



Nonprofit Technology Resources

Celebrating Our 31st Year of Service

Annual Report 2005

for year ending July 31, 2005

NTR serves low-income people in Philadelphia by recycling used computers, providing hands-on training, and helping community-based service organizations use computers in their work.

1524 Brandywine Street * Philadelphia PA 19130 * 215-564-6686
215-564-6642 (fax)
<http://NTRonline.org>



Bring a Computer, Ask a Question

In the winter and spring of 2005, NTR launched a new program offering computer trouble-shooting workshops for people who want to learn how to repair or upgrade their computers. Participants bring their own personal computer systems and accessories to obtain assistance with questions relating to both hardware and software on Windows and Macintosh systems. *(continued on page 3)*

Director's Report

Thrift Store Opening

NTR opened Philadelphia's first and only Computer Thrift Store this year, thanks in part to a \$5,000 grant from an anonymous donor. We spent much of the fall turning part of our warehouse into a store, which we opened in November of 2004, just in time for holiday shoppers.

Offering low-cost refurbished desktop and laptop computer systems, as well as a wide range of computer parts and accessories, including memory, hard drives, modems, speakers, CD burners and network interfaces, our store received an enthusiastic response right away and has been tremendously successful in financial terms as well.

Bring A Computer, Ask A Question

Starting in January of 2005, we began offering the "Bring A Computer, Ask A Question" workshop once each month. Staffed primarily with intrepid technical volunteers, it rapidly grew in popularity. One day when we expected 15 participants, 30 showed up! Fortunately, the dedication of our volunteers is nearly boundless and a small group stayed to help every last one of the happy recipients of this unique service. Now that we have the kinks worked out, the School District of Philadelphia will be sponsoring 200 students to receive this service for free starting in the fall of 2006.

Looking Ahead

NTR continues to lead the Greater Philadelphia Chapter of the Community Technology Centers' Network <<http://www.ctcnet.org>>. Through the Chapter's email list, we brainstorm to develop new ideas to help the hundreds of computer centers in the region serve their neighborhoods.

One of the ideas that has emerged from those discussions is the development of a centralized Instructor Pool. Wouldn't it be great if our chapter could offer qualified instructors to member organizations that wanted to offer instruction in computing basics?

If you would like to join in the discussion – whether you are a computer center manager or just want to help – we invite you to subscribe to the list via this link:

<http://mailman.dca.net/mailman/listinfo/ctcnet>



Nonprofit Technology Resources

1524 Brandywine Street
Philadelphia, PA 19130-4003
phone: 215-564-6686
fax: 215-564-6642
email: ntr@ntronline.org
web: www.ntronline.org

Full-Time Staff

Executive Director

Stanley R. Pokras

Service Director

Robin Davis

Production Supervisor

Pamela Snead

Warehouse Manager

Timothy "Aakif" Downs

Development Associate

Dave Butler

Board of Trustees

President

Greg Rawley

General Manager

Eagle Automation, Inc.

Vice President

Charles G. Neulight

Chief Financial Officer

Without A Box, Inc.

Treasurer

Tony Harrell

Accountant

Wheels Transportation, Inc.

Secretary

Hillary Aisenstein

Director

Philadelphia Higher Education

Network for Neighborhood

Development

Stanley R. Pokras

Executive Director, NTR

Virginia Booker

Executive Director

W. E. Martin Productions

Ron Cropper, Jr.

Network Administrator

Dept. of Human Services

City of Philadelphia

Jerry Wallerstein

Attorney, City of Philadelphia

Bring A Computer, Ask A Question

(continued from page 1)

The lack of affordable technical support for trouble-shooting computer hardware and system software configuration is the greatest obstacle we see facing the disadvantaged people of our community once they have obtained computers to use at home.

