



digitalLIFT
Formerly Community Tech Network (CTN)



2024 ANNUAL REPORT



Mission

To strengthen communities by providing essential tech training and resources.

Vision

A world where communities thrive through the use of technology.



2024 Recap



Dear Friend,

We are proud to share the strides that digitalLIFT (formerly Community Tech Network) has made in advancing digital equity and empowering communities across California, Texas and beyond. This past year brought inspiring growth, deepened partnerships, and a renewed commitment to ensuring that everyone has the opportunity to thrive in today's digital world.

Expanding Our Reach and Impact

A key milestone was our work through California's Access to Technology (ATT) program, which allowed us to provide devices, connectivity support, and personalized instruction to older adults and individuals with disabilities. By partnering with local housing providers and community organizations, we reached 6,366 residents in multiple counties with the tools and skills they need to navigate the digital world with confidence.

Strengthening Community Partnerships

Our work would not be possible without the support of our dedicated partners. This year, collaborations with organizations such as Center for Elders' Independence, Burbank Housing, and EAH Housing allowed us to tailor digital literacy programs to the unique needs of the communities they serve. These partnerships not only enhance the effectiveness of our work but also foster stronger community connections and long-term impact.

Building Organizational Capacity

We also continued our commitment to supporting peer organizations through capacity-building initiatives. Through training and resources such as our webinars, including "CTN Culturally Inclusive Curriculum" and "How to Support Your Digital Navigator," we helped nonprofits and social service agencies integrate digital literacy into their own programs, broadening the reach and sustainability of digital equity work.

Looking Ahead

As we look to 2025, digitalLIFT remains steadfast in our mission to strengthen communities by providing essential tech training and resources. With your support, we will reach more communities, embrace new technologies, and continue building a more inclusive digital future for all.

Thank you for standing with us.

Warm regards,

Marcine Jansen
Board Chair

Kami Griffiths
Founding Executive Director

Our Impact

OUR BOLD SOLUTION ➔



TRAIN FRONTLINE SOCIAL SERVICE WORKERS TO BECOME DIGITAL NAVIGATORS

INCLUDES AI literacy to reduce fear of new tech



PARTNER WITH cities, nonprofits, housing authorities, libraries, to expand digital inclusion workforce



BUILT 1st Nationwide, self-paced, trauma-informed, multilingual online curriculum designed specifically for social service staff & volunteers



WHAT MAKES US DIFFERENT?



WE INVEST IN PEOPLE!

Community-based, culturally competent, structured, skills-based, asynchronous training



IMPACT IN 2024 ➔



922
TRAINERS TRAINED



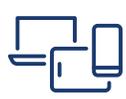
105
PARTNERS



3,937
INSTRUCTIONAL HOURS



2,885
UNIQUE LEARNERS



1,674
DEVICES DISTRIBUTED



17
FREE DIGITAL INCLUSION WEBINARS HOSTED FOR

2,493



REGISTRANTS

LEARNERS IN 2024 ➔

91%

BECAME MORE CONFIDENT IN USING TECHNOLOGY

82%

COULD NAVIGATE THE INTERNET MORE SAFELY

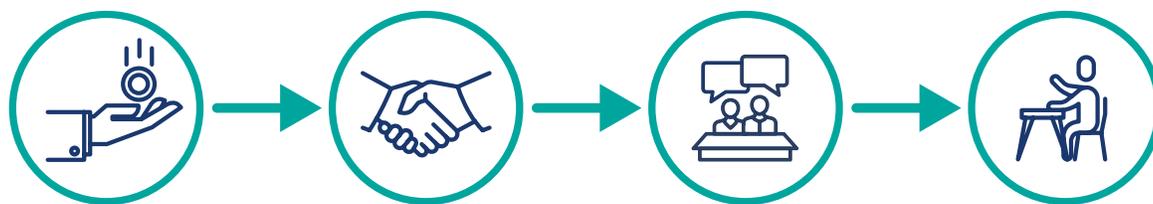
80%

FELT MORE CONNECTED TO FRIENDS AND FAMILY

The Community We Serve

Since 2008, digitalLIFT has bridged the digital divide by connecting with communities and organizations to deliver digital literacy and internet access to adults of all ages, languages, and income levels. Through partnerships with libraries, housing developments, senior centers, schools, and social service agencies, we meet people where they are. At the heart of it all, digitalLIFT is a community of learners, volunteers, staff, partners, and supporters working together to create digital equity.

