

**FREE
GEEK**

IMPACT

REPORT

FY22

INTRODUCTION

FY22 was the year for resilience at Free Geek. We entered the fiscal year having survived the peak of a global pandemic mastering a delicate balance of keeping our people safe and delivering on our mission. At the same time, the digital equity needs of our community quickly shifted, challenging us to re-imagine our operations, programs and services. Internally we committed to diversity, equity and inclusion by enabling initiatives that became transformational and brought on systemic change. This report will provide insight into how Free Geek elevated its vision of including everyone in our digital future to become an influential leader in our community for digital equality.

Look Into Our Past

For over two decades, Free Geek has provided e-waste recycling services by taking in unwanted tech for free and asking for monetary donations from passionate community members that could contribute. We instantly saw an opportunity for reuse, enabling many of the programs we still see today and establishing sustainability and reuse as core to what we do.

Passionate volunteers, **35,000** to be exact, curated the Free Geek experience at the beginning of its existence. The Linux community, the hacker and the nerd culture came together to build the foundation of our organization. Reuse and repair became part of our DNA and critical to solving the digital divide.



Where Are We Today

Free Geek has not wavered from its original concept but has evolved its vision and values arriving at our North Star: **Digital Inclusion - Enriching the lives of the community we serve through digital access.**

Over the last six years, we've worked with a network of digital equity practitioners and other partners to identify the communities most impacted by digital inequality. We've introduced programmatic work to help bridge the gap on the digital divide with intentionality.

We've inspired a movement to enable digital access, provide digital literacy, and influence the birth of Digital Navigation, a program that the city of Portland adopted last year.

Free Geek is a key contributor to the Digital Inclusion Network, partnered with Multnomah County Library, aligned with the National Digital Inclusion Alliance, a member of Digitunity, and we've partnered with the City of Portland Office for Community Technology on the Digital Navigation Pilot Program.

With sustainability as a pillar and new Free Geek value, we've joined the ground roots movement in Right to Repair, we've advised Oregon's E-cycles Program on changes to program outcomes, advocated for technology reuse through our membership with the Alliance for Technology Refurbishing & Reuse. Metro continues to support capacity growth for Free Geek's sustainability projects.

Our vision is to **include everyone in our digital future.** We are uncapping the organization's potential to make an even bigger impact.

OUR VISION, MISSION AND OUR VALUES

OUR MISSION

To sustainably reuse technology, enable digital access, and provide education to create a community that empowers people to realize their potential.

OUR PURPOSE

Including Everyone in Our Digital Future.

OUR VALUES

Radically Inclusive

- We break down the barriers that divide people and communities.

Community-Centered

- We prioritize the voices most impacted by the digital divide.

Sustainability Driven

- We prioritize health, safety, and community & environmental impacts.

Responsive & Accountable

- We take ownership of our processes, commitments, and impacts.

About.....

35%

OF AMERICANS DO NOT HAVE

ACCESS

TO AFFORDABLE INTERNET OR A
COMPUTER DEVICE

DIGITAL EQUITY COMMUNITY IMPACT

1,160

Computer Devices Given Away

- Plug Into Portland serves K-12 students attending Title 1 schools in Portland, Oregon.
- Community Grant partnerships help CBOs meet digital equity needs by providing devices and digital navigation.
- Organizational Grants supported our partners and other CBOs execute their community work.
- Free Geek recipients of a computer device and digital skills training.

1,121

Computers Given Away in Partnership with Oregon Employment Department SNAP Program

