



**30**  
**YEARS**

OF DIGITAL INCLUSION  
1993-2023

# EXTENDING THE REACH OF REFURBISHED DEVICES TO THOSE MOST IN NEED

2023 CIPMM National Workshop  
June 7, 2023



# Overview

- CFS+ Continues to be relevant 30 years later
- CFS+ Objectives
  - Offering practical work internships to young Canadians & Skills Testament
  - Reduce the environmental impact of electronic waste & Extend the useful life of electronic equipment
- How is CFS+ doing
  - Results of the recent Program Evaluation
  - Accomplishments
- Continuing to build the CFS+ legacy together
  - Key Challenges
  - What we need from you & what we will do for you





# COMPUTERS FOR SCHOOLS (CFS<sup>+</sup>)

- Strengthening local communities by giving those most in need the tools, skills & access needed to participate in today's digital economy.

***CFS+ celebrates 30 years by offering a broader range of devices and more training opportunities.***





# CFS+ OBJECTIVES

**Developing Digital Skills:** young Canadians gain advanced digital skills and the work experience needed to thrive in the digital economy.

**Collecting and Refurbishing** devices for reuse in schools, libraries, not-for-profit organizations, Indigenous communities and by low-income families.

**Greening Government:** extending the life of a device reduces its environmental impact and end of life devices are disposed of properly. ***Recycled in Canada by certified recyclers.***

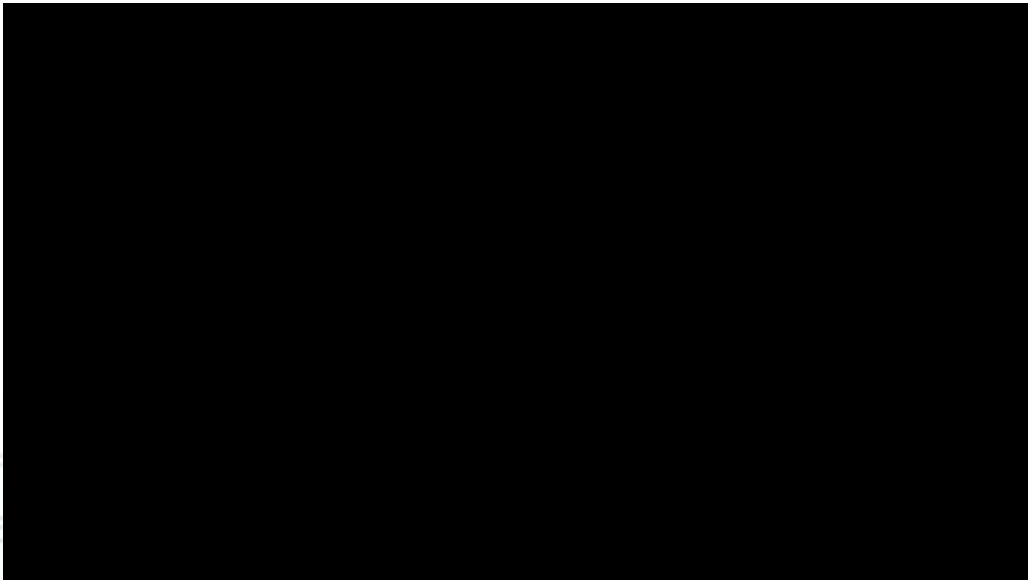
***Imagine your surplus / used digital devices diverted from landfills and instead repurposed for communities in need.***





