



LETTER FROM THE CEO

GABE MIDDLETON



Dear Reader:

I'm delighted to present human-I-T's Annual Report for 2020. In 2020, we watched the world come to accept an unwelcome "new normal". At a time when concurrently worsening crises could have frozen us in fear, we watched as neighbors uplifted one another, steadfast in believing collective compassion could overcome any hardship – no matter how unprecedented. Powered by generous donations from individuals and strategic partners, and energized by our dedicated employees, human-I-T worked with a medley of community-based

organizations and municipal governments to successfully execute our core ethos of "doing the most good."



By the end of 2020, we'd helped more people than ever stay in school, keep connected to the workforce, and remain active in their communities at a time when being unable to do so would be detrimental to their mental and economic well-being. And while the ongoing pandemic posed undeniable challenges to so many organizations, human-I-T was ready to meet the moment of 2020 thanks to robust, flexible systems built over the past eight years and a tenacious staff in our corner.

As the necessity of remote connectivity became apparent last year, more people than ever became intimately familiar with both the scale and severity of the digital divide. However, people's newfound familiarity with the consequences of digital inequity was underscored by an unprecedented demand for our services. While human-I-T was at the ready, it wasn't all easy. Spontaneous, face-to-face collaboration was replaced by intentional Zoom calls, and every step of our service delivery process had to be reconfigured to prioritize safety above all. Still, we persisted; remembering that

our commitment to continuous progress, not perfection, is what's allowed us to make real impacts on people's lives.

Now, with our focus on 2021, we'll continue fine-tuning our processes and maximizing our end-to-end service capabilities to ensure nobody is left behind as the digital divide continues to evolve.

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In support of this, our new, 50,000 square-foot facility in Los Angeles has bolstered our hardware storage capacity and has more than enough room for our rapidly expanding team of over 130 staff members.



That being said, the digital divide doesn't stop at Los Angeles' borders. That's why, in 2020, we expanded into Detroit – one of America's least connected cities. Before moving in, we went and spoke with people on the ground and let them tell us what they needed most. These interactions allowed us to focus on supplying devices, low-cost internet, and supplemental support to specific target

populations, most notably students. The new branch's location made transporting these devices cross-country more cost-effective, while the talent and skills of the native Detroiters staffed there has helped us cultivate an authentically Detroit presence that resonated with locals. Additionally, the creative collaboration afforded by our expansion has also shifted our mindset, as our team realizes that each change we might make will affect their counterparts across the country. These expansions have also proven that all of the blood, sweat, and tears that we've poured into human-I-T since 2012 is continuing to be rewarded.



Many of our staff have watched us grow from a fledgling non-profit housed in a 600 square-foot space into a multi-location organization that can masterfully deliver relief to multi-city populations amidst once-in-a-generation crises.

As we look forward to what's next, **we will continue sowing the value system that has guided us in our growth, and trusting in our teams across the country to embody those values as they service their communities.**

I thank you for reading about our passion and our vision, and I implore you to read on to hear the stories of those served, the impact by the numbers, our team today, and the partners we have in the fight against the digital divide.

Gabe Middleton, CEO

BRIDGING THE DIGITAL DIVIDE

Bridging the digital divide is about so much more than just devices. It's about facilitating equal opportunity by empowering individuals with the tools they need to survive and thrive in the 21st century. We'd like to take a moment and share with you the story of how one person, Daniel, used human-I-T to continue pursuing his education.



