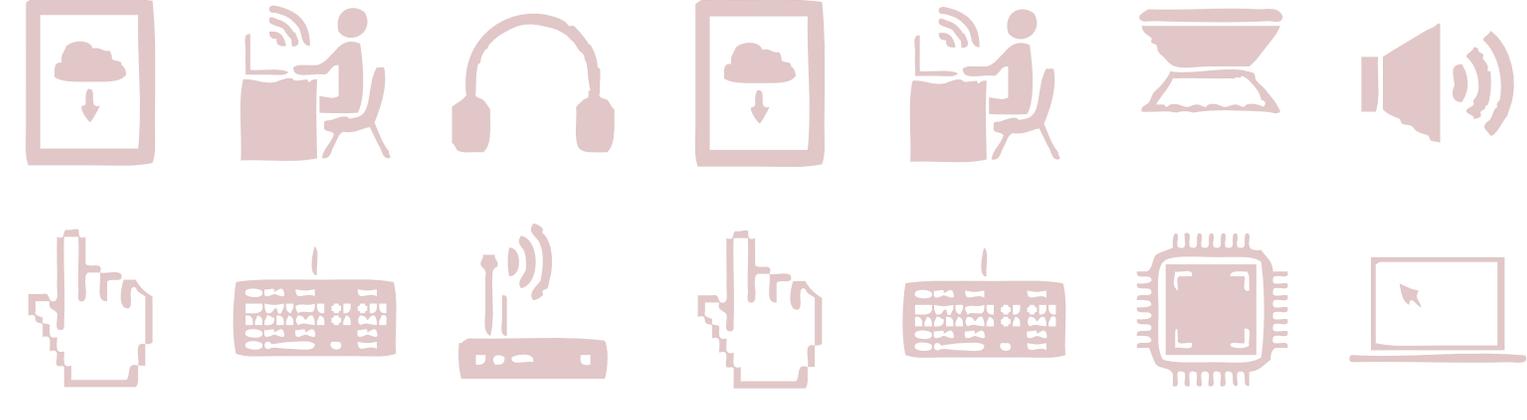


**Nonprofit Technology
Resources
FY 2014 ANNUAL REPORT**



NTR envisi

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communica

Letter from Director Steven Feldman

It's a privilege to serve as NTR's director, following Stan Pokras' 40 years of leadership in improving access to technology and media for underserved Philadelphians. Along with the leadership change, NTR faces critical crossroads in the technology marketplace, funding landscape, and our local education crisis. I write today to share NTR's recent successes and our vision for the future.

Of course, NTR still fixes computers. About 1100 desktops and laptops were distributed in the past year, with over half including training and at no cost to the recipient! We have finally retired the CRT monitor, dial-up internet, and Windows XP. Going forward, NTR aims to deliver more free or low-cost internet access, increase distribution of Linux, retire the Pentium 4 CPU, and put Windows 8 computers in people's homes.

In fiscal 2014, 1/3 of NTR's revenue came from non-government grants or donations. We gleaned critical intelligence regarding current funding trends, helping to make next year's applications more competitive. Further, NTR came to recognize its work experience as central to our value as our computers. Current and new programming will include greater training and evaluative components, and utilization of the compelling work experience as a driver of employment outcomes.

Taking a cue from our name, we are focusing on our position as a technology provider to local service organizations - technology and/or training for their staff and/or clients. Finally, we are planning a home computer repair apprenticeship program - preparing entrepreneur technicians and helping keep our revenues diverse. I'm confident NTR has a bright future ahead and can continue to meaningfully improve the lives and outcomes of our neighbors. I invite you to take part!

Sincerely,



Meet our new Director!



Steven Feldman first came to NTR to participate in a free workshop in 2004. Today, Steven is a recognized leader in supporting technological access for all Philadelphians, and has sat on NTR's Board of Directors since 2012. Prior to taking on the role of Executive Director at NTR, Steven was Drexel University's Community Education Coordinator for the Keyspot program, which brought internet access, training, and technology to under-served communities across Philadelphia. Steven has previously filled other staff roles within NTR: As Program Director (2011-2012), Director of Operations (2008-2011), and technician (2005). He lives with his wife and toddler son in South Philly.

ons Philadelphia as a city where all people,

inancial resources, knowledge, and access to the information and tions technology they need to achieve their goals.

