



2024 Impact Report



Computer CORE's mission is to prepare underserved adults to realize career aspirations with foundational digital and professional skills.

Dear Friends,

As we reflect on 2024, I want to take a moment to celebrate what we've accomplished together. Last year, Computer CORE didn't just teach digital skills—we opened doors. We helped adults take their first steps into technology and provided tools for career transitions that once felt out of reach.

Behind every milestone was a community of supporters like you. Whether you volunteered your time, made a monetary or computer donation, partnered with us, or cheered from the sidelines, your belief in our mission made all the difference. You helped learners gain confidence, independence, and the ability to shape their own futures.

The need for digital skills has never been greater, and we're ready to meet that challenge in 2025. With your continued support, we'll reach more learners, remove more barriers, and create even greater opportunities. Thank you for being part of this journey—we can't wait to see what we accomplish together next.

With appreciation,



Donna Walker James
Executive Director

Who CORE serves

Students are:

- ✓ Virginia, DC and Maryland residents
- ✓ adults ages 18 and older
- ✓ 100% from underserved communities
- ✓ 75% women
- ✓ 95% persons of color
- ✓ from over 103 countries of origin

92%
of all new jobs
require digital skills.

—NATIONAL SKILLS COALITION



CORE'S PROGRAM IMPACT BRIDGING THE DIGITAL DIVIDE

WHAT WE DO	HOW WE DO IT	THE OUTCOME	THE IMPACT
<p>FREE Virtual Digital Literacy Training</p> <ul style="list-style-type: none"> • Basic Computer Skills • MS Office Suite • Google Workspace • Python and more! <p>In 2024:</p> <ul style="list-style-type: none"> • Three 10-week terms • 105 classes taught • 35 online course offerings • 65+ volunteer instructors 	<p>Student Supports + No Fees = Student Success</p> <ul style="list-style-type: none"> • FREE Refurbished Computers • FREE 24/7 Help Desk • FREE Coaching <p>In 2024:</p> <ul style="list-style-type: none"> • 1,000 computers refurbished by CORE's in-house lab¹ volunteers • 2,300 Help Desk calls processed • 3,000 hours of individualized coaching 	<p>Digitally Literate Students</p> <p>In 2024:</p> <ul style="list-style-type: none"> • 600 students trained • 600 computers distributed to students • 400 computers given to nonprofit partners for distribution 	<p>Personal & Economic Empowerment²</p> <p>In 2024:</p> <ul style="list-style-type: none"> • Career & Education Goals: 90% rated CORE as good or excellent • Digital Confidence: 90% rated CORE as good or excellent • Recommendation: 88% would recommend CORE • Overall Rating: 94% rated classes as excellent or good

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CORE helps our adult students become more confident. Increased independence using digital skills leads to economic stability for our students, lifting up their families as well.

—SHARRON BELL, 10-YEAR CORE VOLUNTEER

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CORE believed in me when I didn't believe in myself.

—LYDIA BAIDOE, CORE GRADUATE

¹ CORE is a certified Third Party Refurbisher under the Microsoft Authorized Refurbisher Program

² 2024 Computer CORE End-of-Term Student Survey

THANK YOU!

CORE is grateful to you for donating your time, talent, and treasure to aid our neighbors lacking digital literacy skills. We value you as trusted partners, advisors, and friends in our efforts to build a better community for those seeking personal and economic empowerment. Thank you!

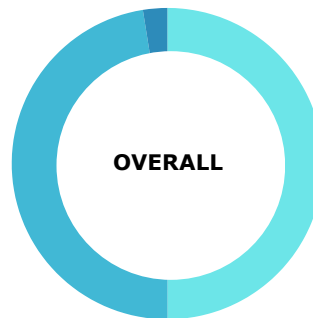
INVEST IN CORE



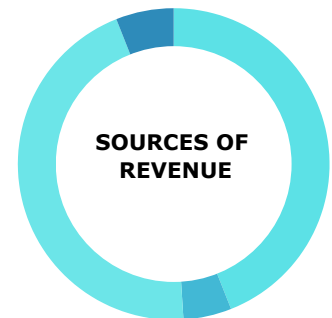
CORE's services are FREE to students. The ability to carry out our mission depends upon financial support to keep our programs available at NO

COST. Your investment in CORE will help us scale our programs to help more underserved community members needing digital literacy training. Be part of the movement to bridge the digital divide by [donating today!](#)

2024 FINANCIALS



TOTAL REVENUE **\$818,529**
TOTAL EXPENSES **\$777,720**
NET INCOME **\$41,309**



CONTRIBUTIONS & GRANTS **44%**
In-kind **45%**
Program Service Revenue **5%**
Events Revenue **6%**



PROGRAM **82%**
G&A **14%**
FUNDRAISING **4%**

Source: FY2024 Unaudited Financial Reports, January 1, 2024 - December 31, 2024



Volunteer Instructors: An integral part of student success

I believe I had an impact...fostering a positive teaching environment in which the students felt heard and encouraged to ask questions, which aided in their successful completion of assignments and understanding material.

—ANDI MOTAS, INTRO TO PYTHON CODING VOLUNTEER INSTRUCTOR



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