FROM JAIL TO NEUROSCIENCE

DANIEL HAIN'S STORY



Roadblocks were nothing new to Daniel. The child of a methamphetamine addict, he was always searching for new ways to improve his life. Soon after graduating high school, he enrolled in college only to discover it wasn't right for him. Not yet. After spending time behind bars for selling marijuana, he knew he needed to find direction. Luckily, he found it in one of his life's constants: music. Over the next few years, Daniel worked tirelessly to build his DJing reputation and professional network. But, even as the gigs got bigger and better, he felt compelled

to resume his education. Another four years passed as Daniel acquired his associate's degree at a California community college while moonlighting as a DJ. Invigorated by this accomplishment, Daniel knew he was ready to tackle university life again. He began exploring possible undergraduate disciplines, determined to study something meaningful. He thought of the people in his life who had guided him, given him purpose. One person stuck out more than any other: his younger brother. Born handicapped due to in-utero exposure to methamphetamine, Daniel's younger brother's resilience and perseverance never failed to inspire him. A lightbulb went off. The path forward was clear. Daniel knew what he would study and dedicate his life to: neuroscience. He then applied and was accepted to the University of California at San Diego. However, soon after

enrolling, his dreams were dashed by an outdated computer that kept freezing. That is, until he was pointed towards human-I-T. Soon after connecting, hIT gave him a new computer, something he describes as "the biggest blessing." Having this computer will not only let Daniel complete his bachelor's degree and pursue his life's goal, but he'll also be able to continue enjoying his work and passion of DJing. With this technology and the support of organizations like hIT behind him, the roadblocks to Daniel achieving his dreams are long behind him in the rearview.

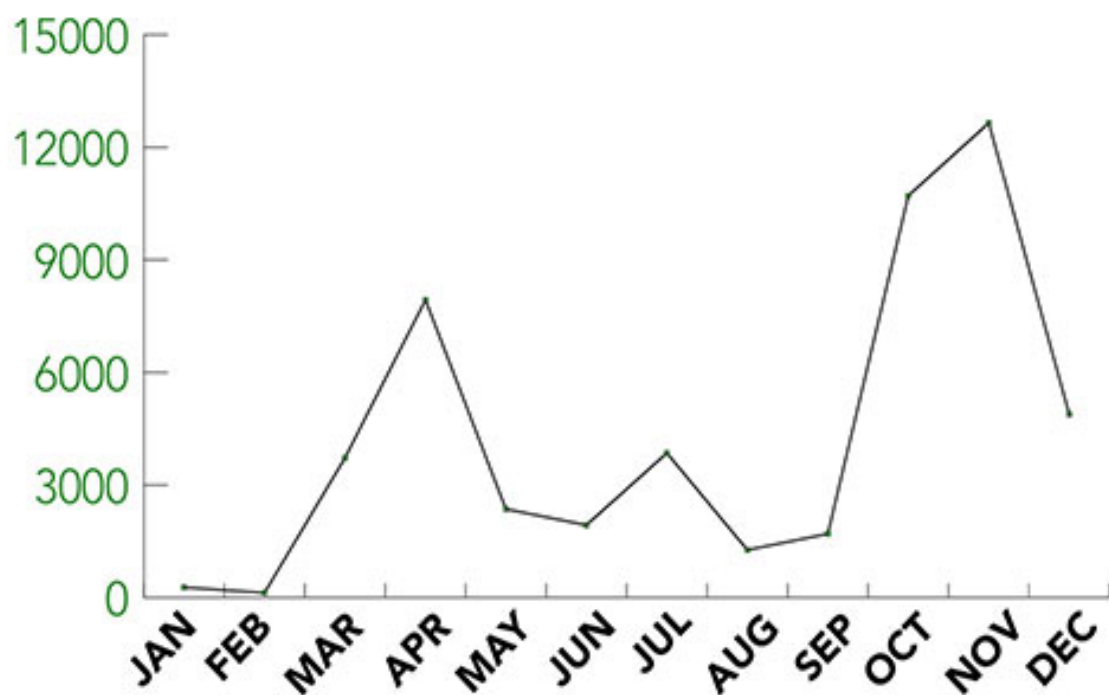
"This computer is the biggest blessing. Now, I can go to school while, at the time, DJ and pursue my passion."

