The best part about TGH is learning how to use a computer more confidently and feeling more confident in myself as a person.”

–Asia, TGH Graduate
Welcome Letter from the CEO

Dear Friends,

2023 was a record-breaking year at Tech Goes Home. We reached more households than ever with comprehensive digital inclusion programming – distributing more than 5,000 digital devices, connecting thousands to the internet, expanding access for individuals and families across the Commonwealth through hands-on training and onboarding over 70 new partner organizations.

We raised an incredible $9.4M from public and private supporters committed to advancing digital inclusion efforts across the state. Supporters like the Massachusetts Broadband Institute (MBI), the New England Patriots Foundation, The Devonshire Foundation, Liberty Mutual Foundation, Beth Israel Deaconess Medical Center, and Cummings Foundation awarded us with historic multi-year gifts. Additionally, we were joined by new supporters like the CVS Health Foundation and The ‘Quin Impact Fund, raising nearly one million dollars from new donors this year.

In addition to continuing to expand our programmatic work, we deepened our advocacy efforts. We engaged in meaningful discussions with more than 25 elected officials regarding the urgency of digital inclusion and the systemic inequities at the root of the digital divide. By fostering dialogues with key policy-makers, we addressed immediate challenges and laid the groundwork for lasting systemic transformations that promote digital inclusion.

This year’s achievements are built on a history of innovation and a strong foundation of community support, which positions TGH to tackle the ambitious goals described in our new strategic plan. Unveiled last fall, the plan outlines four bold goals over the next ten years as described on the adjacent page. As we embark on this journey, your continued support is the driving force behind our impact. Together we will innovate, advocate, and collaborate to ensure every individual has the tools, access, and support to thrive in the digital world. Together we will close the digital divide.

All the best,

Dan Noyes
Chief Executive Officer
Tech Goes Home

Strategic Plan

In 2023, TGH embarked on a robust strategic planning process. This highly collaborative process involved our board, instructors, learners, and a dedicated committee of staff from various levels of our team. By incorporating the perspectives and insights of employees at all levels, we ensured that our strategic planning was not only more comprehensive but also truly reflective of our organization’s collective vision and objectives.

We are proud to share our new strategic plan, a ten-year timeline that divides priorities, to better build a scalable, accountable, and enduring infrastructure. We identified four key priorities that will structure and guide our work going forward:

**PRIORIT 1: ACCESS**
Provide devices, internet, and digital skills training to one million of the most marginalized and excluded populations of learners in urban areas by 2034.

**PRIORIT 2: PARTNERSHIPS**
Expand our reach beyond one million TGH learners to connect 5 million marginalized and digitally excluded people within the learners’ networks with essential services from TGH partners.

**PRIORIT 3: POLICY**
Directly influence or contribute to the passage of 50 policies that eliminate inequities at the root of the digital divide.

**PRIORIT 4: CULTURE**
Design for operational excellence, transformational leadership, and a DBIE, community-centric culture that fosters innovation and creativity when scaling in outreach and impact.

For more information visit: https://shorturl.at/sjSuD
Program Overview

Skills Training — 15 hours of targeted digital skills training courses with TGH community instructors

Internet Connection — Access to stable, affordable internet at home including up to one year of internet sponsored by TGH

Digital Devices — Upon course completion, graduates receive a new computer or tablet to use at home

Digital Inclusion — Lasting access to the digital world and the opportunities and resources it offers

Independent learning courses for adults:

Community: Fundamental digital skills for varying levels of experience with course topics including, job searching, financial literacy, communicating with friends and family, accessing public benefits, and finding educational programs, and more.

Small Business: Digital skills training customized for local small business owners, micro-entrepreneurs, and people interested in starting a business venture or nonprofit.

Intergenerational courses for families:

Early Childhood: Designed for the parent/caregiver and their young child ages 3-6, this curriculum is built around educational and social-emotional learning apps that focus on early language, literacy, and STEAM skill-building.

School: Aimed towards students in grades 1 - 12 and encourages parent engagement by giving the student and adult caregiver an opportunity to learn together to navigate apps for work, school, and play, and resources for families and academic support.

