

**ANNUAL REPORT
2020-2021
2021-Q'3 2022**



AnewVista Community Services

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AT A GLANCE

Mission & Vision

Making tech champions from our senior heroes

AnewVista Community Services achieves this by building confidence through education, peer and technical support. Our program's focus is:

1. Fear Reduction: fear of scams, looking uneducated, breaking their systems and inconveniencing their family or others.
2. Providing a safe environment: consistent classes, building community, easy and regular access to experts.
3. Local in-person or remote technical support specialized for senior's unique needs.
4. Monthly product demonstrations with new and upcoming products specifically designed for seniors and technology for aging.

AnewVista Community Services' vision is a community where seniors can feel confident and use technology for their independence and well-being.

“Thank you for giving me 'smarts' about technology and all the offerings available. Not being aware of all that is out there or all the code words, makes one feel inferior in some cases. It can make you feel isolated and uncomfortable. I am feeling empowered with your knowledge transfer to my brain! I have realized I am not alone in my quest for knowledge! - Rita

Strategic Highlights

AnewVista and AnewVista Community Services combined into a single non-profit entity officially being awarded its non-profit status in March 2020.

The pandemic made us quickly pivot from an in-person high frequency expo and consulting company to focusing solely on providing services to seniors to ensure they had access through technology for socialization and had the ability to navigate a digital world to not only survive the pandemic but to thrive.

AnewVista Community Services worked with other organizations to provide:

- Served 2000+ meals to the families and students of Upward Scholars while supporting local restaurants during pandemic through donations from our community
- Increased class frequency to 3 time a week creating a virtual community of seniors
- Increased learning about technology
- Worked with Peninsula Family Services to provide tablets and training to 1st time users allowing them to schedule their vaccines online and access online senior services
- Partnered with Upwards Scholars on Conversational English programs with the AnewVista Community members as Volunteers to facilitate intergenerational communication
- Worked with the Ombudsman Office of San Mateo County to provide tablets and education to low-income assisted living facilities that allowed for video doctors calls, church visits...
- Partnered with Avenidas Villages to provide in-home and remote support
- Organized team volunteering events to help Seniors with technology and engagement



**Tech Classes in Spanish
offered at the Fair Oaks
Adult Activity Center,
Redwood City**

Transformational Story

Valerie lives in a place with not a very easy access

Virtual Gratitude -- Using technology for the greater good in partnership with Upward Scholars

“It’s been rewarding... the best feeling in the world”, says Valerie, who volunteers as an English tutor for recent immigrants from Mexico through Upward Scholars. She retired 10 years ago and currently volunteers over Zoom, a skill she has learnt recently. Valerie says she is grateful to have the opportunity to watch her student become a professional interior designer as she listens about her college classes during their one-on-one Zoom conversation sessions. It was only when she signed up with AnewVista, a digital platform that empowers its members through knowledge and resources, that she got her first volunteering opportunity. Anewvista introduced her to Zoom, navigated her through its multiple features, and provided her with the technical skills and confidence to continue participating in her community. In fact, she has enjoyed her experience so much that she has encouraged others in her community to volunteer. Just over a year ago, Valerie found most technologies intimidating. Her recreation center had recently closed due to covid and she was eager to find a way to continue participating in and contributing to her community. Even after covid ends, Valerie says, she will continue with AnewVista for all the invaluable knowledge and resources they provide. She has had some distressing experiences with online scammers and pressing faulty links and feels that AnewVista is one of the few things she can rely on to help her securely navigate the internet. ***“Anewvista has opened up a whole new world for me”*** says Valerie. Aside from helping her stay safe online, Anewvista has built confidence allowing her to overcome fears when online. This has enabled her to utilize the internet for a number of activities in her daily life. While AnewVista aims to simplify the lives of its members like Valerie, it also strives to improve the lives of the people around them.

~ A Tech Volunteer ~



“Anewvista has opened up a whole new world for me”

Looking Ahead

2022-23 will be a year of expansion. We seek to expand our board, establish new partnerships and serve more seniors.

We look forward to a return of in person expos and events to build awareness and strengthen our mission to engage with seniors.



**Sally performs Opera Singing at a
holiday social virtually for the
AnewVista Community
~ A Tech Champion ~**

BUILDING CARING COMMUNITY



BY THE NUMBERS

Tech Classes

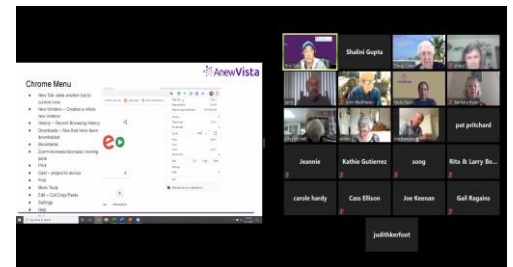
Maximizing Learning and Engagement during the Pandemic through regular online zoom class continues...