IMPACT

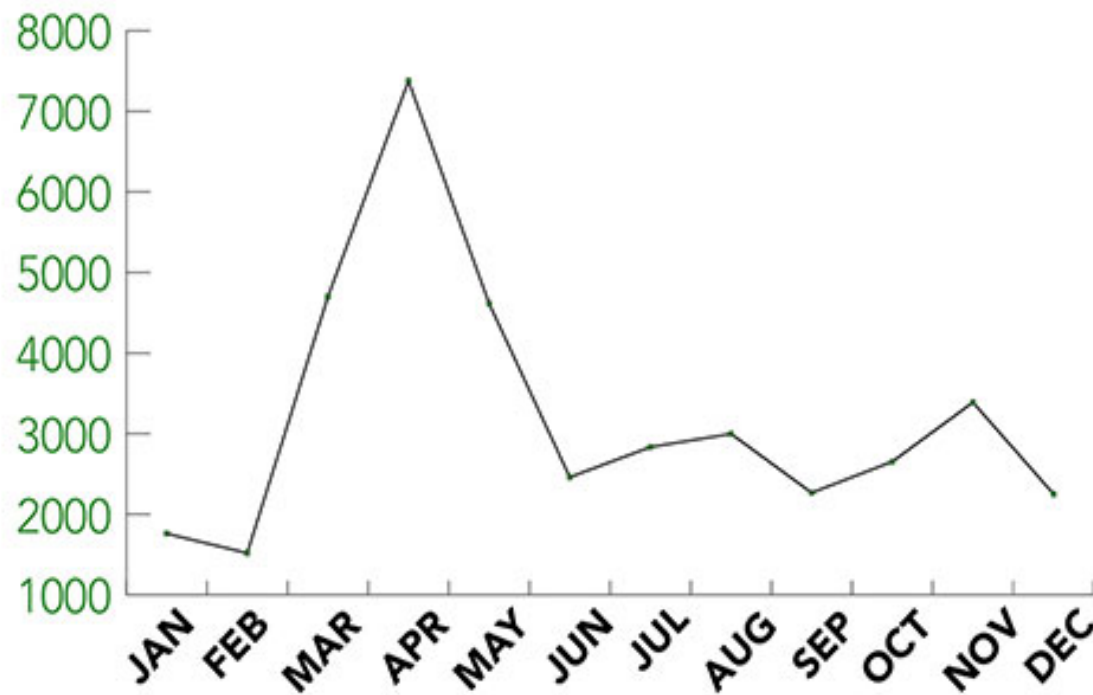
BY THE NUMBERS

2020

Total Devices Distributed - **51,391**



Total Internet Households Assisted - **38,811**



People Helped
with Tech Support 

16,318

Digital
Literacy Users 

482

E-Waste Diverted
from Landfills (in Lbs.) 

1,840,695

COMMUNITY IMPACT HIGHLIGHTS



Digital Inclusion Week 2020

To cap off 2020's **Digital Inclusion Week** in October, human-I-T donated 500 free computers through four organizations that have been working to bridge the digital divide in Detroit: JOURNI, Brilliant Detroit, NPower Detroit, and Detroit School for Digital Technology. With these devices, each organization was able to empower their beneficiaries to continue learning, growing, and thriving through their core programs without being constrained by a lack of connectivity.



Los Angeles Community College District

As nearly every Southern California college switched to online learning, many students without access to personal technology or high-speed internet worried for their educational prospects. Realizing the negative consequences this would have on our state, human-I-T partnered with the **Los Angeles Community College District** to provide 9,541 Google Chromebooks to low-income students to make sure no student was left behind.



Long Beach Center for Economic Inclusion

In 2020, families suddenly had to juggle working and keeping kids engaged in at-home school, with many relying on limited or outdated technology. To ease this burden, human-I-T partnered with the Long Beach YMCA and the **Long Beach Center for Economic Inclusion** to supply Long Beach families with like-new devices and low-cost internet connections to help them stay connected to their community and continue their day to day lives without disruption.