An example of our work in action:



FUNDER

Utilizing Access to Technology funds from the California Department of Aging, Sonoma County provided funding for this program.



PARTNER

West County Community Services, one of 15 partners in Sonoma, offering classes in English and Spanish to their community.



TRAINER

Phil Schutt, one of 3 trainers assigned to this program, offered training onsite at 8 partner locations.



LEARNER

Dana Dunne, one of 570 learners served by this program, used their new digital skills to facilitate their grief support group.



It's All About the People

digitalLIFT is, above all, a community. It is a web of people and organizations coming together to transform lives through digital equity. We are proud of our successes and strides, but none of it would have been possible without a passionate network of volunteers, staff members, board members, community partners, and sponsors.

Learner Highlights

A New Chapter at 87: Consuelo Connects With the World

Consuelo's inspiring journey proves it's never too late to learn. At 87, she embraced an iPad and a new world of connection, learning to reach loved ones, explore recipes, and stay mentally sharp – all through digitalLIFT's supportive training. Her joy, gratitude, and sense of independence reflect what's possible when older adults are given the tools, training, and trust they need to thrive in today's digital landscape.

[Read the full article here.](#)

Learning Through Healing: Julieta's Tech Journey During Chemotherapy

While navigating chemotherapy, 73-year-old Julieta gained more than strength – she gained digital independence. With customized training from digitalLIFT, she learned to adjust accessibility features, connect with family, and rediscover joy through photography and communication. Her story highlights how inclusive, compassionate digital instruction can make technology not just useful but truly healing.

[Read the full article here.](#)

Art Meets Opportunity: Toby Turns Paintings Into Income

With a tablet and training from digitalLIFT, artist Toby Zipperlend turned his creative passion into a small business, photographing his art and selling handmade cards around Cloverdale. Living with a disability and on a fixed income, Toby found confidence, connection, and purpose. His journey showcases how digital tools can unlock economic empowerment and self-expression in meaningful and lasting ways.

[Read the full article here.](#)



Redefining Ability: Peggy Finds Her Voice with AI and Digital Tools

Peggy, who lives with dyslexia, used digitalLIFT’s tech training to build skills that now help her stay organized, lead church lessons with confidence, and share special moments with her granddaughter. By learning to navigate online spaces, create lesson plans with AI, and utilize organizational tips, Peggy discovered a new sense of capability and independence. Her experience reminds us that with the right tools and training, everyone has the potential to thrive.

[Read the full article here.](#)



Leaving the Dark Behind: Jose’s Empowering Digital Leap

At age 70, Jose from Santa Rosa is no longer “in the dark.” With help from digitalLIFT, he now navigates the internet with confidence – looking up medical information, church schedules, and even classic tunes from his youth. He’s excited to keep learning, and his message to others is simple and powerful: digital literacy opens doors to independence, knowledge, and lifelong learning opportunities.

[Read the full article here.](#)

Digital Joy at 84: Clement Finds Connection in Her Nursing Home

Living alone without a TV, Clement, 84, found joy and connection through digitalLIFT’s Home Connect program. Weekly virtual lessons gave her the skills to video chat, track health records, and explore news, music, and creativity – all from her tablet. From designing cards in Canva to chatting with her son, Clement’s story is a touching reminder that digital access brings not just information, but independence, happiness, and human connection at any age.

