



TECHIMPACT

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March 23, 2018

Mr. Don Jones
Chairman, President, and CEO
The DevOps Collective, Inc.
[REDACTED]

Don,
Thank you for your
generous support!

Dear Don,

We are deeply grateful for your and The DevOps Collective's investment in our ITWorks Las Vegas technology workforce development program. We are pleased to provide you with Tech Impact's report for your 2017 grant award, in the amount of \$50,000, for our Fiscal Year 2018 sessions (Fall 2017 and Spring 2018).

To date, The DevOps Collective's dollars have provided 29 young adults, at risk for lifelong poverty, the opportunity to transform their lives for the better through ITWorks Las Vegas. Student success stories, like Andrew's, clearly demonstrate the impact ITWorks has on students and graduates.

ITWorks Las Vegas fall 2017 graduate Andrew was always interested in technology and understanding how machines worked. ITWorks gave him the opportunity to immerse himself in IT and launch his career in the industry, thus leaving his part-time job in retail behind. Andrew said, "Being able to learn more about this subject at ITWorks is great, as I enjoy it and I am able to find out more than I believed I knew. I am also able to network not only with my peers, but also with the mentors that are given to us. Being in the program is a big step to help me further my knowledge and future career with technology, whether leading to a field Cyber Security or Computer Engineering."

Andrew completed his internship with MacStadium and graduated with both his Cisco IT Essentials and CompTIA A+ certifications. Before graduation, Andrew secured a full-time position as a Customer Support Tech at his internship site MacStadium, which increased his salary by nearly three times from his position working in retail prior to ITWorks. Andrew is well on his way to a meaningful and successful career in technology.

On behalf of our students and graduates, and our entire staff, thank you for your commitment to creating inclusive pathways to meaningful employment for young adults in Las Vegas. We look forward to keeping you informed throughout the remainder of the grant period. If you have any questions or need additional information, me at [REDACTED] or [REDACTED] or Becca Johnson at [REDACTED] or [REDACTED]

Sincerely,

Patrick Callihan
Executive Director

cc: Jason Helmick, Vice President and CFO, The DevOps Collective

Don,
We so appreciate
your & DevOps'
support!
Thanks
Carmie



SUMMARY

In September 2017, Tech Impact was awarded \$50,000 from The DevOps Collective to help provide the opportunity for up to 30 opportunity youth to participate in the ITWorks Las Vegas technology workforce development program in Fiscal Year 2018 (July 1, 2017 – June 30, 2018). To date in the grant period, **The DevOps Collective Inc.'s investment has provided 29 young adults, at risk for lifelong poverty, the opportunity to participate in the innovative ITWorks workforce development program to prepare them to launch successful careers in technology.** We thank The DevOps Collective for their support of our ITWorks Las Vegas program and look forward to continuing our partnership.

TECH IMPACT OVERVIEW

Tech Impact's mission is to empower communities and nonprofits to use technology to better serve our world. Tech Impact was founded in 2002 to address the lack of affordable technology resources available to nonprofits. We are headquartered in Philadelphia, PA; and maintain offices in Las Vegas, NV; Wilmington, DE; and Washington, DC.

In Las Vegas and all geographies which Tech Impact serves, **we strengthen the community through the power of technology.** We provide IT services, support, and education to hundreds of other nonprofits nationwide. **Our workforce development programs collectively serve over 160 young adults, and dislocated and incumbent workers, each year (over 100 in Las Vegas).**

From underserved individuals to the nonprofits that serve them, **Tech Impact promotes positive community-wide change through technology.**

ITWORKS PROGRAM OVERVIEW

The purpose of Tech Impact's ITWorks Las Vegas technology workforce development program is to increase access to education, technical training, and employment opportunities for young adults who are underemployed or unemployed, disconnected from work and school, and face significant economic or social barriers to advancing in their careers and in life.

