Dear Friends,

2020 was, in so many ways, a devastating year for the communities we serve and for digital equity. At the same time, it has been a transformational year, bringing digital inequity – which has been an issue for decades – further into the public eye and deepening our understanding of the systemic injustices at the root of the digital divide.

The COVID-19 pandemic and all of its repercussions have pushed Tech Goes Home to offer new and innovative solutions: transitioning our in-person programs to virtual, building up our telehealth-focused offerings and adapting others, and delivering technology directly to learners’ homes in accordance with COVID protocols.

With the experiences of the past year in mind, Tech Goes Home is ready to take on an even greater role in closing the digital divide. Over the next year, we will focus on growing and expanding our programs geographically, engaging deeply in digital equity advocacy work, developing a robust earned revenue model, and incorporating Distance Learning into our permanent programmatic strategy.

2020 gave us all an opportunity to be better members of society and consider how we can move the needle further towards achieving digital equity. We know that we still have a long way to go before that gap is bridged completely.

As always, our highest priority remains the success and wellbeing of our learners. As we forge ahead, the core of our work will continue to be advancing digital inclusion in our communities, so that our learners can access and use technology in whatever ways will benefit them most — through the pandemic and beyond.

We would like to extend our sincere gratitude to all of our partners, learners, graduates, instructors, volunteers, and supporters for helping us get to where we are today. We invite you to join us as we recover and rebuild together.

All our best,

Elizabeth Schwab
Board Chair

Daniel R. Noyes
Co-CEO

Theodora Higginson Hanna
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A Year of Distance Learning

In a typical year, our digital inclusion programs are centered around in-person gathering and community-building. When COVID-19 hit and made in-person programming unsafe for our learners and instructors, we pivoted quickly to develop, pilot, and expand a new online programmatic structure.

In our digital inclusion programs, each participating household completes 15 hours of digital skills training, earning a new Chromebook or iPad, and, if needed, internet service. We prepare our learners to leverage technology in whatever ways will benefit them most. Our training focuses on fundamental skills that have become even more essential in the context of the pandemic like participating in remote learning; applying for jobs; communicating with teachers, colleagues, and family members; utilizing community resources; and accessing telehealth.

When we moved our courses to a completely online format in March 2020, we aimed to remove as many barriers to participation as possible. To make our programs more accessible, we made the decision to deliver technology directly to learners’ homes at the beginning of the course, rather than in-person upon graduation. We waived the $50 copay that learners normally pay for devices, meaning that every household earns a laptop or iPad at no cost when they participate in our training. We also began offering 12 months of paid internet to learners who did not already have affordable, high-quality internet when they enrolled in the program.

We sought to meet the urgent need for digital access with new online resources, which are open to the public but designed specifically for our learners. With the support of instructors and volunteers, we published a variety of digital resources including video tutorials, an ongoing webinar series, and a COVID-19 resource page, all created to help families use digital tools to meet their basic needs from home.

Since implementing our Distance Learning model, we have developed a robust set of best practices for running our programs remotely and supporting our communities at a time when digital exclusion is a greater barrier to connection and opportunity. First, we have created a comprehensive plan for navigating nationwide Chromebook shortages and continuing to offer our services through these crises. Second, we know that teaching digital literacy skills virtually is significantly more challenging than teaching in-person, so we have focused on providing strong support for our instructors through professional development opportunities and individualized support. Third, we have created resources that support learners through setting up their new devices at home for the first time, available via our website. As we transition back to in-person programming, once it is safe to do so, we plan to incorporate our new Distance Learning model into our permanent programmatic strategy, allowing us to reach communities who face barriers to in-person learning.

The experience helped me learn more about my children’s education, have a better relationship with my kids, and spend more time with my family. During the school year I was able to help my kids with their schoolwork on the computer. I was able to pay my bills and access my accounts online.

Sergeline, TGH Graduate

I was incarcerated and my computer skills were behind when I was released. It helped me start my business and put it out there for other people to see on LinkedIn. I learned how to use Google Slides and create presentations to help people understand concepts. I was also able to get services for my disability.

Robert, TGH Graduate

Homeless participants in our program are learning how to do housing applications online. I see people learning to move forward and have hope that things can change in a positive way for them by being exposed to technology and having access to more resources.

