

Device & Digital Content, 2020 ConnectHomeUSA Digital Inclusion Week Series, Device and Digital Content Stakeholders, 10/6/20

Mikayla Miller: Hello, everyone. Good morning or good afternoon, depends on where you're tuning from. This is Mikayla from Enterprise and I'm happy to have you all join us for the second day of the Digital Inclusion Week Series. This session will be the ConnectHomeUSA Device & Digital Content Stakeholders session.

Before we get started, I just want to go over some brief logistics with the Webex feature, I know it may be new to some of you. So if you have any questions, please feel free to use the Q&A feature or drop it in the chat box and we'll have a Q&A session after all presenters have presented.

This session is being recorded and all PowerPoint materials will be posted on HUD Exchange later. And I can pass it on to Dina first so we can get started.

Dina Lehmann-Kim: Great. Thank you so much, Mikayla. And welcome, everybody to day two of the ConnectHomeUSA training series, which has been organized to celebrate National Digital Inclusion Week. As Mikayla said, today's first webinar is on devices and digital content. I'm very pleased to bring you the wonderful panel of speakers that we have for you today.

They have been long-time stakeholders and steadfast supporters of ConnectHomeUSA's mission to help Public and Indian Housing residents connect to the critical tools of the digital age. Yesterday Secretary Carson extended his gratitude and I'd also like to personally thank each of you for this important work that you do and the important work you help us do, we couldn't do it without you.

And so thank you so much for that. I also want to speak to the communities that may not be part of the ConnectHomeUSA family. The organizations you're going to hear from, the people you're going to hear from today have something for you too. So you're all in for a real treat. Without further ado, let me introduce our panel.

First we'll have Tony Frank speak, he's the director of business development from PCs for People; followed by Logan Hickle who is a marketing specialist with Kano; Chris Moultrie who is a senior software engineer at GitHub; Toya East, who's a program manager for employee volunteering and giving, also at GitHub; and finally, last but certainly not least, Tobey Dichter, who is the founder and CEO of Generations On Line.

And so with that, I will turn the baton over to Tony for his presentation. Thank you, everyone.

Tony Frank: Dina, thank you so much. And good morning, I'm calling from Denver. So it is still morning here. And I'm really proud to support the work that all of you do out there and an honor to be here, thank you very much. As Dina said, I'm with PCs for People. And we can go to the next slide.

And we are a 501(c)(3) nonprofit that was incorporated in 2008 to support, with computer devices, families that make below 200 percent of the poverty level and that's about \$52,000 for a family of 4 and \$25,000 for a single person and we can sell directly to those families but also can sell directly to nonprofit housing authorities and schools as well and have many, many partners that are nonprofit organizations.

Our general website is pcsforpeople.org and that includes the eligibility as well. Many -- there's a list of documents there to be eligible, including federal public housing assistance as an eligible document, Section 8 or federal public housing assistance and we have an online store where and organization and nonprofit can create an account as well as a qualifying individuals and that's pcsrefurbished.com.

And we are in five -- we have stores and refurbishing operations in five cities, we've recently expanded. We're in St. Paul, that's where we're headquartered, I'm in Denver and Cleveland and we've recently, this year, expanded to Kansas City and Baltimore and we have distributed more than 120,000 computers and we're growing and adding capacity.

So currently, we're doing 33,000 a year of computer devices and we hope that will grow as we continue to expand with our stores and operations in other cities. Next slide, please. So what do we do? What's critical to our work is working with, currently now, about 1,500 companies to source their equipment.

We have two important certifications, one is NAID, the National Association of Information Destruction and R2 Certified, which is Responsible Recycling. Those are important in allowing us to work with the high levels of security, data security and work with banks, hospitals and local government as well.

So we pick up their retired equipment and then the next step of what we do is we refurbish it. We're a Microsoft-registered refurbisher, we test equipment, determine what equipment can have Windows 10 installed so the equipment that we are distributing has Windows 10 Pro installed and we can make other upgrades and kind of customize to some of the things that you might be looking for with specific specs.

And we distribute -- there's about four things I should add to this here, but we have retail locations, as I mentioned in those five cities, five stores, we have conducted distribution events across the country in which we actually come to a community partner, community organization and distribute computers and support that event, as I mentioned, online store and online portal, but I also work directly with housing authorities and we can create bulk-rate shipping directly to the housing authority and we set up some options there for you and we'd love to work with you on that and we provide support.

At our store locations, someone can bring in a computer, it does not have to be a computer that came from us, we will diagnose it for free and look to try to make the repair for \$25. If we do have to order another part, that does add a little bit to the cost, but generally, our repairs are \$35 at our store locations.

We provide phone support, email support and social messaging as ways in which our customers can get ahold of us and also provide digital literacy material to our partners. Next slide, please. We distribute across the country, as I said. So we're in five cities, but we work with our partners to ship equipment to you and also work with individuals that may come to our online store and purchase and we provide no-cost shipping throughout the country.

