Our Work

FORMULA FOR IMPACT

Digital Devices
Access to a new computer or tablet to use at home

Internet Connection
Access to stable, affordable internet at home

Skills Training
Targeted digital skills training courses with TGH community instructors

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

130+
Partner Sites in 2023

430+
Courses in 2023

5000+
Graduates in 2023

PARTNER COMMUNITIES
Boston
Brockton
Brookline
Cambridge
Chelsea
Everett
Gloucester
Haverhill
Holyoke
Lawrence
Lowell
Lynn
Malden
Medford
Methuen
Peabody
Pittsfield
Quincy
Revere
Salem
Somerville
Springfield
Waltham

MAP KEY

BOSTON NEIGHBORHOODS
GATEWAY CITIES
OTHER MA COMMUNITIES
Dear Friends,

The numbers, faces, and stories in this report illustrate the vast impact of digital access – the combination of devices, internet access, and digital skills – in our everyday lives, future aspirations, and the strength of our communities. The data from the past year of Tech Goes Home’s work represents families growing lifelong learning skills together, small-business program graduates flourishing as entrepreneurs, and community partners bringing neighbors closer together.

Consider how often you rely on a computer, internet access, and digital skills for work, school, telehealth, staying in touch with friends and family, and much more. Across Massachusetts, hundreds of thousands of people are excluded from such digital access. Tech Goes Home is working to ensure that all people have access to the opportunities and resources available online. We are committed to making generational change with the goal of digital equity for all.

Building on momentum from strong programming in recent years, 2023 has been a monumental year for Tech Goes Home and our community. In recognition of our leadership and positive impact on digital access, we have received historic public and private sector funding to support expansion of our programming to reach more learners. We have already begun offering programming in collaboration with new partners in Brockton, Holyoke, Lowell, Pittsfield, and Springfield, in addition to our existing footprint, bringing the total number of communities we serve to 25.

Our private sector partners have been essential, providing critical funding and support that helps us deliver results for our learners. And, significant public investment is helping to set the stage for our long-term expansion. With this support, TGH graduates have completed more than 75,000 hours of digital skills training this year, becoming confident participants in the digital world. Continuing to grow our private sector support is key to ensuring our programming is available in more communities and that we can innovate to meet the needs of our learners.

In addition, through our advocacy work, we are raising awareness about digital inclusion – driving critical conversations and promoting policies and resources to address inequities at the root of the digital divide. This year we have engaged with twenty-five elected officials representing Massachusetts households, to discuss the impact of digital inequity and ways in which policymakers can support digital inclusion efforts. We are committed to continuing to leverage this work and our partnerships to influence critical policy impacting digital equity at a local, state, and national level.

We thank our community of learners, instructors, staff, advocates, partners, funders and supporters for your continued dedication. We have an incredibly strong foundation for the work ahead. We have ambitious goals, and we are confident that the TGH community will rise to the challenge.

All the best,

Elizabeth Schwab
Board Chair

Daniel R. Noyes
CEO
Our Learners

**Gender**
- 64% Female
- 35% Male
- 1% Another gender/Prefere not to say

**Primary Language**
- 40% English
- 27% Spanish
- 15% Haitian Creole
- 10% Other
- 4% Arabic
- 2% Portuguese
- 2% Cape Verdean Creole

**Race/Ethnicity**
- 39% Black or African American
- 30% Latino/a/x or Hispanic
- 7% Asian
- 7% Multiracial
- 3% Other
- 14% White
HOUSEHOLD INCOME

Under $20,000 52%
$20,000 - $29,999 20%
$30,000 - $39,999 13%
$40,000 - $49,999 8%
Over $50,000 7%
Our Impact

FOUNDATIONS OF DIGITAL ACCESS

“There is so much information at my fingertips. My digital journey has just begun.”

–Steven

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

88% of graduates have used their new digital skills and tools to communicate with others.

65% of graduates feel less isolated because of the skills learned and connections made during their TGH course.

87% of graduates currently have home internet, compared to 45% who had internet when they enrolled in TGH.
“Before the course, I viewed tablets and computers for kids as primarily for entertainment, but I now see the potential for learning important and fun skills like coding and storymaking. I now have more educational opportunities to share with my child.”

– Veronica

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

80% of adult graduates have leveraged their new digital skills for their own education.

88% of caregivers say their child uses their new device for learning multiple times a week or every day.

90% of caregivers report that their children learned skills to stay safe online through TGH.
<table>
<thead>
<tr>
<th>Metric</th>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Mobility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>81%</td>
<td></td>
<td>Of graduates got a new or better job, had a pay raise, entered an educational or work training program, or started a business</td>
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<tr>
<td>55%</td>
<td></td>
<td>Of graduates have used their new digital skills to apply for financial assistance like unemployment or SNAP benefits</td>
</tr>
<tr>
<td>75%</td>
<td></td>
<td>Of adult graduates have managed their finances online</td>
</tr>
<tr>
<td>70%</td>
<td></td>
<td>Of graduates have accessed online job search resources</td>
</tr>
</tbody>
</table>

Translation: “Este programa ha sido de gran ayuda tanto profesional como personal ya que me brindó los recursos y habilidades para abrir mi propio daycare.”

―Norka
Our Impact

HEALTH AND WELLNESS

55% of graduates have utilized their digital tools to find housing.

64% of graduates have ordered life essentials online like medicine and food.

“Everything uses computers, and it will make my life and recovery go smoother because I don’t have to struggle with basic computer skills.”

– Stefanie

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

“My classes have appreciated knowing their neighbors and understanding they are not alone.”

– TGH Instructor
Learning Resources

This year, our team has offered training sessions for new TGH instructors, which are open to our partner organizations. We’ve also created webinars and tutorials, which are open to the public and available on our website.

- **28** Training Sessions for New Instructors
- **16** Webinars for Learners & Instructors
- **15** Tutorials in Video and Print Format
- **14** Language Translations of Tutorials
TGH advocates with local, state, and federal agencies and elected leaders for transformational, people-centered solutions that will help increase resources and ensure equitable access to digital tools and opportunities. Advocacy efforts by our team in 2023 include:

- **25** Elected officials engaged with TGH towards advancing digital equity
- **16** Municipalities targeted for strategic advocacy work
- **2** Boston City Council testimonies given by invitation
- **14** Media appearances aimed at closing the digital divide
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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:

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