When you’re taking the TGH course, you’re not just learning about computers, but you’re learning how to keep your child safe while they’re navigating the Internet.

Julia, TGH School Graduate

TGH is the best computer class in the community with good staff and volunteers. I encourage all my friends to come and learn about computers.

Joseph, TGH Community Graduate

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5 Program Overview
6 Our Impact
7 Partner Sites
8 Champions Spotlight
10 Supporters
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Dear Friends,

It is with great pleasure that we report 2018 as the most impactful in the 20-year history of Tech Goes Home!

With more than 5,000 graduates in 2018 alone, TGH has now provided more than 30,000 people with life changing digital skills and distributed more than 20,000 new computers. During the past few years, propelled by a passion to end the digital inequities that exist in our society and foundational support from the City of Boston, we have marched against our comprehensive Strategic Plan. This includes diversifying our revenue and strengthening our financial systems, expanding from a staff of two to an incredible team of six, and growing from 225 courses each year to more than 400. Thanks to private funding, we have also expanded our footprint to include Cambridge, Chelsea, Quincy, Malden, Medford, Brookline, and Somerville.

In many ways, 2018 was an inflection point for the organization. This has positioned TGH for an even stronger 2019. Goals include continuing to serve more people, increasing the number of sites offering TGH courses, and growing and diversifying the Board of Directors to better connect our work to a broader cross-section of business and philanthropic leaders in our region. A full plate for sure, but one that excites us.

We are incredibly grateful to our supporters—our donors, our program partners and trainers, our volunteers, and the City of Boston. We have never been more inspired about the future of Tech Goes Home and the impact we continue to have by empowering lives through technology skills and access.

All our best,

Elizabeth Schwab
Board Chair

Daniel R. Noyes
Co-Executive Director

Theodora Higginson Hanna
Co-Executive Director
Digital exclusion perpetuates poverty. Without the tools, access, and skills to do homework and navigate online job portals, it has become incredibly difficult to succeed in school and to gain employment. For example, 8 out of 10 middle skills jobs require digital skills (Cleveland Foundation), and more than 80% of Fortune 500 companies require online job applications, including major employers such as Walmart and CVS (FCC). Further, 84% of the nation’s K-12 teachers report that digital inequities are growing in their classrooms (Pew Research Center). FCC Commissioner Jessica Rosenworcel has stated that the homework gap is the “cruelest part” of the digital divide facing our country. While smartphones are often cited as a ubiquitous tool that could be the solution, a research paper or job application written on a smartphone pales in comparison to one written on a computer. Poor quality access engenders a lower quality product, leading to an ever-widening opportunity gap.

Since 2000, TGH has addressed these digital inequities by providing free digital skills training, discounted new computers, and help securing home Internet access. We serve people from the ages of 3 to 93, prioritizing those without technology, the un/underemployed, immigrants, and people with disabilities.

TGH is focused on tackling the entrenched barriers to technology adoption and Internet access. Our school, community, small business, and early childhood initiatives provide an impactful and cost-effective model to help families and participants gain the skills, hardware, and Internet access needed for lifelong success.

30,000+
GRADUATES

20,000+
NEW COMPUTERS

2,000+
COURSES
Tech Goes Home empowers communities to access and use digital tools to overcome barriers and advance lives. TGH helps bring computers, Internet, and training to those without so students can do homework, adults can find jobs, and seniors can connect with loved ones. TGH offers four distinct 15-hour digital skills training programs: TGH School, TGH Early Childhood, TGH Community, and TGH Small Business. Graduates have the opportunity to purchase a new device for $50, and all participants learn about high-quality, low-cost Internet options.