Free LTT

Since 1999, NTR's donor-supported Free Learning Through Technology (FreeLTT) programs have been providing free computers and training to youth, elders, and disabled people.

BEST

Building Employment Skills through Technology (BEST) has served over 1800 Philadelphians in two decades of operations, refurbished tens of thousands desktops and laptops, and diverted tens of thousands of tons of toxic e-waste from our region's landfills.

SETT

FY 2014 brought on the renewal of our FreeLTT for Elders program, or what we are now calling SETT(Successful Elder Technology Training).

Thrift Store

Some of the computers produced by the BEST program are sold at low cost to the entire community. We estimate that 2000 people make a computer, repair, or accessory purchase at The Computer Thrift Store every year. As an added benefit, it provides a steady income stream, reducing our program's overhead needs.

Free LTT

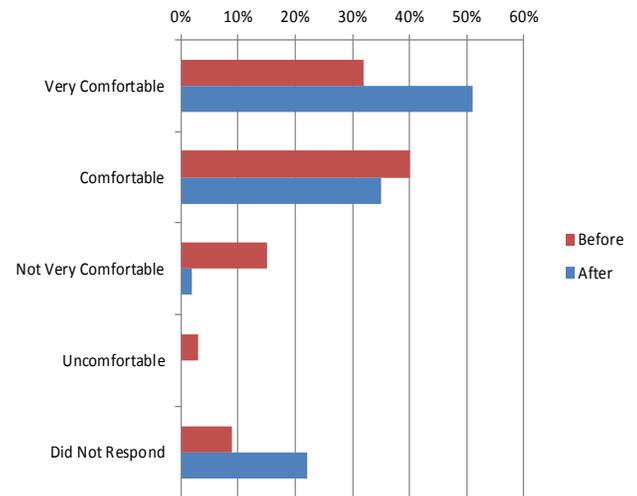
Brings computer skills to people of all ages & incomes

Since 1999, NTR's donor-supported Free Learning Through Technology programs have provided over 4000 computers and training sessions to vulnerable youth, elders, disabled people, and families. Our generous funders supported 317 individuals in FY 2014. 33% of people served this year were under the age of 13, 39% were 14 to 20 years old, 25% were adults, and 3% declined the question. 53% were male, 41% female, and the balance declined the question. 66% identified themselves as African American, 13% as Hispanic or Latino, 5% as European, and 2% as Asian. 8% identified themselves as 'other', and wrote in Khmer, Polish, or Haitian.

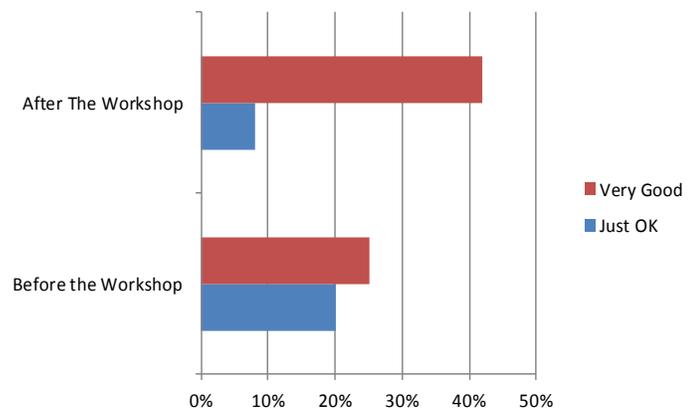
In FY 2014, 89% reported English as their primary language, 3% Spanish, and 4% other, the majority of which identified French-Creole as their main language. One person identified Khmer as their first language. 56% of the youth participants indicated that they lived in a single-parent home, or with a non-parental guardian.



Participants in our FreeLTT program were asked how comfortable they were with computers before/after workshop. Results are shown on below:



Participants of the program were also asked to describe their internet skills right now:



SETT

Successful Elder Technology Training

Global academic studies report that online elders are more mentally and physically active, are more connected to family and community, feel more independent and useful, and are more knowledgeable about and proactive in managing their own healthcare. One study showed that elders vastly increased the frequency of contact with younger generations by aligning the 'asymmetrical communication patterns' across large age gaps. All family members participating in that study reported increased satisfaction in the quality of the relationships across generations, aided by social media channels. SETT's goal is to make these benefits available to Philly's vulnerable elders.

