



Impact Report

2022

Our Work

FORMULA FOR IMPACT

Computers

Access to a new iPad or Chromebook to use at home



Internet

Connection to stable, affordable internet at home



Training

Enrollment in targeted, interactive digital skills training courses with community instructors



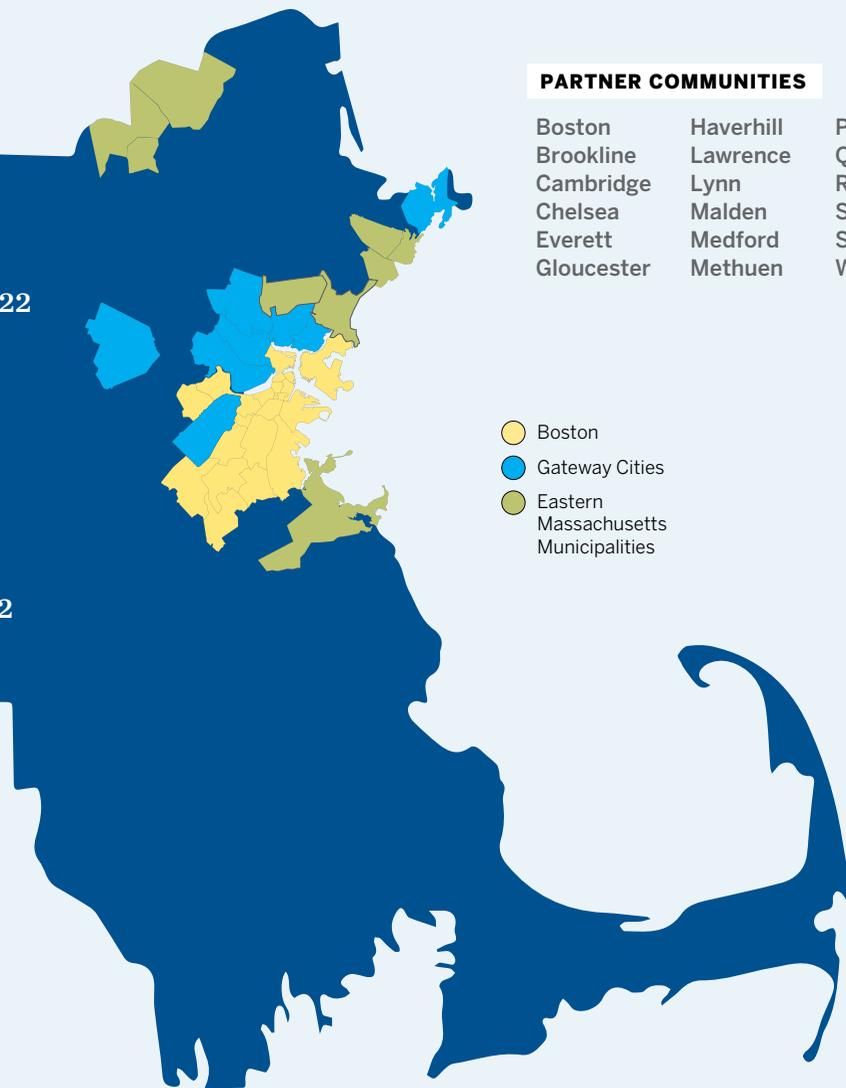
Digital Inclusion

Lasting access to the digital world and the opportunities & resources it offers

100+
Partner Sites in 2022

360+
Courses in 2022

3700+
Graduates in 2022



PARTNER COMMUNITIES

| | | |
|------------|-----------|------------|
| Boston | Haverhill | Peabody |
| Brookline | Lawrence | Quincy |
| Cambridge | Lynn | Revere |
| Chelsea | Malden | Salem |
| Everett | Medford | Somerville |
| Gloucester | Methuen | Waltham |

- Boston
- Gateway Cities
- Eastern Massachusetts Municipalities

Our Mandate

At Tech Goes Home, we're entering a new chapter in our long-running work to close the digital divide.

The COVID-19 crisis has permanently changed our work and our communities, and has exacerbated existing, systemic barriers to digital access. As we emerge from the depths of the pandemic, we are incorporating all that we've learned about how to tackle these challenges to strengthen our programmatic approach and grow strategically and sustainably. We continue to be grateful for the Tech Goes Home community of learners, graduates, and instructors, who are at the core of our digital inclusion work and guide all that we do.