150+ Tech Topics

covered to reduce fear, build confidence and drive tech engagement with seniors

4 Times a Week

live online classes delivered to seniors helping them navigate tech during pandemic



5000 Tech Tip Cards

distributed to raise awareness about tech adoption and reduce social isolation among seniors

1000+ Newsletters

emailed every Saturday to the community members with class reminders and resources

Average Class - 30 Seniors

present in every class brings a sense of community and increased interaction

“Presenters are very knowledgeable and present their information in concise, practical, and non-intimidating manner. Interaction of participants always highlight additional learning points. Great classes! Great resource during pandemic!”

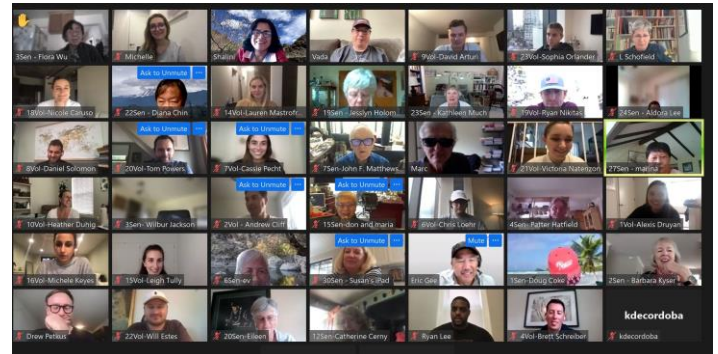
1500+ Seniors Served

(On the San Francisco Peninsula and South Bay Area)

Partnerships

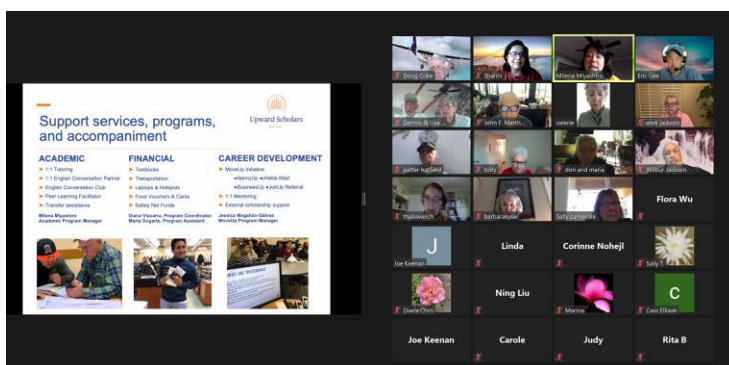
Partnerships bring new and fulfilling opportunities for community members.

Salesforce Team Energized by Helping Seniors with Technology. Virtual Senior Tech Help event, bringing together seniors in need of technology guidance with corporate volunteers from Salesforce.



Engineer volunteers found the opportunity eye opening and gave them a chance to learn about the challenges of Seniors with tech adoption and social isolation.

“This was a very fulfilling experience and I would do it again. Great cause!” – Salesforce Volunteer



Partnership with Upward Scholars was instrumental in bringing meaningful volunteering opportunities for Seniors. During Pandemic Seniors were able to use technology and stay connected.

Community

Building Together with and for Seniors.

27 Low Income RCFEs Supported
(Residential Care Facility for Elderly)



58 Samsung Tablets Distributed



1000+ Meals Served to Upward Scholars



200 Tech Support Visits for Seniors



400 Tech Support emails/phones Answered

5000+ Hours Served

Impact

Teaching group classes in a series of themes within a short period of time allows for understanding, retention, experimentation and support from the community.

Outcomes from survey of class participants:

- 100% are *moderately more confident* or *extremely more confident* in their use of technology
- 97% of students feel *much more aware* or *extremely more aware* of digital / technical offerings
- 96% of students are more confident in their ability to get products and services in their home by using technical tools
- 89% of students have improved their Cyber Security practices
- 86% of students state an improved social interaction/improved emotional health

0% of students have experienced monetary loss from being hacked or scammed

“I am a resident of Los Altos and a rather recently retired LASD elementary school teacher. A major concern of mine upon retirement, was the ability to keep reasonably current with technology and its endless changes. AnewVista has been the answer – a godsend. (Thank you, Town Crier, for introducing me to this program through your article on 8/26/20).

Although the range in computer knowledge between class participants is wide, the instructors skillfully manage to serve us all. The lessons are systematic and well-paced. No questions are ever too basic; no response is ever rushed. The environment created is outstanding for successful learning.

The three weekly zoom classes have become a priority in my week, around which other activities are scheduled. I surely hope this program will continue to be available well into the future, for seniors of the community.” - Corinne

Touching the Forgotten Ones

Bringing tablets to 27 Residential Care Facilities for Elderly (RCFEs) has opened a new world to many home-bound residents. Ombudsman services provided funding for 58 tablets.

