



# 2016 Annual Report

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Dingani, now 19, and living in a group home on the outskirts of Johannesburg, wasn't expecting much when he became a Net Buddy 8 years ago. "I didn't really see the point of it," he admits. Then his Video Conversations with Mary-Jo started and his perspective shifted. "You get to talk to a person on the other side of the world who sees things differently, and share your different worlds."

But it wasn't until Dingani lost his mother in 2011 that he truly saw the value in having a mentor. "When my mother passed, my mentor was there to comfort me," says Dingani, who was 12 at the time. "She helped me not to focus on the negative by showing me the positives in life."

Those positives include a keen interest in politics—"We talk about Zuma and Ramaphosa. When I'm studying the Cold War at school, Mary-Jo will tell me everything she knows about the subject. She gives me extra knowledge." So much so that Dingani is planning on going to university to study law. "I'm in grade 12 now, and I want to be an attorney," he says, with quiet pride. "That, or go into politics."

# Chairperson's Letter

Infinite Family created global video mentoring with a small group of students in one of Johannesburg's toughest neighborhoods in 2006. Against all odds, we connected teens face-to-face on a weekly basis with adult mentors 8,000 miles and seven time zones away. At that time, Internet penetration across Africa was only five percent (5%) – and not in our target communities. Since then, we have worked with hundreds of students in mentorships lasting up to 10 years in rural and mining villages, informal settlements, and urban townships.

We have pushed through (and past) six types of Internet connectivity, refined three video conversation platforms, integrated 17 cloud-based platforms into our management operation system, and trained Net Buddies, Video Mentors and staff that speak more than two dozen primary languages. Our small team has envisioned and implemented an entirely new infrastructure and the support systems to deliver almost 15,000 hours of lifetime experience and expertise where it has the greatest impact to change lives.

We are far from done. Technology keeps changing and the skills that teens need to be successful in the 21st century workplace continue to expand – and they always will. Our goal remains the same: to create a network that activates the experience and expertise of adults anywhere in the world to propel the first generation of South Africa's children growing up without Apartheid, the "Born Frees," from communities stifled by isolation and dependence to self-reliant lives in the 21st century global workplace.

We have proven that one consistent, committed adult relationship, even one conducted via video through a computer, can inspire a teen to shift from a life of hopelessness, defeat and dependence, to high school graduation, advanced education success, and steady employment. They inspire us as they turn tragedy into triumph: For the fourth year in a row, ninety percent (90%) of Infinite Family video mentored 12th graders graduate with qualifications that allow them to be among the first generation in their families to attend college or university.

Our next task is to incorporate all we have learned from thousands of hours of cross-cultural video mentoring to increase the consistency of our video mentoring impact. Our first steps are to engage our alumni mentees in strengthening our new mentee onboarding processes, expand our CRM (community relationship management) system to track trends across all video mentoring sessions, and establish a Net Buddy monthly performance reporting system based on 10 weekly performance indicators.

We are excited to be creating a culture of assumed success and hope you will join us.



Joseph Sacca  
Chairperson



# Founder's Letter

Dear Friends,

Most of us work very hard to control our universe. We plan, study, practice, and invest in the future. We reward rising indicators, especially if they rise fast. We equate speed with progress.

Among many other lessons, Infinite Family has taught me that to run is not necessarily to arrive, Swahili proverb. The quality of the journey is crucial to life success.

Over the past decade, Delphina, Alfred, Ayanda, Patricia, Seme Sarah, Phindile, and many more South African teens have taught us that not all important trends are immediately apparent or can be tracked in clicks. When I first met these young people, I was struck by their silence. I could see in their eyes that they were paying attention, and they diligently returned for their weekly video mentoring sessions. But, it was tough to know what they were thinking, much less comprehend the horrors they have seen or experienced in their short lives.

Sometimes more than a year passes before Net Buddies feel secure enough to whisper more than a word or two. First, we hear soft giggles; laughter lets us know our Net Buddies recognize their video conversations as a safe space. They understand their Video Mentors will help them prepare for an unknown work world, by helping them make choices they may not realize they have.