TGH Instructor
Transition to Distance Learning

**MARCH**
- Paused in-person courses
- Began developing a Distance Learning plan
- Distributed devices to partner organizations to continue programming virtually
- Launched COVID-19 resource webpage and first-ever webinar series

**APRIL**
- Opened first Distance Learning instructor orientation
- Piloted Distance Learning courses
- Created and published videos online for device/internet setup, enabling beginner technology users to join TGH courses from home

**MAY**
- Started COVID-19 response volunteer engagements
- Piloted offering Comcast Internet and hotspot subscriptions to learners who lacked high-quality, affordable internet

**AUGUST**
- Resumed courses as first nationwide Chromebook shortage ended
- Improved accessibility of our webinars and orientations by offering Closed Captioning
- Developed safety policy for in-person and hybrid courses in special cases amid the ongoing pandemic

**JULY**
- Opened online instructor forum, providing a platform for TGH instructors to connect and share resources, advice, and expertise
- Began offering webinars in additional languages such as Spanish and Arabic
- Delayed new courses due to first nationwide Chromebook shortage

**JUNE**
- Launched full-scale Distance Learning instructor orientations and courses, informed by feedback from instructors and graduates who participated in the pilot

**OCTOBER**
- Delayed new courses due to second nationwide Chromebook shortage
- Created comprehensive Chromebook shortage plan to anticipate and manage future technology shortages while continuing to serve our communities

**NOVEMBER**
- Implemented 4-phase plan to resume courses after second Chromebook shortage ended

As an instructor for seniors, staying safe during this pandemic means staying alone and isolated. So with the Tech Goes Home program, members redefine staying safe by finding a meaningful life through Zoom, Gmail, YouTube for social events, spiritual life, physical activities, wellbeing, and educational programs. They can participate in weddings, graduations, and funerals. There is no age for technology, technology is for all generations.

*TGH Instructor*

**DISTANCE LEARNING**

91% Learner completion rate
2,563 Distance Learning graduates
910 Webinars published
27 Webinar attendees
TGH is proud to serve our learners across Boston and nine additional Greater Boston communities. We gratefully recognize our partners and our instructors for their dedication.

**Boston**
- Allston/Brighton
  - ABCD Allston/Brighton*
  - Abdelgadir Education Foundation
  - Allston Brighton Community Development Corporation
  - Baldwin Early Learning Pilot Academy School
  - Boston Green Academy
  - Brighten Branch Library
  - Gardner Pilot Academy
  - Jackson Mann Community Center

- Back Bay
  - Central Library in Copley Square
  - Women's Lunch Place

**Chinatown**
- ACCESS, Chinatown
  - Boston Chinatown Neighborhood Center
  - Quincy Elementary School
  - Urban College of Boston*

- Dorchester
  - ABCD Dorchester NSC
  - Boston Collegiate Charter School
  - Boston International High School
  - Boston Senior Home Care*

- East Boston
  - ABCD East Boston APAC*
  - Boston Prep
  - East Boston Harborfront Community School
  - East Boston High School
  - Guild Elementary School
  - Kennedy, P.J. Elementary School
  - Maverick Landing Community Services
  - Neighborhood of Affordable Housing (NOAH)
  - O'Donnell Elementary School
  - Office of English Language Learners*
  - Otis Elementary School

- Fenway
  - Kennedy, Edward M. Academy for Health Careers
  - Roxbury Tenants of Harvard*

- Hyde Park
  - Boston Community Leadership Academy
  - Boston Renaissance Charter Public School
  - Chittick Elementary School
  - Georgetowne Homes Computer Learning Center
  - Hyde Park Branch Library
  - Hyde Park Community Center
  - Jewish Vocational Service
  - Office of English Language Learners*

- Jamaica Plain
  - Boston Teachers Union*
  - Catholic Charities/Ei Centro del Cardenal
  - Curtis Hall Community Center
  - Hennigan K-8 School
  - Jamaica Plain Branch Library
  - Kennedy, J.F. STEM Innovation Center
  - Margarita Muñiz Academy
  - Mission Hill K-8 School

- Mattapan
  - ABCD Mattapan*
  - Boston Teachers Union*
  - Ellison/Parks School
  - Grove Hall Child Development Center
  - Massachusetts Association of Harkian Parents
  - Mattahunt Early Elementary School
  - Mattahunt Elementary School*
  - Mattapan Branch Library
  - Mildred Ave K-8 School
  - Office of English Language Learners*
  - Taylor Elementary School
  - Young Achievers Science and Math Pilot K-8