This is a heatmap of where we've been shipping. So hopefully this becomes, I guess, more and more blue and yellow and green as time goes on. Thank you. So here are some ways in which you can partner with PCs for Partner as a housing authority.

At those five locations where we have physical stores, if you're in close proximity to those, we will often set up kind of special deals, coupons that go out to residents of a housing authority and I have a slide that'll talk more about that here. As I mentioned, bulk-rate shipping, kind of discounted pricing in which we can ship 20 --

If we can get the 20 laptops or 50 laptops or more, we can create some bulk-rate shipping options to meet a certain spec that you want and ship at a lower cost directly to you for you to distribute. We've, as I mentioned, held computer distribution events and again, this can be held across the country.

We like to work closely with a organization that's in the community that's identified at least 100 people and we will conduct an event with other local partners as part of it. Our online store, pcsrefurbished.com, you can create a nonprofit account or an account as a housing authority to purchase from us.

And we also work closely with our 500 nonprofit partners that are part of our Bridging the Gap Partner program, which is with Mobile Beacon and that includes a mobile hotspot that I'll explain a little bit later here.

And we have career development internship opportunities at those locations where we have our stores and refurbishing operations and we look forward to working with housing authorities to see if their residents want to get involved with those as well.

So at -- near our locations where we have stores these are just some examples of kind of a special coupon that can be distributed to all of your residents and we also -- it just kind of helps us to create some efficiency and get these ready before residents might come to our store.

So for example, in Denver with every housing authority, if you purchase a computer for \$50 or more, Microsoft Office will be installed for free. We've had that coupon run. We've worked with nonprofits in different areas, if you buy at least five, we'll create a discount there and prepare at least five laptops for a lower cost.

And this is just a couple examples and look forward to other ideas as to how we can work with you and do some outreach. Computer distribution events, in the world of Covid-19, it has made us kind of change how we do it.

There's a picture here at our Cleveland operation and we've done this also in Durango, Colorado in which people can preregister online for their computer and they can drive up in their car and we can put that computer in their car in a socially-distanced, safe environment to support families as they come through and get their computer.

As I've said, we want to work -- when we do a distribution event somewhere outside of where we normally are, we'd like to see at least 100 residents that have been kind of preidentified, look to have local businesses and organizations involved to sponsor the event to help us reduce the cost of the computer.

We often find that if the families are paying something for the computer, that does create greater interest and does increase the number of people that show up, but we've had many situations in which the computer and the sponsorship is covered for no cost. At these events, we seek to provide an IT training with an education partner who is part of it and create some resources where ongoing support can be provided.

So really getting to know that local community and it might be a local library or other partners that provide great support in terms of ongoing IT support. And also engage the local Internet Service Providers, create something like a resource guide of lower cost options that can be distributed at the event as well.

So just some kind of information on what you might purchase from us as a bulk order and how we can work with you to make sure we get the right programs that will fit your program. So we - - so a Windows 10 computer with a new webcam, a new WiFi adapter kind of set up for online learning and they all come with a 1-year warranty with an Intel i3 Second Generation, that's kind of the starting point of a processor that can run Windows 10 effectively.

The cost would be about \$80 for kind of that full set that would support online learning. And then we have other options, laptops, higher-end desktops with faster processors, maybe four through seventh generation, i5, i7s, SSD hard drives, larger screens, we can help work with you to add more RAM and also install Office 2010 Home and Business for low cost.

And so kind of the higher end for us with those upgrades and add-ons would be around \$220 just to give you a sense of the range and if you are purchasing 20 or 50 or more, we can potentially ship those for no shipping and handling costs. Online store, [pcsrefurbished.com](https://www.pcsrefurbished.com), both individuals and housing authorities and nonprofits could create an account and shop here as well.

And then as I mentioned, the Bridging the Gap program, this would allow more of a branded website that would be part of our [pcsrefurbished.com](https://www.pcsrefurbished.com). Your logo could be in the corner. It would also allow you to support your residents in purchasing equipment and create something of like a dashboard to look at your mobile hotspots that may have been purchased by residents to see when they might be due and up for renewal.

And so if your housing authority does have a nonprofit as part of it, your nonprofit can become a member of the Bridging the Gap program. Next slide, please. We are a reseller of low-cost

mobile hotspot Internet service. We can resell to qualified individual families, not to organizations and it provides unlimited data at about -- at \$15 a month.

At our store locations, we do provide it at -- if you were to buy more than one month, it is discounted. So a full year would be \$135, but online it's \$15 a month and you purchase a mobile hotspot. Depending upon the device, they range from \$60 to \$100 for that family to purchase a device.

And it's with our partnership with two partners, Mobile Beacon and Mobile Citizen, we're a reseller of their mobile hotspot Internet service that uses the Sprint network and you can learn more -- if you go to that website and click on Internet, you can learn more about it there.