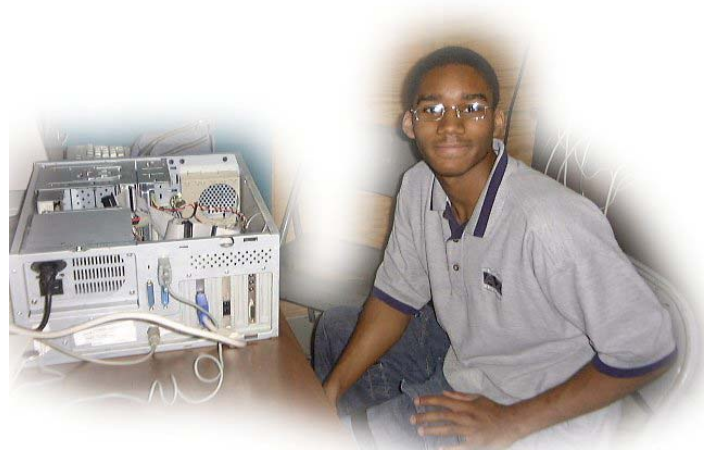
While nearly two-thirds of students in the public schools have computers at home (according to a 2004 survey by the School District of Philadelphia), keeping them running and understanding how to add new components is a difficult issue. The expense of professional assistance is prohibitive for many families.

NTR's "Bring A Computer, Ask A Question" (BACAAQ) program provides personalized support to address issues unique to the individual and his or her computer. Each participant may attend as many sessions as he or she wishes.

Pilot Project

In January of 2005, we began BACAAQ as a pilot project, offering a three-hour workshop on one Saturday afternoon each month, open to both adults and children. During the pilot phase of the project, we are relying upon volunteer labor to assist the paid instructor.

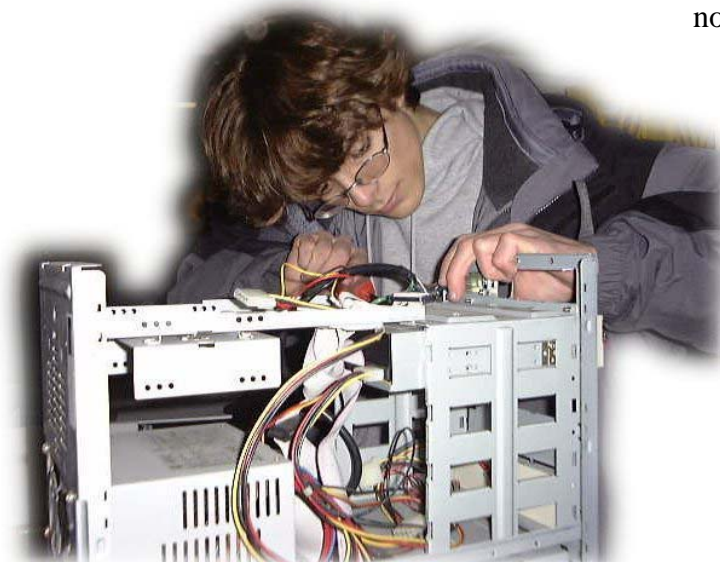
We currently offer these workshops for a nominal \$10 fee, but are seeking grant funding to make this service available at no charge to school students, and to offer workshops more frequently.



Trouble-Shooting

We provide advice on configuring and installing operating system and networking software, as well as utilities, especially programs that detect and repair viruses, "spyware," "adware" and other "malware." Our coverage of application software focuses mostly on troubleshooting issues such as configuring a program rather than on the basics of how to use a program.

We address major hardware tasks such as assembling a system from parts, as well as smaller tasks such as connecting a printer or installing CD and DVD drives. Participants may bring components purchased elsewhere, or they may shop for parts in NTR's Computer Thrift Store. Some components, such as video and sound cards, keyboards, mice and connectors, are available at no cost.



What's Next?

Funding support from the School District of Philadelphia and other sources will allow us to serve school-age youths at no charge, beginning in the fall of 2006. This funding will also allow us to offer BACAAQ workshops on a weekly basis, and will provide paid assistants in order to reduce our reliance on volunteer labor. We will continue to charge a nominal \$10 fee of adults who bring a computer

Free Computers for Immigrant Families



Edison-Fareira High School

During the 2004-05 school year, NTR's Learning Through Technology (LTT) program provided free computers to about three dozen students participating in an English for Speakers of Other Languages (ESOL) program at Edison-Fareira High School, mostly recent immigrants from Puerto Rico or the Dominican Republic.

Our recent focus on immigrant families represents an exciting new direction for NTR. While most recipients of NTR's free computers have been African-American, most of our ESOL students have been Hispanic. In addition to ESOL students, many Catholic school students we've served recently – thanks to support from the Connelly Foundation – have been Hispanic.