# CFS+ OBJECTIVES

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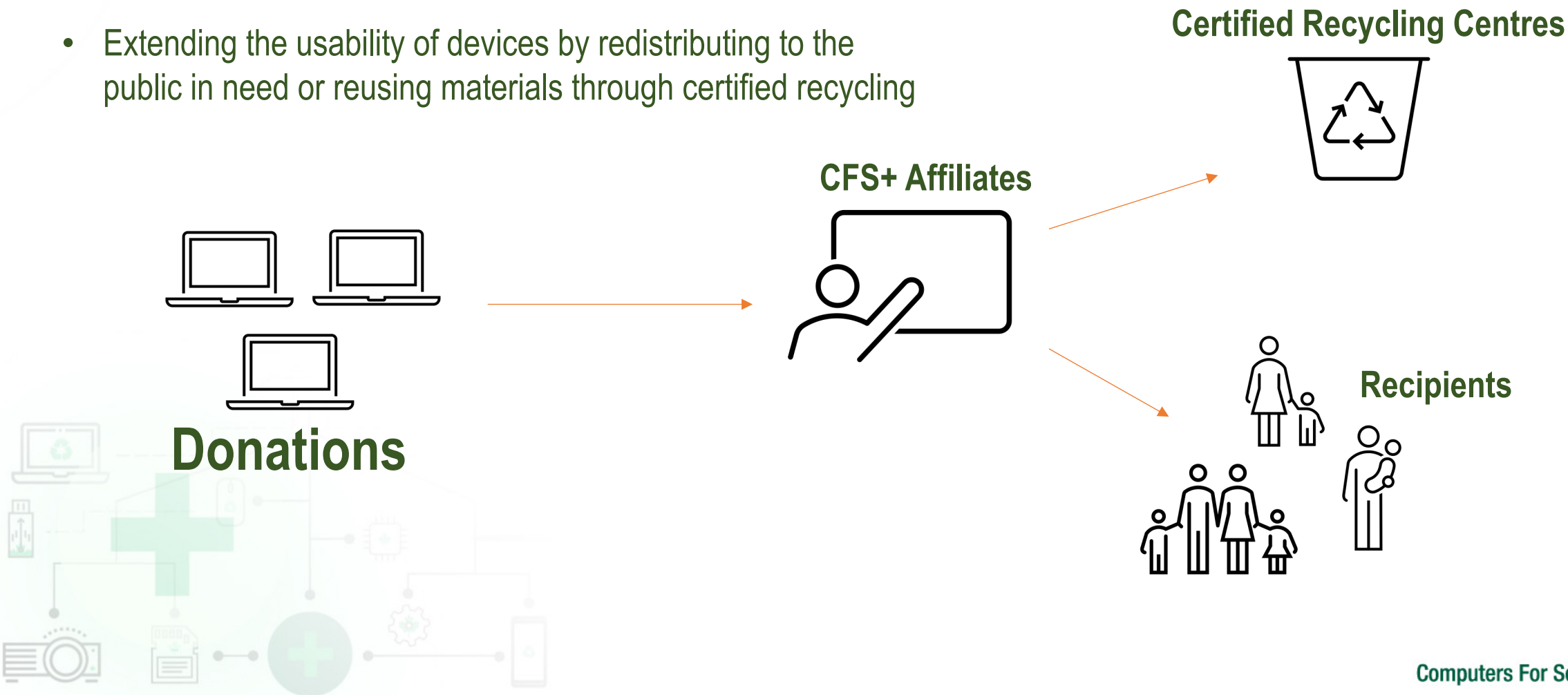


- **Computers for Schools Plus** also provides students and recent graduates with paid, practical on-the-job experience in refurbishment centres across Canada through the **Computers for Schools Intern (CFSI) program**.
  - Over 8,500 youth have been employed to date including 151 youth in 2022-2023
  - CFSI facilitates the participation of under-represented groups in the digital economy
  - The program is part of the ESDC-led Youth Employment and Skills Strategy (YESS) supporting unemployed and underemployed youth fund gainful employment



# CFS+ GREENING EFFECT

- Extending the usability of devices by redistributing to the public in need or reusing materials through certified recycling