Partner Communities

TGH is proud to serve our learners across our expanding Massachusetts service areas. We gratefully recognize our partners and our instructors for their dedication.

“Partnering with the community organizations is fantastic, I could walk to class. The instructor had great resources and learning aides and was always enthusiastic about teaching. Super awesome experience.”

-Deidra
Partner Sites

**Boston**
- ABCD East Boston APAC
- ABCD First Steps
- ABCD South End NSC
- ABCD South Side Head Start
- ABCD Youth Services
- BFCY Jackson Mann Community Center
- BFCY Mildred Ave Community Center
- BFCY Nazzaro Community Center
- BFCY Ohrenberger Community Center
- BFCY Roslindale Community Center
- BHA Resident Self-Sufficiency Program*
- BEST Hospitality Training*
- Beethoven Elementary School
- Boston HERC
- Boston Senior Home Care*
- Boston Teachers Union Paraprofessionals
- Brazilian Worker Center
- BPL Mattapan Library
- BPS Adult Learning Center
- BPS Parent University Technology Center
- Building Pathways Boston
- Catholic Charities, El Centro del Cardenal*
- Catholic Charities, Laboure Center
- Adult Education* Center for Cooperative Development and Solidarity
- Codman Square NDC
- Cribs and Cradles Family Child Care LLC
- CSI Franklin Park Villa Co-op
- Deliverance Shiloh Apostolic Church
- Dorchester Bay EDC
- Economic Mobility Pathways
- East Boston High School
- East Boston Social Centers
- Fenway CDC
- Gardner Pilot Academy
- Gallivan Community Center
- Gilbert Albert Community Center*
- Grove Hall Child Development Center
- G3 Consulting Group*

**Lawrence**
- Lawrence CommunityWorks
- STAR Program, Lawrence Essex County Sheriff’s Department
- TCB Heritage Commons

**Leominster**
- South Sudanese Enrichment for Families*

**Lowell**
- Lowell Community Justice Support Center

**Lynn**
- Catholic Charities Lynn
- City of Lynn, Council on Aging
- Roca Lynn
- STAR Program, Lynn Essex County Sheriff’s Department
- The Latino Support Network Inc

**Malden**
- ABCD Mystic Valley Opportunity Center
- Everett Public Schools, English Learners*
- Mystic Valley YMCA

**Medford**
- BEST Hospitality Training*
- Boston Central Adult High School
- Medford Public Schools, English Learner Education Dept.

**Methuen**
- TCB Nevins Manor

**New Bedford**
- Boys and Girls Club - New Bedford

**Quincy**
- City of Quincy Cooperative Metropolitan Ministries Literacy Volunteers of MA - Quincy
- SEIU1199

**Revere**
- CSI Friendly Garden Co-op
- Revere Community School
- Women Encouraging Empowerment, Inc.

**Salem**
- Boston Senior Home Care*
- Carlitas Communities
- Salem Public Schools
- ABDC South Side Head Start

**Springfield**
- Dress for Success
- Wayfinders

**Wakefield**
- South Sudanese Enrichment for Families*

**Waltham**
- Healthy Waltham
- WATCH CDC

**Woburn**
- MassHire Metro North Career Centers

**Worcester**
- Abdelgadir Education Foundation Cooperation
- Massachusetts Association for the Blind and Visually Impaired

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*indicates a partner holding courses in multiple locations
Our Impact

81% of graduates got a new or better job, had a pay raise, entered an educational or work training program, or started a business.

“I’ve become more employable and gained more confidence.”
- Joshua

80% of caregivers reported they are more involved in their child’s education as a result of their TGH course.

73% of graduates have leveraged skills they gained in their TGH course to access health and wellness resources.

“I’ll be able to help children with their schoolwork, and not feel as intimidated by the applications and technology.”
- Rebecca

75% of graduates have utilized their new devices and digital skills to access public resources.

“Participating in this course has enabled me to manage the computer better and access information and resources that are related to my health and well being.”
- Daniella

73% of graduates have leveraged skills they gained in their TGH course to access health and wellness resources.