[Read the full article here.](#)

Programs in 2024

SF Connected

digitalLIFT continued its long partnership with the Department of Disability and Aging Services, which began in 2010 with the launch of the SF Connected program. In 2024, digitalLIFT delivered free tech advice Q&A sessions on Zoom, in-person digital literacy workshops, one-on-one tutoring, and drop-in support at SF Connected Tech Labs for older adults and adults with disabilities in San Francisco. Offered in English, Cantonese, Mandarin, and Spanish, the program helped hundreds of learners build confidence using technology for everyday needs—from accessing telehealth and benefits to staying connected with family and friends.

**2024 IMPACT
NUMBERS**



836
UNIQUE
LEARNERS



5300+
TRAINING AND
CONNECTIVITY HOURS

Sharing Digital Skills Through Workshops

In 2024, digitalLIFT partnered with community centers and libraries across San Francisco through the SF Connected program to deliver 26 technology workshops for older adults. Topics included Smartphone Fundamentals, Photo Editing & Sharing, YouTube & Streaming, Email Management, Internet Safety & Security, Password Management, and recognizing online scams and misinformation.

Workshops were offered in English, Cantonese, and Spanish, ensuring accessibility for diverse communities. From learning the basics of smartphones to exploring travel apps, participants gained practical skills to stay connected, safe, and engaged in today's digital world.



March 2024

- Downtown Senior Center: Smartphone Fundamentals (English, Cantonese)
- Stonestown Family YMCA: Smartphone Fundamentals (English)
- Bernal Heights Neighborhood Center: Photo Editing & Sharing (English)

April 2024

- Ingleside Branch Library: Smartphone Fundamentals (Cantonese)
- Bernal Heights Neighborhood Center: Common Scams (English)
- Excelsior Community Center: Common Scams (English)
- Stonestown Family YMCA: Clickbait & Misinformation (English)

May 2024

- Ingleside Branch Library: Photo Editing & Sharing (Cantonese)
- Stonestown Family YMCA: YouTube & Streaming (English)

June 2024

- Ingleside Branch Library: Internet Safety & Security (Cantonese)
- Stonestown Family YMCA: Password Management (English)
- Downtown Senior Center: Photo Editing (English, Cantonese)

September 2024

- Ingleside Branch Library: Common Scams (English)
- MLK Marcus Garvey Square Apartments: YouTube & Streaming (English)

October 2024

- Richmond Senior Center: Smartphone Fundamentals
- Canon Kip Senior Center: Smartphone Fundamentals
- Centro Latino de SF: Smartphone Fundamentals (Spanish)
- Chinatown YMCA: Email Management (Cantonese)
- Sunset Branch Library: Clickbait & Misinformation

November 2024

- Stonestown Family YMCA: Travel Apps & Sites (English)
- Centro Latino de SF: Clickbait & Misinformation (Spanish)

December 2024

- Chinatown YMCA: Password Management (Cantonese)
- Centro Latino de SF: Travel Apps & Sites (Spanish)
- Stonestown Family YMCA: Travel Apps & Sites (English)

Partners

Bernal Heights Neighborhood Center (BHNC)
Canon Kip Senior Center
Capp Street Senior Center
Castro Senior Center
Centro Latino
Curry Senior Center
Eastern Park Apartments
Glide Memorial Church
Independent Living Resource Center of SF
IT Bookman Community Center
Martin Luther King - Marcus Garvey Square Apartments
Mechanic's Institute
OnLok 30th Street Senior Center
Positive Resource Center (PRC)
Richmond Senior Center
Rosa Parks Senior Center

San Francisco Public Library (Main library and branches)
SF Senior Center Downtown
Sequoia Living
Western Addition Senior Center
YMCA Chinatown
YMCA Mission
YMCA Stonestown

Funded By



SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services



Solano Connected

The Solano Connected project is a collaborative initiative among multiple community agencies working together to close the digital divide in Solano County. As a key partner, digitalLIFT focuses on supporting older adults and people with disabilities, providing digital literacy training and one-on-one assistance to help participants build confidence in using technology. In addition, digitalLIFT strengthens the community's long-term capacity by training local agency staff to better support their clients' digital needs. Through this work, digitalLIFT empowers individuals to access essential online services, strengthen social connections, and increase independence, contributing to the project's shared goal of fostering digital equity for all residents.