In only 16 weeks, ITWorks provides technical and soft-skills training, certifications, mentorship, hands-on experience via an IT internship, and job preparation and placement assistance, **to help our students secure and retain in-demand entry-level technology jobs.** ITWorks also provides a skilled, diverse talent pipeline to local companies.

ITWorks enhances these young adults' economic prospects and long-term earning potential, which helps them to be self-sufficient, lifts them above the poverty line, and decreases their need for public assistance, **ultimately creating a stronger community.**

WHO ITWORKS LAS VEGAS SERVES

ITWorks focuses exclusively on lifting an extremely vulnerable population: disconnected, or opportunity, youth. Our students are young adults, ages 18 to 26 who have their high school diploma or GED but have not earned a Bachelor's degree, and are unemployed or underemployed.

Since ITWorks Las Vegas launched in 2016, 48% of enrolled students were unemployed prior to the program. 85% were employed part-time, and those who were working averaged \$17,109 in annual earnings. The majority of our students' incomes prior to the program fit within the Extremely Low (30%) to Moderate (80%) Income Limit categories (% of Area Median Income) as defined by the U.S. Department of Housing and Urban Development (HUD).

The young adults we serve are part of a population that experience significant barriers to affordable education and employment. **Few programs exist that provide opportunities for these individuals to rise above their dire socioeconomic circumstances, and fewer are free.** Because of generous support from corporations, government entities, and foundations, like The DevOps Collective, ITWorks is offered free of charge to students, to eliminate the barrier of affordability.

PROGRAM ACCOMPLISHMENTS

Our Las Vegas program has some of our strongest outcomes program-wide, as demonstrated by the following recent statistics:

- **85% of our ITWorks Las Vegas spring 2017 graduates secured full-time IT jobs within 6 months.**
- **83% of our ITWorks Las Vegas fall 2017 graduates earned two industry-recognized IT certifications.**
- **In 2017, ITWorks Las Vegas served 40% females and 60% males, which is the highest ratio of females to males of all of our locations.**

Since Tech Impact received DevOps Collective's 2017 grant award, one session has been successfully completed (fall 2017), directly impacting the lives of 12 young adults. Our ITWorks spring 2018 session commenced on February 20, 2018 with 17 enrolled students, which The DevOps Collective's grant award will also support.

All graduates received 260+ hours of technical training, IT certification(s), 100+ hours of professional soft skills training, and completed a 5-week (minimum) IT internship at a local corporation or nonprofit. Students also gained a network of professional connections from meeting 100+ volunteers throughout the duration of the program.

The knowledge, skills, and experience our students gain help them secure entry-level technology positions (Computer Support/Help Desk Specialist) with starting salaries averaging \$34,500+, a 103% increase over pre-program earnings. Our graduates work at Agilitec IT, Anexeon LLC, Axiom Cyber Solutions, Caesars Entertainment, City of Henderson, City of Las Vegas, City of North Las Vegas, CenturyLink, Clark County, Goodwill of Southern Nevada, MGM Resorts International, Tao Group, Taurean Consulting Group, Vegas Technologies, and Viking Technology Partners, among many other local companies.

The ITWorks Las Vegas fall 2017 session was very successful:

- 16 students were enrolled.
- 12 students (75%) completed 11 weeks of technical curriculum education and 100+ hours of professional soft skills training.*
- 100% of graduates earned the Cisco IT Essentials certification and completed 5 week (minimum) internships at local corporations or nonprofits.
- 10 graduates (83%) also earned the industry-recognized CompTIA A+ certification, which helps them compete for entry level jobs. This exceeded our target of 70%.
- To date, only 3 months post-graduation, 6 graduates have secured employment in IT at MacStadium, Robert Half Technology, The Irvine Company, Curvature, and ARINC. All other graduates are actively applying to and interviewing for IT positions. We will measure formal employment outcomes for the ITWorks LV fall 2017 class after June 2018 (6 months post-graduation).