Nilza Lozada, who coordinated NTR's free computer workshops on behalf of Edison High

School, writes, "The participating students and their families are thrilled beyond words and I am so grateful to have had this opportunity to participate in this program which helps improve the lives and future of so many of our students. These computers and internet access provides them with the tools they need to succeed in today's and tomorrow's technological world. Tools they need to compete and excel."

Ms. Lozada arranged for Philadelphia's WPVI-TV, Channel 6, to cover one workshop, and to interview some of the students that had received free computers in earlier workshops for a show that aired in June of 2005. This TV coverage was an exciting first for our computer reuse program, bringing new visibility to NTR's free computer projects.

Immigrant Families (continued)



Benjamin Franklin Elementary School

Ines Acosta Nelson, a teacher at Benjamin Franklin Elementary School, brought a group of immigrant students to NTR to get free computers this spring.

Ines is pictured toward the right in the above photo with her students. Seated in the foreground is her husband, Nehru. The same group appears in the photo below, with NTR's workshop instructor, John Griggs, on the left in front.

Ines is a long-time friend of NTR's, who coordinated NTR's first free computer class in 1998 for immigrant students whom she was teaching at Henry C. Lea Elementary School. Soon afterward,

Ines served for several years on NTR's Board of Trustees. She has continued to be one of NTR's most active supporters since leaving the Board.

Ines writes, "Technological support provided by NTR is just wonderful for our English Language Learners in the School District of Philadelphia!!! ... They will cherish this event and the support for a very long time. I strongly feel having a computer will empower these students with their education. As each one of these students learns English proficiency they will also be strengthening their technology skills. These students are developing a positive outlook toward themselves, education and hope for a brighter future."



Hardware Donations

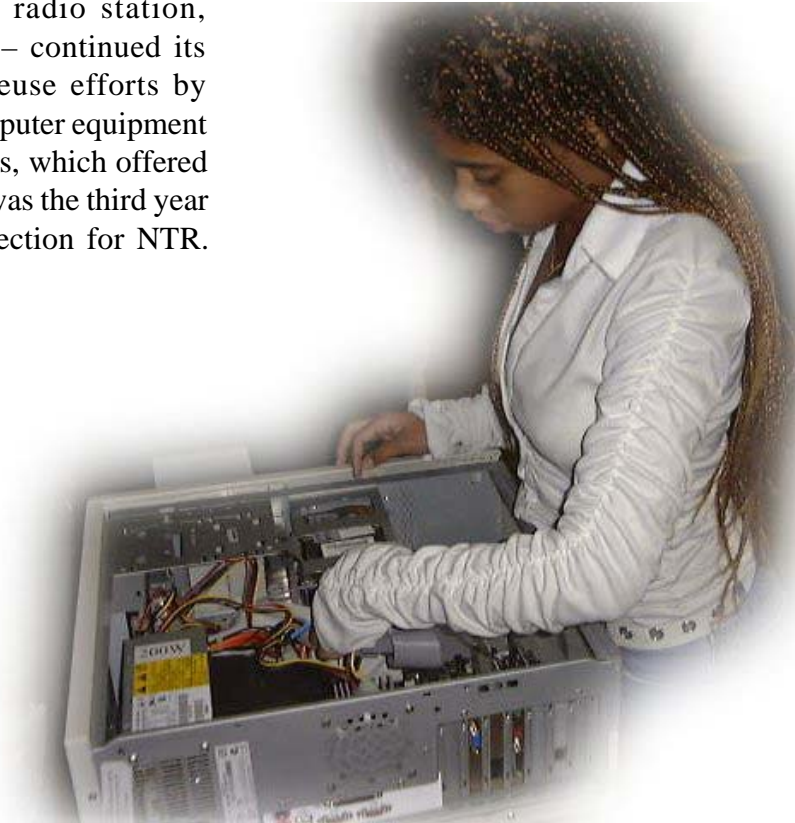
Hundreds of individuals and organizations support NTR's programs by donating used computers. We recorded donations of 6,714 computer-related items this year, including 3,029 computers, 2,489 monitors, and 1,196 other large items, such as printers and scanners. Not included in these counts are smaller items such as keyboards, mice, and speakers.

WMGK Sponsors Computer Collection at Best Buy Stores

Philadelphia's Classic Rock radio station, WMGK – 102.9 on the FM dial – continued its promotion of NTR's computer reuse efforts by sponsoring a collection of used computer equipment in conjunction with Best Buy Stores, which offered its stores as collection points. This was the third year that WMGK has sponsored a collection for NTR. Acme Markets provided collection points the first two years.