OVERALL PROGRAM GOALS



414
OLDER ADULTS
SERVED



295
DEVICES
DISTRIBUTED

Spotlight

"digitalLIFT has become an essential partner in Solano County's effort to close the digital divide. Together, we've built a sustainable framework that connects residents to broadband, training, and devices—helping more than a hundred learners gain new digital skills and confidence this year alone. From library partnerships to multilingual instruction and our shared data systems, this collaboration has transformed what local digital inclusion looks like in practice."

— **Stewart Bruce**, Regional IT Infrastructure & Operations Manager, Solano County Department of Information Technology

Partners

Choice in Aging
CHMRC-Solano Community Health Hub
Suisun City Senior Center

Funded By



Solano Connected
Connecting Communities, Empowering Lives

Broadband Adoption Projects

With support from the California Advanced Services Fund (CASF) Broadband Adoption project initiative of the California Public Utilities Commission (CPUC), digitalLIFT partnered with eight community-based organizations across the San Francisco Bay Area to expand digital access and literacy in 2024. Through this collaboration, digitalLIFT provided digital literacy classes for older adults and low-income families and supported device distribution to ensure participants had the tools needed to stay connected. By working alongside trusted local partners, digitalLIFT helped reduce barriers to technology and improve opportunities for residents across the region.

**2024
IMPACT
NUMBERS**



**576
UNIQUE
LEARNERS**



**2934
TRAINING
HOURS**



**304
DEVICES
DISTRIBUTED**

Seniors Click Into Confidence: Digital Skills Take Root in Oakland

Through digitalLIFT's workshops, Eric not only enhanced his technical skills but also gained confidence in using technology.

Helen, another learner, says, "Each time I leave their class, I feel so happy that I have learned something. These sessions are thorough, very informative, and fun!"



Partners

Burbank Housing
Canal Alliance
Center for Elders' Independence
Dish SF
EAH Housing
IT Bookman
Lutheran Social Services of Northern California
Satellite Affordable Housing Associates (SAHA)

Funded By



The
**JOSEPH & VERA
LONG**
Foundation

Access to Technology

The California Department of Aging's Access to Technology (ATT) program helps older adults and adults with disabilities overcome barriers to digital inclusion by providing devices, internet access, and digital skills training. As a key partner, digitalLIFT delivered multilingual digital literacy classes, distributed iPads, and offered both in-person and virtual one-on-one training in Marin, San Mateo, Sonoma, and Contra Costa counties. digitalLIFT also equipped local agencies with curriculum, tools, and staff training to sustain digital literacy programs beyond ATT. Together, this initiative empowered more than 6,000 participants to connect with family, access telehealth, and use essential online services while building lasting capacity within community partners.

2024 IMPACT NUMBERS



6,366
UNIQUE
LEARNERS



11,552
TRAINING AND
CONNECTIVITY HOURS



1,752
DEVICES
DISTRIBUTED



36
TRAINERS
TRAINED



38
PARTNERS

Spotlights

[Art Meets Opportunity: Toby Turns Paintings Into Income](#)

[Remote, Multilingual Digital Skills Training: A Case Study on Community Tech Network's Work with Vivalon](#)

[How Digital Literacy Skills Transformed Maria's Life: A Success Story from Sonoma County](#)

[Council on Aging and Community Tech Network: Helping Older Adults Get Online in Sonoma County](#)





Partners

Contra Costa County Partners

A.B.L.E. Community Development Foundation
Antioch Recreation Center
Center of Elder's Independence
Contra Costa County Adult Protective Services
EAH Housing
Independent Living Resource Center J-Sei
Lamorinda Village
Mercy Housing
Oakley Senior Center
City of Pittsburgh Senior Center
Queen's Haven Bounce Back Program
Rainbow Community Center
Satellite Affordable Housing Associates (SAHA)

San Mateo County Partners

Center for Independence of Individuals with Disabilities (CID)
City of Daly City
Coastside Hope
Daly City Partnership
Peninsula Family Services
Puente de la Costa Sur
San Mateo County Senior Coastsiders