# CFS+ ACROSS CANADA

## 12 Provincial/Territorial Affiliates

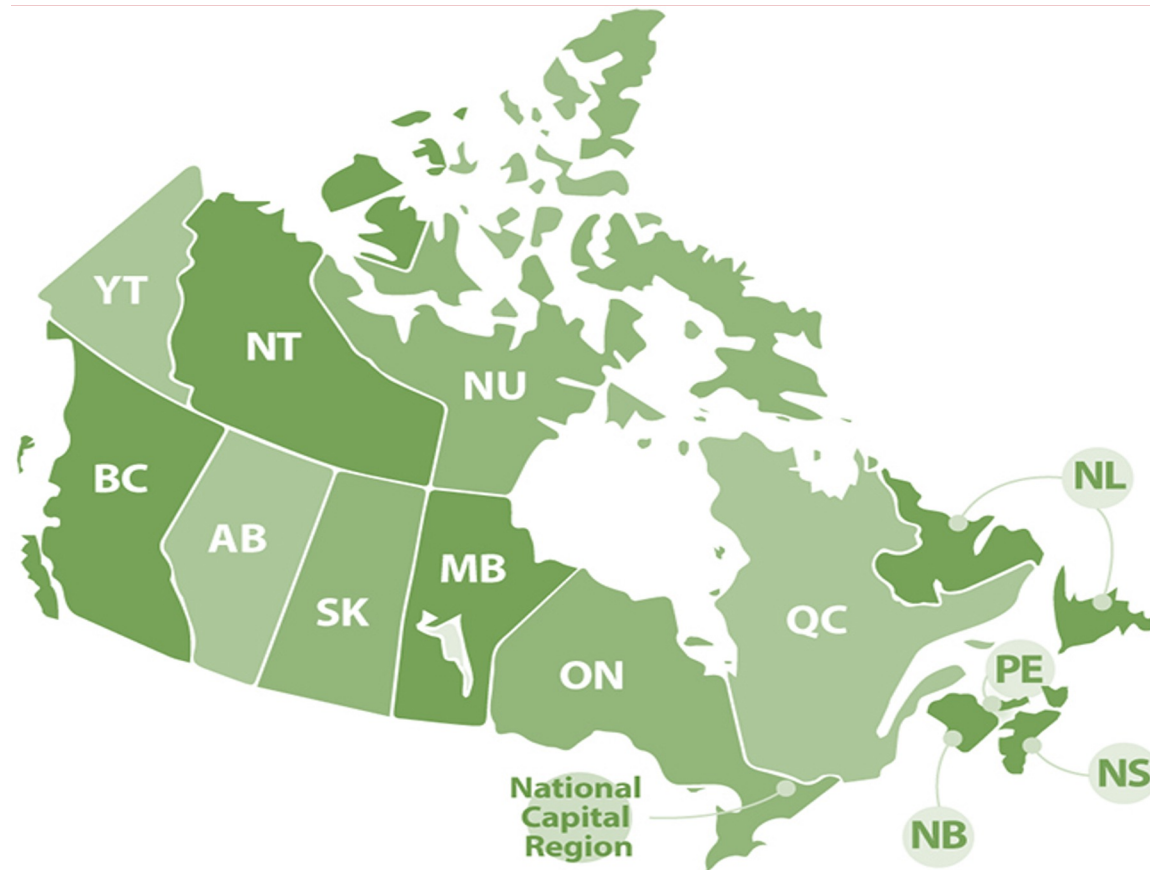
### 2 National Affiliates:

#### Computers for Success Canada:

- Leads national promotion campaigns
- Solicits device donations
- Enhances coordination amongst program participants

#### Service Technologique La Relance (TLR):

- Distributes devices and parts needed to CFS Affiliates.





# CFS+ REMAINS RESPONSIVE TO THE NEEDS OF CANADIANS IN AN EVOLVING DIGITAL ECONOMY

- 2014 - expanded reach to serve a growing number of not-for-profits, Indigenous communities and vulnerable Canadians.
- 2015 - further expanded by helping Syrian Refugees. Provided over 7,000 devices to help them connect to the Internet.
- 2016 - CFS Intern program was expanded to employ more youth to deliver on the Government of Canada's commitment to green jobs.
- 2018-2022 – delivered almost 50,000 computers to low-income families accessing low-cost Internet through the Connecting Families initiative.
- 2022 - working with Immigration, Refugees and Citizenship Canada to provide refurbished computers to Afghan refugee resettlement centres across the country.







# HOW WE ARE DOING





# CFS+ PROGRAM EVALUATION 2017-2023

## FINDINGS

### RELEVANCE

The evaluation found that the CFS+ and CFSI programs remained relevant and in alignment with Government of Canada priorities and the Federal Sustainable Development Strategy. The COVID-19 pandemic increased the need for access to technology and highlighted gaps in access.



Ongoing need for CFS+ to support Canadians in obtaining tools and skills to participate in the digital world.



Ongoing need for CFSI program to support youth in developing skills and gaining experience to increase their employability.



CFS+ and CFSI refurbishing electronic devices supports Government of Canada environmental priorities.