It also allows you to look at the quality of the Sprint service in a particular address. Things are selling fast. You'll often notice, when you go to our website, that both laptops and hotspots may be sold out, but please do check back, we're doing the best we can to put those back up on our website.

And if you are near our store refurbishing operations, we really want to see if we can support some of your workforce development and education programs. We work closely with high school students that are 15 to 18 to be part of our refurbishing operation.

We look for at least 50 hours of time and they build a computer at the end as a final project and this is an important part of our operation and important to the community that they have career development experience and make connections with the local business community.

Community college students that are in IT programs we find that that's very valuable to get hands-on experience with us to help them in their certification program. One, in particular, would be in the A+ Certification.

We've also established a program with the Ohio Department of Rehabilitation and Corrections with Mobile Beacon that are refurbishing mobile hotspots and these are stackable credentials that they're earning towards an associate's degree. Next slide, please. And I just want to brag a little bit about what we're doing in Denver.

This is just a diagram of our community technology hub. We are -- this is now fully operational, it's a 21,000-square-foot facility that's combining both our recycling, our refurbishing, our data-wiping services as well as a retail store, an IT classroom and the opportunities to have hundreds and thousands of people gain educational and career development experience with us.

And so we began back in March with some of the refurbishing. The store has recently opened in the last month and we're going to have a ribbon-cutting here soon as well. So really looking forward to how this is going to add to our ability to impact the community with more devices and education as we go forward.

And I think there's one more slide. That's it for me. That is my email, please reach out to me there and look forward to working with all of you and hearing about the great work that you are all doing. Thank you very much.

Mikayla Miller: Thanks, Tony. Thanks so much, Tony. Thanks for all the information. You have a lot of great resources. So if any of the attendees have any questions, we already have some coming in, but we'll go ahead and let our other three panelists go. We'll just move right along to Logan Hickle from Kano.

Logan Hickle: Hi, there. Thank you so much, I appreciate it. My name is Logan Hickle, I work with Kano as the EDU marketing specialist and I really focus on bringing our products and our software into students' hands and families' hands. I have about 20 slides here, I'm going to be skipping over some, though.

I just wanted to get them in here so when you all get to that, after this, if you all do, you all can watch the videos, you all can kind of explore the case study data, all that. So go ahead and go to the next slide for me. Perfect. So for those of you that don't know us we've worked with a lot of public housing authorities previously, things like Fresno Housing Authority, District of Columbia, City of Austin.

We've also worked with Choctaw Nation, Oklahoma, New Orleans, Atlanta, Durham, Seattle, D.C., Jersey City, a lot of public housing authorities. You can go ahead and go to the next slide. There's just some photos showing some of our implementation. Now, these products here are our older generation products, things like our computer kit, our screen kit, our computer kit complete.

We are very thankful that with other partners here at ConnectHome, such as GitHub and Best Buy we have rolled out programs previously. I believe we've worked with Toya from GitHub before on a news piece as well, I believe she was interviewed. Next slide for me.

So what I really wanted to talk about today with our latest product, I brought this to the summit last year but it's even changed since then. So this is Kano PC. This is the future of Kano and it kind of ties everything together from our background of STEM education and learning outcomes with also the everyday needs of a two-in-one tablet device.

We can go to the next slide for me. So just like all of our other products it is buildable and powerful. It comes with a storybook in the box. So it comes in about six or seven pieces. They follow along in the storybook, it comes with a magnifying glass. Everything is labeled on the back so they can learn about how the device is working.

It teaches them how batteries work, how speakers work as they're building the device. Go ahead and go to the next slide for me. And this -- a really big point here is that this is our first device from Kano that's powered by Windows 10.

All of our products before this were powered by Linux Raspbian OS with our skin on top of what is called Kano OS and it worked incredible in that STEM environment and for STEM learning

outcomes, but it did not work for everything else in an everyday need, such as PowerPoints and word processing and Adobe and web browsing.

It just was too limited to kind of be that hub for a student or a young individual's life. Next slide for me. Thank you. So while it's powered by Windows 10 it's a familiar Windows 10 desktop, the Microsoft Store, which has thousands upon thousands of apps. It is loaded with our creative software.

So some of you all probably know some of our software, such as Kano code, which is block-based coding, similar to Scratch coding. We have Make Art which is typed-based coding, but specific to Kano PC we also have an app called How Computers Work. It is a little bit of a less building process than our previous products.

So we didn't want the education to stop turning it on. So with that, it's called How Computers Work. They go into learning how speakers work, binary works, how networking works, how flash storage and their RAM works and it's all in this really interested, creative way that's very story-driven and very visually, narratively driven and it's really something to witness.

So I encourage you to check out our website to see more on that. And then, yeah, learning [inaudible], and I kind of got ahead of myself there. So this right here on the screen is How Computers Work. So as you can see, there's different modules there on the screen where they can go in and learn about the different ways a computer works.