Sonoma County Partners

Burbank Housing
Cloverdale Senior Center
Disability Services & Legal Center
EAH Housing
Graton Day Labor Center/ Centro Laboral De Graton
La Luz
Petaluma People Services Center
Santa Rosa Salvation Army Senior Center
Sebastopol Area Senior Center
Silvercrest Senior Housing
Sonoma County Adult Protective Services
Sonoma County Area Agency on Aging
Sonoma County Council on Aging
Sonoma County MSSP/Linkages Care Management
Sonoma County Public Authority IHSS Caregiver Registry
West County Community Services: Russian River Senior Resource Center

Funded By



Advancing Digital Equity Across South and Central Texas

2024 marked the first year of a three-year grant from Methodist Healthcare Ministries supporting digitalLIFT's comprehensive digital inclusion services across South and Central Texas. Through this initiative, more than 30 partners and fellow MHM grantees will be equipped with the tools and training needed to bridge the digital divide. The program builds long-term organizational capacity through Train-the-Trainer services, provides personalized Digital Navigator support to help residents gain essential skills and access health, education, and employment resources, and expands access to technology by distributing devices to community partners—ensuring they can fully participate in today's digital world.

2024 IMPACT NUMBERS



79
UNIQUE
LEARNERS



87.25
TRAINING AND
CONNECTIVITY HOURS



250
DEVICES
DISTRIBUTED



111
TRAINERS
TRAINED



10
PARTNERS

Spotlight

Community Health Workers Go Digital: A Lifeline in South Texas

In partnership with MHP Salud and funded by Methodist Healthcare Ministries, digitalLIFT trained local Community Health Workers (CHWs) in South and Central Texas to become certified digital navigators. These trusted, culturally connected health workers now help neighbors access telehealth, low-cost internet, and essential digital tools – providing life-changing support, especially for those choosing between food and connectivity. This partnership reflects the powerful combination of health equity and digital inclusion, creating ripple effects of empowerment and trust in underserved communities.

[Read the full article here.](#)

Partners

Disability SA
Opportunity Home (San Antonio Housing Authority)
Mission Road Ministries
Family Service Association of San Antonio Inc
Sunrise Austin Homeless
Martindale Community Library
Senior Access
Avance - Austin
Brownsville Housing Authority
McAllen Housing Authority



Spotlight

Helping the Unhoused Community Access Technology

Sunrise Homeless Navigation Center, in Austin, Texas, launched a dedicated computer lab in January 2024 to train volunteers in digital navigation. The initiative ensures clients can apply for jobs, housing, and benefits online, closing critical access gaps. The project also anticipates expanding device access and introducing basic digital literacy classes to support users beyond the center's walls.

[Read the full article here.](#)

Funded By

Methodist Healthcare Ministries



SERVING HUMANITY TO HONOR GOD



Building Capacity

In 2024, digitalLIFT expanded its capacity-building initiatives to meet the growing demand for digital inclusion services. The year marked the launch of new courses and curriculum alongside enhancements to existing offerings that better equip practitioners to serve their communities. Our extensive free resources, including monthly webinars, internet safety and digital navigator courses, a comprehensive digital equity eBook, and adaptable, multilingual curriculum, continue to reach a wide network of partners and learners, ensuring access to high-quality tools and training.

Our work in 2024 reflects more than course development: it demonstrates an expanding circle of conversations, creative partnerships, and an active response to what people want most – practical, accessible support. As interest grows, digitalLIFT’s expanding portfolio is increasing its impact and helping organizations strengthen their capacity to meet local needs.

New Courses Developed in 2024

- Digital Equity & Libraries
- Digital Equity & Healthcare
- Digital Equity & the Aging
- Public Benefits Enrollment

Free Resources

- [Monthly Webinars](#)
- [eBook: Digital Equity 101](#)
- [Teaching Internet Safety & Responsibility Course](#)
- [Digital Navigators Overview Course](#)

2024 IMPACT NUMBERS



124
TRAINERS
TRAINED



242
UNIQUE
ENROLLMENTS



Spotlight

Peggy A. from Morgan Hill, California, shares how our classes helped her grow more confident with technology. She now uses AI to improve her church lesson plans, manage her dyslexia, and stay better connected with family. With the guidance of a supportive instructor, Peggy feels more independent, organized, and engaged online.

