

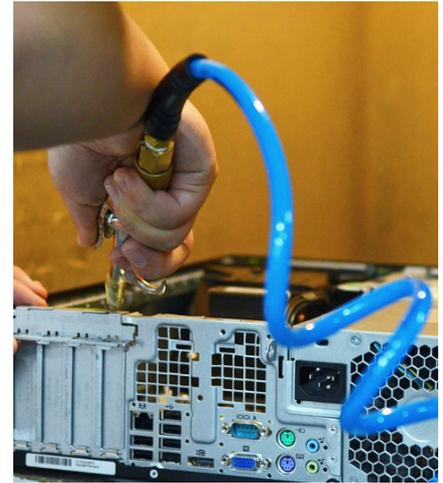
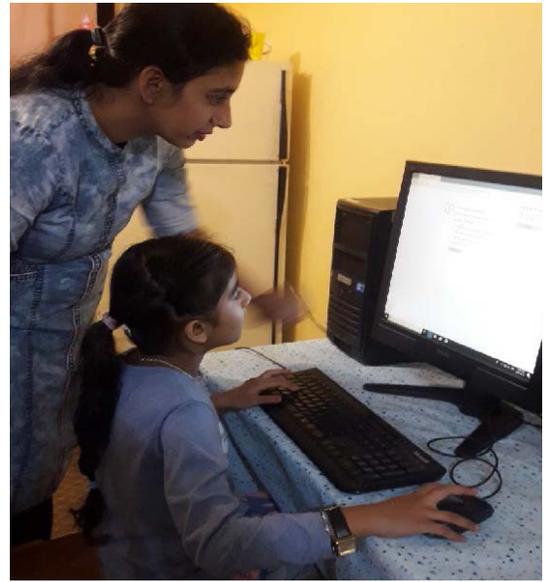


**BC TECHNOLOGY**  
FOR LEARNING SOCIETY

YOU **DONATE** I.T.

YOUTH **REFURBISH** I.T.

BC **REUSES** I.T.



**EXECUTIVE ANNUAL REPORT 2018/2019**

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## Introduction

BC Technology for Learning Society is a registered charity, non profit organization operating in the Province of British Columbia. Our mission is *to provide job training for youth and access to refurbished technology for British Columbians*. We are working towards a goal where everyone in BC has equal access to technology and to tools to facilitate learning.

BC Tech accomplishes this mission and vision by delivering the following programs:

- Innovation, Science & Economic Development Canada’s (ISED) **Computers for Schools Program** and the new **Connecting Families Initiative**
- Government of Canada’s **Computers for Schools Intern Program** (formerly called Technical Work Experience Program)
- Computers for Students

We accept donations of used computers from a variety of government, corporate and individual donors; youth refurbish the equipment as part of their work experience training, before they are distributed to schools, non profit organizations, First Nations communities, public libraries, or to a low income family.

Since our 1995 inception we have delivered over **170,000** computers.

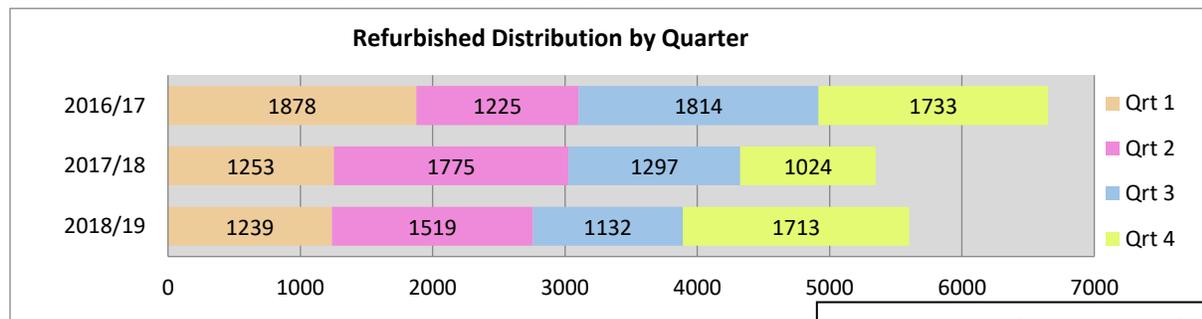
## Computer Distribution

**Computers for Schools** is the flagship program we deliver on behalf of ISED which was joined by the **Connecting Families** in November 2018. As seen below the bulk of work done by our organization is in delivery of federal government service.