2018 PARTICIPANT DEMOGRAPHICS

88% Participants are people of color (40% Black or African American and 32% Latinx or Hispanic)

80% Participants have a household income of less than $35,000 a year

39% Participants do not have Internet at home upon entering the TGH Program

32% Adult learners are unemployed

2018 PROGRAM INFORMATION

5,323 Course Graduates

75% growth from 2017

2018 COURSE GRADUATES

1,975 TGH Community

1,869 TGH School

1,214 TGH Early Childhood

265 TGH Small Business
Our Impact

Internet Access and Skills

POST COURSE

98%
TGH graduates learned skills during their TGH course that can help improve their lives

85%
Participants without home Internet plan to get or got home Internet

ONE YEAR LATER

83%
Participants have home Internet

Digital Skills for Employment

POST COURSE

75%
Adult learners are more likely to use the Internet for job resources and/or educational purposes

ONE YEAR LATER

84%
Adult learners have used the skills they learned in the TGH course for job searching and/or at their current job

Caregiver Engagement to Improve Educational Outcomes

PRE/POST COURSE

80%
Caregivers participated in an activity at their child’s school for the first time

ONE YEAR LATER

83%
Caregivers do educational activities more often with their child

ONE YEAR LATER

93%
Students use their TGH device multiple times a week for learning activities

67%
Students’ grades have improved
TGH is proud to serve our participants in every neighborhood of Boston and seven additional Greater Boston cities. We gratefully recognize our partners and our trainers for their dedication.
I would like to take the opportunity to thank my trainer. She has been extremely patient and understanding of where I am today. I have learned so much more than just typing on a computer or creating slideshows from scratch. I have learned that it is never too late to chase your dreams.

Lucelenia, TGH Community Graduate
Tech Goes Home continues to deepen its relationship with Capital One, and we are grateful. Their funding is part of TGH’s expansion into Middlesex County and an opportunity for our seniors and Spanish speakers to learn about online banking. Capital One’s partnership goes well beyond funding. Their Associates volunteer with us regularly, devoting time and energy to help our participants learn. In addition, Capital One’s support around financial literacy complements TGH’s robust digital skills curriculum.

Carmen Vega

A TGH trainer since 2011, Carmen Vega has taught over 60 courses for 600+ learners. She learned about TGH when another trainer suggested that Carmen go through the training with her daughter, who was in middle school at the time. Carmen was drawn to the program because it allowed her to acquire a computer that her children could use for homework.

Later, she decided to become a TGH trainer to give families the same opportunity she had. As a Family Education Coordinator at Boston Public Schools, technology is vital to her line of work. The more digital skills she learns, the greater her opportunity to grow and succeed in her job. In addition, learning technology has given her the chance to make a difference in people’s lives. Carmen told us that seeing the smile on a person’s face who has just seen themselves on video chat for the first time is priceless. She feels rewarded every single time she teaches.

In her role, Carmen works with families from all around the world, and they are amazed at the opportunities this country offers and that programs like TGH exist. By providing basic training, a computer, and Mango Languages subscriptions, TGH helps advance her families, especially those who are learning English. Carmen sees the ultimate goal of TGH as helping graduates learn the skills that boost their engagement in their children’s education, gain employment, and advocate for themselves and their families.

Champions

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Supporters

TGH proudly recognizes the following who supported our work with gifts of $1,000 and more in FY 2018 (Jan. 1–Dec. 31, 2018). We are grateful for the generosity of all of our donors.

149
INDIVIDUAL DONORS

18
FOUNDATION & CORPORATE FUNDERS

$75,000+
Capital One
BNY Mellon

$25,000–$74,999
Boston Public Library
Comcast/NBCUniversal
Fred J. Brotherton Charitable Foundation
Verizon Foundation

$10,000–$24,999
Cabot Family Charitable Trust
Goodman Swindell Family Foundation
Google
Liberty Mutual Foundation

$5,000–$9,999
Anne and Roger Berman
Eaton Vance Investment Counsel
Fish Family Foundation
Indus Valley Partners
Elizabeth and Brian Schwab
WGBH Educational Foundation*
Chris and Barbara Wixom

$1,000–$4,999
AT&T
Bain Capital Children’s Charity
First Republic
Friends of the Roslindale Branch Library
Joe Hedal and Jane Wojick
Thomas and Feronline Higgison
Jascha Franklin-Hodge and Kevin Derrick
Brian Lenihan and Bonnie Hertberg
Randy and Nancy Parker
Chris Pires
Tim Smith
Purnima Thakre
Claire Wadlington and Ted Post
Karyn Wilson and Miles Byrne
Rob Zaccardi

CITY of BOSTON

TGH is grateful for foundational support from the City of Boston. This funding empowers Boston residents to access and use digital tools to overcome barriers and advance lives.