Next slide for me. I believe it's a video. We're not going to play that. Again, I just wanted to put that in there so you all can play it after the fact if you all get these slides. Next slide for me. This [inaudible] was created -- because it's Windows 10, it was created very close in partnership with Microsoft and I just wanted to throw this one thing out there that was super eye-opening to us.

We had a meeting with Satya Nadella, the CEO of Microsoft. We've had multiple meetings with him, but in this one specific one when he looked at the finished device, he said, this can unify everything we're doing in education.

We're at a tipping point from consumption to creation and really, that's what Kano has been all about, turning kind of what we call potato screen time where they're just staring at a screen into actual creation screen time. Next slide for me. A little bit on the tech specs of the device.

It's running Windows 10, it's 11.6" touchscreen 2-in-1 device, it is a 1.1 GHz Dual Core Processor, 4GB of RAM, 64GB of on-device storage, but there is also -- right here you can see on the screen on the far right a micro SD slot where they can just pop in an SD card and have 256 [inaudible] GB of storage if needed.

There's two USB 3.0 ports and HDMI port and then the charging port is USB-C charging. It also has Bluetooth 5.0. One other point that I wanted to make that's different between the device that showed in person at the summit last year, this is a bigger screen at 11.6", the one last year was 10.1".

The -- it actually have physical volume buttons now. The light blue volume buttons there on the side were not there previously and also it used to be barrel connector charge kind of like those old Dell laptops, it used to have that. Now it's USB-C charging. So it's future-ready.

A little bit of benchmarking, I'm not going to stick to this too much, because it can get very technical, but Ars Technica, an independent publication did some benchmarking and it stacked up very well against laptops such as the Dell Inspiron 15-3573, whatever that name means.

It stacked up very well against it when that laptop is significantly more expensive than Kano PC, which I'll go into pricing here in a bit. So this slide and the next one just talks a little bit about the testing and the durability of it. Go ahead and go to the next slide for me. It has over 12,000 hours of testing in classroom.

Now, because this was made apprenticeship with Microsoft, it also had to meet -- and also in the same manufacturing facility as those things such as Surface devices, it had to meet Microsoft's kind of requirements as well and it passed all their tests just like a Surface device would pass with flying colors.

The battery is 10+ hours and then also obviously, an energy-efficient operation system, which is --

[video playing]

The power of what goes on at Central and how it affects real people in real communities. So where we got blasted in chat on the trustee meeting for having the Hines Center, fancy dancy, with its [inaudible] --

Logan Hickle: Thank you. So this is an energy-efficient operating system running Windows 10. Now, what's funny about this is Microsoft actually did their own testing on our device to make sure that it's passing tests and we actually got a better battery life at the base Windows 10 image level than a Surface device would get.

They asked us like, wait, how did you do that? He said, that's a good question, but it's a very efficient operating system that gives you long-lasting battery. There's a video there that drops -- it's a steel ball dropping on the screen from, I believe, six feet, just a fun little quirky video, but go ahead and go to the next slide for me.

Thank you. So tough and buildable, innovative, modular design with click-in, click-out parts, which is an important point for us. If something breaks, such as the battery or the speaker, you can replace that easily in 30 seconds. The keyboard can be replaced easily and then also if something like the screen cracks, you don't have to replace the entire device, it's just that one part, which is better for the world's sustainability.

All of our devices do come with a one-year manufacturer's warranty built in, which is incredible from getting the device that one year. We're typically pretty flexible with this, we understand

accidents happen. If there's any defects from a manufacturing standpoint, obviously, that's covered.

Anything past that, the kid drops it, something like that it's definitely just a discussion to have with our customer success team. I will say that that keyboard that you see there it actually folds up and it has a band that holds it together so it actually acts as the protective Folio case as well.

Next slide for me. I'm about to hit eight minutes. So I'm just going to power through these. So we do offer accessories alongside the Kano PC. We have a 1080p webcam, headphones and a mouse. It is important to point out that the Kano PC does not have a webcam built in.

We made that decision for privacy reasons, privacy and security. So we made this incredible gooseneck 1080p webcam that plugs into it and kind of sits on top of the device. As a ConnectHome community, you do get, with the purchase of Kano PC, our standard-aligned curriculum and, if you go to the next slide, our professional development for free included.

This is typically a charge on top for all those resources for a typical school district, but as a ConnectHome efficient community, you do get those resources for free with purchase. It is important to point out that both our curriculum and the Kano PC itself are STEM.org authenticated educational products and it's actually going to be in Newsweek at the beginning of November as one of the chosen STEM products of the year.

So I'm not sure if that may help with your grant funding request as well. They are STEM.org authenticated educational products. The next two slides are some data on learning outcomes on a case study we did in Tower Hamlets in London. We're based in London. So they did some studies over there.