A total of **5990** pieces of equipment were distributed and includes computers, laptops, tablets, and servers during the fiscal year. This total reflects the summation of work done across all three programs, with the following delivery metrics:

- 4979 – Computers for Schools (includes 387 “as-is” computers not included in the above chart)
- 917 – Connecting Families
- 94 – Computers for Students

387 computers were unrefurbished, “as-is”, transfers from a regional office to the local school district and those numbers are not reflected in the chart below.

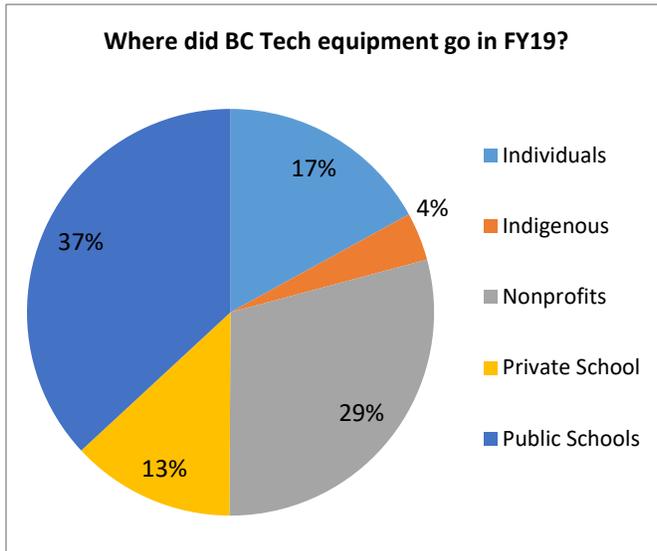


Note: The word computer is being used interchangeably to describe both computers and laptops

2494 computers were shipped to clients for **free** and represents 42% of our distribution.

## Client Groups

We provide refurbished equipment to 5 recipient groups; public school, private schools, non profit organization, indigenous communities and low income families. The chart below depicts how equipment as distributed in FY19.

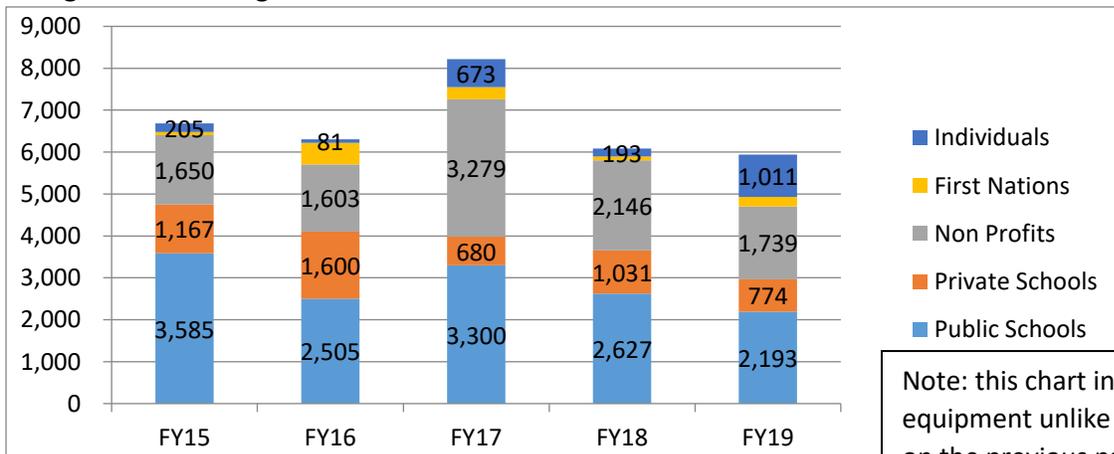


Over the past five years, distribution to school groups fluctuates between 70 - 55% of total output and FY19 lands this demographic at 50%. This should be observed as a tipping point and we can expect to see the percentage for school based clients to continue to decrease.

The largest influx this year comes in the "individual" category due to Connecting Families whereby distribution to individuals usually >1% is now at 17%. We are happy to see the results and impacts of providing a first computer to a family home but remain wary that this is a major impact on our work simply

due to the admin and packaging of computers. Its much easier to process 1 order of 30 computers, than ship 30 computers to individual homes. If future application numbers increase it may take longer for us to fill those requests as labour is directed elsewhere.

**A year over year review of distribution by client type is provided below and provides some context on changes in client usage.**



Note: this chart includes as-is equipment unlike the line graph on the previous page and puts totals closer to 6000 computers.

