

**COMPUTER TECHNOLOGIES PROGRAM**

**20  
23**

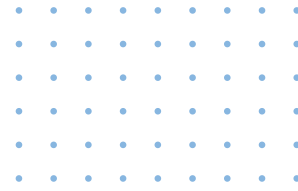
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**IMPACT**

**REPORT**

Welcome To Computer Technologies Program

# The Message From Our Director



"This class has been like throwing a life vest to someonee lost at sea."

-- Participant testimonial Nov '23

## How We Do It

Dear Friends,

I want to express my sincere gratitude to all of you who make up the CTP family. You empower us to make a difference in helping people with disabilities achieve greater independence in their lives. Thank you.

Last year our impact report focused on answering the question of how we define success. Success within our program is defined by each person who comes to us for help and is unique to their individual goals and needs.

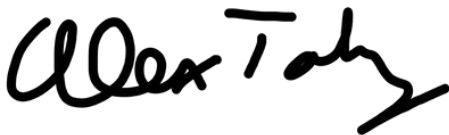
Over the years (decades!), I've been asked to state the success of our program with metrics. While the desire to quantify results is understandable, no one thinks of their own story as a number. We see that success comes in many forms and it is not always about achieving the initial goal.

The deeper question concerning success is then, how is it that we help people find success? CTP has 5 key principles that guide our work. These principles establish a practical framework for making progress and overcoming barriers.

- Respect uniqueness
- Believe in human capacity
- Establish trust
- Build confidence
- Set expectations

By embracing all of these principles, CTP can nurture professional skills through honest feedback that students can hear and internalize. Our focus on expectations and accountability helps CTP students transform into employment candidates or realistically assess what they need to work on in their lives to take the next step.

Thank you for taking the time to look through our 2023 impact report. I could not be more proud of our work.



**Alex Tabony**

Executive Director



# How We Do It

**"To the staff, you've given more than tech skills - a professional makeover. Grateful doesn't cut it. Thanks a million!"**

**-- KF, Graduate 2023**

## **Computer Essentials**

A great introductory class for those with beginner-level computer skills or those who have extremely out-of-date computer experience.

## **Computer Skills Bootcamp**

Focuses on the efficient use of computers for workplace tasks and is an opportunity to practice professional accountability. Students will gain a better understanding of their unique strengths and weaknesses, refine their career goals, and clarify what they will need to do to achieve those goals.

## **Computer Technician Training**

Ideal for those interested in computers and technology. Develop a personal problem-solving methodology, and build professional skills and confidence in being able to do the job. Come geek out with us!

## **PRO Customer Service and Administrative Training**

Ideal for those who are seeking entry-level employment in an office or customer service role. Strengthen computer usage skills, hone professionalism and find your place in the employment world.

## **Work Experience**

Participants join the CTP team as paid IT/Admin Associates. Associates gain real work experience to practice their skills, boost their confidence, and establish a work reference.

## **Supported Job Search**

Our highly-effective structured system for job searching with 1:1 support. We're with you till you find your job.

## **Career Development Support**

Retention support lasts a minimum of 90 days, and long-term support as part of the CTP family.

# Success By the Numbers



**410**

**Individuals  
Benefited**



**Training  
Enrollments**

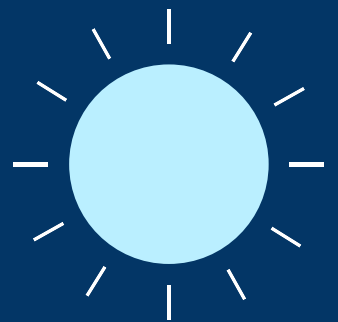
**194**

**Computers with  
Support Provided**

**216**

**Hours of  
Student Work  
Experience**

**900**

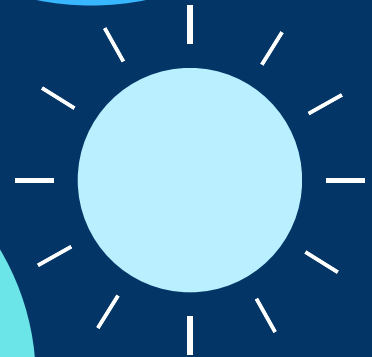
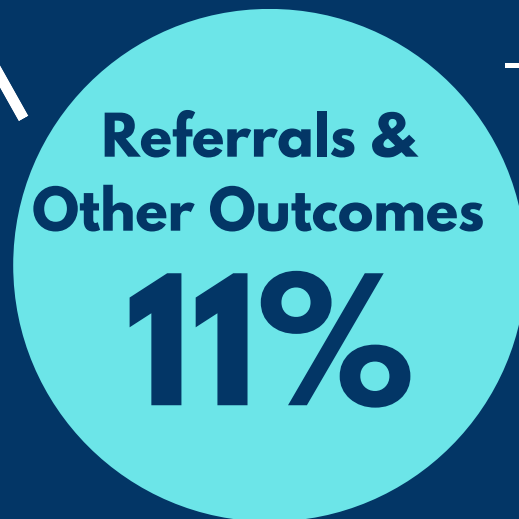