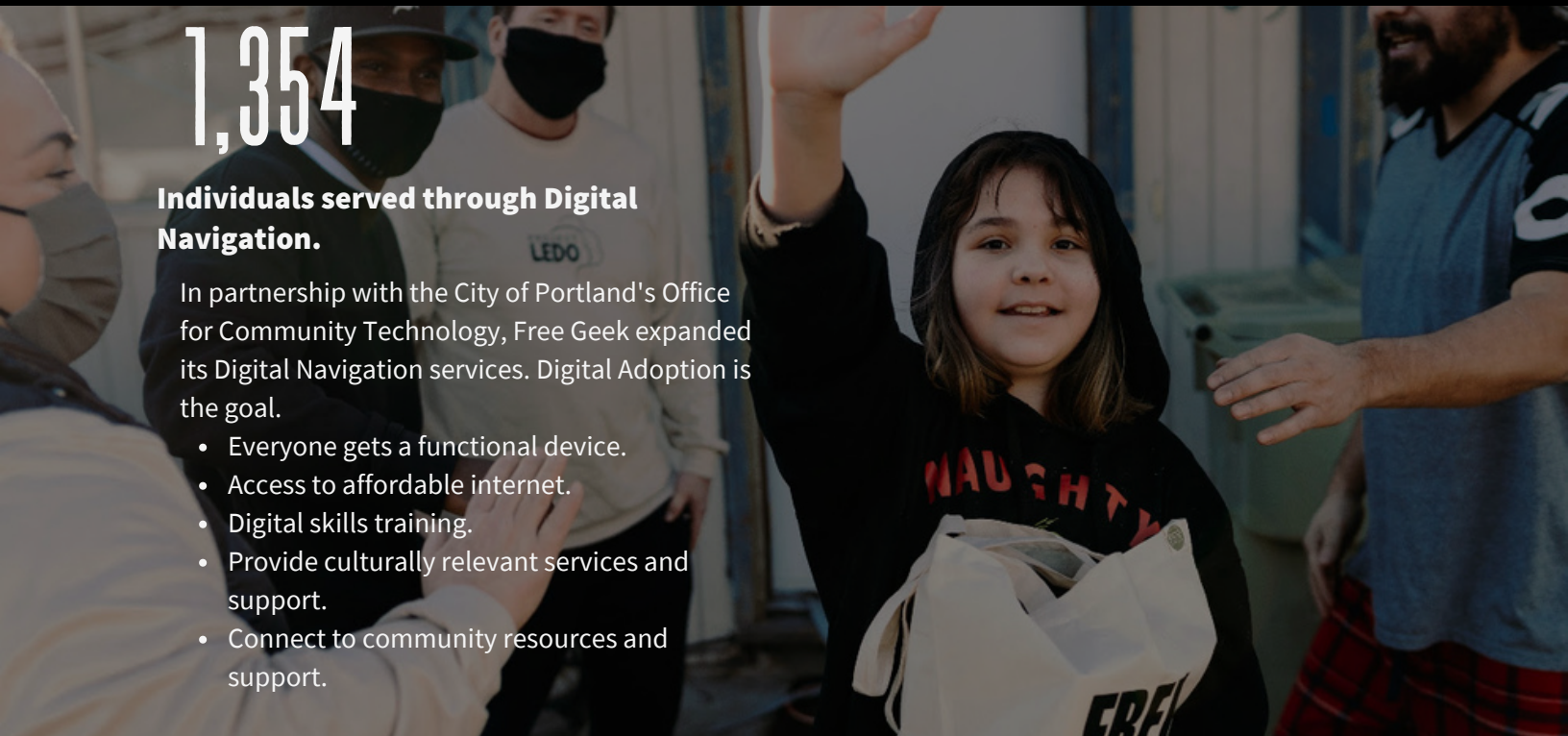
- Work Readiness Training
- Job Search Training
- Supervised Job Search
- Basic Skills Training
- Short-Term Training
- Vocational Training
- Job Retention

1,354

Individuals served through Digital Navigation.

In partnership with the City of Portland's Office for Community Technology, Free Geek expanded its Digital Navigation services. Digital Adoption is the goal.

- Everyone gets a functional device.
- Access to affordable internet.
- Digital skills training.
- Provide culturally relevant services and support.
- Connect to community resources and support.