For more information on how you may support TGH, please contact Barbara Kim, barbara@techgoeshome.org, (857) 293-1604

*Community Collaboratives for Early Learning & Media (funded by the Ready To Learn grant (PR/ Award No. U295A150003, CFDA No. 84.295A) provided by the U.S. Department of Education to the Corporation for Public Broadcasting)

ORGANIZATION HIGHLIGHTS

Increased private sector funding by 45% from 2017
Celebrated TGH graduates at the 2nd Annual Summer Celebration, sponsored by Google

Built our capacity by hiring two new program staff
Launched a new website courtesy of MXAdvertising & Consulting LLC

Hosted donor stewardship events thanks to sponsors Eaton Vance Investment Counsel and fama PR
Researched potential expansion models with volunteers from Bain & Company’s Inspire team

For more information on how you may support TGH, please contact Barbara Kim, barbara@techgoeshome.org, (857) 293-1604
Support from Tech Goes Home funders enables us to create pathways to education and employment opportunities for thousands of people each year. Our founding partner, the City of Boston, continues to provide foundational support that we were able to leverage in 2018, significantly growing revenue from corporations, foundations, and individuals. Our financial strength has allowed us to hire exceptional staff, serve more people, and enhance the impact of our program. This work, including training more than 5,000 people in 2018, would not be possible without supporters like you.

**Financials**

**(as of December 31, 2018)**

Revenue and Expenses Comparison

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue</th>
<th>Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>$1,035,054</td>
<td>$955,635</td>
</tr>
<tr>
<td>2017</td>
<td>$1,020,139</td>
<td>$1,037,283</td>
</tr>
<tr>
<td>2018</td>
<td>$1,993,215</td>
<td>$1,837,644</td>
</tr>
</tbody>
</table>

(Revenue - Grants and contributions, In-kind donations, Interest and other income; Expenses - General and administrative, Development, Program, Government grants)
Leadership
Theodora Higginson Hanna
Co-Executive Director
Daniel Noyes
Co-Executive Director

Staff
Qingjian Shi
Program Director
Barbara Kim
Development Manager
Eric Martin
Program Manager
Gabriel Vorleto
Program Administrator

Board
Elizabeth Schwab, Chair
Head of External Affairs for New England & PA, Google
Tim Smith, Vice Chair
Senior Director, Philanthropy Group, The Boston Foundation
Claire Wadlington, Treasurer
Partner, Clear Path
Louie Balasny
Co-Founder & VP of Strategic Accounts, botkeeper
Anne Bailey Berman
Chair, Chadwick Martin Bailey
Prince Charles
Computer Learning Center Coordinator, Codman Square NDC
Jascha Franklin-Hodge
Public Sector IT Executive
Joe Hedal
Deputy Director and Clinical Instructor, Harvard Law School Transactional Law Clinics
Laura Lee Mittelman
Attorney, Burns & Levinson LLP
Purnima Thakre
Chief Operations Officer, refine + focus
Chris Wixom
General Manager and Business Development VP of Operations, JMA Wireless
Rob Zaccardi
Executive Director, J.P. Morgan Private Bank

Advisory Board
David Beck
Senior Vice President & Chief Legal Counsel, Boston Medical Center
Bing Broderick
Executive Director, Haley House
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Director of Community Engagement & Partnerships, Lovepop
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Executive Director, Alliance of Massachusetts YMCAs
Adam Goff
Director of Enterprise Sales, Box
Maria Harris
Director, Adult Education, Boston Public Schools
Joerg Meissner
Head of Global IT, Bemis Associates
Randy Parker
Founder & Chief Executive Officer, Brevi; Founder, Constant Contact
Anne Schwieger
Broadband & Digital Equity Advocate, City of Boston
Marie St. Fleur
Executive Director, King Boston

Design: silverlining@design.com / Front cover: 2017 WGBH Educational Foundation, photo by Anna Fort