“Tendré un mejor acceso al mundo gracias a mi nueva computadora.”
- Vivian
Translation: I will have better access to the world thanks to my new computer.
Graduate Spotlight:
Dominique Bellegarde

As an Instructor at Gilbert Albert Community Center in Dorchester, Dr. Jose Henrique Moreno brings more than 25 years of experience as an economist, education coordinator, and professor to serve his community. Henrique taught his first course with Tech Goes Home in 2020 and, since then, more than 150 people have graduated from his courses!

Henrique recognizes the connection between financial literacy and digital literacy. He has tailored his courses to the specific needs of his adult learners so that they have the tools and the confidence to improve their financial wellbeing using the digital world.

When Henrique teaches digital literacy, he emphasizes the concept of “functional literacy,” what people can do with their digital skills in real life. To him and his graduates, this means the capacity to engage safely in the digital world and navigate an increasingly technology-rich life effectively.

“I think bringing this knowledge is a tool to empower people and communities. We should promote digital equity and digital inclusion by embracing each other and advancing together to bring a more equitable world where no one is left behind,” Henrique said.

Community Stories

Instructor Spotlight:
Dr. Jose Henrique Moreno

Dominique Bellegarde is a Certified Lactation Counselor and owner of D. Legacy Pace Setters, which works to nurture, educate, and empower families both before and after birth.

The TGH course Dominique graduated from, held at Codman Square Neighborhood Development Corporation, focused on supporting small business owners and entrepreneurs. TGH Small Business courses cover topics like making a business website, tracking expenses online, and accepting online payments.

Passionate about planting seeds of encouragement and empowerment within birth and postpartum support, Dominique enrolled to learn about tools to help her bring her business to more families across Boston. In her course, she expanded her online business skills and gained confidence promoting her work online, and now continues to be able to better serve the community.

“The program guided me on starting my own business and helped me get out of my comfort zone.”
East Boston Social Centers offers multi-generational programming for children, adults and seniors in East Boston, a place to grow, learn and connect. Since first offering TGH courses for adults in 2022, East Boston Social Centers has expanded to offer TGH Early Childhood programming as well.

These intergenerational programs engage students and their caregivers together to learn digital skills as a team. Courses focus on digital life skills like accessing literacy and STEAM skillbuilding resources, finding educational resources and academic programs, communicating with teachers and navigating school websites. TGH courses at East Boston Social Centers are taught by Parent Partners, parents trained to teach other parents, ensuring strong, lasting community bonds.

Project Place supports individuals experiencing homelessness and poverty by providing the skills, education and resources needed to obtain and sustain employment and housing. Project Place provides case management and career development programming to support community members’ long-term success. Their Work Ready course partners with TGH to combat the digital divide. Work Ready learners acquire job search and career readiness skills, including making a resume and cover letter, job searching online, and sending professional email.

Over the past five years, Project Place has graduated more than 550 TGH learners!

“I think my life will improve greatly due to the skills I learned and can now apply to my daily life and future jobs.”
-Project Place TGH graduate
Advocacy

We believe that in order to advance sustainable, inclusive digital equity, we must address the inequities at the root of the digital divide through advocacy at the local, state, and federal levels. We continue to grow our advocacy work by building relationships with community leaders and fostering collaboration to drive systemic change.

Theory of Change White Paper

Effective community-based programs are key to closing the digital divide. That is why we set out to identify and uplift inclusive strategies to evaluate the impact of these programs and scale their digital equity work. In collaboration with Dr. Colin Rhinesmith and Malana Krongelb from the Digital Equity Research Center at the Metropolitan New York Library Council – and with support from the Patrick J. McGovern Foundation – we developed a roadmap to help guide organizations, municipalities, and policymakers focused on improving digital equity for our communities.

Community Conversation with Mayor Wu

In the fall, Mayor Michelle Wu joined TGH learners and graduates at Maverick Landing Community Services in East Boston for a special conversation about the impact of digital access on the lives of students, workers, and families from the community.

Testimonies

Marvin Venay, Chief Advocacy Officer at Tech Goes Home, spoke at the Boston City Council Committee on City Services and Innovation Technology, urging greater investment in long-term improvements to digital infrastructure.