If Infinite Family's Video Mentors weren't committed, patient and persistent, if they required a quick "return on investment," the voices, ideas and talents of promising South African teens would be lost forever in a life of bare subsistence. Instead, many former Net Buddies are now working in human resources, banking, youth sports management, tourism, social work and financial information services, or studying at university. Their half hour a week video mentoring sessions during high school are now reaping a major pay off as they become first in their families to earn steady wages that help feed and educate younger family members and eventually children of their own.



These turnaround stories of survival and strength can only be told because of the incredible partners and volunteers who value our Net Buddies' future potential. Our corporate and community partners keep the lights on and the Internet connected at our mentoring computer labs. They sponsor staff who train and support our Video Mentors and teens, and help us develop full, transparent and robust reporting procedures. Week after week, Video Mentors across the globe log in to motivate their mentees to stretch beyond all expectations. They also guide us by letting us know what more is needed to strengthen our Net Buddies' experience. Together, we have proven that video mentoring can be an unexpectedly powerful way to inspire South African teens, who previously couldn't imagine a future, to create one for themselves. In doing so, they reject the culture of failure that surrounds them and move toward self-reliance, strength and productivity.

Our work is not done, however. We still lose too many Net Buddies who, believing they can never succeed, turn small missteps into self-defeating prophecies. So, we are working to standardize our video mentoring model to enable more Net Buddies to progress and discover that success is built on a series of small steps and actions, rather than on all-or-nothing leaps. We know that when video mentoring works, it works miracles. Our focus now is to take what these teens have taught us and craft a standard solution that works for many.

President Nelson Mandela famously said, "After climbing a great hill, one only finds that there are many more hills to climb." We are deeply thankful for all who have joined us on this journey and who continue to challenge Infinite Family to greater heights. We invite you to join us as we continue to learn from our Net Buddies and transform our global video mentoring model into one that makes future success the new normal for every single Net Buddy.

Sincerely,

Amy Conrad Stokes  
Founder, President and CEO



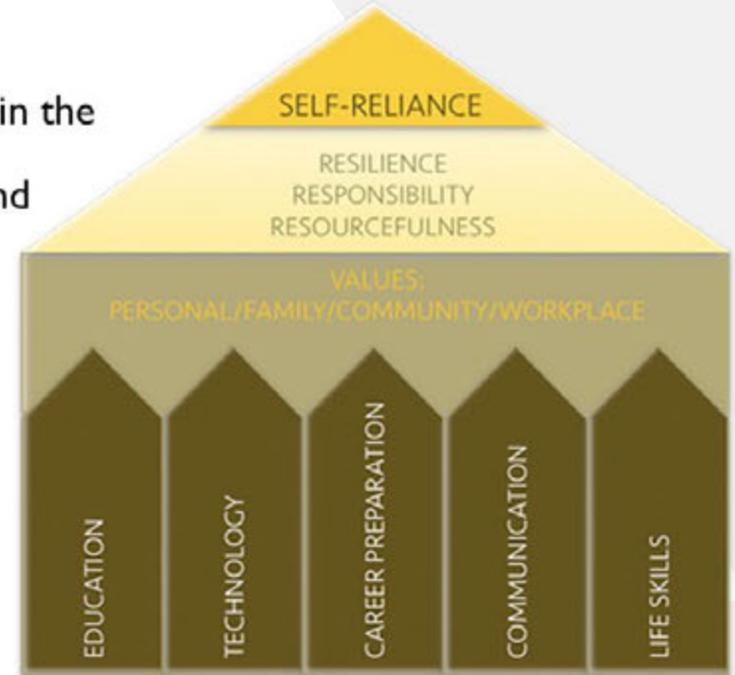
# Model

## Our Vision and Mission

Infinite Family envisions an Africa transformed by its youth, whose self-reliance leads to a better life and a stronger society.

Our Mission is to promote self-reliance—to augment what is taught in the classroom and the home to help develop resilient, responsible, and resourceful students as they prepare for their lives as young adults and

Being among the first in one's family to complete high school, continue to higher education and enter the 21st century workplace requires courage to navigate unknown situations, resilience to carry on in the face of setbacks, resourcefulness to find answers in unexpected places, and taking responsibility for one's own future. Most of us learn these skills from the adults in our lives who have experienced the ups and downs of these challenges. Growing up in South African townships, shanty towns and rural areas means not having access to adults who have faced the specific challenges of studying in an entirely English language environment or working in a global workplace.