DIGITAL EQUITY

AFFORDABLE TECH

12,328

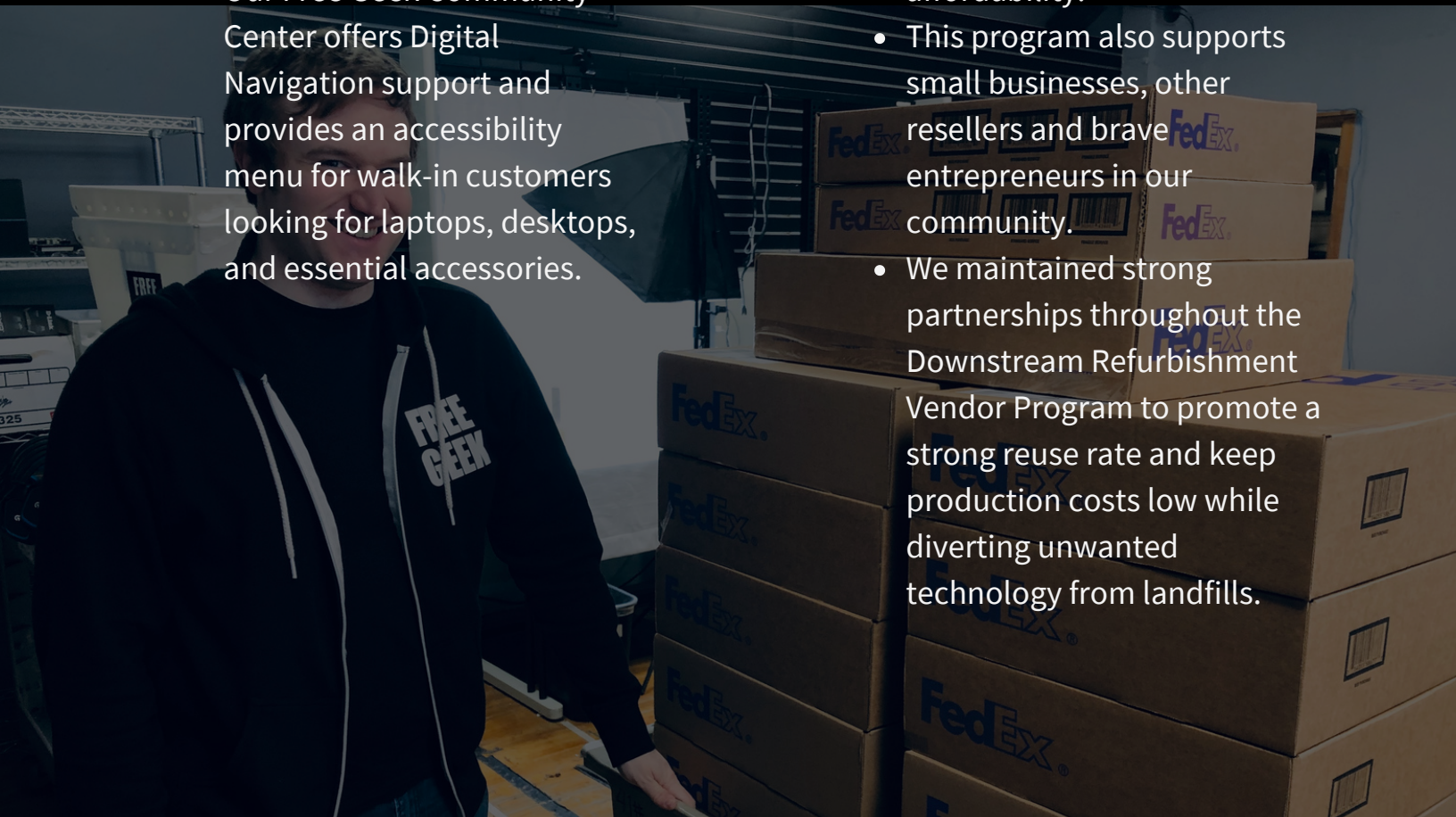
Total Devices Refurbished and Sold

- eBay for charity provides Free Geek, a platform where our community members can purchase technology at an affordable price.
- Our Free Geek Community Center offers Digital Navigation support and provides an accessibility menu for walk-in customers looking for laptops, desktops, and essential accessories.