# Success By the Numbers



**90%**

**Positive  
Outcomes**



# Our Demographics



## General

- 98% Low Income
- 17% Youth (18-25)
- 22% Criminal Background
- 9% History of Homelessness

## Disability (categories not mutually exclusive)

- 70% "Invisible" Disabilities
- 11% Visually Impaired
- 11% Learning Differences
- 4% Hard of Hearing / Deaf
- 4% Substance Recovery
- 4% Developmentally Disabled
- 4% Mobility Impairment

## Race / Ethnicity

- 33% African American
- 29% Caucasian
- 14% Hispanic/Latino
- 11% Asian American
- 6% Multiracial
- 3% Indian / Middle Eastern
- 1% Native American

## Gender

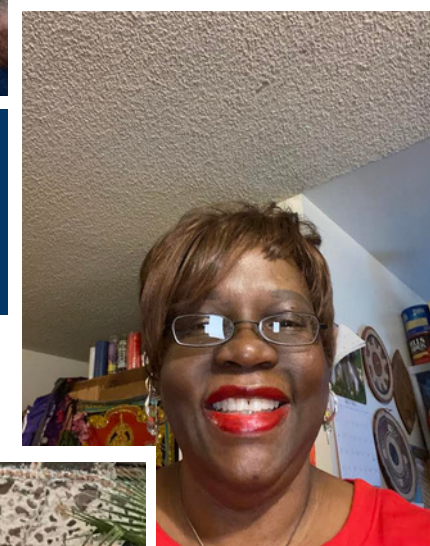
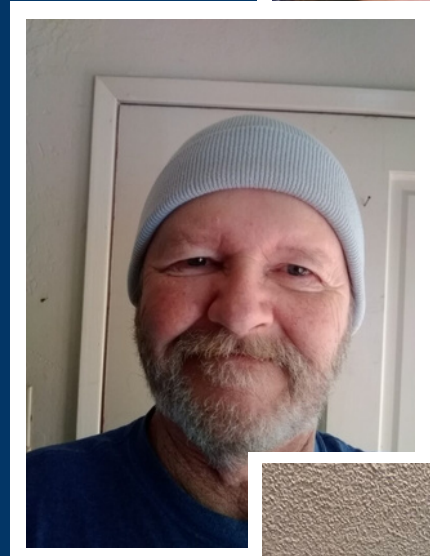
- 53% Male
- 46% Female
- 1% Non-binary



# Work Experience Strategy to Success



“I had the opportunity to immerse myself in the world of IT and delved into areas such as network configuration, system administration, troubleshooting, and cybersecurity basics. **It also helped me gain confidence in my ability to work remotely long-term because I am not worried about my social anxiety when it comes to interacting with people who don't know I have hidden disabilities, I can just focus on getting the job done.**” -- SC, CTP Associate 2023



In 2023, CTP launched a work experience program for graduates to gain professional experience, build confidence, and hone their skills in a real work environment.





# Michael's Success Story

" The experience was incredible. I learned so much at Delta Dental and the experience has proven to be invaluable."

After completing CTP's Computer Technician Training (CTT) training course, in 2023 Michael was selected as a remote desk-side support intern with Delta Dental. Soon after, Michael embarked on a professional journey at Delta Dental that has not only enriched his skill set but has also played a pivotal role in boosting his confidence.

The supportive environment and encouraging atmosphere fostered at Delta Dental have left an indelible mark on Michael's personal and professional growth.

During the start of his internship, Michael struggled with remote connectivity issues, however, Michael did not have to face them alone. Delta Dental, CTP, and the DOR collaborated to help



*Michael*

find a solution to Michael's connectivity issues. The collective dedication to Michael's success became evident as the collaborative worked to quickly address and overcome the hurdles he encountered.

Through his internship, Michael continued to thrive in the supportive, remote environment created by Delta Dental.

After completing his internship in the Spring of 2024, Michael has decided to pursue a BA degree.

## Jim's Success Story

**"I've been working from home for three months now. I never thought in my wildest dreams that I would be doing this. Not only am I doing this, but I'm crushing it!"**

Jim had always found his calling in the kitchen. With a passion for culinary arts, he had crafted delectable dishes and delighted diners for years. But life took an unexpected turn when an injury sidelined his career as a chef.