# What we accomplished so far in 2022-2023: Over 1.96M computers distributed!

\*Figures from 2022-2023

**\$4.6**

Million To CFS+



**\$4.8**

Million To CFSI

### Internship Program

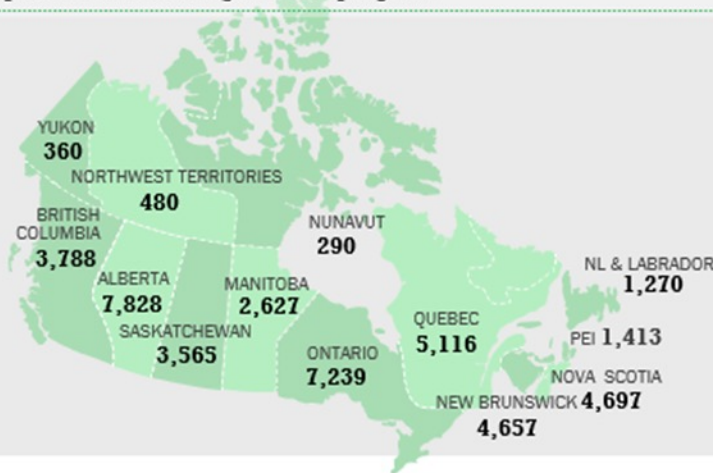
Visible Minority	54	40%
Female	27	20%
Official Language Minority	1	<1%
Indigenous	9	6.6%
Person w/Disability	25	18.4%

**148,682** Total Intern Hours Worked

**126** Total Internships Completed

**more than 8,500** Internships provided by the CFS+ Program since 1997.

**43,330 People and organizations** impacted or benefiting from the program



### Our Network

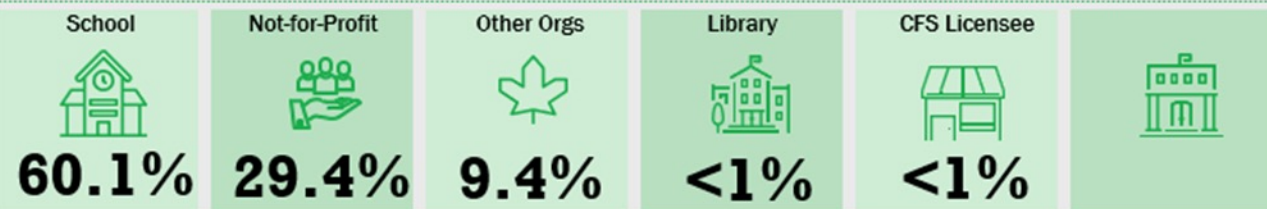


**11,409** Tons



### People impacted or benefiting from the program

\*Figures from 2021-2022





## Increased Donations to CFS+ through the CEO Pledge

In partnership with Microsoft Canada, CEOs of Canadian businesses are embarking on a campaign to commit their used computers to the Computers for Schools Plus (CFS+) program. These are refurbished and distributed to underserved Canadians to help them participate in the digital economy. Online learning tools are also made available by [Microsoft](#).



