Dear Byte Back Family,

I am pleased to submit this report to you. This past year was one of growth and renewal for Byte Back, our programs, and our students. While we continue to teach the most basic of computer skills to those who never before had the chance to learn, we have greatly increased our capacity to provide the critical hard and soft skills required for employment in the region. This year we succeeded in creating a jobs pipeline, in which students may enter at any point and move along the path until they learn solid computer skills and find employment in growth occupations which pay a living wage. We offered four programs leading to industry-recognized IT certification. We provided classes at nineteen different sites all over the District.

Byte Back is all about teamwork, and we could not have reached our goals without the essential contributions of our Board of Directors, staff, volunteers, nonprofit partners, business partners, funders, donors, government partners, and last, but not least, our students who conquer their fear of technology every day to learn new skills and to reach for new opportunities.

Jewel T. Scott, Byte Back Board Chair

Greetings Byte Back Family,

We are very grateful for your continued loyalty in supporting our students, who, in today’s global economy, have a great opportunity to learn and grow through the programs here at Byte Back. We believe in establishing strong collaborative relationships with organizations that we compliment and that compliment us. This welding and webbing of organizations assisting each other enables us to strengthen our students, and better meet their needs. These are the partnerships we strive to create.

We are always looking to the future to infuse our vision. We know that great leadership requires well-informed decisions. To this end, Byte Back has developed a well-researched strategic plan, a marketing plan and a balanced scorecard to carefully track progress toward our goals. Having the right Board of Directors, an excellent Executive Director, great staff, passionate volunteers and eager students, makes us a driving force through these economic challenges. We could not have walked these paths in the past, or look to moving toward the future without all of your loyalty.

Jewel T. Scott, Byte Back Board Chair

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Kelley Ellsworth, Executive Director

Over the past four years, from FY08 to FY11, Byte Back grew as a job training program should during a recession. We increased the number of (unduplicated) students served by 330%, from 333 to 1099; and increased the number of course slots provided by 327% from 438 to 1433. [See graph on left, above]

As you can see from the second graph, our different programs have expanded at different times. This was a result of strategic planning to respond to the changing needs of the community. In FY08, Byte Back created a new, job-focused program entitled Office Track, providing the Microsoft Office and job readiness skills needed for employment in an office setting. This program grew dramatically. Those District residents who had been unemployed for years, as well as those who had recently lost their jobs, suddenly needed to apply for jobs online. Those without computer skills were at an enormous disadvantage in the job market. Byte Back grew our PC for Beginners program by 276% in one year (from FY09 to FY10) to meet this critical need. The following year, while we continued to provide computer literacy training to over 800 students per year, many of those who had completed the training were eager to learn more. Therefore, Byte Back expanded our Office Track program by 223%.

In FY10, recognizing that Information Technology (IT) jobs were forecasted to increase over the coming years, Byte Back began offering classes to prepare students to obtain their IT certification. Internationally recognized certification not only qualifies students for IT jobs — it is also an essential shield against any discrimination they might face due to age, race, gender, or employment status. It is proof-positive that the applicant has the skills needed for the job. We then dramatically increased this program, from teaching one certification course to five students in FY10 to providing four different certification training programs to 105 students in FY11, an increase of 205 percent. Byte Back is training DC residents for jobs in growth industries that pay a living wage with opportunities for advancement.
Congratulations to All Our Graduates!

During FY11, Byte Back offered the following programs to our students:

**Open Lab**: a project whereby community members obtain free access to Byte Back computers and the internet.

**Computer Literacy**: (24 course hours) an entry-level course designed for students with no previous experience with computers. Students learn how to use a computer and the internet to apply for jobs, correspond with institutions, manage their healthcare and finances, and participate in their community and government.

**Microsoft Office Track**: (48 course hours) a comprehensive course which includes instruction in Microsoft Word, Excel, PowerPoint and Outlook, as well as job readiness training. Each graduate receives a free refurbished computer and many receive a year of free internet as well.