- Mission Hill
  - Roxbury Bulldogs of Harvard*
  - Roslindale
    - Bates Elementary School
    - CSI Support & Development Services*
    - Menino Community Center
    - Sumner Elementary School

- Roxbury
  - Adult Learning Center
  - BEST Hospitality Training*
  - Boston Central Adult High School
  - Brigham and Women's *- Center for Community Health & Health Equity
  - Children's Services of Roxbury
  - Egleston Branch Library
  - Ellis Elementary School
  - EMPath
  - Fenway High School
  - Haynes Early Education Center
  - Higginson, Henry L. School
  - Madison Park Technical Vocational High School
  - Mandela Homes Computer Learning Center
  - Mason Elementary School
  - Mission Grammar School
  - Mothers for Justice and Equality*
  - New England Academy
  - Notre Dame Education Center*
  - Orchard Gardens K-8 School
  - Project Hope
  - Roxbury Tenants of Harvard*
  - Timothy Middle School
  - Timothy Smith Network Main Office
  - UMass Small Business Innovation Center*
  - Urban College of Boston*
  - Urban League of Eastern Massachusetts
  - UU Urban Ministry
  - Vine Street Community Center
  - Vital Village Network, BMC

- South Boston
  - Boston Teachers Union*
  - BPS Home and Hospital Instruction
  - Catholic Charities, Loburbe Center
  - Adult Education
  - CSI Support & Development Services*
  - Julie's Family Learning Program
  - Notre Dame Education Center*
  - Perkins School

- Perry K-8 School
  - Project Place*
  - South Boston Branch Library

**South End**
- ABCD South End NSC*
- Beethoven Elementary School*
- Boston HERC
- Educational Development Group
  - Hurley K-8 School
  - Inquilinos Boricuas en Acción (IBA)
  - La Alalianza Hispana*
  - Notre Dame Education Center*
  - Project Place*
  - South End Technology Center
  - Josiah Quincy Upper School

**West End**
- ABCD North End/West End*
- Boston Senior Home Care*
- Community Work Services
- West End Branch Library

**West Roxbury**
- Kíner K-8 School
- Ohrenberger Community Center
- Ohrenberger School

**Brookline**
- Brookline Housing Authority

**Cambridge**
- Baldwin School
- Cambridge Community Center
- Cambridge Community Learning Center
- Cambridge Housing Authority
- Cambridge Public Library
- Graham & Parks School
- Just A Start
- Peabody Elementary School
- Village of Joy

**Chelsea**
- La Colaborativa
- City of Chelsea
- Intergenerational Literacy Program, Chelsea Public Schools
- La Alalianza Hispana*
- Roca, Inc

**Lynn**
- SEIU1199 Training and Upgrading Fund*

**Malden**
- ABCD Mystic Valley Opportunity Center*

**Medford**
- BEST Hospitality Training*
- SEIU1199 Training and Upgrading Fund*

**Revere**
- CSI Friendly Garden Co-op
- Revere Community School

**Somerville**
- ABCD Foster Grandparents Program*
- Riverside Community Care

**Quincy**
- Literacy Volunteers of MA
- SEIU1199 Training and Upgrading Fund*
Our Impact

**RESPONDING TO COVID-19**

97%
Adult graduates who had the option to work from home during the pandemic were able to do so

97%
Caregivers who graduated from our family-based programs have been able to help their child with school during the pandemic

66%
Graduates have been able to use telehealth during the COVID-19 pandemic

**ENGAGING CAREGIVERS**

82%
Caregivers participated in an activity at their child’s school for the first time

83%
Caregivers reported doing educational activities more often with their child

94%
Students reported using their TGH device multiple times a week for learning activities

**TEACHING DIGITAL SKILLS**

98%
Graduates learned skills to improve their lives

**EXPANDING INTERNET ACCESS**

100%
Families without affordable, high-quality home internet had the option to receive free internet services for up to 12 months

**DEMographics**

- **90%** People of color (41% Black and 31% Latinx)
- **77%** Household incomes are under $35k per year
- **34%** Adult learners are unemployed, where the national average is 6%
- **27%** Learners do not have internet at home when they enroll in a TGH course

**HIGHLIGHTS**

- Removing Barriers to Academic Achievement
  - **1,156 Students** are better able to do schoolwork online

- Empowering Economic Mobility
  - **568 Graduates** who were unemployed found jobs or became full-time students