Through the powerful use of technology, Infinite Family makes adult life experience and work expertise worldwide available to South African teens. Our global volunteer Video Mentors represent a previously untapped resource for South African teens: adults who share their wealth of expertise, knowledge, and skills via weekly, half-hour, face-to-face video conversations (VCs) through Infinite Family's secure, interactive Internet platform. While learning from the life example of a Video Mentor, our model emphasizes building skills in: education, career preparation, technology literacy, life skills and communication.



I'm able to reach disadvantaged youth in South Africa in a way I never knew was possible. I love that everyday conversations with my Net Buddy can have such a significant impact. I can't wait to volunteer for many years to come.

Kristen Bonner, Video Mentor since 2014



These powerful and lasting relationships help our Net Buddy mentees recognize their own ability to defy cultural expectations and tackle both the overwhelming challenges of growing up in South Africa and the universal difficulties of adolescence: overcoming peer pressure, learning to plan ahead, self-advocacy and resilience, building good relationships, and making decisions for future success.

But our connections don't end when our Net Buddies complete high school. Today, our pioneer Net Buddy alumni face unfamiliar workplace issues and confusing cultural interactions simply because "they don't know what they don't know." At this point, they call themselves "Net Blazers," because each is "blazing their own path." They recognize the value in the Infinite Family network, regularly devote Saturdays to continue working with the Infinite Family Team for career advancement, and continually use technology to stay in touch in expedient and innovative ways.

Our LaunchPads — refurbished shipping containers transformed into 21st century technology learning centers — are where our Net Buddies connect with their Video Mentors each week, and where even more students gain previously unavailable tech literacy skills. Created in partnership with local manufacturers, this replicable footprint is opening new doors for both the teens and Infinite Family trained local adults who earn income as part-time computer lab managers.



# Impact

## New Skills for South African Teens

Tech Literacy 239

Video Mentored & Tech Literacy 464

Mentor Volunteer Hours 14,500+

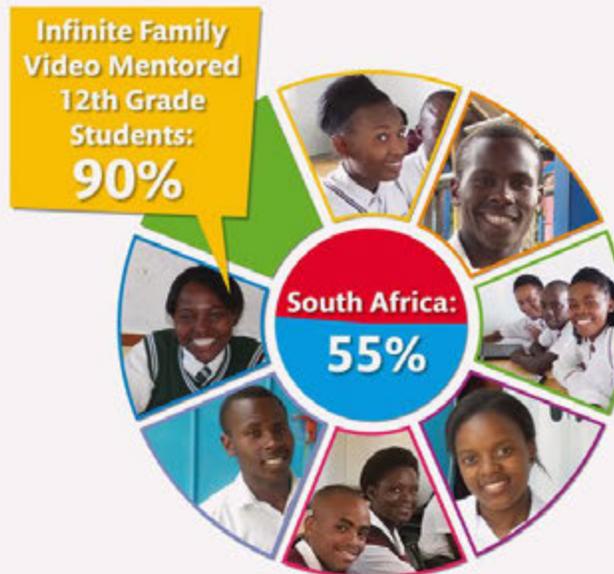
Upskilled Teens 703

Our volunteer Video Mentors have provided more than 14,500 hours to 464 South African students. Another 239 have learned valuable technology skills in our computer labs.

Video mentorships last up to ten years.

## 12th Grade Net Buddies Who Qualify for Advanced Studies

For the fourth year in a row, more than ninety percent (90%) of teens who had Video Mentors in 12th grade passed with the qualifications to go on to college or university, versus 55% of their non-mentored peers. They are among the first in their families to access education opportunities that will lead to a job with a brighter future!



Banolo, a soft-spoken 21-year-old who has been a Net Buddy for 7 years, never imagined that he would go to university. Then he met Jennifer, his Video Mentor, and his ideas about what might be possible for him changed. "I had to repeat a grade and it felt like the end of everything," he says. Jennifer thought differently. "She motivated me, and told me why I needed to stay in school and not drop out." Banolo took Jennifer's words to heart, so much so that at the end of the grade he repeated, he earned a history award. "I have Jennifer to thank," he says. "She told me not to give up."