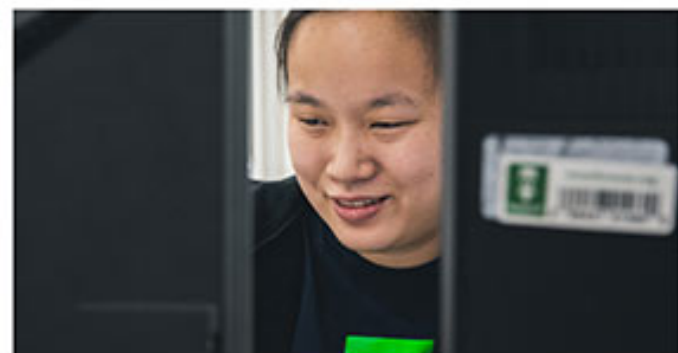
SNAPSHOTS FROM THE FIELD



THE HUMANS OF HUMAN-I-T

Bridging the digital divide takes more than just an unwavering commitment to promoting technological equity. It takes people. A lot of talented, dedicated people. So, while other organizations insulated in 2020, we expanded. We swelled our team from 50 to 130, enlarged our footprint in Los Angeles with a 50,000 square-foot facility, and opened a new branch in Detroit. Accomplishing these tasks individually would be daunting in a regular year, much less all together during a pandemic. However, we knew growth would be key to meeting the unprecedented demand for our services. We trusted our team to embody our mantra that flexibility is the best form of stability during immense flux, and they undeniably delivered. We proudly watched current staff motivate and empower new human-I-Ters to go out and do good, all while successfully executing their

regular tasks. That's why you didn't catch us lamenting old modes of working when we went remote, or fretting when tech issues popped up. Rather, these challenges deepened our empathy for the people we serve and emboldened us to innovate new, better ways to help them. Looking forward, we know that prioritizing the development of people, not processes, will continue rewarding us with enormous growth and a stronger capacity to close the digital divide.



AWARDS & RECOGNITION

AWARDS

FCC Digital Opportunity Equity Recognition (DOER) Award

The DOER Program, created by FCC Commissioner Geoffrey Starks, calls attention to organizations, institutions, companies and individuals who, through their actions, have made meaningful and measurable progress in eliminating internet inequality by helping to make quality affordable broadband service available to unserved or underserved communities.

Certified California Green Business

The California Green Business Network leads the state and nation in working with small to medium sized businesses to create a vibrant green economy.

RECOGNITIONS

Forbes

These Young Entrepreneurs Have A Plan To Bring The Internet To Detroit, The Least Connected City In America

Los Angeles Times

Back to School in a Pandemic: The Basics of Remote Learning

New York Times

A Pandemic Isn't a Reason to Abolish the SAT

Gizmodo

At-Risk Kids Need Laptops to Learn, but Nonprofits Are Overloaded

built in LA

human-I-T Is Giving Out Hundreds of Computers to Students in Need

DEEPEST GRATITUDE TO OUR PARTNERS

Thank you to our community partners for supporting our efforts to shrink the digital divide. During such an unprecedented year, your contributions helped us connect more people to the digital landscape than ever before.



Rocket Community Fund
The Ahmanson Foundation
Microsoft Corporation
Box.com

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Social Good Fund

INDIVIDUAL DONORS

Thank you to all our donors for choosing to support human-I-T. The entire human-I-T team, and those we serve, are so grateful for our supporters in the community. We look forward to continuing our work of shrinking the digital divide in 2021.