Our program offerings are stronger than ever. With the support of volunteers, we're hosting ongoing webinar series that cover topics suggested by learners, like applying for jobs on Indeed. We've expanded our online learning library with vital new resources translated into a variety of languages. We're supporting our creative and dedicated instructors through professional development opportunities focused on topics that instructors request, such as lesson planning and inclusion of learners with disabilities. And, our advocacy team is leading the conversation about digital equity with elected officials, community leaders, and key decision-makers on the city, state, and federal levels.

The pandemic highlighted the urgency of digital inclusion not only in our existing partner communities, but in cities and towns across Massachusetts. After launching programming in Essex County in 2021, we expanded our work across the cities of Haverhill, Lawrence, Lynn, Methuen, Peabody, Salem, and Gloucester. To date, more than 175 learners have graduated from TGH programs in Essex County, and we're prepared to continue scaling our work in these new partner communities. We're also responding to the demand for digital inclusion programming in Western Massachusetts by exploring expansion into Gateway Cities such as Springfield, Holyoke, and Chicopee. We're planning to build partnerships in all Gateway Cities across the Commonwealth in the near future.

The data in this report captures the impact that digital access has on all areas of life. It is a compelling window into the ways in which TGH graduates are leveraging their new technology, internet connectivity, and digital skills to pursue new career paths, connect with family, complete homework, take care of their health, engage with their communities, and more.

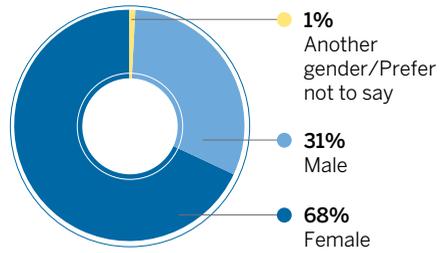
For Tech Goes Home, adapting to challenging circumstances has led to exciting innovations, and now, we're prepared to deepen and scale our work in new and even more impactful ways. We are excited about the impact we've made together this year, and we're ready to do more.

Daniel R. Noyes
Co-CEO

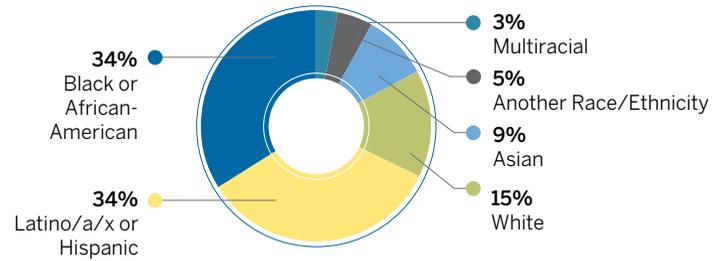
Theodora Higginson Hanna
Co-CEO

Our Learners

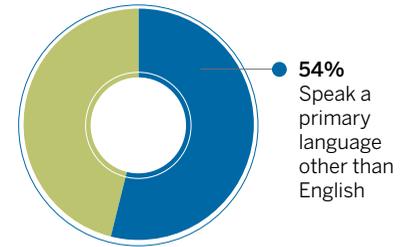
Gender



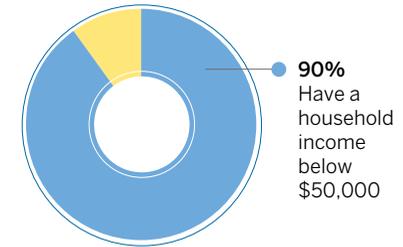
Race/Ethnicity



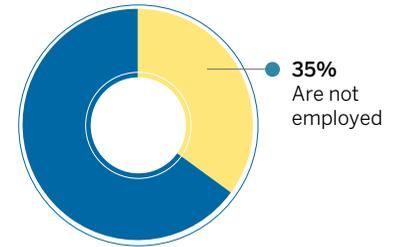
Language



Income



Employment



Our Impact

Foundations of Digital Access

91%

of graduates have home internet one year after their program

87%

of graduates have communicated using video chat

91%

of graduates have used their new digital skills to communicate using email

Educational Opportunity

86%

of adults who participated in our intergenerational programs report that their children use their TGH device for learning more than once per week

98%

of school-aged children are better able to do schoolwork online using the skills and tools they gained through the program

74%

of students leveraged their digital skills and tools to improve their grades



“La destreza más importante que aprendí fue cómo usar una computadora, cómo buscar un trabajo, y cómo estar en una reunión por Zoom con los maestros de mis hijos.”