## Schools – Public and Private

School support for the CFS program has been dwindling for a few years. We used to see five districts utilizing 50% of our distribution which, considering there are 60 districts across the Province, was an indicator to what our present results have now depicted. Support of our work is unfortunately staff driven and when a supporting IT manager leaves to another district the incoming director often changes the output to a long-term using district.

In total we provided 2193 computers across 181 public schools during the fiscal year. The Bulkley Valley and Cowichan Valley School districts remain our best supporters. We are saddened by the staffing changes in Langley School district who typically took >500 computers and will now be 0.

Independent Schools took 774 computers across 87 orders for 46 schools. The largest user is the Langley Christian High who ordered 94 computers.

## Non-Profits

We started delivering computers to education based non profit organizations in 2006, with 334 delivered that year. By 2012 we were up to 1169, or 13% of total distribution. There is a steady increasing trajectory in numbers until 2017 when we hit 2239 computer and 33% of distribution, largely due to our provision of as-is equipment to Free Geek Vancouver. Now in FY19 we are providing 1739 computers to 107 organizations.

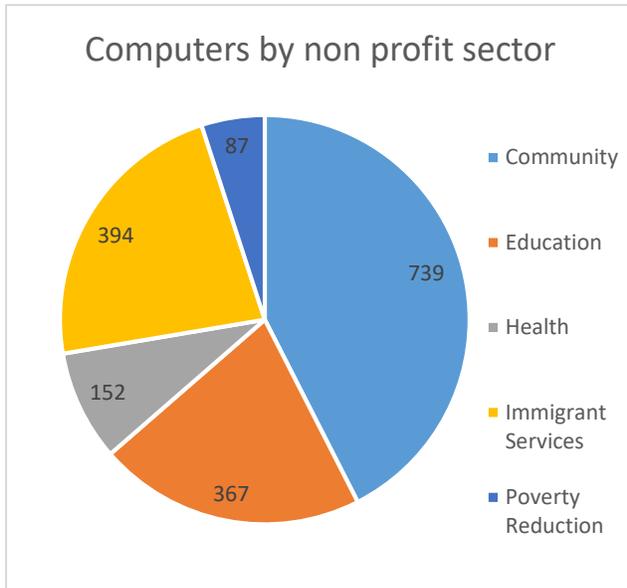
Top 5 using NPO's	
FreeGeek	225
MOSAIC	169
ISS of BC	138
Legions	90
WorkLink BC	88

The “Top 5 using non profit organizations” are redirecting our equipment to their individual clients. This is particularly evident when looking at the output to MOSAIC and ISS of BC as they support immigrants or refugees integrate into Canadian society.

Public libraries took 50 computers during the fiscal year and the distribution was kept to the north-west section of the province; an indication of word of mouth success, and that more out reach is needed for the broader literacy community.

We provided 134 computers as loan equipment to various groups such as Skills Canada BC, Kids Code Jeunesse, and the Cyber Defense Challenge. It’s great to support local groups build their technical skills and our brand awareness as we work sponsorship agreements into the loan agreements.

When looking at the non profit sector by charitable pillar, we can see our distribution is impacting society in the following:



**Community** organizations will impact the board spectrum of society and includes organization such as Royal Canadian Legions, DiverCITY, Lakes District Museum, and Children Arts Umbrella.

**Education** impacts organizations such as Black Boys Code, Learning Differences Centre of BC, and Comox Lifelong Learning Centre.

**Health** impacts La Boussole Centre Communautaire Francophone, Vancouver Rape Relief Society, and Trails for Creston Valley Society Francophone, Vancouver Rape Relief Society, and Trails for Creston Valley Society.

**Immigrant Services** is a large section as our work as equipment goes towards families rather than

the organization or administration or outreach work. We are partnered with ISS of BC, MOSAIC, InterCultural Association of Greater Victoria as well as other smaller community based support groups.

**Poverty Reduction** impacted Surrey Urban Mission Society, Bridges for Women Society and Aunt Leah’s Place.

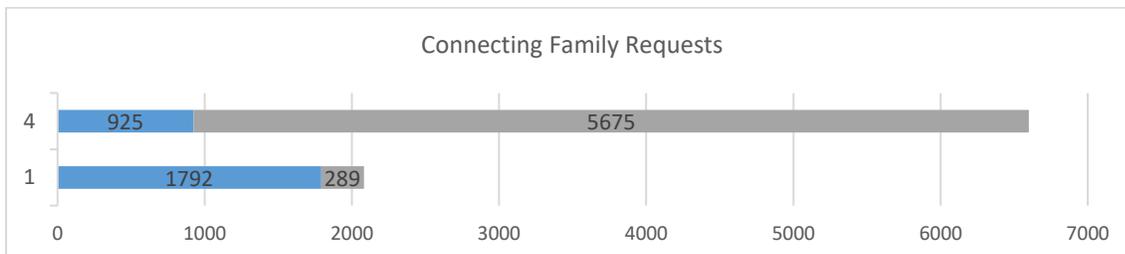
### First Nations Community

227 computers were provided to First Nations communities or associated agencies during the year. Many were first time users of the program, including Xaxli’p First Nation and Gitanyow Huwilp Education Society.