Despite the setback, he refused to let adversity define him. Referred to the Department of Rehabilitation (DOR) by his doctor, he was then directed to CTP for PRO Customer Service and Administrative Training. Jim approached his training with unwavering determination and a positive attitude. He acknowledged that transitioning to remote work would be a challenge, but he refused to be deterred. Day by day, he honed his skills, eager to carve out a new path for himself.



*Jim*

After finishing his training, Jim joined CTP's Supported Job Search Program to look for work. Aware of the daunting task ahead, Jim braced himself for the challenges of job hunting. He knew it wouldn't be easy. Knowing the job market would be fiercely competitive, Jim set himself a bold target: to accumulate 50 rejections within his first month of searching.

To Jim's surprise after just a few short weeks of job hunting he landed a remote customer service job—a role he had been hoping for, proving that even in the face of daunting challenges, success is achievable.

## Volunteer Spotlight: Praveen, Delta Dental

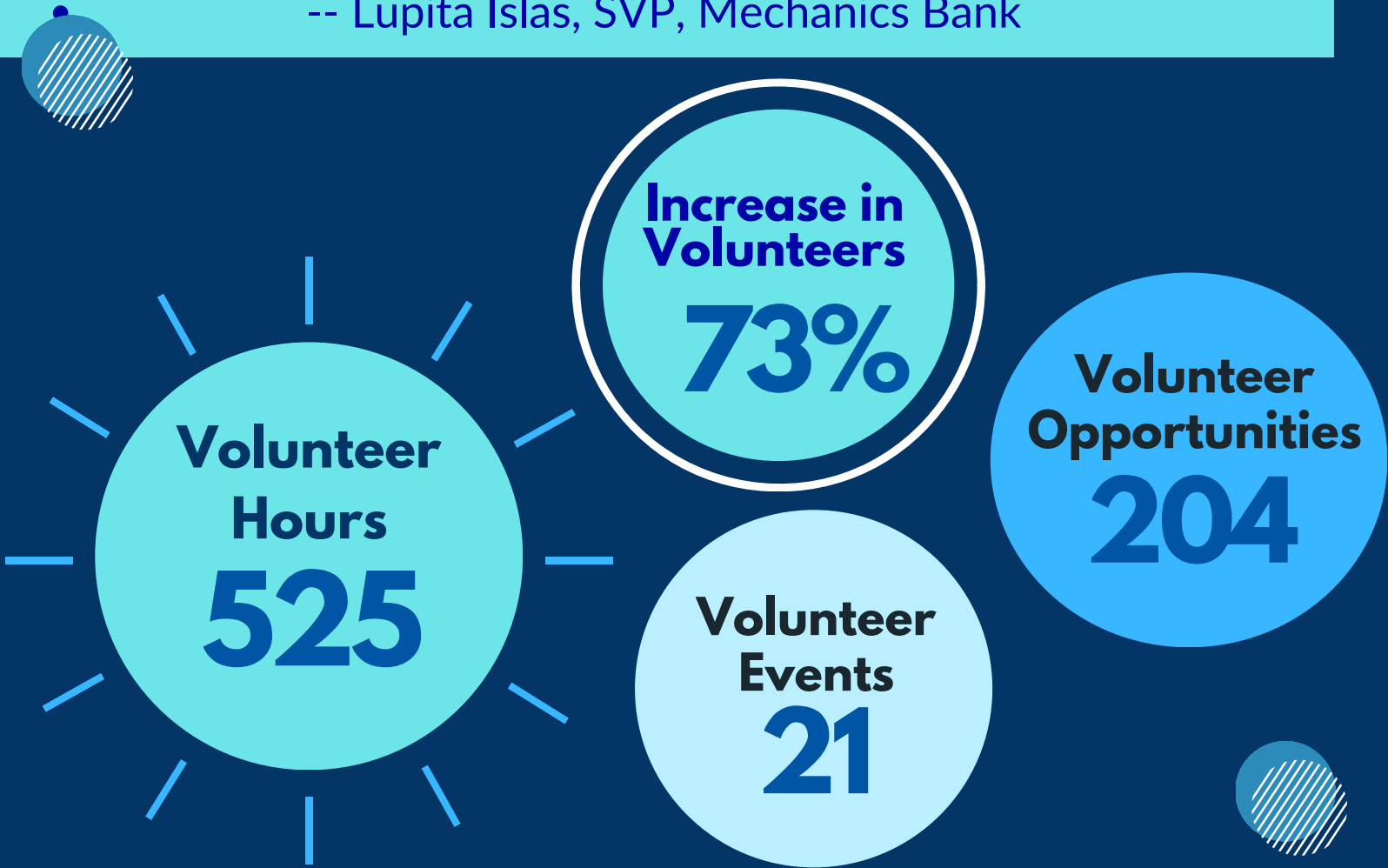


“Leading the initiative to include CTP members as part of our internships or FTEs has been incredibly fulfilling. Collaborating with leaders to open these opportunities has not only enriched our organization but has also aligned with our organization's goals of community support. By actively involving CTP participants, we are fostering diversity, equity, and inclusion within our workforce while also providing valuable career pathways for individuals who may face barriers to employment. Seeing the impact firsthand, especially with a few internship hires last year, reinforces the belief in the transformative power of such partnerships. It's a testament to the potential when organizations come together to create meaningful opportunities for all, advancing both our business objectives and our commitment to social responsibility.”