“The most important skill I learned was how to use a computer, how to look for a job, and how to join a Zoom meeting with my children’s teachers.”

— Maria, TGH Graduate

Translation



“I wanted more confidence in how to best navigate technology with a young kid and how to use screens in a way that benefits my child’s learning and helps him prepare for school. I definitely feel I was able to achieve this. Really approachable, low stress, non-judgmental environment, a wonderful resource all should have access to.”

— Adrienne, TGH Graduate

Our Impact

Economic Mobility

68%

of graduates have used the tools and skills they gained through TGH for accessing job searching resources

54%

of graduates used their new skills to start a business, improve their job standing, or enter a professional training or education program

64%

of graduates use the digital tools and skills they gained through TGH in their current job

63%

of graduates have used their new digital tools and skills to manage finances online

Health and Wellness

80%

of graduates have accessed vaccine information or scheduled a vaccine appointment online using their new digital skills and tools

74%

of graduates have leveraged their new devices and digital skills to access telehealth during the COVID-19 pandemic

76%

of graduates have ordered life essentials online like medicine, food, cleaning supplies, and masks during the pandemic



“I wanted to know how to type resumes, save them, and retrieve them to send to employers. I achieved what I wanted and even more! Very impactful and necessary before any newcomer to the U.S. will start searching for jobs.”

— Patrick, TGH Graduate



“One of our students is currently living in a shelter with her two children. Because of this course, the Chromebook, and the hotspot, she can now navigate things like her SNAP application without needing to go into an office.”

— TGH Instructor

Learning Resources

This year, our team of instructors, volunteers, and staff has created the following learning resources, which are open to the public and available on our website with more to come!

18

Training Sessions for New Instructors

9

Webinars for Foundational Digital Skills

5

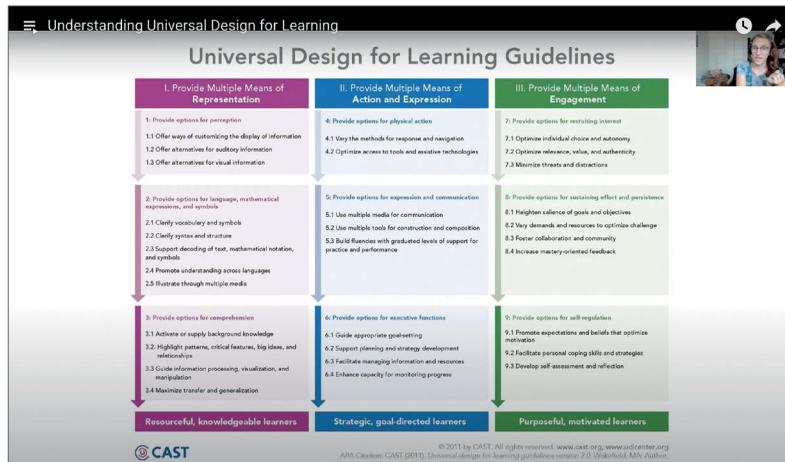
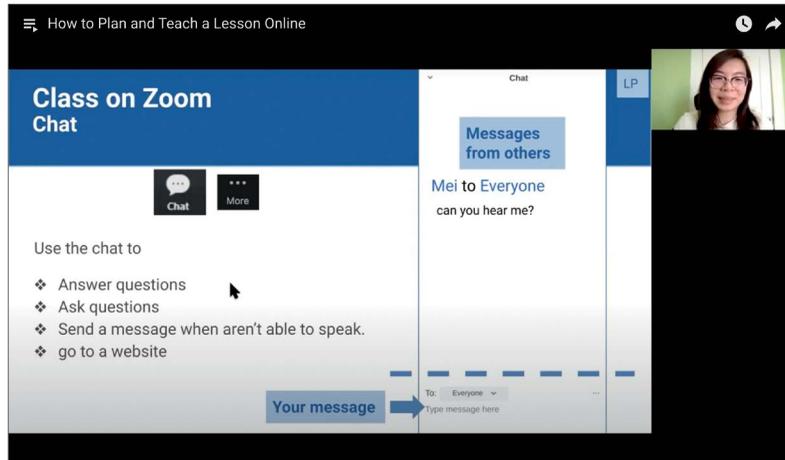
Webinars for Instructor Professional Development

21

Tutorials in Video and Print Format

27

Language Translations of Tutorials



TGH staff member Mei Ngo and Partners for Youth with Disabilities staff member Piper Slowinski lead professional development webinars for TGH instructors.



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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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