17,000

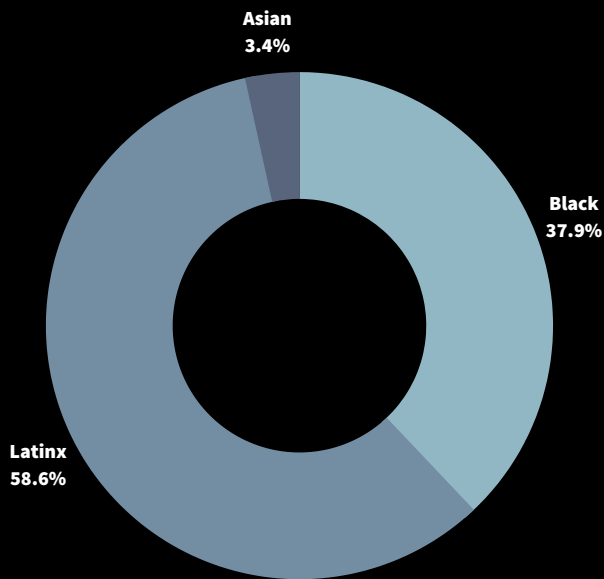
Total Items Refurbished, Tested and Sold

- Our Affordable Tech Program was designed to include the members of our community who love to nerd out but are at a disadvantage because of affordability.
- This program also supports small businesses, other resellers and brave entrepreneurs in our community.
- We maintained strong partnerships throughout the Downstream Refurbishment Vendor Program to promote a strong reuse rate and keep production costs low while diverting unwanted technology from landfills.



WHO WE CENTER PRIORITY POPULATIONS

Free Geek Demographics

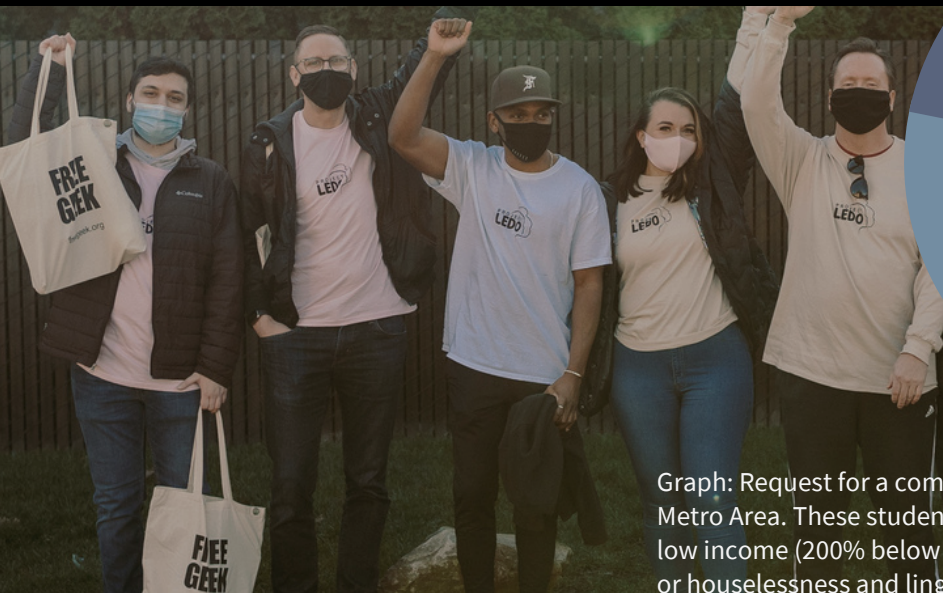
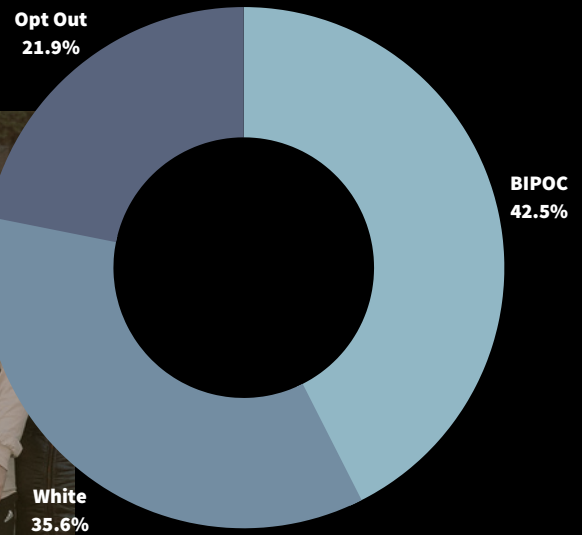


In partnership with other COBs, City of Portland Office for Community Technology and Digital Equity Practitioners we've identified the communities most impacted by the **digital divide**.