I'll let you all read into those later. And then one more for me. So that's another video. That's a longer [inaudible] video, watch that as your leisure. And then I have two slides left. So really, it's all about one platform, power computer at an affordable price that runs Windows 10 that had the same STEM learning outcomes, modular and sustainable and then that next generation content and experience from Kano Software.

When it comes to pricing, so the normal price of this is \$299.99. So \$300 U.S. Dollars. With it being Windows 10 and the hardware costing quite significantly more than our old Raspberry Pi kits it is harder to give a huge discount there, but for ConnectHome communities, we can take \$25 off per unit. So \$275 per unit and then on top of that you all get that free curriculum and free professional development as well.

That's all I have. GitHub is up next, but if you need to reach out to me, my email is logan@kano.me. So k-a-n-o.me. Feel free to shoot me any questions, I'll be here for the Q&A at the end as well. Thank you so much.

Mikayla Miller: Thanks, Logan. Maybe you can go ahead and type your email in the chat for everyone to contact you if they have any questions. But we can go ahead and get started with Chris and Toya from GitHub. And we have two more presentations left. Remember, if you have

questions, drop them in the Q&A box [inaudible] specific person be sure to signal who the question is for. So Chris and Toya, you're up.

Chris Moultrie: Hello. My name is Chris and I'm here with Toya from GitHub. We're going to give you a little introduction into what we are and how maybe you can use GitHub for your own needs. Next slide, please. So we're going to go over a few things, what is GitHub, specifically just so you have a good sense of what we're talking about.

How can you contribute without writing code? So ways to use GitHub even if you're not a software developer, there are plenty of ways to get engaged or use it for your own purposes and then I believe we're keeping Q&A at the end of the entire presentation. Next slide.

A little bit about myself, my name is Chris Moultrie, I'm a senior software engineer at GitHub, been here about a year. I'm very passionate about open-source software, both writing my software and making it available to others for use for their own purposes and using open-source software in my own projects so that I can contribute back to the community when I have new features or bugs that I'd like to share.

Next slide, please. So a brief description of what GitHub is. It's a content creation review and brainstorming platform is a way I like to describe it. You can create text files, source code files and store them there. In this example, we have a screenshot similar that has taken a file that was originally written in English and they're trying to translate it to Filipino.

So you can see all the text is in Filipino. It is there to be reviewed by one of their teammates and one of their teammates, you can see at the bottom, has reviewed it and has noted that the word first was left and said it should be una. This is a great example of how someone who is nontechnical and not writing software but knows Filipino in this example is able to review content that is on GitHub and make a meaningful contribution.

Yeah. Thank you. So ways you can contribute without writing code. There are many different ways that you can store content on GitHub. One of the ones that my coworker and I, Toya, were discussing was learning modules. So you can think of if you wanted to write a learning module, you could write out a brief description of each module and write out the content for each, share it with your team.

I'm sorry; it sounds like my voice is going in and out; I'll try to be more stable on there. So you could share -- you could write out your outline and your learning modules content and share it with your team, get feedback. They could propose additional modules and they could even walk through them themselves, try them out and then give you feedback on how they worked.

Sorry, could you actually go back, please? So there are other ways that you can contribute without writing code. We have a host of planning features for setting forth your agenda for a software release or a documentation release.

We have a discussion feature where you can ask questions, people can contribute back and forth to kind of come to the conclusion of your question or to plan out a new feature and you can even

mark the final response that you believe answers the question as the answered question so that others that come to that conversation can see both the context or can quickly see exactly what the resolution of the question was.

Next slide. I'm going to hand it over to Toya to talk a little bit more about our other opportunities.

Toya East: Hi, everyone. I'm Toya East, program manager over employee volunteering at GitHub. I've been at the company for five years and Chris and I both are based out of Atlanta, Georgia. Next slide, please. In 2015, we publicly announced our partnership with the White House and the Department of Housing and Urban Development.

Through this partnership, GitHub's specific commitment was to provide \$3 million in 3 private repositories or participants \$500,000 in financial support and 4,000 hours in volunteer time to train, coach and mentor those who want to build a career in software development.

And so we generally believe that the next chapter in tech innovation is going to be written by people who have been on the margins of tech for way too long. GitHub is committed to making it much easier for people from low-resource backgrounds and other underrepresented communities to participate not only in consuming tech but in creating it.

This initiative is part of that ongoing commitment and we have upheld our financial commitment, however, we still have a commitment to provide \$3 million in private repositories, which is the GitHub platform and then 4,000 hours of giving back to the communities.

And now I just want to talk to you about some resources that are free and available to everyone and the first is our learning lab. Next slide, please. GitHub's Learning Lab -- GitHub is more than a home for code, as Chris said. You know, it is a form for collaboration and the GitHub training team has established a method for helping new developers retain more information and ramp up quickly as they begin their software journey.

And now we're making those experiences accessible to developers everywhere with GitHub's Learning Lab. Instead of traditional tutorials or webcasts, the GitHub Learning Lab is an app that gives you a learning experience and you can actively participate in without leaving GitHub.