Banolo also went on to be elected to the school's Learners Representative Council. "When one of the kids doesn't like something, I talk on their behalf," he explains. He also got a part-time job at a logistics company, further honing his leadership skills. Now, Jennifer is helping him research universities that will enable him to pursue a career in logistics. "Through Infinite Family, I met people who care about me and my life. They allowed me to have hope."

# Global Volunteers



Infinite Family's Video Mentors inspire their Net Buddy mentees from 16 countries and 37 US states. Their Net Buddy mentees live in South Africa's Gauteng, Mpumalanga, North West and Western Cape provinces.

Abimbola Adegbite • Alyssa Aitken • Elinor Amlen • Amelia Antes • Wanda Arocho • Keith Baldwin • Joseph Batchelor • Angela Beekers-Uberoi • Floortje Beemsterboer • Kristen Bonner • Deena Boykin • Virginia Bratney • Mary Jo Ann Briceno • Audrey Bricker • Marjorie Broffman • Tonia Callender • Diane Chang • Christine Clover • Hylda Clarke • Nancy Cook • Linda Coon • Lilian Cordoba • Kenneth Coulthart • Dennis Danner • Paula Derrow • Tara DeWorsop • Alicia Drager • Emily Du Plessis • Michael Edwards • Laura Fè • Beth-Ann Finerman • George Firth • Joan Fischer • Loretta Franklin • Obakeng Gaitate • Jagruti Gandhi • Max Glaser • Robert Graydon • Julia Grzywinski • Judy Hendler • Rhonda Herrera • Betsy Hohlfelder • Douglas Huffaker • Amy Humbert • Janet Huntley • Mickie Jacobs • Lisa Johnson • Miles Josephson • Maria Justice • Debra Kahn • Kohni Kennedy-Gonzalez • Rebecca Batts Legg • Kris Lelli • Jacqueline Liesch • Johnnie Lloyd • Rachel Lovett • Katerine Maceda • Melody Mak • Shell Marston • Natasha Lee Martin • Rita Martinez • Parimal Mehta • Helena Montalvo • Ilija Morales Figueroa • Michael Murphy • Jenica Myszkowski • Laura Norwood • Peter Ncanywa • Jennifer Pereyda • Ellen Pinke • Cheryl Pollard • Jennifer Potter • Jessica Renz • Michael Robins • Erin Rocchio • Keith Rubio • Barbara Scott • Karabo Shabangu • Michelle Sheikh • Katrina Sinyagina • Karen Smith-Jackson • Amy Spangler • Amy Stewart • Amy Stix • Laurene Stopford • Macy Tanking • Lisa Tarcy • James Thomas • Kelly Tooley • Tony Umadhay • Jeanette van der Werf • Nina Vaughan • Odette Veneziano • Kate Vikstrom • Tina Vine • Robert Vlahakis • Christopher Winn • Adela Winter • Lesley Yaniv

# Infinite Family US and Infinite Family SA

## Statements of Financial Position

December 31, 2016 (Consolidating) and December 31, 2015 (Consolidating)

	2016 Consolidated Totals	2015 Consolidated Totals
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash	\$ 53,925	\$ 48,724
Unconditional Promises to give	2,500	7,525
Prepaid expenses	795	832
<b>Total current assets</b>	<b>57,220</b>	<b>57,081</b>
<b>EQUIPMENT AND SOFTWARE</b>		
Equipment and software	163,500	106,280
Accumulated anad depreciation	(80,314)	(71,312)
<b>Equipment and software - net</b>	<b>83,186</b>	<b>34,968</b>
<b>Total assets</b>	<b>\$ 140,406</b>	<b>\$ 92,049</b>
<b>LIABILITIES AND NET ASSETS (DEFICIT)</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$ 15,530	\$ 14,992
Note payable	76,851	75,851
<b>Total liabilities</b>	<b>92,381</b>	<b>90,843</b>
<b>NET ASSETS (DEFICIT)</b>		
Unrestricted net assets (deficit)	32,409	(50,234)
Temporarily restricted net assets	15,616	51,440
<b>Total net assets (deficit)</b>	<b>48,025</b>	<b>1,206</b>
<b>Total liabilities and net assets (deficit)</b>	<b>\$ 140,406</b>	<b>\$ 92,049</b>

## Statements of Activities

Years Ended December 31, 2016 (Consolidating) and December 31, 2015 (Consolidating)