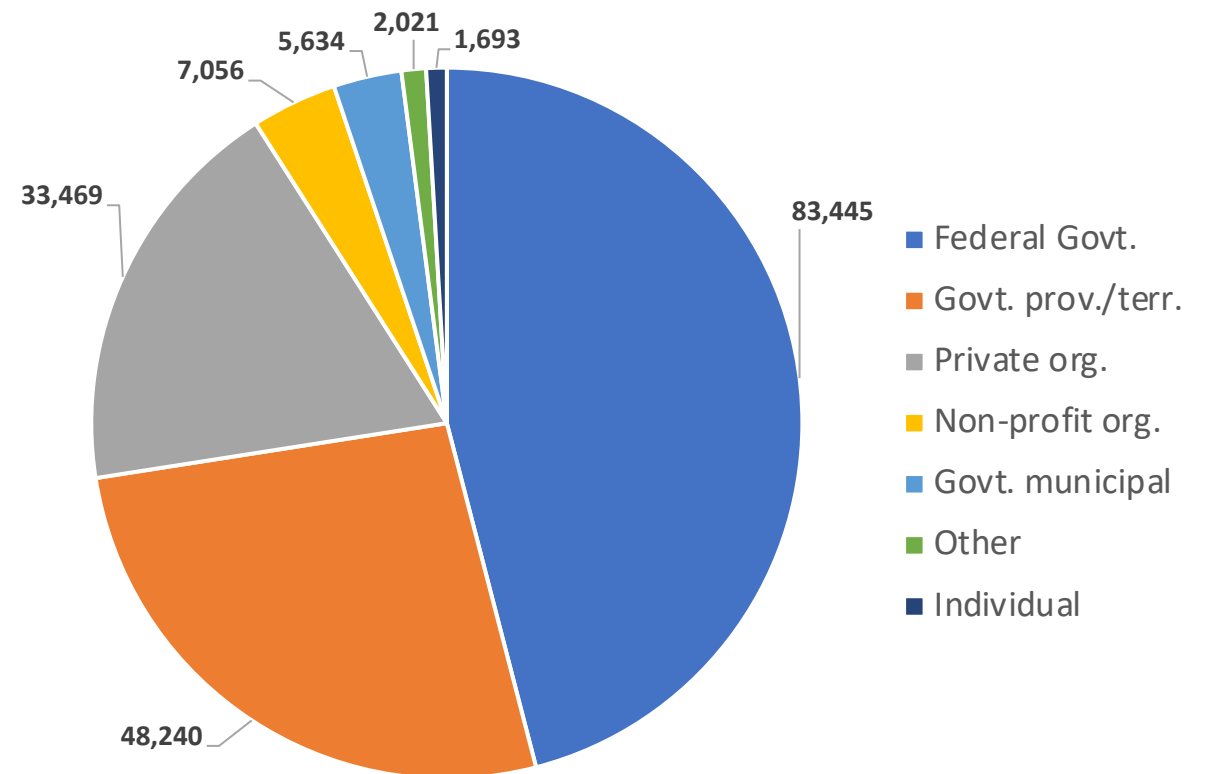


2021-2022

2021-2022

Top Federal Donors	Top Private Donors
Department of National Defense	SunLife
Royal Canadian Mounted Police	Scotia Bank
Shared Services Canada	Desjardins
Canada Revenue Agency	Canada Life

Donation Distribution by Organization Type  
2021-2022





# CONTINUING TO BUILD THE CFS+ LEGACY TOGETHER





## THANK YOU FOR YOUR DONATIONS

✓ **181,558** computers/laptops received in FY 2021-2022

### REMINDER!

#### TREASURY BOARD DIRECTIVE ON THE MANAGEMENT OF MATERIEL

4.2.16 Providing the right of first refusal, for materiel not transferred, of all unclassified digital devices in Canada to the Computers for Schools Program of Innovation, Science and Economic Development Canada;



# KEY CHALLENGES FOR CFS

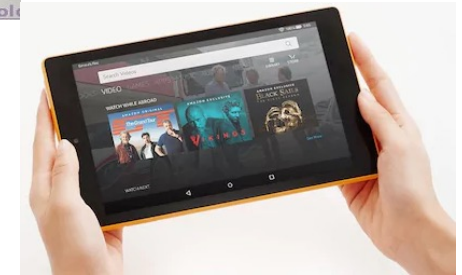
## Donations Numbers from Federal Sources

- 2016-2017 - **47,741**
- 2017-2018 - **27,599**
- 2018-2019 - **58,667**
- 2019-2020 - **68,064**
- 2020-2021 - **56,276**
- 2021-2022 - **83,445**



## Evolving Technology

- 1st computer donations (large/heavy) is different than today's (smaller/faster) devices
- Increasing demand for laptops, tablets & other mobile devices