WMGK's morning DJ, John DeBella, created this program to serve listeners who wanted places to donate their used computer equipment.

We are grateful to WMGK, Best Buy and Acme, not only for the many truckloads of donated equipment, but also for helping to spread public awareness about NTR's computer refurbishing operation.



Major Hardware Donors

Akin Gump Strauss Hauer and
Feld LLP

The Annenberg School for
Communication

Avenuea Razorfish

Best Buy

Bodek & Rhodes, Inc.

Center For Animal Referral and
Emergency Services

Center For The Celebration
of Creation

Central City Toyota

Community College of Philadelphia

Connectechs

Conrail

Corporate Express

Drinker Biddle & Reath LLP

Friends Neighborhood Guild

Glenmede Trust Company

Global Knowledge

Jeffrey Green

Health Products Info Service

Insight Interactive

Internal Revenue Service

Jewish Federation of

Greater Philadelphia

Burt Johnson

Kutztown University

Microtech Computer Services

Missionary Servants of the Holy

Blessed Trinity

Morgan Lewis & Bockius

The Next Step Solution

O'Brien and Ryan LLP

Philadelphia University

Reboot Philadelphia

Russell Byers Charter School

School of Nursing Univ. of Penn.

St. Hubert Catholic High School
for Girls

St. Jerome Elementary School

St. Philip Neri Roman

Catholic Church

The Disciplinary Board Of The

Supreme Court Of Pennsylvania

Traffic Planning and Design, Inc.

University Of Pennsylvania

Urban Outfitters

US Maintenance

ViroPharma Inc.

WMGK FM

Seniors Technology Awareness Program

NTR's Senior Technology Awareness Program (STAP) began as a pilot project in the spring of 2005, offering older adults an introduction to the basics of computing and using the Internet, with particular emphasis on the online resources available to seniors seeking information about medical benefits provided by the government and other health-related issues.

Wendy Harper, an employee of the City of Philadelphia, had been providing computer training as a volunteer in Philadelphia's Older Adult Centers. When she asked NTR to help support her efforts, we launched STAP and appointed Wendy to serve as Program Director on a volunteer basis. Wendy has recruited additional volunteers as workshop leaders and assistants.

The STAP pilot project offers a series of three software training workshops at Philadelphia's five Older Adult Centers, providing group and individual training to the mostly low-income seniors that they serve. The series begins with an Introduction to Personal Computers, including E-Mail and the Internet. A second workshop focuses on Health Benefits, and the third covers Document Creation using Microsoft Word.



Spanish Speakers Needed

Spanish-speaking volunteers are needed to assist in workshops for older adults. Some familiarity with computers would be helpful, but is not necessary. We especially need volunteers to assist in workshops held on weekdays at Philadelphia's Mann and Juniata Park Older Adult Centers.

If you would like to help, please phone Wendy Harper at the Mayor's Office of Information Services, 215-686-1460.

In 2006, we plan to seek funding support to pay instructors and assistants in order to serve more students at more locations, and to begin offering free computers to program participants who do not have access to an Internet computer in their homes. Funding support will allow us to add an Introduction to Computer Hardware workshop for students receiving free computers. A fifth workshop will follow up on issues raised by participants once they have set up their computers at home.

Workshops for Older Adults

1. Introduction to Personal Computers. We teach the basics of computer usage, including how to search for information on the Internet. Students work through tutorial exercises in keyboarding, mouse and Windows basics at the Generations Online web site <www.generationsonline.org>, a large-print, senior-friendly, learning environment. Students sign up for free e-mail accounts and learn how to use e-mail to communicate with other students in the class.
2. Health Benefits. We use the Benefits Checkup web site <www.benefitscheckup.org> to obtain personalized reports for each participant covering all government health benefit programs for which he or she is eligible. We also help participants to complete applications for Medicare prescription cards.
3. Document Creation. We provide each student with an introduction to Microsoft Word, covering the basics of how to create documents and format text. We also give each participant a workbook for continued, self-guided learning.

Volunteers Make a Difference at NTR

Drexel University

Abe Evangelista (below) came to NTR from Drexel University to complete a work-study requirement, and quickly established himself as NTR's expert on laptop repair and networking.