Priority Populations:

- Black, Brown, and Indigenous communities
- Low-Income families and individuals
- People living with disability
- People experiencing linguistic barriers (immigrants, refugees, ELS)
- Those experiencing houselessness or facing housing insecurity
- Survivors of domestic violence
- People in rural areas
- People impacted by incarceration
- Adult learners
- People with the intersectionality of the above

Graph: Families and individuals Free Geek helped get services for affordable internet, digital literacy and computers through EBB/ACP. In partnership with other CBOs serving priority populations.



Graph: Request for a computer device from K-12 schools in the Portland Metro Area. These students also experienced the following intersectionality: low income (200% below the federal poverty line), facing housing insecurity or houselessness and linguistic barriers.

IMPACT STORIES

ENRICHED LIVES

Meet Jesse



"I have decided to go back to school to fulfill my goal to become a Construction Project Manager. I've previously worked as a Project Manager for a general contractor for PGE and this is my long-term career goal. I have an Associate's in Science, and I want to get a degree in Construction Management to gain more experience and solidify my knowledge to be eligible for potential positions.

This term, I will be going back to school to pursue a degree in Construction Management and having a laptop will help me attend all my online classes, do my homework, and be successful. A laptop has become an essential tool, especially during the pandemic. With a laptop, I will be successful in class and pursue of my career. Thank you so much for your help!"

Meet Garrett

"I was recently released from prison. I shared with the OHDS Navigator that I was motivated to stay out of prison and feared my parole officer would send me back if didn't find employment.

I met with Teri at WorkSource Coos where I completed my iMatchSkills® profile and created an Opportunity Plan. The plan helped me set achievable goals to obtain my employment objective. Teri helped me develop a new, professional resume and screened me for two job referrals to local construction employers. Within a week, I started full-time work as a construction laborer earning \$16.00 per hour."



IMPACT STORIES

ENRICHED LIVES

Students and Families at Lents Elementary - Project LEDO



"Our partnership with Free Geek has expanded over the years. At Project LEDO, we run various programs. For example, our LEGO Robotics Mentorship Program provides after-school exploration to STEM for Black, LatinX, Youth of Color, Immigrants and Refugee children from K-8 Title 1 school in Portland, Oregon.

Our Back-to-School program support Title 1 Portland Public School Districts. Basic needs like pencils, pens, paper, backpacks, notebooks and computer devices help kids engage more efficiently in a lesson and restore confidence.

Our partnership with Free Geek has enabled our work here at Project LEDO to continue to grow and thrive."

Julian Alexander, Arrobas Program Manager -Hacienda CDC

" We needed devices and digital skills for our clients and began computer distribution in the Cully Neighborhood here in Portland, Oregon. As we started doing this distribution, we realized that people were really hungry for digital education. They wanted that training to be culturally responsive and delivered by partners that they trust and reliable.

Our partnership with Free Geek meant that we could provide wrap around services to folks and meet their specific needs."



SUSTAINABILITY AND REUSE

1,468,954

Pounds of technology diverted from landfills.

6,183


Technology donors served.

9,000

Computers refurbished.

14,000

Hardware/Peripherals tested or refurbished.



Our Receiving and Recycling teams focused on process improvement and quality assurance with one goal in mind: Digital Inclusion. We realized that our ability to refine the way we do our work could help us meet our digital equity goals. It worked.

DIVERSITY, EQUITY AND INCLUSION OUR PEOPLE

JEDI (Justice, Equity, Diversity and Inclusion Committee)

Mission Statement

We are committed to the equity work necessary to protect our diverse staff and community. We are building a community where difference is valued through policy work, education, and investment of resources. We are committed to working with our leadership and HR teams to assist in creating a more equitable workplace while pushing our Free Geek mission forward inside and out of the building. People of all backgrounds and capabilities have a right to this space and should be supported to attain an equitable future through the resources of this building and each other. Coming together as JEDI is a commitment to do the necessary work to guarantee that Free Geek is being held to these standards.

Decision-Making Power:

- Provide feedback and approval for policy and addendums to existing systems.
- Partner with leadership and HR to build career pathways and professional development plans for all Free Geek staff.
- Continue to scrutinize policies, processes and procedures that create systemic barriers.
- Continue to support the organization's focus on weaving intersectionality into the fabric of the organization.