**Open Community Computer Courses**: an array of 4 to 8-week beginning and intermediate courses such QuickBooks and HTML, which assist students in keeping their jobs or advancing in their careers.

**Financial Literacy Training**: a five-part money management course offered to students through a contract with Capital Area Asset Builders.

**Individualized Tutoring and Mentoring**: individualized assistance provided by Byte Back staff and teams of individual and corporate volunteers so that students may excel in areas where they have difficulty.

**Certification Classes**: Byte Back provided the following computer certification courses in FY11:

- A+ Certification Training, targeting employment as a computer repairer, computer support specialist or help desk operator;
- IC3 Certification Training, targeting employment as an Administrative Assistant;
- MOS Certification Training, targeting employment as a Training and Development Specialist;
- Linux+ Certification Training, targeting employment as a computer systems analyst.

**Internships and Independent Projects**: a program whereby students provide free IT services to nonprofit organizations while obtaining hands-on experience, building their resumes and increasing their self esteem by giving back to the community.

**Career Counseling and Job Placement Assistance**: individualized assistance provided by Byte Back staff and teams of individual and corporate volunteers to assist students in seeking, obtaining and retaining employment.

In FY11 most Byte Back students were female (59%) and either African American (85.5%) or Latin American (7.8%). More than a third (35%) were homeless or precariously housed, such as staying temporarily with friends or family. The majority resided in the most disadvantaged neighborhoods in the city, in Wards Five (21%), Seven (28%) and Eight (21%). Most were unemployed (79.5%) and had been so for an average of 18 months. Those who were employed when they came to Byte Back (20.5%) had average household earnings averaging $7940, hardly enough to support an individual, much less a household. (Average household size was 4.2 individuals.) While the average age of students was 51, the youngest student was 17 years old and the eldest was 100 years old.
OUR VOLUNTEERS

Volunteers are essential to Byte Back’s mission. They serve as teachers and assistant teachers, then create and update course curricula. They tutor and mentor students. They perform fundraising and administrative duties and provide governance. Byte Back volunteers are extraordinary. During FY11, two hundred and thirty three (233) individual volunteers provided a total of over 20,000 hours of their time and talent, averaging 89 hours per volunteer. Many of these volunteers are professionals in the business or information technology fields, while others are graduates of our programs who wish to give back to the community.

The backbone of our volunteer team is our AmeriCorps volunteers, who provide a full year of service to Byte Back, working full-time to further our mission. In FY11, Byte Back had seven full-time and one part-time AmeriCorps positions provided to us by DC Learns, Lutheran Volunteer Corps and Public Allies.

Corporations partner with Byte Back, sending teams of volunteers for a one-day team-building volunteer event. These professional volunteers work individually with Byte Back students, tutoring them on challenging coursework, helping to customize their resumes and cover letters, offering assistance in building interview skills and coaching them in a number of ways. In FY11, Byte Back held nine such events with six different companies: Deloitte, Reznick, Accenture, Discovery Communications, Verizon, and the Federal Communications Bar Association. Greater DC Cares helped organize three of these events. In all, ninety-eight (98) volunteers worked one on one with 138 students, providing 314 hours of community service.

Furthermore, thanks to the DC Department of Employment Services, Byte Back received stipended volunteers from the Senior Community Service Employment Program who helped with answering phones and building maintenance. We also benefited from the work of stipended youth from the Summer Youth Employment Program who helped to teach classes.

Byte Back collaborates with other organizations and corporations in the following ways:

- Partnering with other nonprofit organizations, such as Southeast Ministry, Language ETC, and the Perry School to bring computer classes to their communities.
- Arranging for Byte Back graduates to provide services to other agencies such as CentroNia and Latin American Youth Center through internships and independent projects.
- Obtaining referrals from and providing referrals to organizations such as Green Door, Back on My Feet, Brookland/Edgewood Family Support Collaborative and Jubilee Jobs.
- Working with other organizations to share information and remain up to date on best practices in the field through the monthly D.C. Jobs Council and the Jovid Foundation Collective Impact meetings.
- Collaborating with corporations and businesses such as the US Marshalls Service, Deloitte, and Robert Half Technology by recycling unwanted computers, providing meaningful volunteer opportunities for their employees and providing them with new employees.
- Partnering with First Time Computers to provide students with refurbished computers and with Cricket Communications to provide students with free internet access.
- Partnering with government agencies such as the DC Public Library and the Department of Employment Services to provide training for their clients.