- Driving Community and Family Engagement
  - **2,531 Graduates** use their device and skills for their health and wellness

- Census
  - **5,000 Greater Boston residents** were counted leading to $119,616,000 committed to the community over the next decade, due to our outreach
Ivonne Ramirez

Ivonne Ramirez moved to the United States from the Dominican Republic in 2002. With a strong background in marketing and the publishing industry, she entered the world of sales, selling beauty products for salons. In 2011, she began working at Royal Prestige where she sells innovative cookware and household products. Ivonne is not only a successful saleswoman, but also a devoted wife and mother to two children. Additionally, she has spent extra time over the last three years studying English and taking computer courses at El Centro del Cardenal, Catholic Charities.

In 2020, Ivonne decided to participate in the Tech Goes Home financial literacy program sponsored by Capital One to introduce herself to a whole new world of financial independence. She says the course has helped her better organize her personal finances and even allowed her to make a savings plan to assist her son in buying a car! She learned how to manage her money, including saving time by using direct deposit, setting up auto pay for her bills, and banking online rather than in person.

She also now feels more confident about her online security and identifying scams. Overall, Ivonne said her experience was extremely enriching. She hopes more people will benefit as she did.

During the TGH course, Ivonne gained the digital skills to:
- Set up online banking
- Create a savings plan
- Increase cyber security
- Send emails and photos
- Draft digital contracts

Clarence Little

Clarence Little has always had a passion for teaching, devoting the past forty years of his life to early childhood education. He has also been working with computers for a long time. Long enough, in fact, that he remembers when they first came out and became popular! Over the 7 years Clarence has taught digital skills with Tech Goes Home, he has graduated more than 625 learners and taught more than 25 courses, now including some completely virtual.

Clarence is currently teaching a TGH course at Grove Hall Child Development Center, coaching for the Massachusetts Strong Start systems, and mentoring various Child Care Centers throughout the City of Boston. He says he enjoys teaching children the most, as it is where his background lies, and appreciates seeing their excitement as they discover all that the internet has to offer. His favorite Tech Goes Home memories include helping young learners with special needs develop confidence using technology.

Realmente lo que yo aprendí en la clase de computadora no tiene precio. Aprendí a mandar emails y fotos, y también sigo desarrollando como usar DocuSign para mandar contratos en mi trabajo [...] Para mí lo digital era un mundo extraño, estaba preocupado y no pensé que pudiera crecer en esa área. La clase me ha ayudado mucho a hacer las cosas sin miedo y me ha dado una gran seguridad.

I think that Tech Goes Home has been a great program in terms of getting technology out to the community and [...] to close the technology gap, especially in the situation that we are in right now it has become more vital.
When the pandemic hit, the flexibility of BPL’s dedicated staff allowed us to successfully transition a lot of people.” In the words of Dorrie, “It has made a world of difference for a 100% of the graduates into jobs. We at TGH are very proud of our partnership with BEST and all the changing job market. Instead of training learners to work in hotels, they began training to be environmental services associates in hospitals. After one of their recent TGH courses, they placed 90% of Boston’s Local 26 hotel workers are still unemployed, according to United Way. Our partner BEST Hospitality Training has remained dedicated to empowering this community.

An impressive pivot BEST made was changing one of their job seeker curricula in response to the changing job market. Instead of training learners to work in hotels, they began training to be environmental service associates in hospitals. After one of their recent TGH courses, they placed 100% of the graduates into jobs. We at TGH are very proud of our partnership with BEST and all they do to uplift the community. In the words of Dorrie, “It has made a world of difference for a lot of people.”

Jessica Elias, BPL Community Learning Supervisor, said, “The virtual opportunity can be a huge gift to learn safely and comfortably in their own home.” We look forward to continuing to reach more Bostonians with BPL, so that one day technology and knowledge are truly “free to all.”

Together, we have been empowering learners with knowledge and technology since our first BPL course at Honan-Allston Library in 2011. We have now collaborated on 85 classes and certified library staff as TGH instructors at nearly all BPL branches.

When the pandemic hit, the flexibility of BPL’s dedicated staff allowed us to successfully transition courses online and even produce two free webinars for the public. Jessica Elias, BPL Community Learning Supervisor, said, “The virtual opportunity can be a huge gift to learn safely and comfortably in their own home.” We look forward to continuing to reach more Bostonians with BPL, so that one day technology and knowledge are truly “free to all.”