[Read full article here.](#)

Partners who have built their own programs

- Bay Area Community Health
- Choice in Aging
- Family Service Agency
- Fresh Approach
- Goodwill Central Texas
- Kentucky Health Center Network
- Lake County, IL
- Lead for America - American Connection Corps
- Mentia, Inc.
- Santa Barbara Foundation
- Sourcewise Community Development
- Texas Association of Regional Councils
- Vivalon



Spotlight Empowering Care Through Connectivity

Partner, Kentucky Health Center Network (KHCN), supports 600,000+ Kentuckians through a 26-site community health network. Together with digitalLIFT, KHCN enrolled eight healthcare workers in “Digital Equity & Healthcare” training program, equipping them to tackle digital barriers, ensure patient privacy, and integrate tech-tools into community care. KHCN’s vision is to train peer educators who will empower both workers and patients, driving a more digitally inclusive health system in Kentucky.

[Read full article here.](#)

Funded By



Board Members



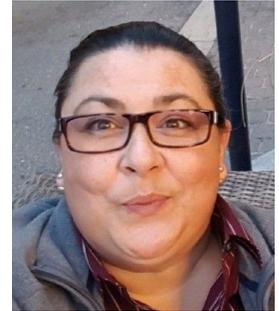
Marcine Jansen
Board Chair



Chris Brooks
Vice Chair



David Knego
Treasurer



Celia Hamman-Cueto
Secretary



Sai Lolayekar
Board Member



Chris Burger
Board Member



Cordelia McGee-Tubb
Board Member



Kim Harris
Board Member



Kim Nguyen
Board Member



Chip Supanich
Board Member



Keri Vogtmann
Board Member



Serena Dang
Board Member

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Patricia Jew
Patrick Qiu
Phil Schutt
Sabrina Tam
Skye Downing
Stephen Minor
Uhunoma Edamwen
Yanely Gonzalez



Leadership Team Retreat, November 2024

Contractors

Trainers

Alicia Jimenez
Andrew Rogge
Ariel Ortila
Calixta Diaz
Carlos Sivira
Catherine Tan
Damin Huang
Debbie Potts Velez
Diana Olivares
Freddy Piedrahita
Genesis Lupercio
Giang Tran
Hira Ambreen
Hyewon Park
Irma Bjiou
Jaeda Johnson
Jared Boddum
Jasper Hua
Jean Otazo
Jody Kuang
Jonathan Chao
Julie Phan
Kairo Torres
Kao Saepanh
Laura Gonzalez Aguilar
Lyubov Stevens
Marcela Gamiz
Maria Vazquez
Mariko Harumi
Mel Ao
Mercedes Marroquin
Minling Li

Peitian Liang
Pohn Toommaly
Rafael Zuniga
Roslyn Mers
Sanil Makmee
Thomas Petrungaro
Tina Wu
Ty Mellon

Operations

Meghan Putty
Ben Boone
Catherine Nam
Dima Khoury
Erika Jones-Clary
Lauren Cotter
Leah Beck
Luciano Gialdini
MaxRodgers Macharia
Patricia Dwyer
Ratika Dayaldasani
Yang Hou



Volunteers

Aijia Wang
Alex Oh
Anna Zhang
Anthony Matricia
Benjarat Chumwong
Blanca Zuniga
Chae Eun (Aria) Han
Charlie Campanella
Colin Chan
Conner O'Neil
Dane Grivetti
Daniel Bernal
Derek Cai
Derek Slater
Gayle Samuelson Carpentier
Gus Ugalde
Hilary Byrde
Huldah Parada
Ian Elijah Galang
Ivy Au
Jackson Rothwell
Jared Chu
Jenn Brice
Jiahe Tian
Jiaqian Huang
Jocelyn Noya Quintana
Jolie Lam
Krista Bauman
Ky Quang La
Lucas Tan
Luke Peretti
Magdalene (Magi) Khoo
Marco Enriquez