Our Partners

Byte Back volunteers are extraordinary. During FY11, 233 individual volunteers provided over 20,000 hours of their time and talent, averaging 89 hours per volunteer.
In FY10, 50% of our job training students who were unemployed and seeking work obtained employment, and 15% of those who were previously employed received a raise. Their average wage is $11.80 per hour. Byte Back job training programs had a return on investment of 1082%, meaning that every $100 invested in training unemployed students seeking work resulted in a $1,082 increase in student earnings on average. *(Based on data from FY10)*

In 2010, Byte Back was a finalist and received an Honorable Mention from The Washington Post Award for Excellence in Nonprofit Management. We were also included in the *2010-11 Catalogue for Philanthropy.*

In FY11, Byte Back enrolled 45 District Residents in a program (90 course hours and an 80 hour internship) designed for individuals who are interested in starting their own neighborhood computer repair business. Students took our A+ course while also taking entrepreneurial courses and receiving credit counseling at the Washington Area Community Investment Fund (WACIF). After their coursework, they completed a month-long internship refurbishing computers at First Time Computers and then took the A+ certification exam. Those students wishing to start their own business worked with WACIF to do so. Those who wanted employment as a Computer Support Specialist received placement assistance from Byte Back.

In FY11, we provided free refurbished computers to 552 program graduates and a year of free internet to 349 program graduates, enabling them to continue practicing their new skills, while accessing services and information from home. *(Thanks to partnerships with First Time Computers, Cricket Communications and the DC Public Library.)* Byte Back began teaching computer classes in Spanish in the fall of 2010 and American Sign Language in the fall of 2011 in order to assist more DC residents to bridge the digital divide.
FY 11 FINANCIALS

Revenue Sources

- Contributions & Grants: $388,321
- Contract Revenue: $367,115
- In-kind Services: $381,364
- In-kind Goods: $150,342

Statement of Financial Position
June 30, 2011

Total Assets: $408,552
Total Liabilities: $268,269
Net assets:
  - Unrestricted: $37,482
  - Temporarily restricted: $102,801
Total net assets: $140,283

Support and Revenue Total: $1,287,177
Expenses: $1,269,804
Change in Net Assets: $17,373
Net Assets, beginning of year: $122,910
Net Assets, end of year: $140,283

Expenses

- Program: $1,031,705
- General and Administrative: $198,821
- Fundraising: $39,278

Assets

- Current Assets: $162,533
- Property and Equipment: $246,019

Liabilities

- Current Liabilities: $48,735
- Mortgage: $219,534
THANK YOU TO OUR FY11 FUNDERS!

Byte Back received funding from the following foundations, corporations, businesses and government agencies in FY11:

Alternative Gifts of Greater Washington
American Institute for Research
America’s Charities
Bank of America Foundation
Broadcom
Cafritz, Morris & Gwendolyn Foundation
Catholic Charities
Clark-Winchcole Foundation
Community Foundation for the National Capital Region
Computershare, Inc
D.C. Department of Employment Services
D.C. Office of Latino Affairs
D.C. Public Library
Education Strengthens Families PCS
El Tamarindo Inc.
Federal Communications Bar Association

THANK YOU TO OUR FY11 DONORS!