### Individuals

BC’s target goal for **Connecting Families** is 6600 computers to be delivered by March 2022. We delivered 917 computers between the launch date in Nov 2018 and the close of our fiscal year with 1100 applicants waitlisted into Q1 FY20. The accelerated demand of the program caused strains on inventory and workforce, disrupting the CFS programs in many ways. In BC, the addition of the CF initiative helped keep our computer distribution numbers at 6000 units, but decreased from the actual “technical” work flow usually afforded interns as they spent more time packaging, than refurbishing.

The chart below identifies (‘row’ 4) total computers shipped vs the commitment of 6600 for the full project, and (‘row’ 1) number of requests received from the first (Nov 18) and second (Feb19) mail-outs.



A second mail-out came with changes to what families could see in the portal, notably that only families who identify as having no computer or internet access in the home can see and select the option for receiving a free computer.

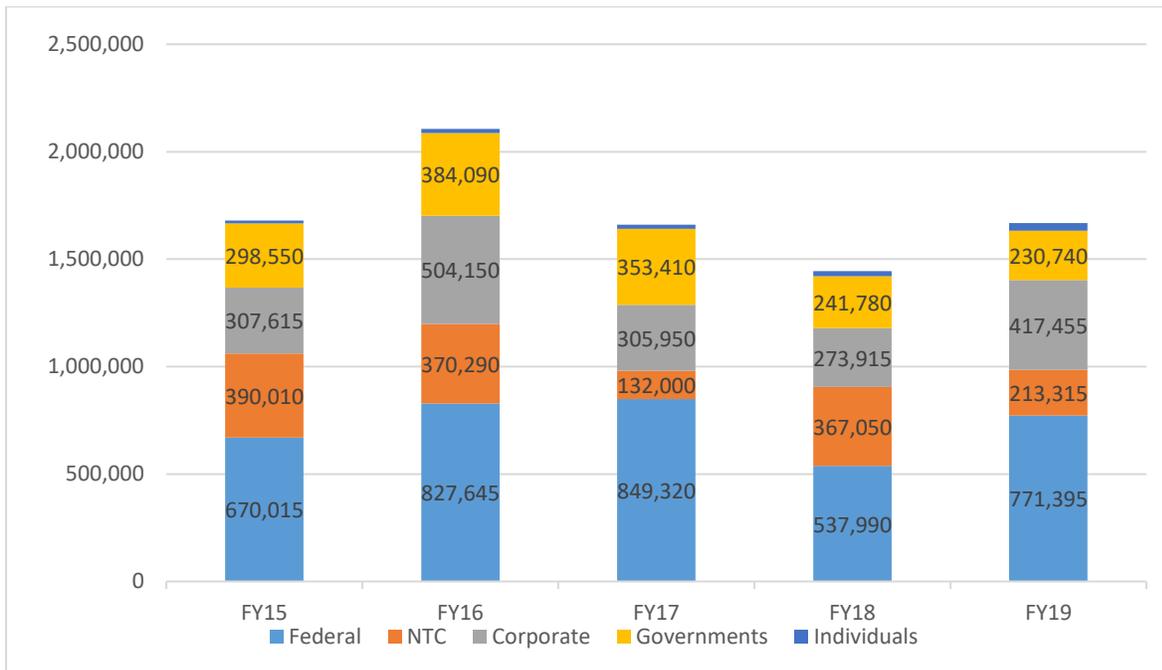
Because the uptake on \$10/month internet from internet service providers has been lower than anticipated, TELUS is opting to relaunch their *Internet for Good* initiative in June 2019. This is good timing for us as we'll be in a hiatus between completing the Connecting Families waitlist, before the third mailer is issued in the fall.

BC Tech's **Computers for Students** program delivered 94 computers to low income families with a student in the home.

## Incoming Computer Donations

We received 273 donations from 150 donors valued at \$1,454,745.

Below is a chart depicting the levels of support from each donor group: The Federal government, the National Technology Centre, local corporations, governments, and individuals.