Another Drexel student, Dave Butler (below), came to NTR as a volunteer in 1996 while studying computer hardware and networking at the Computer Learning Center. Dave is currently pursuing an undergraduate degree in Drexel University's Computing Technology program.

Dave has served NTR as a volunteer coordinator, teacher, and hardware production supervisor, but now works primarily on preparing grant proposals. He joined the staff in 2002 as NTR's Development Associate.



Ross Innovative Employment Solutions

Robin Davis (right) came to NTR in 2005 as an intern in the work experience program of the Ross Innovative Employment Solutions division of Ross Learning, Inc.

Now employed full-time as NTR's Service Director, Robin manages the Computer Thrift Store and handles much of the work involved in coordinating programs with groups, registering students and dealing with post-training technical support needs.



95 Interns and Volunteers Contributed 7,241 Hours

Pascal Adelmar	Abraham Evangelista	Sharda Moore
Bruce Anderson	Robert Faison	Robert Owens
Gregory Anderson	Jose Franco	Radesha Peterson
Khalalah Aye	Noah Fripp	Kimberly Price
Robert Barlett	Jonathan Gibbs	Sheila Price
Timothy Breeden	Stanley Glenn	Michele Puriefoy
James Brown	Syreeta Grimes	Otis Randolph II
Jimmy Brown	Nicole Hall	Chavis Raynor
Khaleem Brown	Keith Hammond	Bridgette Rockeymore
Lawrence Budd	Wendy Harper	Angelluis Sanabria
Timothy Bulleck	Brian Hinson	Nicholas Santiago
Katleen Chen	Franklin Hinton	Chris Setzer
Andrea Christmas	Tofazzal Hiro	Julius Sharp
Valerie Christy	Corinne Houston	Angelina Smith
Erica Clark	Herbert Hughes	Ron Stoloff
Brian Cobb	Monica Jackson	Ed Sweeney
Monica Collins	Natasha Jackson	Jesse Telles
John Conde	John Johnson	Nora Telles
Johnnie Cook	Wanda Johnson	Jency Thanakan
Ray Cooper	John Kravel	Jamar Thomas
Ed Cummings	Noah Kuntz	James Thomas
Quanda Curry	Louise Levy	Tamika Thompson
Ronada Cyrus	Linda Lewis	Roberta Turner
Robin Davis	Michele Little	Ann Watkins
Judith Deans	Terell Lockhart	Darius Watkins
Kenneth Diehl	Sharie Lopez	Derrick White
Alisa Dillard	Sharon Luna	Jerome Whitmore
Jacob Drecksage	David Lynn	Larry Williams
Wenqi Dwyer	Om-Jeru Magras	Manuel Williams
Pamela Elchert	Marcell Mays	Kelly Wilson
David Ellerson	Thomas McNeill	Matthew Woods
James English	Paul Miller	Byron Wright

Organizations That Sent Interns or Volunteers to NTR

Arbor Independence Career Center Single Point of Contact Program
Benjamin Franklin High School
Bucks County Housing Group
Community College of Phila Advanced Tech At College
Community Women's Education Proejct
DPT Business School
Drexel University
Greater Philadelphia Cares
Impact Services
KRA Corporation Single Point of Contact Program
Mastery Charter High School
Metropolitan Career Center
Philadelphia Veterans Multi-Service & Education Center
Ross Innovative Employment Solutions division of Ross Learning, Inc.
School District of Philadelphia Summer Interns Learning Technology Support Group
Transitional Work Corporation

School District of Philadelphia



The School District of Philadelphia's Summer Interns Learning Technology Support Group provided stipends for seven student interns at NTR this summer. This group included long-time NTR volunteer, Larry Williams (top left), a student at Ben Franklin High School. Facilitator James Gist of the School District is pictured to Larry's right. In the middle of the front row is Marcell Mays, who is also a student at Ben Franklin High School. After completing his internship, Marcell joined NTR's staff as a computer technician, helping to refurbish computers after school and on weekends, and assisting at "Bring A Computer, Ask A Question" workshops.

Philadelphia Veterans Multi-Service and Education Center



Johnnie Cook (left) is one of many aspiring computer technicians who have come to NTR as interns after studying computer repair at the Philadelphia Veterans Multi-Service and Education Center. Johnnie is a 45-year-old Desert Storm veteran who is working toward an "A+ Computer Technician" certification.