BEST Hospitality Training

When quarantine began last March, hospitality workers were some of the first to lose their jobs. A year later, 90% of Boston’s Local 26 hotel workers are still unemployed, according to United Way. Our partner BEST Hospitality Training has remained dedicated to empowering this community.

Tech Goes Home started offering courses with BEST in 2019, running ten before the pandemic. Joan Abbot, Assistant Director of BEST said, “Thank goodness we already had started with TGH” before all of BEST’s classes had to transition to distance learning. Instructor Dorrie Nord said of her course, “If it weren’t for the fact that it was a TGH class … I don’t think it would have happened.”

Mark Barrocas, President of SharkNinja, shared: “At SharkNinja, we are taking steps in the right direction to improve our approach to DE&I and are committed to directly impacting the key pillars of Education, Healthcare, and Jobs & Opportunity. When I learned of Tech Goes Home and its mission to close digital inequities and empower communities, I saw that they are on the frontlines and the forefront of amplifying these pillars. I am thrilled that SharkNinja could help participate in the great work being done, and we look forward to supporting Tech Goes Home in various ways.”

SharkNinja has provided additional support above and beyond their generous gift; this year, SharkNinja’s Chief Legal Officer and EVP, Pedro J. Lopez-Baldrich, joined TGH’s Board of Directors. We are grateful to add SharkNinja to our growing list of impactful and generous supporters.

Life Science Cares

When the COVID-19 pandemic hit the Greater Boston area, demand for our services skyrocketed with new urgency for digital access, and we had to pivot to Distance Learning in order to continue offering our services. In addition to the 2020 grant that Life Science Cares had already awarded Tech Goes Home as part of its regular grant cycle, they generously provided additional funding to cover immediate needs for connectivity in the communities we serve in light of the pandemic.

Life Science Cares has also recruited talented volunteers from locally-based life science companies to contribute their time and talents towards supporting digital inclusion. Volunteers from Life Science Cares have created tutorial guides covering key digital skills and online resources for weathering the pandemic, such as downloading Zoom on a Chromebook, accessing the Massachusetts Department of Public Health website, and ordering essentials online from Target.

In addition to providing volunteers, Life Science Cares also organized their 1,000 Laptop Challenge, a laptop drive in which they collected donated devices from area biotech companies to be distributed to Greater Boston families through Tech Goes Home.

We are deeply appreciative of our ongoing strong partnership with Life Science Cares.
Supporters

Tech Goes Home is grateful for the generosity of all of our donors who have chosen to support this work, and we proudly recognize the following who made gifts of $1,000 and more in FY 2020 (Jan. 1–Dec. 31, 2020).

$200,000+
- Michael & Susan Foundation
- Shanti

$100,000-199,999
- Anonymous
- Boston Resiliency Fund
- Capital One
- Kraft Family and New England Patriots
- Player Collaborative Fund
- Life Science Cares
- NETSCOUT
- Wellington Management Foundation

$25,000-$99,999
- Anonymous (2)
- A&T
- Bank of America Charitable Foundation
- Fred J. Brotherton Charitable Foundation
- Cabot Family Charitable Trust
- Lincoln and Therese Filene Foundation
- City of Cambridge
- Berkshire Bank
- Cabot Community Foundation
- City of Cambridge
- Columbia Foundation
- Lincoln and Therese Filene Foundation
- Egyptian Family Foundation
- Goodman-Swindell Family Foundation
- Comcast
- Highland Street Foundation
- Neighborhood Jobs Trust
- Office of Workforce Development
- Next Level Social Impact
- Next Level Social Impact
- OBE Foundation
- Verizon Foundation

$10,000-$24,999
- Anonymous
- Bank of America
- Cambridge Community Foundation
- City of Cambridge
- Columbia Construction
- Lincoln and Therese Filene Foundation
- Fish Family Foundation
- Goodman-Swindell Family Foundation
- Google
- Liberty Mutual Foundation
- Trefler Foundation

$5,000-$9,999
- The Becker Foundation
- Anne & Roger Berman
- Chadwick Martin Bailey, Inc.
- Eaton Vance Investment Counsel
- Joe Hedal and Jane Wojick
- Elizabeth and Brian Schwab
- Addi Taylor
- Box.org
- Edith C. Crocker Charitable Foundation
- Jascha Franklin-Hodge and Kevin Derrick
- Bruce Glabe and Marie Hayward
- Leanne and Adam Goff
- Thomas and Feroine Higginson
- Macduff Hughes
- Bob Hoover
- Brian Leshan and Bonnie Hertberg
- Aaron Levine
- Dr. Nancy Li
- Dominic Lloyd
- Munfd Family Foundation
- The Parker Family
- Target Circle
- T.J. X IT Senior Leadership Team
- Steve Vinter
- Claire Wadlington
- Karyn Wilson and Miles Byrne