	2016 Consolidated Totals	2015 Consolidated Totals
<b>UNRESTRICTED NET ASSETS</b>		
<b>SUPPORT AND REVENUE</b>		
Contributions	\$ 265,190	\$ 252,444
In-Kind contributions	171,623	193,292
Other	407	1,668
<b>Total unrestricted support and revenue</b>	<b>\$ 437,220</b>	<b>\$ 447,404</b>
<b>EXPENSES</b>		
Program services		
Mentorships	298,075	396,806
Supporting activities		
Management and general	48,945	49,529
Fundraising	52,723	57,238
<b>Total expenses</b>	<b>399,743</b>	<b>503,573</b>
Foreign currency translation gain (loss)	8,242	(24,546)
<b>Net assets released from restrictions</b>	<b>36,924</b>	<b>55,664</b>
<b>Change in unrestricted net assets</b>	<b>82,643</b>	<b>(25,051)</b>
<b>TEMORARILY RESTRICTED NET ASSETS</b>		
Contributions	1,100	-
<b>Net assets released from restrictions</b>	<b>(36,924)</b>	<b>(55,664)</b>
<b>Change in temporarily restricted net assets</b>	<b>(35,824)</b>	<b>(55,664)</b>
<b>Change in net assets</b>	<b>46,819</b>	<b>(80,715)</b>
<b>Net assets (deficit) - beginning of year</b>	<b>1,206</b>	<b>81,921</b>
<b>Net assets (deficit) - end of year</b>	<b>\$ 48,025</b>	<b>\$ 1,206</b>

# Global Supporters

Amazon Smile Foundation  
Anonymous  
Indranil Bagchi  
Jack and Susan Batdorff  
Marc and Caryn Seidman Becker  
Angela and Hank Beekers-Uberoi  
Nikki Bernhard  
Carrie and Darin Blackwelder  
Nora and Pat Latta  
Lidia Fouto and Steven Cancro  
Jody and Larry Carlson  
Kathleen Casey  
The Charity Calendar  
Patricia Ceruzzi and Martin Joyce  
Sue Checchio  
Ellen Clancy and Richard Rottkov  
Wendy and Eric Cohen  
Columbia Gas of Pennsylvania  
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Sharon and Andy Cunningham  
Maya and Dino De Angelis  
Paula Derrow  
Tara DeWorsop  
Barbara Draimin  
Carol Durst-Wertheim, PhD and Les Wertheim  
Beth-Ann Finerman  
Loretta Franklin  
Marla and Frank Franzese  
Ivy Gamble Cobb and Ben Cobb  
Give with Liberty  
Roberta Gumbel

Evelyn Hecht  
Lydia and Ben Ho  
Betsy and Alan Hohlfelder  
Jody and Joseph Horowitz  
Amy Humbert  
Janet and Ray Huntley  
Ginny Hutchings  
Jockey Hollow Foundation  
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Jane Kahn  
Tamiko Kamara  
Mitchell Karp  
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Rita and Thomas Laberteaux  
Dona Laketek  
Marc Langsner  
Gwyneth Leech and David Wilson  
Julie and Paul Leff  
Robin and Stan Lent  
Sarah Lent  
Lisa and Lewis Liman  
Patricia and Eric Lobenfeld  
Kate Loebenstein  
John Loehrer  
Rachel Lovett  
Mia Marais and Johannes Hanekom  
Lauren McGill

Parimal Mehta  
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Kathy and John Osterholzer  
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Angela Paolicelli-Ortiz and Eliot Ortiz  
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Marcia and John Stokes  
Janet Sullivan  
Betsy and Mike Terry  
Katie and James Thomas  
Kevin Travis  
Heather and Chris Tressler  
Karen and Chip Van Klompenberg  
Kate Walbert and Rafael Pelli  
Lesley Yaniv



By the time Zethu was in the tenth grade, she'd given up on life. "I didn't think anyone was there for me," says the 21-year-old, who lives in the township of Alan Manor outside of Johannesburg. "I never dreamed of going to university—I thought that was a place for kids who were smart." Grade ten was also the year that Zethu met her Video Mentor, Paula. "She made me see how school would benefit me in the long run, so instead of dropping out, I decided to take one last set of tests, only to discover that I'd passed! So I decided to carry on with school."