This summer, TGH Regional Advocacy Director Marwa Alnaal testified before the Massachusetts Legislature’s Joint Committee on Advanced Information Technology, the Internet, and Cybersecurity. Marwa advocated for the expansion of broadband access in Massachusetts public housing, highlighting the critical connection between reliable internet access and public health.

ACP Funding

Beginning last fall and continuing to this day, TGH is working with the Massachusetts Congressional Delegation to urge them to work with their colleagues to find a sustainable funding solution to reauthorize the pandemic-era Affordable Connectivity Program (ACP). Nearly a third of eligible Massachusetts households are currently enrolled in the ACP, which helps to supplement internet subscription costs. While the ACP has served as a key tool in closing the digital divide, it is currently at risk of running out of funds — creating a so-called digital cliff for millions of Americans.

For more information on our Advocacy efforts visit our website: techgoeshome.org/advocacy
Tech Goes Home is proud to be a leading voice in the digital equity field and we are grateful to partner with other thought leaders in amplifying the importance of this work. Throughout the year we have shared our stories and had our work recognized across various news outlets including:

**Chronicle of Philanthropy**  
*June 2023*  
**Reaching Digital Equity Requires Greater Integration of Technology in All Nonprofit Services.** "Digital exclusion doesn’t exist in a vacuum. For individuals and families without digital access, it’s becoming harder to succeed in or even attend school, maintain or improve health, realize economic mobility, and more."

**The Boston Globe**  
*March 2023*  
**Telehealth is a thing. For real. Now how to make full use of it?** "Telehealth has improved care for Massachusetts patients and is extremely effective, especially for continuity of complex chronic care. Rarely do we find such a dramatic introduction of a health care tool of such value. Payers should recognize it as an essential patient care modality and reimburse providers accordingly."

**CommonWealth Beacon**  
*March 2023*  
**Digital access remains a problem.** "Successful collaboration between government leaders, the private sector, and non-profits can transform the lives of residents who have been systematically excluded from the digital world and improve digital inclusion for generations to come."

For a comprehensive look at articles and news pieces featuring Tech Goes Home, visit our website at techgoeshome.org/newsroom
Financials

With considerable investment from public and private sectors, TGH was able to reach a record number of communities with digital inclusion programming this year. The following financial figures represent the government and philanthropic support committed in 2023 to further our mission to close the digital divide.

FY23 Philanthropy/Revenue

GOVERNMENT SOURCES: $4,621,761

FEE FOR SERVICE/OTHER: $535,432

PHILANTHROPIC SOURCES: $4,240,920
- INDIVIDUALS: $104,662
- CORPORATE: $1,885,875
- FOUNDATIONS: $2,250,383

FY23 Expenses

PROGRAM: $5,967,105

GENERAL & ADMINISTRATIVE: $654,771

DEVELOPMENT: $803,726

Philanthropy/Revenue & Expense Comparison

Note: Total revenue includes revenue raised from all sources, including restricted funds to be used for specific purposes and multi-year commitments with funding to be released in subsequent years.

In recognition of our strong track record and impact, and the need to increase digital access in communities across the state, the Massachusetts Broadband Institute (MBI) awarded TGH $4.5M in historic funding. This investment will enable TGH to prioritize expansion into 13 Gateway Cities throughout the Commonwealth, and shines a light on the power of public-private partnerships in addressing systemic issues at the root of the digital divide.
Our Supporters

$500,000+

- Beth Israel Deaconess Medical Center
- Cummings Foundation*
- New England Patriots Foundation
- The Devonshire Foundation

$250,000 - $499,999

- Capital One*
- Comcast*
- Essex County Community Foundation

$150,000 - $249,999

- Cambridge Savings Charitable Foundation
- Liberty Mutual Foundation*
- Patrick J. McGovern Foundation

$100,000-$149,999

- NETSCOUT
- QBE Foundation
- SharkNinja

$50,000-$99,999

- CVS Health Foundation
- PNC Foundation

$25,000-$49,999

- Alexion Charitable Foundation
- Bank of America Charitable Foundation*
- Dave Swindell and Gail Goodman*
- Harvest
- Verizon*
- The ‘Quin Impact Fund