NTR's Mission NTR is committed to helping the people of Philadelphia, and the organizations that serve them, have **access to and use of information and communication technology.**



BEST

Builds Employment Skills through Technology

NTR has been refurbishing computers for two decades, but we have never formally named this keystone program. We are pleased to introduce you to the BEST program, which has served over 1800 Philadelphians with hands-on employment skills. Tens of thousands of laptop and desktop computers have been refurbished, and thousands of tons of toxic equipment have been diverted from the region's waste stream.

BEST partners with the city's welfare-to-work programs, technical training schools, and traditional volunteers to repair and refurbish a wide range of IT equipment.

Meet a BEST Graduate



After completing the BEST program with NTR Shannon Sanders will be going to Strayer University in the Fall to earn a BS in Computer Science and a minor in Computer Forensics.

"It's a great program and it really made a difference in my life. I was lost and this got my interest and now I have a job I really like and am eager to get back to school and continue to learn."

*-Shannon Sanders
July 30, 2014*

Serving the community, fulfilling our mission

Thrift Store brings technology within reach

 Some of the computers produced by the BEST program are sold at low cost to the entire community. We estimate that 2000 people make a computer, repair, or accessory purchase here every year. As an added benefit, it provides a steady income stream, reducing our program's overhead needs.



MLK Day of Service 2014 January 19, 2014 at Girard College



At the 19th annual Greater Philadelphia Martin Luther King Day of Service, NTR provided 110 free computers to individuals and organizations with technology needs. 50 of those computers were packaged with free wireless 4g internet. A special thanks to Girard College and Global Citizen 365 for hosting us in this important event.



recycles e-waste and keeps it out of landfills

In Fiscal 2014, our wonderful donors gave us 1461 computers, 1404 monitors, 561 laptops, 561 printers, and 371 other electronic items. Our e-Steward, R2 certified electronics recycling partner collected any parts not used in the refurbishment process. These certifications mean that our donors and NTR are confident that these dangerous materials are handled legally, ethically, and in an environmentally sensitive method. These items weighed a consolidated 21 TONS in FY 2014!



Community Partners expand our reach, help us learn, and offer new opportunities.

Our project partners allow their clients/students to obtain free computers through our workshops

Julia R. Masterman School
Howard Horace Furness High School
Benjamin Franklin High School
Chew and Belfield Neighbors Club, Inc (CBNC)
Haitian Coalition of Philadelphia
Philadelphia Academies Inc:
Jules E. Mastbaum High School via PAI
Kensington Business High School via PAI

Philadelphia Futures
OpportUNITY
Philadelphia Housing Authority
Community College of Philadelphia
Resurrection Baptist Church
Girard Medical Center
YouthBuild Philadelphia Charter School
IT Technical Institute
PA Career Link



Meet one of our Partners

Julia R. Masterman School

The Julia R. Masterman School is a magnet school that students apply to, and are accepted at based on academic performance and potential. A significant portion of students go on to top-tier colleges and universities. As one of the nation's top 50 public schools, competition for acceptance is fierce for the seats that open each year.

The school district categorized 46% of the student body as coming from economically challenged homes in 2013-14; significantly lower than most district schools. Yet this still represents almost 600 of Philadelphia's most promising and hardest-working students. Many commute well over an hour each way to attend classes from all corners of the city.

Masterman's Computer Science Instructor Mikeala Leher makes clear how important NTR's services are: *"Students without home computers find it very difficult to keep up with their assignments. They spend time and energy attempting to gain access to computers at their local libraries, in school computer labs before and after school, and at friends' homes. This...leaves their tech skills far below that of their peers...it causes undue stress as they juggle available time outside of school to secure access to technology"*.

NTR is proud to be able to directly support our city's hardest working students and future leaders through this longstanding collaboration with Masterman.

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Donate



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We gladly accept tax-deductible computer equipment. For more information on equipment donation criteria please visit: ntrweb.org/eq/

Special Thanks

To graphic designer Amanda Johnson, who generously donated her time and skills toward this report.