You know, our friendly bot will make you -- will take you through a series of practical, fun labs that will give you the skills you need in no time and share helpful feedback along the way. You'll find five courses covering our most popular topics and that is an introduction to GitHub and it's our most common one-use.

It's a collaborative workflow for developers around the world. We also have communication using markdown, learn how to communicate on GitHub, we also have GitHub pages which is really cool. You can host a website or blog directly from your GitHub repository.

Moving your project to GitHub you'll get tips for migrating your code and contributions, managing merge conflicts, learn why merging conflicts happen and how to fix them and then we

also have contributing to open-source and making your first open-source contribution in a friendly mapping project.

So those are the two websites. The first one is the learning lab and now I'm going to talk about our free educational resources that most people don't even know that we have. We also have the GitHub Student Developer pack, which there's the link that will be provided to you later on and this provides access to the best developers, tools and learning resources in the industry.

The cool thing about it it's all in one place at no cost to students. You do have to be 13 and older and currently enrolled in a degree or diploma-granting course of study, such as a high school, secondary school, college, university, homeschool or similar education institution.

So you will need a school-issued email address, valid student identification card or other official proof of enrollment at some type of school. We also have our Campus Expert which is a great program. The Campus Expert will allow folks to learn skills to enrich the technology community in their neighborhood.

They can become a Campus Expert with training from GitHub, learn public speaking, technical writing, community leadership and software development skills that will help them improve technology across their neighborhood. And so we definitely look forward to partnering with you all.

These resources are available, you can go to these websites. We're really interested with partnering with communities that are looking for volunteers. We also know that not everyone is familiar with GitHub and our product and our platform. And so we are a global community.

We have about 2,000 employees, but we're across all the United States. And so it's great for us to either come out to see folks once we're able to, but also right now we're just using technology. We're able to put on virtual events as well to get folks exposed to our platform. So thank you all for your time and attention.

Mikayla Miller: Thanks so much, Toya for that and Chris. Thank you guys both. We have one more presenter before we get into the Q&A. So please be sure to put in your questions in the Q&A box so we can ask our presenters. Next up we will be having Tobey Dichter from Generations On Line. Let's see, hi, Tobey. Can you hear me?

Tobey Dichter: I do, but would you take me off mute?

Mikayla Miller: Yeah. You're not on mute anymore.

Tobey Dichter: Oh, okay. Thank you. And I apologize if I -- as I was multitasking for having to be in two places at once. We're going to go through this very quickly, because I know you want to get to your questions, but Generations On Line was one of the first people out there as a national nonprofit to try to overcome the barrier of digital divide for older people.

That's exclusively what we do. So I'm going to tell you why, where we've been and what the Covid tools are. Next slide, please. So the -- when you talk about the old, the poor and the disconnected -- oh, go back one slide, if you will.

When you look at the low-income, look at the last bar on the right, if you were even 65 where 73 percent of people 65 and over happen to be online now, and you're poor, you had the same chances of not being digitally connected as a person who's 80. Next slide, please.

So there we are, this is what we've done. Through the work we've done, at which I'm going to tell you about next, we've helped more than 117,000 people to learn to use the Internet and we've done it -- the only way you could leverage this kind of a program is to do it remotely.

And so with Covid, we were somewhat well-poised, unfortunately, to help. The next slide. We started 20 years ago for PC training, we still offer this. Everything we do, by the way, is free. This is also in Spanish and there's also a Canadian version.

But this was a way of using the centers where people already go, senior centers, public libraries, low-income housing, CCRCs and primarily the work that you all do, which was subsidized Section 8-202 and other places, retirement communities where there was IT places and they also had equipment.

So we used this training program. Next slide. Then we started to leverage the basic training into other things where all foundations supported. So we got a grant to help workforce development. We still provide this and it's a pretty robust program. We're doing it for the City of Philadelphia now.

We had some interest from California. If anybody's interested in this, this has always been charged for \$1,000, because there's so much to it, but money should never be the barrier and I'm not even sure if we will still be charging for this or if we're not, but let's talk if you need this program.

Next slide. Then we went into tablets. When Kindle reduced the price point of tablets, we thought our populations could afford to do it. By the way, we're not just for the elderly, but -- I mean, for the poor, but those are the people who correlate with those people who are offline, if you're older and low-income.

So there's four basic aspects, but when you're finished with the tablet training, you've essentially learned how to do everything on it and the whole magic of Generations On Line is that there are large type, plain English, page-friendly instructions on every screen. I hear someone typing.

So next slide. And we have been using it in Sip & Swipe centers where we provide all the background material for this free program at your homes if you're seniors. So then we made this into an app. So if you have a couple of tablets, we have a coach's guide and then you can download the app and you can get it on any platform, including Amazon, Android and iPad.