Marcus Altman
Margaret Cezar
Mason McEwen
Matt Black
Mattie Sanseverino
Maximiliano Villarreal-Blozis
Michael Dela'ó
Nathan Zhou
Ndewedo Newbury
Nitin Pabuwal
Noah Steaderman
Perjol Shrestha
Philip Tse
Richard Cookerly
Richard Dzreke
Rosey Sturrmans
Ryan Warrick
Sam Slesinger
Samantha Bishamber
Sanya Ansari
Shaun Parinas
Simon Huang
Suhani Arora
Sukhendu Chakraborty
Sukhraj Singh
Susan Corbin
Vansh Gupta
William Dean
William Shenker
Zhengyang Yu



2024 Funders

CORPORATION



FOUNDATION



The
**JOSEPH & VERA
LONG**
Foundation



Metta Fund

GOVERNMENT



Financial Summary

Revenue

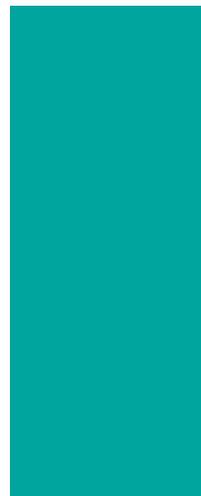
Government Grants	\$ 2,227,722.30
Foundation Grants	\$ 832,225.13
Earned Income	\$ 312,395.87
Direct Donations	\$ 207,916.51
Total Revenue	\$ 3,580,259.81

Expenses

Program Expenses	\$ 2,717,137.00
Administrative	\$ 433,494.75
Fundraising	\$ 128,613.00
Total Expenses	\$3,279,244.75

Net Income \$ 301,015.06

\$3,580,260



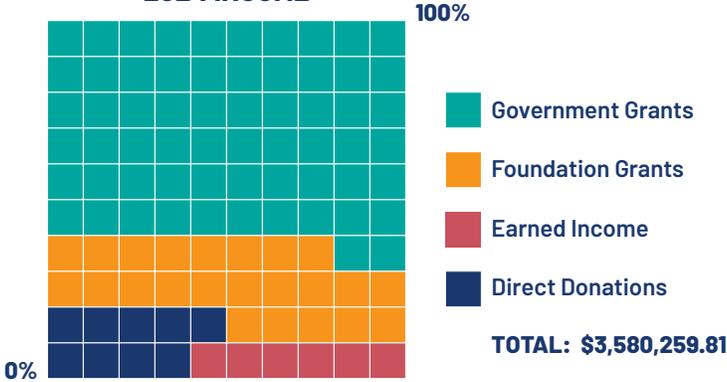
Income

\$3,279,245

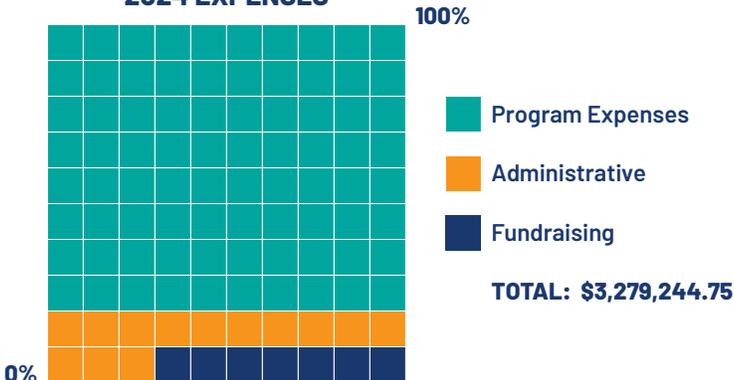


Expenses

2024 INCOME



2024 EXPENSES



THANK YOU!



2024
ANNUAL
REPORT

▶ digitalLIFT.org