Greater Philadelphia Cares

Greater Philadelphia Cares is a local organization that encourages volunteerism by connecting potential volunteers with organizations that request help.



Valerie Christy (above) is one of many volunteers referred to NTR by Greater Philadelphia Cares.



Wenqi Dwyer (above) is another volunteer who was referred to NTR by Greater Philadelphia Cares.

Learning Through Technology

NTR's **Learning Through Technology (LTT)** program provides refurbished computers to students of all ages, along with an Introduction to Computer Hardware workshop. All projects are conducted in cooperation with community-based organizations or schools that provide ongoing technical support to participants. Many LTT projects are supported by fees paid by participants and sponsoring organizations, but foundation gifts allow most LTT program services to be delivered at no cost to recipients.



Low-Cost Computers

NTR's Learning Through Technology program distributed 98 low-cost computers this year, mostly to students from the Community College of Philadelphia. Workshop attendees were 90% adults, 60% female, 80% African-American.

Workshop Sponsors

Community College of Philadelphia
NuVisions for Disabled Artists
Pennsylvania State Correctional Office Association

Free Computers

We distributed 334 free computers this year in workshops attended by 454 students, of whom 80% were children, 63% female, 67% African-American and 22% Hispanic. About 42% were students in the School District of Philadelphia's GEAR-UP For Robotics program. Another 19% were Catholic school students.

Organizations Distributing Free Computers

3D Community Service and Housing, Inc.
Ben Franklin Elementary School
Central East Middle School Beacon Center
Edison-Fareira High School
Inn Dwelling
Julia R. Masterman School
Philadelphia Youth Advocates Program
School District of Philadelphia Gear-up For Robotics Program
St. Hubert Catholic High School for Girls
St. Malachy School
St. Peter's School
St. Veronica School
Tigerman Productions
Unison TV Kids

Critical Path Free Internet Service

Philadelphia FIGHT's Critical Path program provides free Internet dial-up service to all recipients of free computers.

Catholic Schools

Gifts from the Connelly Foundation have provided free computers to 90 Catholic school students over the past two years, and will provide another 80 in the coming school year.

Gear-Up For Robotics

Gifts from the Claneil Foundation, the Hamilton Family Foundation, The Fourjay Foundation and the Henrietta Tower Wurts Foundation provided free computers to 130 students participating in GearUp For Robotics programs in Philadelphia public schools, including Turner Middle School, Julia de Burgos Elementary School, Martin Luther King High School, Stetson Middle School, Overbrook High School, University City High School, Martha Washington Middle School, Martin Bache Middle School, Sulzeberger-Mayer Middle School, and others.

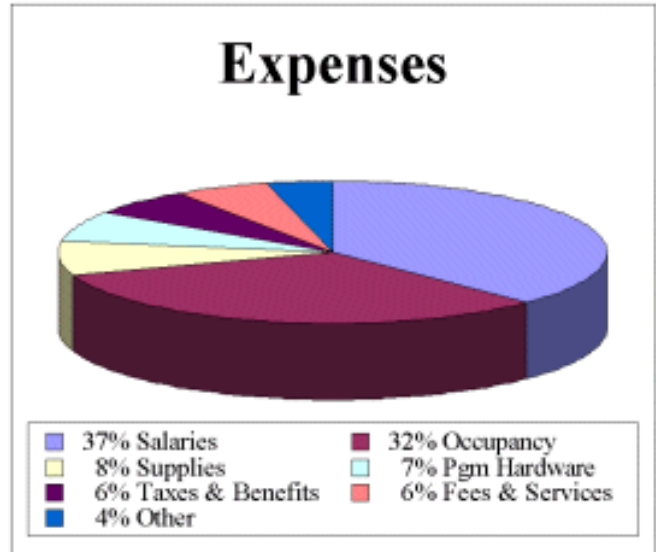
Major Gifts

In the fiscal year ending July 31, 2005, NTR received \$63,350 in major gifts, of which \$52,350 supported LTT Free Computers projects. One \$5,000 gift supported an after-school Electronic Kit-Building Pilot Project.

