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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.

Ulises Zatarain, Executive Director
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.
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**

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.

**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.
2022 BY THE NUMBERS

137 Equipment Donors

10,354 Devices distributed

38 Program Implementation Partners

17,000+ Devices Collected

92.4 Tons of eWaste diverted

2,021 Tech Hub visitors

8 Interns Served

2989 Intern Hours

5,035 Call Center Inquiries Resolved

438 Digital Skills Students

32 Implementation partners
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.
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 TecHub, as well as our device warehouse (the only nonprofit refurbisher in the Bay Area), continued to provide the community with high-quality service.

The Oakland TecHub 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 TecHub 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.

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 TecHub’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.

“¡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!”

### ALAMEDA COUNTY

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

### TECHUB

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

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.
“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.

London, a Jazz musician, got help from Cresencio 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.”
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

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

SUPPORTERS & PARTNERS
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

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.

SUPPORTERS & PARTNERS
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).

"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
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 TecHub and in San José.

CHECK OUT OUR EBAY STORE AT SHOP.TECHEXCHANGE.ORG
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

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 TecHub. 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.
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
- Samuel Aristondo
- Nia Brevard
- Esteban Cheng
- Erick Chong-Marquez
- Ben Delaney
- Ashoka Deskins
- Stephanie Doral
- Melissa Endang
- Emerson Garcia
- Gabriel Garcia Gonzalez
- Shinquell Green
- Betty Ha
- Corey Hadaway
- Julian Hicks
- Amy Himes
- Nakisha Holcombe
- Enjie Huang
- Seth Hubbert
- Dan Huynh
- Lena Jang
- DayMarr Johson
- Chun Yin Lee
- Ruitao Liang
- Ashley Marshall
- Enrique Martinez
- Jrae Mason
- Mayra Miranda
- Tyree Moore
- Yasmeen Qafaan
- 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
- Phillip Williams
- Nick Wong
- Leslie Yoshimura
- Xinghua Yu
- Ulises Zatarain
- Yu Zhao

2022 INTERNS

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

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
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.

HOW IT WORKS

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

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

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

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

5. 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 BY COUNTY

- Alameda
- Contra Costa
- San Francisco
- Santa Clara
- Other Counties
2022 EQUIPMENT DONORS

Gap Inc.

INTUITIVE

AC Transit
Acalanes Union High School District
ACORN Woodland Elementary
Alameda County
Alameda County Office of Education
Alameda Health System
Amazon Web Services
Amentum
Apartment List
AppDirect
Asian Health Services
AssetMark
Associated Lighting Representatives
Benetech
Beyond Emancipation
Bolt Biotherapeutics
Bridges Academy at Melrose Brident
Brightidea.com
Building Blocks for Kids Richmond
CAL Insurance and Associates
Caliber Change Makers Academy
California Health Care Foundation
Calm.com
CalTrans
CDFA
Charlesworth Dynamics
Charmain Cohen
Christian Church Homes
City and County of SF
City of Alameda
ClosingTheDivide
Cloudmed
Coil Technologies
College of Alameda
Corelight
Crosslink Networks
Curology
Dang Foods Co
DCVF
De La Salle Academy
Darting Café
East Bay Regional Park District
Edgewood Center
Ekso Bionics
Everlaw
Family Support Services
Farvarger Consulting
French American International School
Fried, Williams, Connor-Grice LLP
Gap Inc
GCI
Generation Investment Management
George Posner
Gong.io/WeWork
H&L Partners
H&R Block
Hack the Hood
Ibis Reproductive Health
IFPTE Local 21
Ignition
Intel
International CDC
International Rescue Committee
Intuitive Surgical
Jesse Fulton
JMV Lending
KW Engineering
Lafayette School District
Laney College
LaunchDarkly
Lighthouse Charter
Los Gatos Union School District
Los Lomas High School
Low Income Investment Fund
Lumos Labs
Mercenary Tech Inc
Microsoft
Mills College
Min Design
Montcalm
Montera Middle School
Movement Generation
Mozilla
Menlo Park City School District
MUH-TAY-ZIK / HOF-FER
North Bay Regional Center
NS1
O’Connor Construction
Oakland Ed Fund
Oakland Unified School District
Onfido
Opinion Dynamics
Osmind
Pacific Center for Human Growth
Partner Engineering and Science Inc
Patreon
PC Professional
Peralta Elementary
Port of Oakland
Productboard
Prospect Sierra
Real Chemistry
Rebuilding Together East Bay North
Saint Mary's College HS
San Domenico School
San Francisco City Planning
Sana BioTech
Sankofa United
SAP
Sara Fleisig
Sequoia Consulting Group
SF Paratransit
SF Public Library
SJ Public Library
Social Security Administration
Sojourner Truth Virtual Academy
Sonic.net
Square Inc
St Vincent de Paul of Alameda
Stuart Foundation
SWA Group
Symphony AI
TechFutures
The Money Source
TVHC
Twitter
Venrock
VGM
Walker & Dunlop
Walnut Creek School District
Weaveworks
West Contra Costa USD
WRNS Studio
Youth Uprising
OUR 2022 SUPPORTERS

$100,000+
Amazon • California Public Utilities Commission • #OaklandUndivided • Cell-Ed

$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

$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.

$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

Up to $249
Melissa Acuna • Louise Anderson • Lee Aurich • Jeanette Bartholomew • Anton Batalla
Jenya Beachy • Jonathan Becker • David Braden • Anne Branch • Elaine 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 Tzeveleakis
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 2022.
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, mouses, 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 20+ 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 enables an hour of free tech support at our TecHub
$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 TecHub and call center for one month

TECH FOR ALL: warrantied 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, 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, currently serves as our fiscal sponsor. To request a copy of our most recent financial statement, please email community@techexchange.org.
JOIN US IN CREATING DIGITAL EQUITY

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WEBSITE: www.techexchange.org
EMAIL: support@techexchange.org for services or to volunteer
EMAIL: community@techexchange.org to donate or partner
MAILING: PO Box 27422, Oakland, CA 94602
TecHub: 2530 International Blvd., Oakland, CA 94601 (no mail)
WAREHOUSE: 2201 Poplar St., Oakland, CA 94607 (no mail, appt. only)