Next slide. The way that you would be doing this in normal time is through what we're calling Sip & Swipe Cafés, our AAA here in Philadelphia, the Philadelphia Corporation for Aging, helped us coin this phrase. We have a lot of these around, it really works. We -- the man standing up in that picture is a coach, he's a volunteer.

You get the local volunteer. It could even be someone in the home who knows how to use the computer and then the people just read the instructions on every screen. We have a good little YouTube on our website that shows you this in action. So when, as and if we all return to life as normal, this is a better way to train older people in the use of Internet and all the tools on a tablet.

But for now, next slide, because of the pandemic and because of isolation, what we are offering is to do that on a website. So the very bottom line here, or skip the download and use the website version, that is on our homepage so you don't have to remember any of this.

One would just click on that and that's the software. That's the same thing I've been talking about where there's large-type instructions on every screen. Then the one above that is the app itself and download our app and the four boxes you'll see are individual pieces.

Next slide, please. It's a kit of printable PDFs that guides someone remotely so that if you have -- if you want to provide these to a gatekeeper or someone who is in an housing unit, it really kind of holds your hand. We've taken our coach's kit and deconstructed it and made it so that it's everything from soup to nuts.

Next slide, please. We also want to make sure that this is for any kind of device. Next slide. And because we realize that many places still don't have WiFi and certainly, individual homes may not have WiFi, that we made it for phones and we got a grant from RRF Foundation for Aging to create the same program.

It's not the best idea, because the real estate isn't as large. So the teaching places aren't as large, but nonetheless, it's available for a phone or an iPad. Next slide. We also realized there's only a month left, but to make sure that all your populations get on to using the census.

There's a easy censushelp.org. It's not an app, it's just a website and it gives you a preview. It really gets people -- we've had more than 5,000, 7,000 people use this now to get right on to the census. So if they're a little timid about using the interactive census platform, you might want to suggest that your populations use this.

Next slide. And so if we can help in any way, please let us know. If you want to partner in any way, let us know. If you need to write a grant to get some devices, happy to give you any kind of blurbs that you can use in there and just I am grateful to ConnectHome for pursuing digital literacy, digital access and digital connectivity. We really need to engage all populations and as I say, Generations On Line is really devoted to seniors. Thank you so much.

Mikayla Miller: Thank you, Tobey and thank you, everyone, all of the panelists. I think we can go ahead and get started with our Q&A. The questions are moving in a little bit slow. So please go ahead and get your questions in there. Dina, did you want to start it off?

Dina Lehmann-Kim: Sure. First of all, thank you so much to our incredible panelists. You guys are amazing. So I did have a few questions. One is for GitHub and that is, "If a community wanted to work with you and learn more about your platform and the volunteer option, what would the best thing be for them to do?"

Toya East: Hi, Dina. This is Toya. I put my email address in the chat session. Feel free to reach out to me directly and if you have questions in regards to the Campus Expert program, that link is in the chat as well. Feel free to reach out to me.

Dina Lehmann-Kim: Perfect. Thank you so much. Mikayla, are there any questions from the audience? I don't want to monopolize it.

Mikayla Miller: Yeah. We had another question here, no problem. Let's all just remain on mute until it's time to answer the question. But this question here is for Tony from PCs for People.

It actually comes from Megan Conkle from, I think, Akron Housing. "We have had some feedback from residents about poor customer services experiences when working with PCs for People. I'm sure that with the explosion in need, PCs for People is growing, but is there any plans to increase capacity for TA?"

Tony Frank: The answer is yes and we know that the surge in calls we've gotten and the wait times have been too long and we are working on kind of a national customer help line. That is in the works. So we hope to provide more details on that soon, but thanks for the question.

Mikayla Miller: Thank you. Next question is for Generations On Line. "Can Tobey list" -- oh, they want to see your contact information. I can just go back to that slide. There's another question for Tobey. Someone would like to know how they could partner with Generations On Line. They are in the beginning stage of launching a digital literacy program for the seniors and disabled. So how would they be able to partner with Generations On Line?

Tobey Dichter: Why don't you call me tomorrow, 922-3244 I think. Old-school phones sometimes work more quickly, but you can also feel free to email me and I'll give you the email. Look at -- it's tobeydichter@gmail.com.

Mikayla Miller: Awesome. Thank you. Yeah. We have it up here on the screen. So if you want to get in touch with Tobey, please feel free to contact her right here. Another question, "How would we" -- oh, I'm sorry, got a question coming in. "How would you procure any of these vendors? Would it have to go through a procurement process or no for ConnectHomeUSA members?" I guess that's for anyone on the panel.

Tobey Dichter: It -- I would say it would probably depend on what it is that you're looking for, but I'll ask Tony to answer. I think he's probably the --

Tony Frank: Say that one more time, I'm sorry, Dina. What's -- how would we -- what's the question? Sorry.

Dina Lehmann-Kim: Mikayla, could you repeat the question?

