverted 92 tons of e-waste from area landfills while empowering our digital inclusion efforts. In addition, a return to in-person events in 2022 allowed Tech Exchange to resume our popular corporate volunteer days at the warehouse.

## EQUIPMENT DONORS BY COUNTY



Alameda  
Contra Costa  
San Francisco  
Santa Clara  
Other Counties

## HOW IT WORKS





# 2022 EQUIPMENT DONORS

Gap Inc.



San José Public Library



  
San Francisco Public Library



INTUITIVE



 **ALAMEDA**  
HEALTH SYSTEM



2k Games	ClosingTheDivide	Jesse Fulton	Port of Oakland
AC Transit	Cloudmed	JMV Lending	Productboard
Acalanes Union High School District	Coil Technologies	KW Engineering	Prospect Sierra
ACORN Woodland Elementary	College of Alameda	Lafayette School District	Real Chemistry
Alameda County	Corelight	Laney College	Rebuilding Together East Bay North
Alameda County Office of Education	Crosslink Networks	LaunchDarkly	Saint Mary's College HS
Alameda Health System	Curology	Lighthouse Charter	San Domenico School
Amazon Web Services	Dang Foods Co	Los Gatos Union School District	San Francisco City Planning
Amentum	DCYF	Los Lomas High School	Sana BioTech
Apartment List	De La Salle Academy	Low Income Investment Fund	Sankofa United
AppDirect	Drafting Café	Lumos Labs	SAP
Asian Health Services	East Bay Regional Park District	Mercenary Tech Inc	Sara Fleisig
AssetMark	Edgewood Center	Microsoft	Sequoia Consulting Group
Associated Lighting Representatives	Ekso Bionics	Mills College	SF Paratransit
Benetech	Everlaw	Min Design	SF Public Library
Beyond Emancipation	Family Support Services	Montcalm	SJ Public Library
Bolt Biotherapeutics	Farvarger Consulting	Montera Middle School	Social Security Administration
Bridges Academy at Melrose	French American International School	Movement Generation	Sojourner Truth Virtual Academy
Brigent	Fried, Williams, Connor-Grice LLP	Mozilla	Sonic.net
Brightidea.com	Gap Inc	Menlo Park City School District	Square Inc
Building Blocks for Kids Richmond	GCI	MUH-TAY-ZIK / HOF-FER	St Vincent de Paul of Alameda
CAL Insurance and Associates	Generation Investment Management	North Bay Regional Center	Stuart Foundation
Caliber Change Makers Academy	George Posner	NS1	SWA Group
California Health Care Foundation	Gong.io/WeWork	O'Connor Construction	Symphony AI
Calm.com	H&L Partners	Oakland Ed Fund	TechFutures
CalTrans	H&R Block	Oakland Unified School District	The Money Source
CDFA	Hack the Hood	Onfido	TVHC
Charlesworth Dynamics	Ibis Reproductive Health	Opinion Dynamics	Twitter
Charmain Cohen	IFPTE Local 21	Osmind	Venrock
Christian Church Homes	Ignition	Pacific Center for Human Growth	VGM
City and County of SF	Intel	Partner Engineering and Science Inc	Walker & Dunlop
City of Alameda	International CDC	Patreon	Walnut Creek School District
	International Rescue Committee	PC Professional	Weaveworks
	Intuitive Surgical	Peralta Elementary	West Contra Costa USD
			WRNS Studio
			Youth Uprising

# OUR 2022 SUPPORTERS

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## **\$100,000+**

Amazon • California Public Utilities Commission • #OaklandUndivided • Cell-Ed

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## **\$10,000 - \$99,999**

The Barrios Trust • Gilead • Sustainable Grantmaking Partners Fund • KLA-Tencor Foundation  
California Emerging Technologies Fund - San Jose Digital Inclusion Partnership  
San Francisco Department of the Environment • StopWaste • Verizon Wireless Foundation

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## **\$1,000 - \$9,999**

AppDirect • Linda and Edward Best • Phillip Clark • Alex Cox • Crossley Giving Fund  
Will DeVries and Joyce Wu • Arti Garg • Google Employee Workplace Giving • Elyce Haut  
Hamilton Zanze Real Estate Investments • Cynthia Mackey • David Ordal  
Waste Management of Alameda County, Inc.

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## **\$250 - \$999**

Postoria Aguirre • Louise Anderson • Apple, Inc. • Wayne Beasley • Blue Shield of California • Eric Breitbard  
Christine Fernandez Brocato • Norm and Jo Budman • Meredith Decker  
Federal Reserve Bank of San Francisco Employee Giving • Hewlett Packard Enterprises Foundation  
William Gartner • Naomi Ginsberg • ImmersivEdge Advisors • Stephen Midgley • Shawhin Mosadeghzad  
Aristoteles Pritsopoulos • Bryn Smith • Robert Stewart • Claire Wildman • Philip G Williams  
Leslie Yoshimura • Ulises Zatarian

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## **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  
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Richard Selsted • Jacob Siegel • Synaesthesia Collective • Sarah Threlfall • Theodoros Tzevelekis  
Flora Villalta • Claire Wildman • Robin Y Wilson • Hal Wine • Gloria Wroten • Cindy Yik

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Tech Exchange is deeply grateful to the above donors for their generosity in 2022.  
If you have questions about your donation, and/or would like to make a change to your listing,  
please email [community@techexchange.org](mailto: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 TechHub 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](https://techexchange.org/equipmentdonations) or schedule a pickup of 20+ devices at [pickup.techexchange.org](https://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.



SCAN TO DONATE TODAY!

- >> **\$50** enables an hour of free tech support at our TechHub
- >> **\$100** assists one participant in signing up for affordable internet
- >> **\$500** provides one family with a computer, digital skills, and internet/ tech support.
- >> **\$1,000** underwrites one four-meeting online digital skills course
- >> **\$2,500** supports a paid intern for one month
- >> **\$5,000** brings Tech For All to 10 households
- >> **\$10,000** sponsors our TechHub and call center for one month

**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](https://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](mailto:community@techexchange.org) for details about how to donate stock, request a matching gift from your employer, or if you have other questions about making a tax-deductible donation.

## VOLUNTEER

Visit [techexchange.org](https://techexchange.org) for ongoing and done-in-a-day volunteer opportunities at our Oakland TechHub 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](mailto:support@techexchange.org).

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*The Oakland Public Education Fund, a non-profit 501(c)(3) organization, currently serves as our fiscal sponsor. To request a copy of our most recent financial statement, please email [community@techexchange.org](mailto:community@techexchange.org).*



## JOIN US IN CREATING DIGITAL EQUITY

**PHONE:** (510) 866-2260

**WEBSITE:** [www.techexchange.org](http://www.techexchange.org)

**EMAIL:** [support@techexchange.org](mailto:support@techexchange.org) for services or to volunteer

**EMAIL:** [community@techexchange.org](mailto:community@techexchange.org) to donate or partner

**MAILING:** PO Box 27422, Oakland, CA 94602

**TechHub:** 2530 International Blvd., Oakland, CA 94601 (no mail)

**WAREHOUSE:** 2201 Poplar St., Oakland, CA 94607 (no mail, appt. only)



Tech  
Exchange

   @TECHXORG