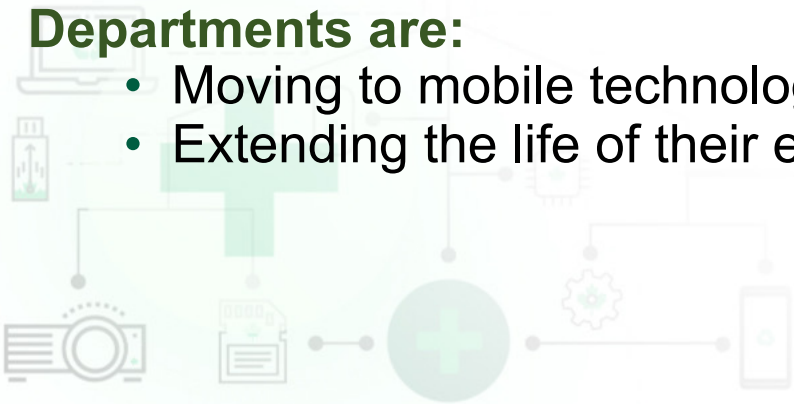


## Departments are:

- Moving to mobile technology
- Extending the life of their equipment



*Privacy Commissioner of Canada audit (2010) and Breckenhill Hard Drive Analysis report (2014): **CFS was 100% compliant - all hard drives tested were fully wiped***







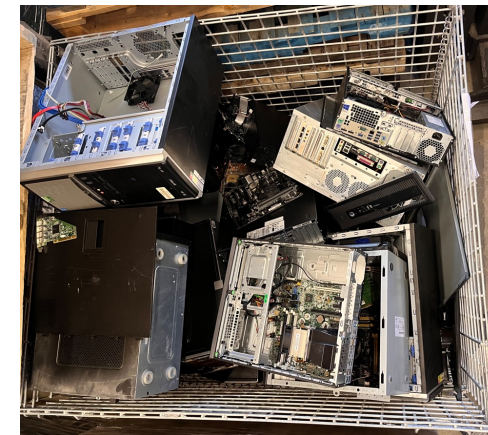
# KEY CHALLENGES (con'd)

## • Security

- Missing hard drives, batteries and memory
- Wiping tablets and phones require new processes
- Devices locked to the cloud i.e. Apple devices
- Please make sure that the Basic Input/Output System (BIOS)
- on all devices are unlocked

## • Improper packing of equipment

- Monitors shipped without the stands and power cables
- Devices not packaged properly in skids or in boxes





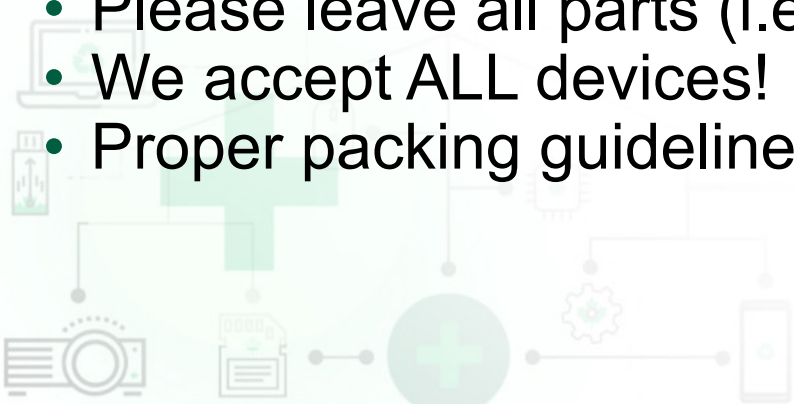
# WHAT WE NEED FROM YOU

## DONATIONS, DONATIONS, DONATIONS!

- New donations are needed to meet demand of laptops, tablets and mobile devices!

## EDUCATION!

- CFS has first right of refusal under the TB Materials Management Directive.
- Security – according to CSE's standards
- Please leave all parts (i.e. hard drive caddy and power supplies)
- We accept ALL devices!
- Proper packing guidelines





# WHAT WE WILL DO FOR YOU

- By default, we erase all hard drives that come to CFS+
- Refurbish used equipment safely and provide it to Canadians who most need it.
- Recycle your surplus e-waste.
- Introduce you to our Affiliates and share their contact information.
- Keep you up-to-date on your donation status.
- Be available to respond to your questions!

Visit our website for more information at both the national & local levels:

[www.Canada.ca/computers-for-schools-plus](http://www.Canada.ca/computers-for-schools-plus)



**Let us all keep working together towards getting the next 2 million device into the hands of those that need it most, ensuring today's - as well as future generations, have what it takes to remain competitive in the global digital economy.**





# Questions?

**Innovation, Science and  
Economic Development**

Director

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# WE ARE HERE TO HELP

**Innovation, Sciences and Economic  
Development Canada**

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