$10,000-$24,999

- Anne and Roger Berman*
- Champions of Love
- Colin Cabral

Google*

- Highland Street Foundation
- Life Science Cares*
- Massachusetts Charitable Society
- Plymouth Rock Assurance Foundation
- Santander Bank

$500,000+

- Beth Israel Deaconess Medical Center
- Cummings Foundation*
- New England Patriots Foundation
- The Devonshire Foundation

- Google*
- Highland Street Foundation
- Life Science Cares*
- Massachusetts Charitable Society
- Plymouth Rock Assurance Foundation
- Santander Bank

- Louie Balasny*
- Maria Harris*
- Paul and Kitty Gerry
- Pedro Lopez-Baldrich
- The Parker Family*
- The Rev. John H. Finley IV
- The TJX Foundation

Earned Revenue

- Alliance for Digital Equity
- Harvard University
- JVS Boston
- Louisiana Board of Regents
- Northeastern University

Government Funders

- City of Boston
- Commonwealth of Massachusetts
- Massachusetts Broadband Institute
- Massachusetts Service Alliance

*We extend a special thank you to our supporters who have provided support for 5+ consecutive years
Investor Spotlight:
The Devonshire Foundation

The Devonshire Foundation is committed to creating measurable and sustainable impact by supporting ready-for-growth programs and is widely-respected in the community for its catalytic capacity-building grants helping to transform nonprofits to a next level of impact.

TGH is proud to have received the support of The Devonshire Foundation to help us build our capacity to position us for growth and sustainability. Their multi-year gift – the single largest foundation gift in TGH’s history – provides funding to expand our development staff to increase fundraising and earned revenue income. This capacity building funding helps support making our programming accessible and sustainable for thousands of additional learners across Massachusetts. Collaboration is an essential component to the foundation’s grantmaking and the entire TGH community is grateful to The Devonshire Foundation for their partnership and trust in us as we advance digital equity.

Kate Grundy, Executive Director of The Devonshire Foundation shared “Our support reflects The Devonshire Foundation’s commitment to organizations that are making an impact on a systemic social issue. Tech Goes Home has established a successful model and become a leader in addressing the digital equity gap. Providing funding to increase Tech Goes Home’s organization capacity will support their long-term growth and help create stronger outcomes for the families and communities they serve.

Individual Donor Spotlight:
Dave Swindell

As a leader in the Boston tech community, Dave Swindell understands that technology access and internet connectivity are essential. When Dave began to step back from his career in software development, he wanted to find a way to stay involved in the Greater Boston community, and so he became a TGH volunteer. It wasn’t long after that he became a TGH donor, too. His longstanding commitment to TGH was inspired by an early volunteer experience, working with an older woman from Ghana as she used her new-found digital skills to navigate Google Earth. “She had tears in her eyes as she experienced a visual connection with her family for the first time in decades. I saw firsthand how internet technology can touch someone on such a personal level,” Dave said. Dave’s continued support stems from a belief in the strength of the TGH program model.

He understands the importance of community-based programming, tailored to the needs of learners. We are so thankful for supporters like Dave, whose consistent and ongoing generosity has empowered us to broaden the impact of our digital inclusion work.

“...I saw first-hand how internet technology can touch someone on such a personal level.”
Staff

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Instructional Designer, Curriculum

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Executive Assistant

Caitlin Schubert  
Advocacy Manager

Chantae Turner  
Human Resources Generalist

Dahlia Bousaid Cox  
Executive Vice President and Chief Operations Officer

Daniel Noyes  
Chief Executive Officer

Jerome Daye  
Manager of Partnerships

Kiara Lum  
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Madison Martin  
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Mariette Ayala, Ph.D.  
Director of Curriculum & Instruction

Marvin Venay  
Chief External Affairs and Advocacy Officer

Marwa Alnaal  
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Mei Ngo  
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Mia Crabbe  
Chief Human Resources Officer

Natalie Petit  
Manager of Program Operations

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