Mikayla Miller: Yeah. One second, we had a lot of questions coming in. So they're getting a little bunched up. The question is, "How would you procure any of these vendors? Would it have to go through a procurement process or no?"

Tony Frank: Well, in terms -- so generally, it would -- for us, we would create an account, which would just require like a state tax-exempt form or a 501(c)(3) document to create an account. There might be things -- there might be protocols on your end to set us up as a vendor, which we understand.

And so we're willing to work with you to set us up correctly in your system, but in terms of our system, just a new requirement is just to be a 501(c)(3) or a state tax-exempt document as a housing authority.

Mikayla Miller: All right. Thank you for that. We have another question for Generations On Line. They wanted to make sure they heard you correctly when you said your materials are free to use. "We just downloaded the app and go to your website for the guidebook?"

Tobey Dichter: Yes. It's all free.

Mikayla Miller: I want to make sure that's correct. Awesome. Next question, "Are PCs for People or Kano offerings available through GSA or other shared contracted programs?"

Toya East: GSA is -- oh sorry, go ahead.

Mikayla Miller: I guess, Tony or Logan from Kano, "Are offerings available through GSA or other shared contracted programs?"

Tony Frank: That question kind of stumps me right now. I would say no, I'm not aware of us being offered on GSA is my short answer right now.

Mikayla Miller: And I would've thought that that's the case.

Logan Hickle: Yeah. This is Logan with Kano, similar to Tony's answer there, we're not currently available on there and when it comes to getting our devices, yeah, again, same as Tony, you present the paperwork proving that you're public housing authorities and we work with you directly and ship directly to that public housing authority.

Mikayla Miller: Okay. Thanks, Logan. Next question is actually for you, Logan. "So does the Kano professional development include training for a service coordinator to learn and then work with a small group of children to put together the device?"

Logan Hickle: Yeah. So a great question. Both our curriculum and our professional development kind of walk an educator or a service coordinator, in this instance, through how to facilitate that interaction with the student or with the child.

Our curriculum specifically has lesson plans for you with worksheets on how to build the device and what goes into building a device so they really understand that learning outcome of putting the rest together. But yeah, both curriculum and PD help facilitate that interaction.

Mikayla Miller: Okay. Thanks. That's all the questions we have in the chat box. Any of the attendees, you could raise your hand and I could unmute you if you'd like to ask a question live to any of the panelists.

Dina Lehmann-Kim: Mikayla, while we're waiting, I have a question that just occurred to me for Logan. In terms of the training now, are you seeing anything being done virtually with your kit to computers?

Logan Hickle: Yeah. And school districts here in the U.S. we do have school districts rolling our device out. It's kind of an amalgamation of the device standing on its own as an incredible value proposition but then also just the limited stock available across all OEMs and all manufacturers of devices.

What has really helped us, because we made that decision to not have the webcam on the Kano PC for privacy reasons, but it's helped us as bringing the market our own webcam that I showed in the slides, that it's really kind of helped push that over the needle because of today's remote virtual environment, that's pretty important.

But yeah, we are seeing it rolled out in districts. When we work with school districts, though, we go through the channel.

So we go through distributors and resellers and it's a whole process whereas with ConnectHome communities it's much easier, it's you and me, but we do see it, again, a mix of -- because the value proposition of the product as a STEM device and a hub in that STEM classroom but also a hub as a Windows 10 1-to-1 device but also because of the limited stock out there.

Dina Lehmann-Kim: Great. Thanks.

Mikayla Miller: Thanks. We have another question about PCs for People. "Can PCs for People be used in Puerto Rico?"

Tony Frank: Absolutely. Puerto Rico, we have shipped there before. So -- and we have -- we've got a global reach potentially. So we welcome all parts of the Caribbean and other parts of the world to reach out to us.

Mikayla Miller: Awesome. And Tobey -- oh, they would like the number again. Well, I guess that's it for the questions and we're almost at 2:00 o'clock. So I guess we can go ahead and wrap up here. I would like to thank you all for joining this presentation. Before I pass it over to Dina

for closing remarks, I just want to remind you all that all these PowerPoint presentations will be uploaded on HUD Exchange.

If you miss any links or phone numbers, you will have access to that later. And please be sure to register, if you haven't already, for the session beginning at 3:00 p.m. today to hear more from our ConnectHomeUSA communities. And I'll pass it over to Dina.

Dina Lehmann-Kim: Yes. Thank you so much, again, to our wonderful panelists for all the resources that they shared with you. I hope you, our audience, will take advantage of these resources to help you in the work that you do or the work that you'll start to do to connect your residents.

And thank you all for participating. And as Mikayla said, we have another session starting at 3:00. This will feature Internet service providers that have low-cost offers that we have worked with in the past and that are very committed to working with us and helping our community.

So please tune in and we look forward to seeing you back at 3:00 o'clock. And thank you, again, to our wonderful panel and have a wonderful afternoon, everyone. Take care.

(END)