*The number of ITWorks graduates was slightly lower than our retention target of 90%. Due to external factors, 4 students in ITWorks had to leave the program. These students completed a majority of the curriculum requirements, and their lives were positively impacted by the program.

We define success not only by the increased technical skills, certifications, and hands-on IT experience our ITWorks students gain, but also the soft skills they develop, which are critical to success in work and in life.

PROGRAM ENHANCEMENTS AND EXPANSION

In 2017, we hired a Career Development Associate in Las Vegas to connect our graduates with job opportunities by cultivating relationships with IT recruiters and hiring organizations, and pushing out job opportunities to our graduates through email and social media. We remain connected with our students long after graduation to track their progress, inform them of job opportunities, and assist with resume updates and recommendation letters.

We launched our **Alumni Ambassador Program to increase professional growth opportunities for Las Vegas program graduates**. An Alumni Networking Event will be held in August 2018 for graduates and community partners, modeled on previous successful alumni events in Philadelphia and Delaware.

We leverage our current programs to expand or create programming in the regions we serve. For example, our **CXWorks Las Vegas call center customer service training program** was launched in fall 2016 based on the success and best practices of the ITWorks Las Vegas program. We will expand our ITWorks Las Vegas program in spring 2018 with **ITWorks 2.0 Las Vegas**, which trains entry-level IT workers, including ITWorks graduates, for the CompTIA Network+ certification. We also recently launched **PunchCode**, a Las Vegas-based web development coding bootcamp.

COMMUNITY ENGAGEMENT

Partnerships and collaboration are key to ITWorks' success. Our relationships with local corporate, nonprofit, and government organizations provide program applicants, mentors, internships, soft-skills trainings, and lunch-and-learns. They also build a network of professional contacts for students and promote pathways to employment.

The ITWorks Las Vegas fall 2017 session engaged over 80 individuals from 31 organizations, who provided over 350 hours in volunteering activities including mentoring, delivering professional skills trainings, and hosting interns. These individuals developed vital connections with our students, which are valuable for career advancement.

We welcome DevOps Collective Board Members to visit our ITWorks Las Vegas class to meet our students and see first-hand how we are helping to change lives together. We would like to thank Don Jones, Chairman, President, and CEO of The DevOps Collective, for visiting the ITWorks fall 2017 class.

Our local ITWorks partners include Acuity Information Systems, Agilitec IT, Anexeon LLC, Axiom Cyber Solutions, Barclays, Capital One, CenturyLink, City of Henderson, City of Las Vegas, City of North Las Vegas, Clark County Nevada, Cox Communications, Credit One Bank, Dell EMC, Easter Seals Nevada, Goodwill of Southern Nevada, Grand Canyon University, Intrinsic Technologies, Las Vegas Metro Police Department, Link Technologies, MacStadium, Maverick Aviation, MGM Resorts International, New Horizons Learning Center, Oracle, Pinnacle Entertainment, Robert Half Technology, Steinberg Diagnostic Medical Imaging, Taurean Consulting Group, TechVanta, The Cosmopolitan of Las Vegas, The Jet Group, The Royal Tech Team, Three Square, UNLV, Vegas Heat Computers, and Wynn Resorts, among others.

CONCLUSION

We are deeply grateful for The DevOps Collective's support of ITWorks Las Vegas, and look forward to keeping you informed of our progress for the remainder of the grant period.



The DevOps Collective, Inc.
Fiscal Year 2018 Grant Report
Tech Impact's ITWorks Las Vegas
Technology Training Program
Additional Media



To date in the grant period, The DevOps Collective's investment in Tech Impact's ITWorks Las Vegas technology training program has provided 29 young adults, at risk for lifelong poverty, with the opportunity to launch their careers in technology and transform their lives for the better.



ITWorks Las Vegas fall 2017 graduates after the ceremony.



Students working on a lab during the ITWorks fall 2017 session.



Students practicing their interview skills with Friday Session host Capital One during the ITWorks fall 2017 session.