Foundation and Corporate Donors

Bray Family Foundation
The Caroline Alexander Buck Foundation
Anna H. & Elizabeth M. Chace Fund
Citizens Bank Foundation
Claneil Foundation
The Forst Foundation
The Fourjay Foundation
Hamilton Family Foundation
Hilton Hotels Corporation
Lilliput Foundation
Samuel P. Mandell Foundation
The Rittenhouse Foundation
Gilroy & Lillian P. Roberts Charitable Foundation
Caroline J.S. Sanders Charitable Trust No. I
C.W. & Marjorie J. Schrenk Family Foundation
Joseph Kennard Skilling Foundation
Sovereign Bank Foundation
The Tabitha Foundation
General Board of Global Ministries of the United Methodist Church
Valentine Foundation
The Rasheed A. Wallace Foundation

Statement of Activities for Year Ending July 31, 2005



Support and Revenues	
Contributions	\$ 72,825
Computer Hardware Training	\$ 87,459
Other	\$ 4,391
Total Support and Revenues	\$ 164,675

Expenses	
Program Services	\$ 181,992
Management & General	\$ 5,532
Total Expenses	\$ 187,524
Change in Net Assets	\$ (22,849)
Fund Balance, Beginning	\$ 25,891
Fund Balance, Ending	\$ 3,042

Financial Overview

NTR's Support and Revenues decreased about 33% over the previous year, while expenses decreased about 21%. Cash donations comprised 44% of our income, up from 36% last year. Computer hardware training comprised 53% of income, down from 59% last year.



Balance Sheet As of July 31, 2005

Assets	
Cash	\$ 14,066
Accounts Receivable	\$ 3,002
Parts Inventory	\$ 19,581
Total Assets	\$ 36,649
Liabilities	
Total Liabilities	\$ 33,607
Net Assets	\$ 3,042
Net Liabilities & Net Assets	\$ 36,649

Computer Lab Access Program

NTR offers fully integrated computer networks, complete with printer, hub, networking cables and training for staff. This program is very popular in schools, community technology centers and start-up nonprofits.

Computer Labs Placed

Senior Adult Activities Center Of Montgomery County
Programs Employing People

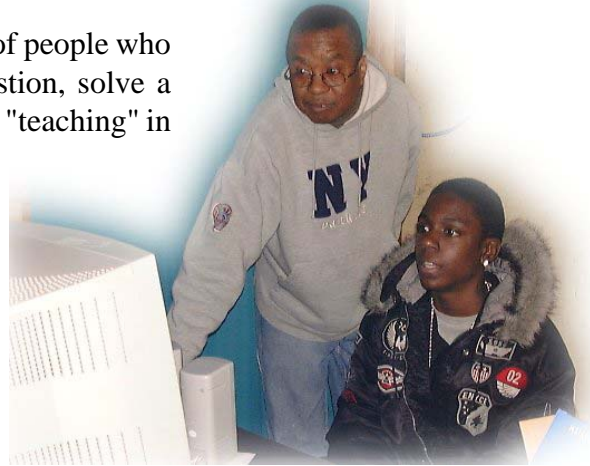
Bring a Computer, Ask A Question

In our "Bring A Computer, Ask A Question" workshops, we offer to help you repair, upgrade or use your own computer. That's right, bring in your computer from home.

This event is often noisy and very busy. It's a room full of people who love to work on computers. Come prepared to ask a question, solve a problem or learn how to do something specific. We won't be "teaching" in the usual sense.

You may bring new components, accessories, or software to install in your computer which you have purchased elsewhere or in our Computer Thrift Store. An instructor and volunteers will be in the workshop to help answer your questions and guide you in working on your computer.

Please call 215-564-6686 for schedule and registration information.



Computer Thrift Store

Philadelphia's first and only Computer Thrift Store offers affordable computers – including laptops as well as desktop and tower systems – monitors, printers, speakers, memory, modems, hard drives, floppy disk drives, CD-ROM drives, cables, network interface cards, sound cards, video cards, and more.

All computer systems are now guaranteed for three full years.



Nonprofit Technology Resources
1524 Brandywine Street
Philadelphia, PA 19130-4003
phone: 215-564-6686
fax: 215-564-6642
email: ntr@ntronline.org
web: www.ntronline.org

A New Home for Your Old Computer

NTR accepts donations of used computers, SVGA monitors, printers and other accessories. The equipment you donate to NTR will be refurbished, used for parts, or recycled responsibly.

Contact Us

Find out how your donations or cash contributions can help put a computer in good hands, and put a smile on the face of a child whose family has never owned a computer.