Being a Net Buddy changed Zethu's life in other ways, too. "It improved my English, and my writing skills, which helped me with my final exams." Indeed, Zethu now has a coveted teaching internship and is in her first year in university, studying to get a degree in education. "I never thought I could get into university, but my mentor taught me that if I work very hard, I can do anything."

# Global Partners



We have forged powerful, enduring alliances with some of the world's most forward-moving technology drivers— companies like Internet Solutions, BT Communications Services, and Pulse Solutions in South Africa, and Adobe, ClariX Technologies and Salesforce in the U.S. Glencore and TripAdvisor advance our physical infrastructure and video mentoring resources. These are problem-solving leaders that share our quest to break down technological barriers and erase the social and economic separation that keeps students in places like Alexandra and Soweto Townships (Gauteng Province); Bodibe (North West Province); and Phola (Mpumalanga Province) off the grid and isolated. Skadden Arps and Webber Wentzel help us navigate agreements and contracts that protect our Net Buddy mentees, volunteers and assets. Holiday Inn Sandton allows our team to be highly productive when working on the road. Our corporate sponsors believe in us, stay with us, and provide cutting-edge tools to advance our work. We are grateful and know our greatest strengths lie with our partnerships.

The interesting thing about being a Video Mentor is that I never realized how much of an impact it would have on my own life. One of the most memorable moments in my life was when my Net Buddy called me “Momma” and that really has made it all worth it. I think everyone should have this experience of being a Video Mentor.