“The Tablet Program has been phenomenal! Typically, we usually use our cell phones for doctor’s visits and music. Now they can do video conference calls with doctor’s offices. Everyone’s really enjoying it. They enjoy the video games. The staff is also using it for internet searches. For, the residents that are a little bit further along with dementia we use for music playing during dinner time. The church services actually is a really big one at our other facility on Sundays especially for some of the residents who have not left the facility for quite some time due to the COVID-19. So very thankful for these tablets and all the assistance we have been getting from AnewVista.” - **Mark from Britannia House**



Digital Life for Low Income Assisted Living Facilities in San Mateo County

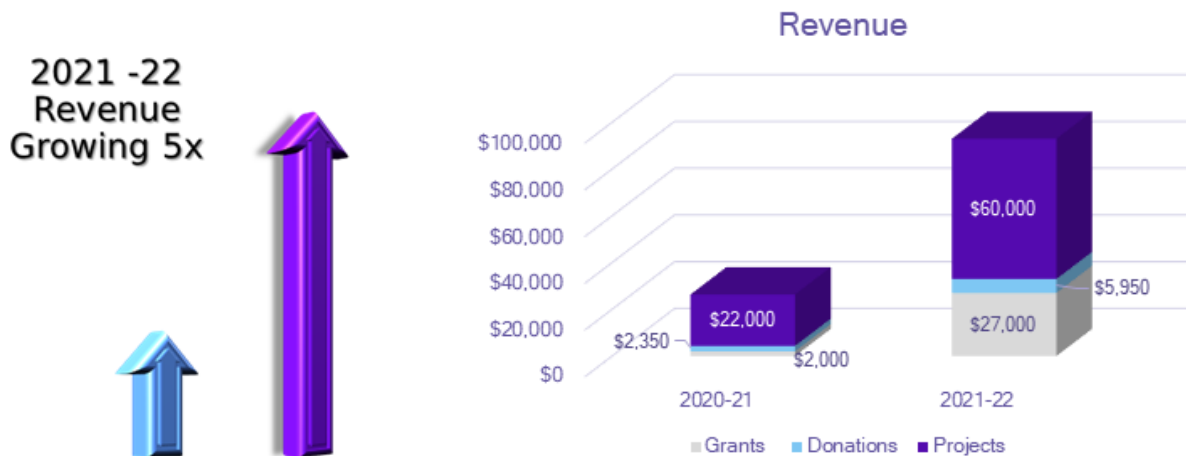
AnewVista has deployed **58 tablets to 27** low income assisted living facilities in San Mateo County,

- Virtual Doctor Visits
- Church Services
- Online Fitness
- YouTube
- Music
- Karaoke
- Games
- Multilingual Entertainment
- Video Games

FINANCIALS

Budget

Revenue (post-pandemic) forecast for fiscal year 2021-22 will grow 5x over fiscal year 2020-21 due to generous support from Sequoia Health District and Easter Cross. Throughout the pandemic, AnewVista did not participate in any of the PPE loans or emergency COVID relief funds but rather grew organically across our three revenue streams of Grants/Donations, Program Revenue and Consulting Sales. Fiscal year 2021-22 Q3 saw our first licensing agreement with Senior Living Community (Eskaton-Carmichael) and has provided a model for the future.



*2021-22 includes agreed upon sales thru Q3'22 but without pipeline sales.

Tech Tip Cards in Simplified Chinese, Spanish & English distributed at Senior Centers

技術提示

管理備份
Managing Backups

Sequoia Healthcare District
FOR YOUR HEALTH

更多信息請訪問 www.anewvistacs.org/classes

AnewVista Community Services
SOLIC 服務

AnewVista 社區服務

使用 3-2-1 備份策略

- 3份您的數據
- 2本地 - 計算機、外置硬盤
- 1異地 - 存儲在雲端 (iCloud, One Drive, Google Drive.....) 或提供給非本地家庭成員或朋友的閃存驅動器。

雲提示

- 使用信譽良好的雲驅動器。
- 僅將重要的信息存儲在雲驅動器中。
- 不要將您的社會保障卡或駕駛執照存儲在雲中。

資源

為長者提供線上免費電腦技術課程和提示

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Board of Directors & Team

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THANK YOU

Grantors

We appreciate support from:

Sequoia Healthcare District
 Easter Cross
 Schwab Foundation
 Salesforce Inc
 Masterclass.com
 Los Altos Mountain View - Community Foundation

Donors & Community

Thank You to Donors & Community who invested time.

AnewVista Community Services is grateful to the donors who made gifts between April 2020 and March 2022.

Barbara Berry	Janet Larson	Mary Lou Schiavo	Maureen Lane
Jerry Brick	Song Leung	Lisa & Dennis Schofield	Linda Sasaki
Mimi Campbell	Chin Lim	Chuck Seiloff	Helen Cannon
Sally Carnevale	Ning Liu	Virginia Siegman	Elisabetta Chiaramonte
Linda Golub	Gabriele Loosen	Valerie Simmons	Theresa Presser
Raj Gupta	John Matthews	Dick Smallwood	Chris Holt
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Sue Hiller	Marcia Moriarty	Jack Trollman	Thalia Welch
Wilma Hoffman	John O'Donnell	Elizabeth Weil	Evelyn Hom
Marina Huang	Nupur Oza	Flora Wu	Peter Kunedt
Wilbur Jackson	Pat Pritchard	Don & Maria Ho	Rita Blumstein
Renu Kathail	Gail Ragains	Mike Mokelle	Janet Harding
Joe Keenan	Elaine Raper	Bob Shannon	James & Megan Gailey
Barbara Kyser	Bob Roeser	Judy Chang	

making tech champions from our senior heroes