Alvarez, Daniel and Teresita
Anderson, Rita D.
Anonymous
Ashley, Thomas and Valerie
Balazy, Peter & Kristi
Bell, Minnie R.
Berg, Robert Joel
Berkowitz, Ann D
Black, Nathalie V.
Block, Donn
Booker, C.
Bradford, Viola E.
Brennan, Mark W.
Briggs, Michael
Burney, Charles F.
Burney, Mario
Callon, Anna C.
Campbell Communications, Inc.
Campbell, Elizabeth Ann
Campbell, Hester R.
Cannata, Stella
Carter-Hawthorne, Diane
Carty, Lee & Winthrop
Chiriecison, Don M. & Georgia A.
Chisley, David
Chittams, Ralph
Clouds, Margie L.
Cohen, Jessica
Coleman-Fraser, Estelle C.
Colvon, A. T.
Crielly, Laura
Cyphers, Janet
D. C. D.
Dale, Adrienne M.
Davidson, Seth and Diane
Delahunty, Stephen
Dickerson-Sutton, Helen T.
Dodge, Lowell and Diane T.
Donaldson, Eva G.

Dunham, Bertha J.
Ellsworth, Samuel & Maryann
Faught, Jean H.
Feenster*, Nicole
Flynn, Janis
Fort, E. M. Saint
Freelain, Sandra E.
Gant, Charlene
Gardos, Katherine
Garland, Nathaniel
Gestrin, Phyllis Joy
Gollub, Richard A.
Goodwin, Robert C. Jr.
Gourdine, Maryland K.
Gray, Evelyn
Greaves, James & Dorothy
Green Door
Green, Amy L.
Green, Claudette A.
Groth, John
Guy, Jerryl
Schofield, Virginia M.
Hannah, Mark S.
Harlow, Caroline Wolf
Hayes, Mia Guizzetti
Heart*, Debony
Hudson, Elizabeth
Hufsticker, Karla
Hurtado, Vincent
Huston, Melanie
Irving, Larry
Jackson, Deborah R.
Jalloh, Abdul M.
Jelks, Marcus
John Souder
Johnson, Jocelyn
Johnson, William E.
Jones, Frederick A. Jr.

Karp, Jeffery and Lynne
Keller, Chuck
Koh, Grace E.
Koretz, Richard and Judith E. Bauer
Kranz, Sharlene
Krichevsky, Micah
Lane, Gary
Langley, Lorraine
Leeman-Weil, Bethany
Leftwich, Michele D.
Levy, Giin
Little, Bernice H.
Marks-Harrod, Deloris
Marshall, L. S.
McCaffrey, Meghan
McClennan, Audrey P. or Michael
McCurdy, Elizabeth and James E.
Radja Jr.
McDonnell, Marcia
McGriggs, Andrea
McKeny, Evelyn T.
Mendelouci, Leila
Mendoza, Oscar A.
Miller, Annette B.
Mills, Marion B.
Mittelstadt, Alison
Mixon, Emma L.
Monahan, Emily
Mukherjee, Arpita
Mukherjee, Tapas
Neff, Ruth & Sam Fund
Nickerson, Catherine
Nickerson, Franklin I.
Nix, James & Marla
Overton, Cynthia
Palmer, Barbara
Patterson, Alan
Penski, Judith

Perkins, Lee
Pittman, Christine
Platt, Laurence and Clare Herington
Reed, Steven and Mary Cook
Reyes, Sandra C
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Rivera, Henry M.
Roberts, Edith R.
Rosenthal, John and Susan
Sclater, Michelle
Scott, Jewel
Scully, James
Seff, Karl
Seiden, Louis and Jean
Shawwitz, Dahlia
Sheppard, James E.
Sol, Renaz M.
Soeder, John and Eva
Stathis, Peter - Mr. and Mrs.
Staton, Valda D.
Stull, Megan
Tarmoh, Maris Viola
Tramont, Bryan N.
Turner, Charles
Turner, Gayle
Wallach, Ryan G.
Warren, Jerome E.
Watson, Calvin and Lucille Trust
Webster-Bey, Ronald
Weeks, Tony
Wehedenetsa, Solomon
White, Robert
Whitworth, Ronald and Allyson
Williams, Agnes
Williams, Darrell
Wilson, Nancy M.
Young, John J. Jr. and Barbara S.
Zogby, James & Eileen
A YEAR IN PHOTOS