Paula Derrow, Video Mentor since 2013



# Directors

**Richard Dannhauser**  
*Head of Operations and Systems*  
Internet Solutions

**Carol Durst-Wertheim, PhD, Secretary**  
*Educator; Author; Entrepreneur*

**Bette Kun**  
*IT Marketing and Communication Specialist*

**Sarah Lent**  
*Executive Director Growth, EMEA*  
R/GA

**Rachel Lovett, Vice President**  
*Communications and Strategic*  
*Partnerships Project Consultant*

**Thabang Masingi**  
*Corporate Investment Banking Legal Team*  
Barclays Africa Group Limited

**Joseph Sacca, President**  
*Partner*  
Skadden, Arps, Slate, Meagher & Flom LLP

**Lucia Skwarek**  
*Principal*  
L-Squared Capital LLC

**Kevin Travis, Treasurer**  
*Executive Vice President*  
Novantas

# Staff

**Amy Stokes**  
*Founder, President and*  
*CEO; Director*

**Sanele Buthelezi**  
*Mentoring Support*  
*Coordinator*

**Millicent Khumalo**  
*Mentoring Support*  
*Coordinator*

**Owen Lampe**  
*Technology Manager*

**Mpho Modisakeng**  
*IT Specialist*

**Zoleka Petse**  
*Programs Director,*  
*South Africa*

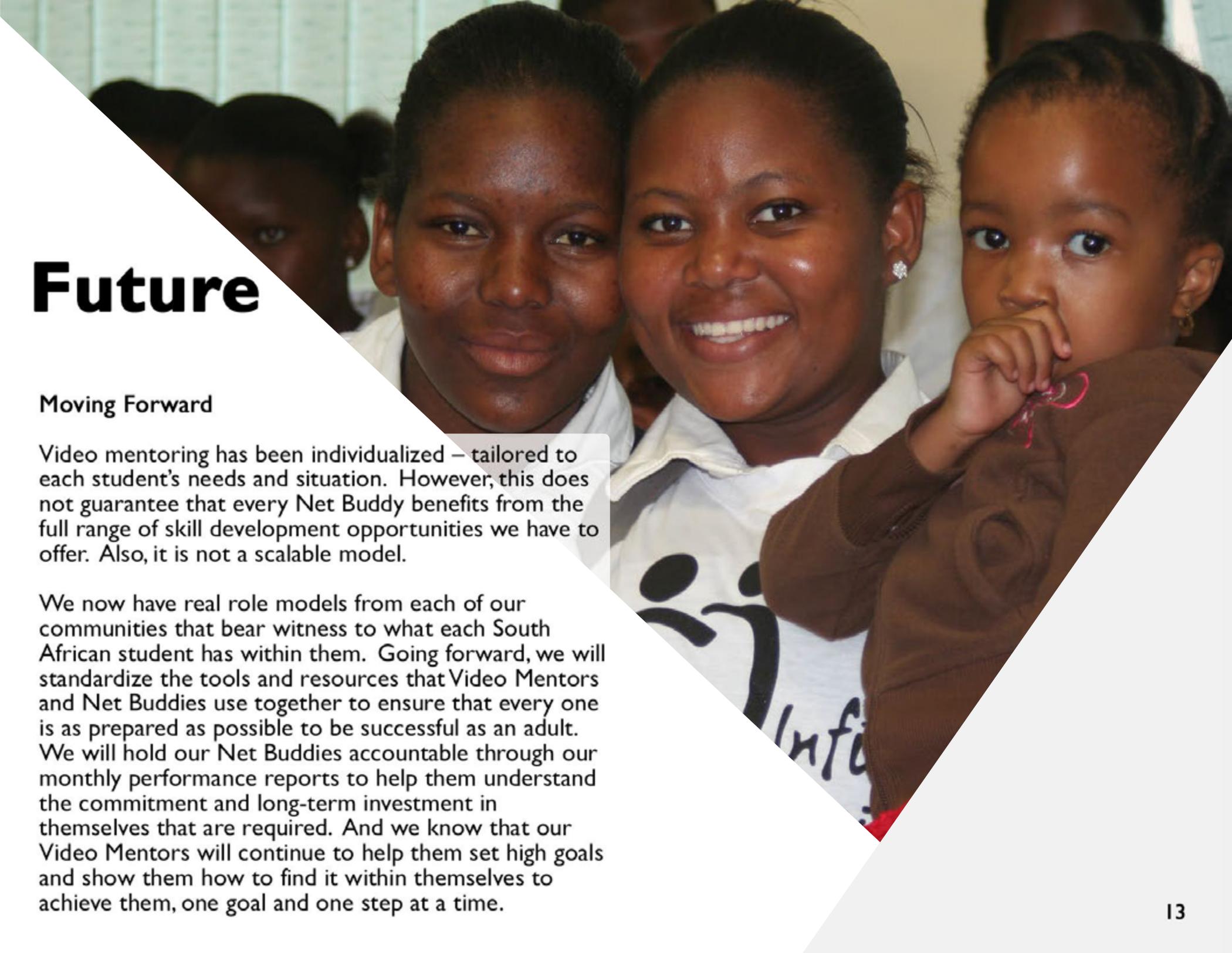
**Christina Potsane**  
*Program Associate,*  
*Mentors & Mentorship Resources*

**Mariam Sarrafan**  
*Program Coordinator,*  
*Mentors & Mentorship Resources*



They are children with dreams. They want to study and improve their lives and the lives of their families. There are numerous hurdles such as a decent internet connection and working computers for the children to be able to connect to their Video Mentors. But they overcome them. I will help as long as I can to reach the goal of a better future for South Africa's teens.

Dr. Jagruti Gandhi, Video Mentor since 2012



# Future

## Moving Forward

Video mentoring has been individualized – tailored to each student’s needs and situation. However, this does not guarantee that every Net Buddy benefits from the full range of skill development opportunities we have to offer. Also, it is not a scalable model.

We now have real role models from each of our communities that bear witness to what each South African student has within them. Going forward, we will standardize the tools and resources that Video Mentors and Net Buddies use together to ensure that every one is as prepared as possible to be successful as an adult. We will hold our Net Buddies accountable through our monthly performance reports to help them understand the commitment and long-term investment in themselves that are required. And we know that our Video Mentors will continue to help them set high goals and show them how to find it within themselves to achieve them, one goal and one step at a time.

# Join Us

As we work to make the self-reliance created through video mentoring more predictable and a strong counter force against widespread failure, poverty, and violence, we need your help to increase the number of South African teens that embody success.

Corporations, please contact us to start employee mentoring programs and turn thousands of years of employee talent into invaluable assets that spark sustainable life change.

Individuals, join us, 30 minutes per week, 32 weeks per year, as a Video Mentor to inspire a South Africa teen to exceed all expectations and create the opportunities their elders envisioned with the defeat of apartheid. If this is not your time to be the weekly voice of experience, please donate to video mentoring scholarships.

Lastly, please follow our progress and share our work via social media with your friends and family and encourage them to expand the impact of their lifelong experience on the international stage via video mentoring.

We thank you.



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