BYTE BACK
Tech Within Reach

2019 ANNUAL REPORT | Washington, DC area / Baltimore, MD

the mission
BYTE BACK PROVIDES A PATHWAY OF INCLUSIVE TECH TRAINING *that leads to* **LIVING-WAGE CAREERS.**

the need
DIGITAL INCLUSION IS ESSENTIAL & URGENT

"**The digital divide in America** is largely urban. It's largely low-income and it's largely minority communities. Even if you account for income, people of color are disproportionately impacted negatively. They're on the wrong side of the digital divide." - Gigi Sohn, Distinguished Fellow at the Georgetown Law Institute for Technology Law & Policy and Benton Senior Fellow and Public Advocate,

Quoted in "How the US' massive failure to close the digital divide got exposed by coronavirus," June 22, 2020, Reveal News, The Center for Investigative Reporting

the path
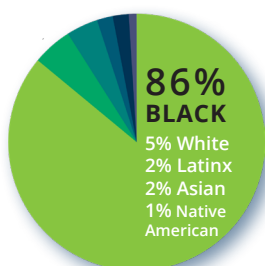**Byte Back's pathway of free training puts tech careers within reach for all adults.**

1. Computer Foundations gain beginner skills

2. Microsoft Office Specialist start administrative career

3. CompTIA certified start IT help desk career

the people

95% PEOPLE OF COLOR

86% BLACK
5% White
2% Latinx
2% Asian
1% Native American

61% WOMEN

AVERAGE AGE 40

17% REPORTED A DISABILITY

At the time of registration, ...
- **61%** unemployed
- **59%** receive government benefits
- **34%** homeless or precariously housed
- **20%** single parents

the classes

533 students took 685 classes

167 students moved up at least one level

In 2019, student satisfaction and the desire to launch careers increased.

95% wanted to find a job
95% were satisfied or very satisfied with the course
91% felt comfortable or very comfortable using a computer after class

BALTIMORE

124 Maryland residents

408 Washington, DC residents

2019 Highlight: Expansion

baltimore

In 2019, Byte Back successfully launched a site in Baltimore. This is the city's first pathway of free tech training for adults - from computer foundations to tech certifications and careers. In 2020, Byte Back Baltimore continues to grow.

the careers
tier 1 helpdesk **office clerk** IT Technician customer support technician senior executive assistant **help desk coordinator** office assistant **administrative assistant**

Employed graduates started earning an average of

57 Graduates Hired

$23,463 MORE PER YEAR

get involved

DONATE

VOLUNTEER

HIRE A GRAD

byteback.org/get-involved

from the ceo

The world changed. Our graduates were ready.
Now more people than ever need tech within reach.

Since Byte Back's founding in 1997, the digital divide has grown. Even since the start of 2019, the digital divide has grown. Through it all, our students have remained dedicated, investing themselves in life-changing opportunities.

Byte Back has worked to help thousands of adults cross the divide and into an inclusive new tech world. The graduates who walked across our stage in 2019 in Washington, DC and Baltimore are better equipped for the unique digital challenges of 2020:

- The skills Computer Foundations students gained in 2019 have already had a lasting impact - helping them get news updates, use telehealth, help their family with online tasks, and continue their training virtually.
- Graduates who earned IT and administrative certifications in 2019 and got hired had the opportunity to earn a living wage and to work safely from home.
- Alumni continue to benefit from exclusive opportunities for continuing training and new careers.

I'm also so excited about the success of our new site in Baltimore. We're thankful to our Baltimore staff and for the community for welcoming Byte Back and working with us to create a more equitable future for Baltimoreans. Now we're eager to expand Byte Back to more locations to have an even wider impact.

In 2020 and beyond, we'll continue to help Black and Brown communities gain economic opportunities. We'll continue to work with an anti-racist lens. We'll continue to help our students succeed in the digital world. And we're proud to do all of this together, building a future that's inclusive, within reach, and equitable.
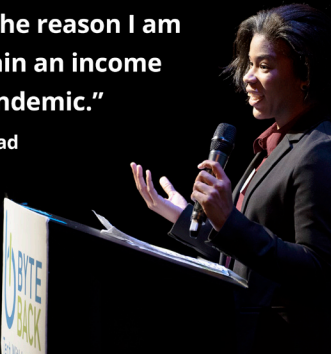
Thank you for your continuing support and helping put tech within reach.

Elizabeth

Elizabeth Lindsey
Chief Executive Officer

"Byte Back is the reason I am able to maintain an income during this pandemic."

Jasmine, 2019 IT Grad

ready for the new normal

In 2019, students had no idea that they weren't just gaining skills for a "normal" future. In 2020, many Byte Back graduates found themselves among the "lucky" ones with digital skills, living-wage careers, and the safety of working from home.

JASMINE ISAAC (pictured top) graduated with her CompTIA A+ certification in 2019 and immediately got hired. Since then, she landed her first IT support job through a federal government contract.

In 2020, she was not only able to safely telework but she also had the confidence in her skills to advocate for a promotion. In less than one year, she almost doubled her salary and moved up as a support technician tier 2. She was hired thanks to her official certification, and she was promoted thanks to her skills and drive. "Byte Back is the reason I'm able to maintain an income during this pandemic," she says.

ELIA SPANGLER (pictured bottom at Byte Back DC and in a Zoom class) started her Computer Foundations training in 2019. She passed and was ready to continue into Byte Back's Administrative Professional Track to pursue a computer-based admin career. Luckily, as her courses in 2020 rolled on, she was familiar with technology and quickly adapted to learning at home through Byte Back virtual training.

With all the impending struggles that would await in 2020, Byte Back is proud to share the success and resilience of our 2019 students, and all those who came before and will continue into the future. In a changing world, digital training is more essential than ever for employment.

connecting for equity

LEADING CROSS-SECTOR CHANGE
- FCC Digital Opportunity Equity Recognition (DOER) Program
- Verizon Consumer Advisory Board
- National Digital Inclusion Alliance
- Lumina Foundation "All Learning Counts"
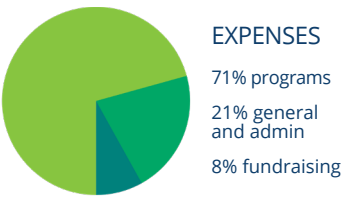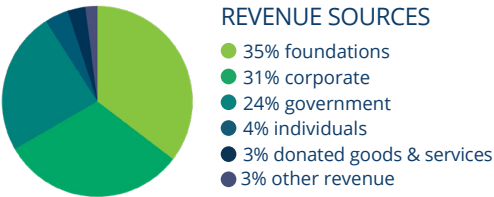- US Congress and DC Mayor

SPEAKING OUT FOR DIGITAL EQUITY AND INCLUSION
- TEDx Foggy Bottom
- DC Mayor's Office of the Chief Technology Officer (OCTO)
- Out in Tech
- CityLab

IN THE NEWS
- The Root 100
- NBC Washington
- Technical.ly DC and Baltimore
- Washington Business Journal
- The Washington Blade
- The Baltimore Business Journal

2019 financials

REVENUE SOURCES
- 35% foundations
- 31% corporate
- 24% government
- 4% individuals
- 3% donated goods & services
- 3% other revenue

EXPENSES
- 71% programs
- 21% general and admin
- 8% fundraising

TOTAL REVENUE: $2,858,866

TOTAL EXPENSES: $2,730,821

NET REVENUE: $128,045

Source: Audited 2019 financial reports