Influence and Change

Lead the advocacy for the implementation of an Equity Pay Structure. In partnership with Free Geek's leadership and with board support, the organization **raised the base wage from 15.50 to 18.50 for all non-salary positions.**

Developed curriculum and training for Free Geek's Culture Conversations. This was a series of trainings on topics such as:

- **Micro-aggressions in the workplace**
- **Active listening**
- **Racism**
- **PC culture**
- **Equity and Inclusion in the workplace**



DIVERSITY, EQUITY AND INCLUSION IN ACTION

Our ability to truly understand the communities most impacted by digital inequality meant we needed to look like and relate to the people we served. The goal: Our people should be able to show up to work authentically and thrive.

- We transformed our hiring practices. We removed unnecessary experience or requirements for every job description. For example, no position requires a college degree.
- We display wage range for every job post.
- Raised minimum wage pay to 18.50 from 15.50 for all hourly positions. Continued to offer a pay package that includes PTO and Sick Pay, a Sick Pay donation bank, 9 Free Geek observed holidays and two floating holidays.
- We offer FREE base-level health insurance to every employee.
- We have created career paths and coaching for professional development.
- The cultural conversation is mandatory training for employees at all levels.
- We implemented a JEDI Committee to support policy change.

Leadership Demographics

55.6%

Free Geek Leadership is BIPOC

7 OUT OF 9

Internal Promotions into Leadership

100%

Free Geek Leadership have experienced one or more intersectionality that are perceived or seen as a barrier for career advancement in the workplace. These include race, gender identity, houselessness, incarceration and lack of college education.

Organization Wide Key Demographics

Staff Race/Ethnicity

White/Non POC
47.1%

BIPOC
52.9%

History of Financial Security

Secured
23.7%

Straight/Other
28.3%

Insecurity
76.3%

LGBTQIA2S+

LGBTQIA2S+
71.7%

Free Geek Employees

44



FINANCIAL RECAP

FISCAL RESPONSIBILITY

4,311,882.42

Total Income

- Fundraising Contribution
- In-Kind
- Government Grants
- Foundations
- Sales from Goods and Services

In FY22, Free Geek saw a need to make some key investment in staff pay, contribute to board reserves and re-imagine our digital inclusion initiatives.

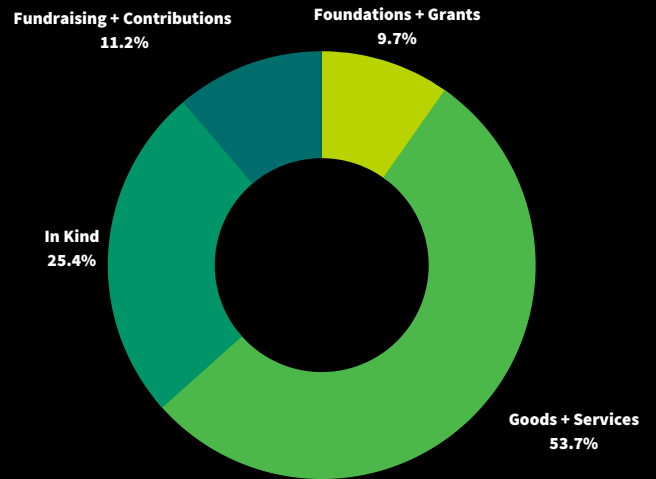
We prioritized implementing an equity pay structure, increasing our base pay from \$15.50 to \$18.50/ hour. We also invested in staff development, facilities and maintenance while expanding program capacity.

996,218.83

Total COGS

- Cost of Recycling
- Cost of Grants
- Cost of Refurbishing
- Cost of Online Sales
- Cost of "Store"