ISED has been doing outreach training to federal material managers to encourage increased donations to the CFS program. The chart indicates that the message was received as federal donations did increase during the year. Additionally, we have been working on securing new corporate donors and are pleased to see the increase within that sector as well.

Our top 10 donors for the year are listed below; their combined donations totalled \$1.3 million dollars.

## Top 10 Donors

Government of Canada	\$ 771,395	Doctors of BC	\$ 21,270
TELUS Communications Company	\$ 208,945	City of Burnaby	\$ 19,805
Capilano University	\$ 103,035	University of British Columbia	\$ 17,055
Coast Capital Savings	\$ 71,035	ActiveCo Technology Management	\$ 16,655
Metro Vancouver	\$ 65,050	Langara College	\$ 16,525

Top 10 donors are recognized on our website as both a thank you and call to action for other organizations to provide their surplus equipment. The Top 10 Donor list is updated every year.

We saw a 48% increase in individual donations from \$23k to \$35k worth of donations. Increased support to individual homes is making it easier for us to better utilize these donations.

During the fiscal year we had 21 new donors support our work. With the exception of Coast Capital Savings, they were small but mighty donations as we appreciate it very much.

## Human Resources

### Computers for Schools Interns (TWEPE)

The Technical Work Experience program was rebranded by the Government of Canada to “Computers for Schools Intern” program in September 2018. The program is funded through Employment & Social Development Canada’s *Youth Employment Strategy* and is the vehicle by which we refurbish computers.

In FY2019 BC Tech hired 18 youth across 24 work terms. Six youth secured second work terms which helped with Connecting Families deliveries. Of the youth hired:

- 7 worked at BC Tech into FY20
- 3 returned to school
- 4 found employment
- 3 post CFS status unknown

We hired 4 female and 14 male interns which doubled the number of women hired over the previous years’ numbers.



### Students

Nineteen high-school students volunteered their time, contributing 877 hours of work. Most students were with us for one week as part of their graduation requirements to have some work experience. Students start their week in the warehouse learning how to take a computer apart (remove ram/hard drives) and inventory management skills. By Wednesdays they are in the workshop refurbishing computers and will often complete their own order.

We had three practicum students for three weeks who contributed 319 hours. The practicum students are usually brought on as a CFS intern during the upcoming hiring round.

## Volunteers

Five community volunteers contributed 838 hours.

## 2018/19 Board of Directors

**Deena Simon** – Chair

**Nolan Clark** – Secretary Treasurer

**Sandy Sigmund** – Director

**Mark Taylor** – Director

**HB Teo** – Director

**Peter Vogel** – Director

**Goodwin Young** – Director

## Revenue & Expenditure

The FY2019 Budget presented with a surplus. The numbers below come from the Financial Statements prepared by Rolfe Benson and exclude the computer donations (inventory) from both the revenue and expense pages.

<b>Revenue</b>	<b>2019</b>	<b>2018</b>
ISED	559,072	583,255
Computer Sales	178,087	236,694
Upgrade Parts	145,940	112,896
Misc Revenue	24,841	46,957
	<hr/>	<hr/>
	\$ 907,940	\$979,802
<b>Expenses</b>	<b>2019</b>	<b>2018</b>
Salaries & Benefits	431,571	437,395
Operational Costs	414,407	533,140
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	\$ 845,978	\$970,535

## Conclusion

The feeling of “Hurry up and Wait” from FY 18 was replaced with “just hurry!” this year. We seemed to bounce from one big project to the next including:

- Completing the CFS application package so that funding is secure until 2024.
- Revising bylaws to be in compliance with the Society Act
- Renewing our EPRA reuse vendor qualifications
- Celebrating the 25 year anniversary of CFS program on Prince Edward Island
- Launch of Connecting Families

There is much to look forward to in the 2019/20 year. ISED is expected to launch the rebrand of Computers for Schools to. We hope the refresh encourages more than ‘schools’ to apply for equipment and reflects the larger array of technology available for distribution by various affiliates across the country.

We also expect to see more governance and strategic planning work being done on the national level to prepare affiliates for the performance measurements and assessment in 2020. Most of this work will be done via webinar ahead of the National Meetings.

TELUS’ *Internet for Good* relaunch in late June will keep us busy over the summer months coupled with summer sale leading up to the third mail-out for Connecting Families in the fall.

New staff to assist with the bookkeeping, marketing, and donor solicitation are on board and working well. This sets us up to have the staff resources in place for a successful year ahead as we continue our work. We have a lot to be proud of in our work to *provide job training for youth and access to refurbished technology for British Columbians.*



Mary-Em Waddington  
Executive Director