Sheila Ortloff
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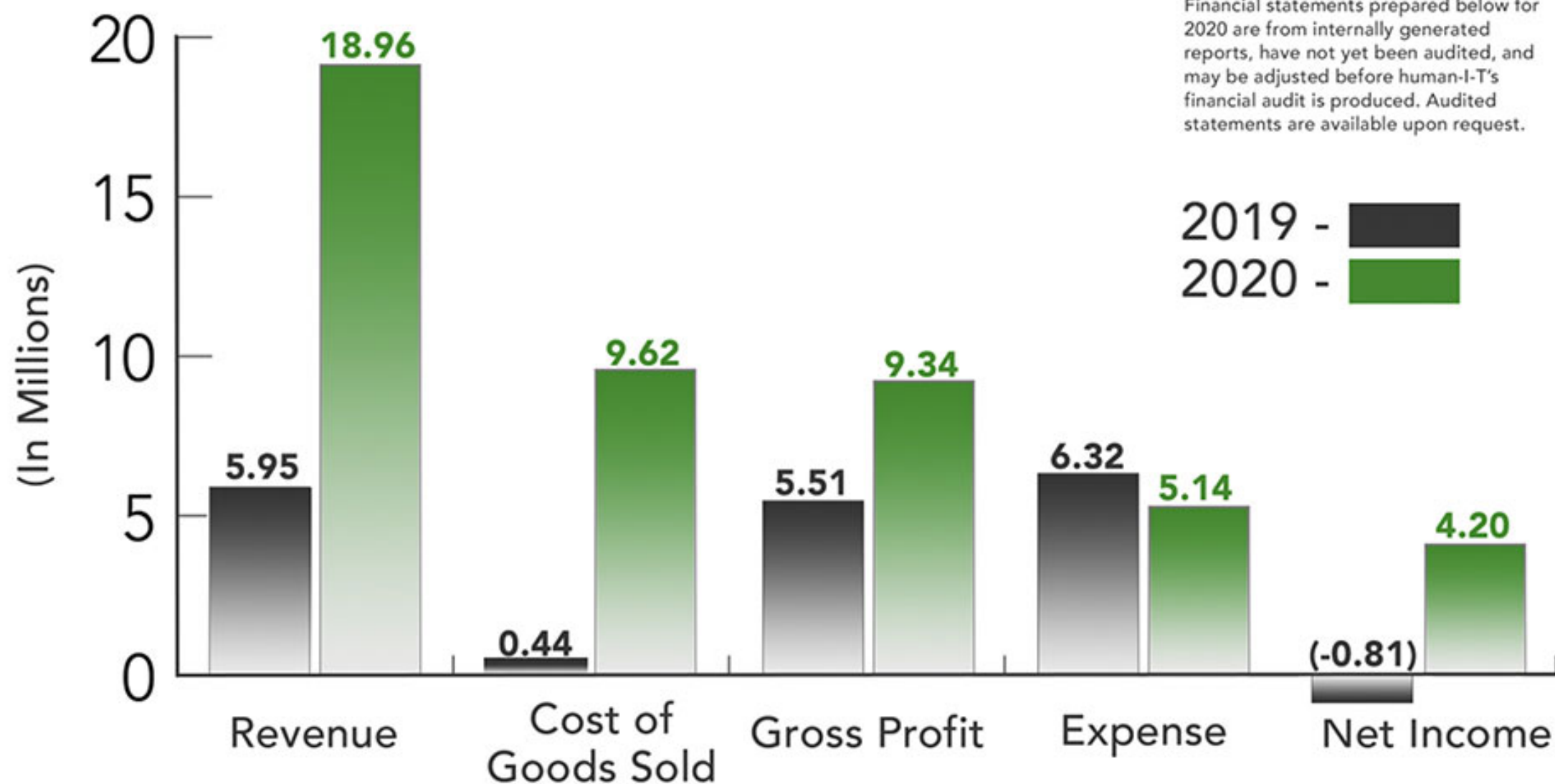
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FINANCIALS

2019 VS 2020

Disclosure statement:

Financial statements prepared below for 2020 are from internally generated reports, have not yet been audited, and may be adjusted before human-I-T's financial audit is produced. Audited statements are available upon request.





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