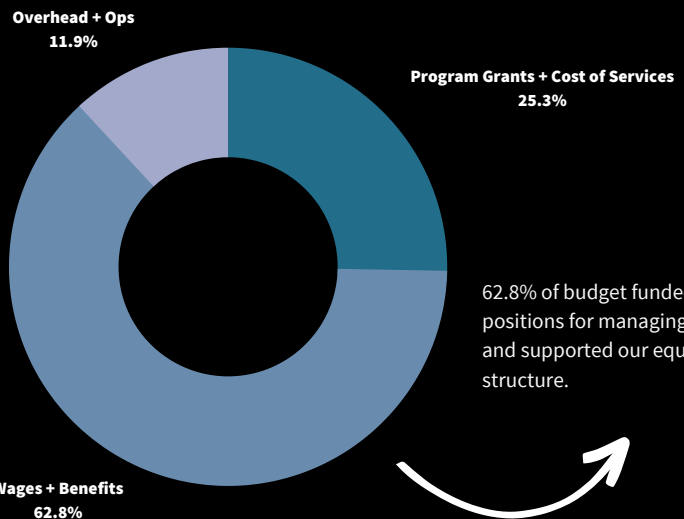
Income + Expenses Broken Down



3,243,471.56

Total Expenses

- Employee Related Expenses
- Contract Services
- Nonpersonnel Expense
- Facility & Equipment
- Operations



62.8% of budget funded key positions for managing programs and supported our equity pay structure.

72,192.03

Total Net Income

- Income after COGS and Expenses

SPECIAL RECOGNITION – FREE GEEK UNION

COMMUNICATIONS WORKERS OF AMERICA LOCAL 7901

Thank you for your partnership and contribution to building the best experience for our staff.

Free Geek and its union stewards have collaborated in many transformational projects for our organization. We've innovated around our common core and achieved many of the milestones presented in this impact report together.

FY22 UNION STEWARDS

Mike Klepfer	Technology Refurbishment Technician II and Union Steward, CWA 7901
Ashley Martinez	Digital Navigator and Union Steward, CWA 9701
Christopher Himes	Technology Refurbishment Technician III and Union Steward, CWA 9701
Margaret Jacobsen	Volunteer Coordinator and Union Steward, CWA 9701

**FREE
GEEK**



OUR TEAM

LEADERSHIP TEAM

Juan Manuel Muro, Jr (He/Him)
Betsy Glickman (She/Her)
Cali Avila (He/They)
Dwindell Feeley (He/Him)
Erick Chong-Marquez (He/Him)
Maria Lara (She/Her)
Amber Schmidt (She/Her)
Durrán Champie (He/Him)
Kai Erickson (They/She)

Executive Director
Associate Director
Manager of Operations
Development Manager
Manager of Programs
Manager of Customer Experience
Manager of Technology
Manager of Receiving and Recycling
Assistant Manager of Technology

BOARD OF DIRECTORS

Kyle Kasner, Gladstone School District
Marcus Carter, First Tech Federal Credit Union
Nicole Frish, Federal Reserve Bank of San Francisco

Board Chair
Treasurer
Secretary

Fidel Ferrer
Matt Keating
Emilee Preble
Jamison Purry
Rachel Sample
Sara Stiles

Project LEDO
PWC
OSB Professional Liability Fund
Catholic Charities of Oregon
Minnesota Street Project Foundation
Intel



MESSAGE FROM OUR EXECUTIVE DIRECTOR

Free Geek Community and Friends,

You've just read through our FY22 Impact Report and I hope that you are as inspired and excited as I am. Our achievements are the outcome of hard work, laser sharp focus and one clear vision. Include Everyone in Our Digital Future.

Our potential to make a bigger impact is evident. As my team and I solidify our strategic plan for the next three years we've come together to identify our north star. Through thoughtful planning and fierce conversations, we've aligned our programs and services to one clear vision and have developed organizational values and behaviors to sustain Free Geek's Mission. We look forward to sharing with you our plan for the future in the next few months.

I want to thank everyone who made our work possible in FY22. Every time we engage with the recipients of our programs and services, we are reminded of why the work we do each day matters. Stories like the ones we shared in this impact report showcase the outcome of our work but most importantly inform us of the inequalities and lack of opportunity that many of our community members are experiencing today.

As Free Geek continues to work across organizations and with our supporting partners, I am hopeful that as a community we can come closer together to address the social and economic injustices that still exist in our own backyard.

For me this work is personal and so I'll end this message with this quote, "Let me just say: Peace to you, if you're willing to fight for it." - Fred Hampton

Onward,



Juan Manuel Muro, Jr.
Executive Director, Free Geek

A large, stylized handwritten signature in black ink, which appears to read "Juan Muro". The signature is written over a background image of a classroom with students at desks.

THANK YOU