We are also grateful for the investment that a number of our partners make to run fee-for-service programs at their sites:
- ABDC Foster Grandparents
- Brigham & Women’s Hospital
- Boston Housing Authority
- Boston Public Library
- Boys & Girls Clubs of Boston
- Everett Public Schools
- Urban College of Boston
- Vital Village Networks at Boston
- Medical Center
- Waltham Connections for Healthy Aging

We would also like to thank Hubspot and the Carroll Center for the Blind for their in-kind contributions.

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.

- In 2021 we published our Opportunity Blueprint to lay out our priorities for the next year. Read the full report at techgoeshome.org/Opportunity-Blueprint.

In the News

Below is a sampling of some of the stories that featured Tech Goes Home from various news outlets. For more comprehensive look at how TGH is leading in the digital equity field, read more on our website at techgoeshome.org/newsroom.


“At the start of this year, Tech Goes Home was already facing an enormous surge in demand for our digital-skills courses, affordable devices, and assistance getting online at a pace that was surpassing levels of funding. The COVID-19 crisis has blown that demand out of the water and made all too clear the very real implications of the digital divide.”

**CommonWealth**

November 2020:

**We need to close digital divide in Boston with City Councilors Julia Mejia and Ed Flynn**

“Amidst the massive disruption caused by COVID-19, the challenge of securing an accurate census count— which could have implications for the resources available to our communities for years—is a forceful reminder of the deep urgency for us to work collectively to ensure that everyone in Boston has access to the tools and support they need to get connected.”

**Benten Institute of Technology**

November 2020:

**Tech Goes Home Co-CEO Dan Noyes Recognized as 2020 Charles Benton Digital Equity Champion**

The Digital Equity Champion Award recognizes an outstanding individual who has made a difference in the field of digital equity.
Financials

Support from Tech Goes Home funders enables us to offer digital inclusion programs that open up access to and empower participation in education, healthcare, economic opportunities, and civic engagement. The City of Boston continues to provide foundational support and we have seen significant growth in revenue from corporations, foundations, and individuals. With these resources, we have served more people than ever, hired exceptional staff, and grown the impact of our program. Our work would not be possible without our strong community of supporters at all levels.

The Time is Now

The impact of the COVID-19 pandemic has made the urgency of expanding digital inclusion clearer than ever. A computer, internet connection, and digital skills are vital to accessing essential resources, services and opportunities like, remote learning, employment, telehealth, and more.

The digital inequities exacerbated by the pandemic are not new. For decades, barriers to digital access have stood in the way of opportunity and success for millions of students, families, and adults across the country, and have disproportionately impacted communities of color and low-income communities. Digital exclusion is not a stand-alone issue — it is, part and parcel of the many inequities that exist in our society today as a result of generations of systemic racism and social injustice.

TGH is focused on responding to the pandemic, while also tackling entrenched barriers to technology adoption and internet connectivity. Our programs focus on serving people and communities who face the greatest challenges to accessing and using technology, including individuals who are un- or under-employed, are from low-income households, have limited English proficiency, or are living with disabilities.

We know digital inequity is an issue that is not just limited to Greater Boston, and we can’t solve it alone. As we begin to engage more deeply in advocacy work and consider strategic expansion, we are focused on identifying key partners and resources that will help amplify our impact, build trust, and more rapidly bridge the digital divide — both in the communities we currently serve, and in communities across Massachusetts.

Now is the time to capitalize on the unprecedented attention being paid to issues of digital inequity, in order to make systemic changes that help all families and learners gain the skills, hardware, and internet access needed for lifelong success.

“...The goal of this course was to get informed with resources in my community and surrounding areas as well as learning how to use a Chromebook. I achieved this goal and more. I learned so much about services all throughout Boston. I especially learned a lot about the resources available through the Boston Public Library in person and online.

Sophia, TGH Graduate
Tech Goes Home is grateful to our community of givers at all levels who help make our work possible. We are proud to recognize the following lead supporters:

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