Student Success Stories

Student success stories, like Sabrina's and Taylor's, clearly demonstrate the impact ITWorks has on students and graduates.



Meet Sabrina, ITWorks Las Vegas fall 2017 graduate

Sabrina, a Las Vegas native and avid community volunteer, was working part-time in retail prior to enrolling the ITWorks Las Vegas fall 2017 session, and was searching for a meaningful career path where she could learn and grow. Sabrina said, **“As a young job seeker, my main motivation for joining ITWorks was based on a desire to learn something new. However, since technology is a huge part of this world I also realize this program offers me the opportunity to advance in today’s competitive job market.”**

ITWorks met Sabrina's expectations. Sabrina completed her internship with the Las Vegas Valley Water District, and graduated with both her Cisco IT Essentials and CompTIA A+ certifications. After graduation, her internship was extended with the Las Vegas Valley Water District, where she is continuing to gain valuable technical and professional experience that she will carry into her career for years to come.

Meet Taylor, ITWorks Las Vegas fall 2017 graduate

Taylor was unemployed before ITWorks, but had work experience in direct care organizations for special needs individuals and had volunteered frequently in her community. She said these experiences gave her the skills of “hard work” and “communication”, which would help her succeed.

Taylor said, “When I started this program, I knew maybe 5 things that the CompTIA exams would have asked me...To be able to say that I have completed the program and passed the exams is, in my mind, astonishing. Although that is just a gigabit of what ITWorks has helped me accomplish in this short amount of time. **I have been told that I am now more confident, social, and professional. These skills – both hard and soft – will help me throughout my career and life.**” Taylor completed her internship at the City of Las Vegas, and shortly after graduation, she secured a contract position as a Technical Support Specialist with Robert Half Technology.



Social Media

Tech Impact uses Facebook, Twitter, and LinkedIn to market our workforce development programs to target several key audiences: prospective students, alumni, volunteers, internship hosts, and corporate sponsors. We do this by highlighting what is going on in the classroom, posting key takeaways from Lunch & Learns and Friday Sessions, connecting and engaging with technology organizations, and posting general information about the application process, workforce development, and the need for entry-level IT and call center customer service professionals. Most recently, we followed our fall 2017 class of ITWorks Las Vegas.

ITWorks @itworkstweets · Jan 12
This week's #StudentSpotlight is from one of our @itworkstweets recent #grads, Stephany Silva in #Vegas. Read her 4 reasons to choose @Axiomlasvegas. #IT #techjobs #tech #npotech



4 Reasons Why I Choose Axiom Cyber: A Personal Account From Re...

Opportunities in the IT industry are everywhere for ITWorks grads. Hear what Stephany Silva had to say about her experience at Axiom Cyber. blog.techimpact.org

ITWorks @itworkstweets · 26 Sep 2017
We are still accepting applications for hosting our ITWorks Las Vegas and Delaware students this fall!



ITWorks @itworkstweets · 20 Sep 2017
Thank you @vertexinc CIO Chris Kohl for speaking to our ITWorks Las Vegas class! #LasVegas #IT #NPTEch



ITWorks @itworkstweets · 28 Nov 2017
Your support today will help an #ITWorks students get certified in IT – giving them the skills to launch their careers! #GivingTuesday #npotech #tech4good bit.ly/2A50CON



ITWorks @itworkstweets · 19 Oct 2017
Meet Ryan, @itworkstweets student spotlight "They really giving us a lot to work with – hard skills, soft skills, themindset" #RT #Npotech



ITWorks @itworkstweets · 24 Aug 2017
Thank You to Our Las Vegas ITWorks Sponsoring Organizations & Their Volunteers!



Thank You to Our Las Vegas ITWorks Sponsoring Organizations & Th...

Thank you so much to all of our volunteers and the organizations for which they work! You have a positive impact on the lives of all of our students.

blog.techimpact.org