# Professional Volunteerism

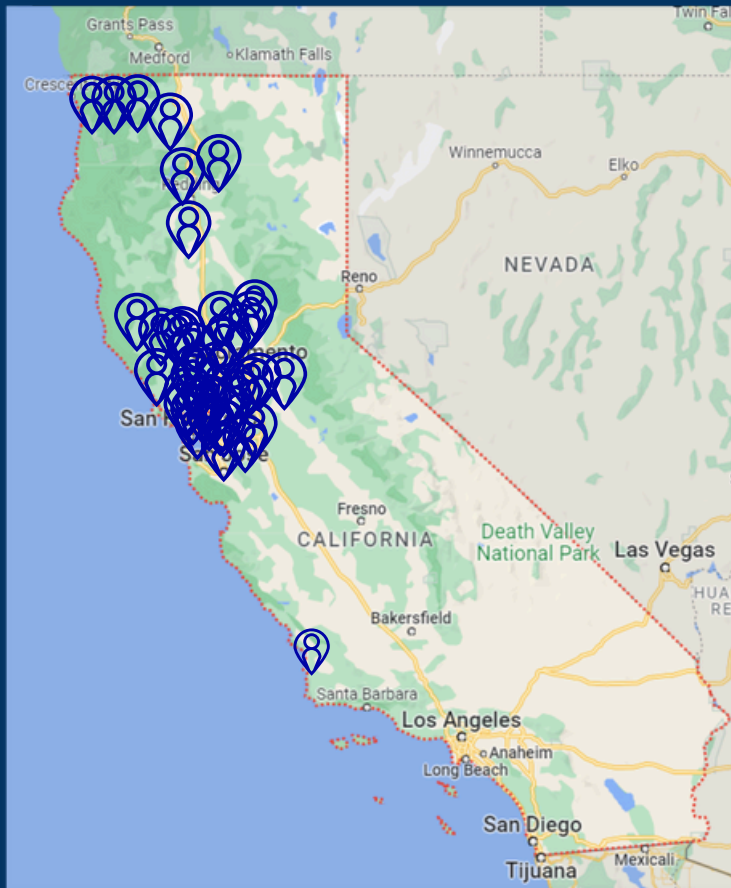
“Working with Computer Technologies Program for the past two years has been a rewarding experience for Mechanics Bank. Passionate about strengthening employment opportunities for people with disabilities and fostering equity and inclusion in the workplace, we’re proud to work with CTP students on self-marketing skills and strategies as they prepare for their careers.”

-- Lupita Islas, SVP, Mechanics Bank



# Where We Work

CTP provides a positive learning experience. For some, it is their first positive experience in a learning setting. A positive learning experience can give someone hope that the next step they attempt can also be a positive one.



We support people who lack access across California. In 2023 participants joined CTP from these locations.

## Our Board of Directors

Sam Corkum - County of Marin, CTP Graduate 1997

Ted Dienstfrey - Retired, Gerson Bakar & Associates & Gerson Bakar Foundation

Maer Ben-Yisrael - Ecole Bilingue de Berkeley

Melina Taylor - Hopelab

Alex Tabony - Computer Technologies Program, CTP Graduate 1999

## Our Staff

Alex Tabony - Director, CTP Graduate 1999

Christine Tabony - Business & Finance Manager

Marc Thomas - Instructor, CTP Graduate 2012

Michael Curran - Instructor CTP Graduate, 2015

Jose Rivera - Instructor, CTP Graduate 2019

Devin O'Keefe - Admissions, CTP Graduate 2019

Carrie Moncrieffe - Director of Employment Services

## Our Supporters

Atlassian

Blue Shield of California

Delta Dental

Mechanics Bank

United Business Bank (UBB)



## Community Partners

Department of Rehabilitation (DOR)

Ed Roberts Campus

Center for Accessible Technology

Ecole Bilingue de Berkeley

Salesforce

Berkeley Bowl

Beneficial State Bank

CVS

Opportunity at Work

# Thank You For Your Support



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