



Annual Report

2022



“

I learned how to type. I can do data entry in my job. I learned how to store files in a cloud like Google. I can connect to the wifi and I can share documents. My life will improve because I won't have to depend on other people to access the internet and to type.

Myrlande, TGH Graduate

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Welcome

Dear Friends,

In 2022, thanks to the collective efforts of everyone in the Tech Goes Home community, thousands more learners graduated from our digital inclusion courses, each earning a digital device, gaining access to reliable home internet, and learning essential skills to navigate our increasingly digital world. Equipped with new tools and knowledge, graduates across Eastern Massachusetts were better able to complete schoolwork, apply for jobs, work from home, connect with loved ones, access telehealth services, and engage with their communities.

The continued success of TGH programming, along with the sustained demand for more resources and training, set the stage for further TGH expansion across Massachusetts. In May 2022, TGH completed a new pilot of our programming in Essex County, in partnership with the Essex County Community Foundation and five community-based organizations in five different municipalities. Now, as our programming footprint continues to grow in Greater Boston and Essex County, TGH is also excited to launch a new expansion in Western Massachusetts, beginning in the communities of Springfield, Chicopee, and Holyoke.

Our commitment to programmatic expansion is mirrored by our focus on advancing policies and systems that support sustainable, inclusive digital equity for the long term. Our advocacy team secured greater digital equity investments from local and state leaders, and we launched a new series of discussions with leaders who are seeing the challenges of digital inequity firsthand, to help increase public awareness and shape important policy-making conversations. In 2023, we'll build on these efforts by continuing to engage federal, state, and local legislative champions.

Learning from and building on what we achieved over the past year, we are excited to make even more strides in our programming and advocacy work in 2023. As always, we are so grateful for the resiliency, innovation, and dedication of our instructors, learners, graduates, supporters, and partners. We look forward to continuing our work alongside all of you to make digital access a reality for everyone in Massachusetts and beyond.

Sincerely,


Elizabeth Schwab
Board Chair


Daniel R. Noyes
CEO

Program Overview

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

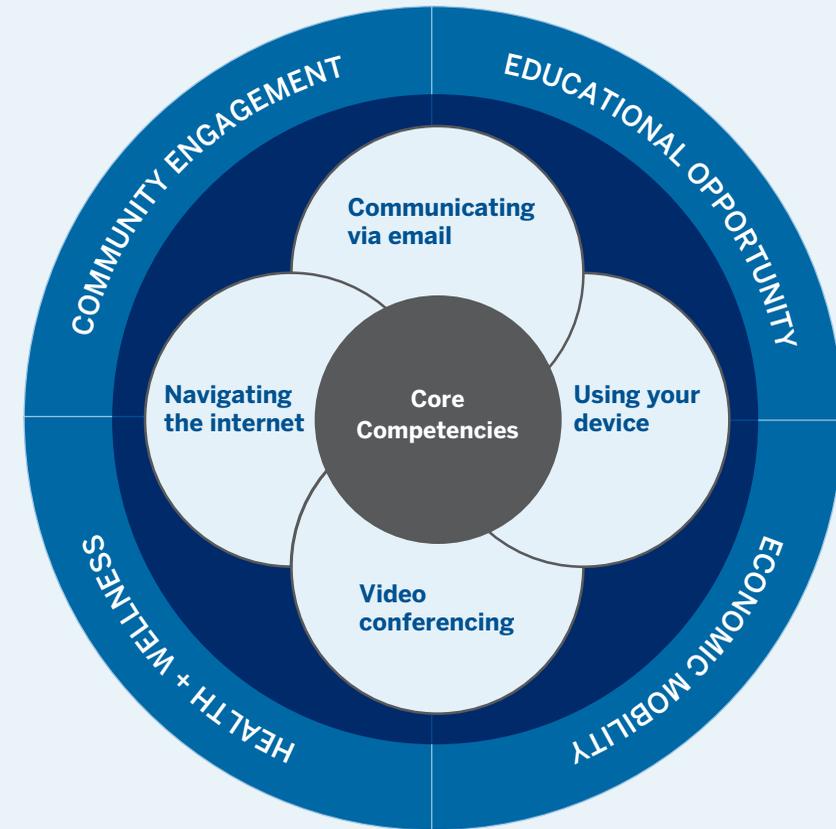


Digital Inclusion

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



All TGH courses cover our four core competencies, plus course content that is tailored towards the specific goals of the learners enrolled in the course.



CURRICULUM EXAMPLES

Educational Opportunity

- Completing homework
- Applying for academic programs
- Joining online courses



Economic Mobility

- Sending and receiving emails
- Creating a resume
- Applying for jobs



Health & Wellness

- Joining telehealth appointments
- Ordering essentials online
- Signing up for nutritional benefits



Community Engagement

- Connecting with friends and family
- Joining recreational classes, religious services, and virtual events
- Registering to vote



Me ha ayudado a transformar mis conocimientos y a tener más capacidad para llevar a otro nivel mi negocio.

TGH Graduate, The Latino Support Network



Translation: It has helped me transform my knowledge and bring my business to another level.

TGH Graduate, The Latino Support Network

Partner Sites

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

BOSTON

Allston/Brighton

Baldwin Early Learning Pilot Academy School
Gardner Pilot Academy
Jackson Mann Community Center
Veronica Smith Senior Center

Back Bay

Central Library, Boston Public Library
Steadfast Solutions
Women's Lunch Place

Charlestown

John F. Kennedy Family Service Center

Chinatown

Boston Senior Home Care*
Quincy Elementary School
Urban College of Boston

Dorchester

ABCD Dorchester NSC
Boston Senior Home Care*
Boston Teachers Union

Parent University Technology Center,
Boston Public Schools
Brookview House
Building Our Lives Together As One
Codman Square NDC
Dorchester Bay EDC
Epiphany School
Gilbert Albert Community Center
Grove Hall Branch, Boston Public Library
Haitian Multi-Service Center
Leahy Holloran Community Center
Lower Mills Branch, Boston Public Library

Mujeres Unidas Avanzando
Rounding the Bases
Salvation Army Kroc Center
Uphams Corner Branch, Boston
Public Library
Urban Edge Housing Corp.

Downtown

ABCD Youth Services
Boston Senior Home Care*
Jewish Vocational Service (JVS)
Rian Immigrant Center
Shared Services MA, United Way
of Massachusetts Bay and
Merrimack Valley
YMCA International Learning Center

East Boston

ABCD East Boston APAC*
BPS Parent University Technology
Center
East Boston High School
East Boston Social Center
Guild Elementary School
MACIR, Inc.
Maverick Landing Community Services
Neighborhood of Affordable Housing
(NOAH)

Hyde Park

Hyde Park Community Center
Mount Olives Community Center

Jamaica Plain

Boston Housing Authority Resident
Self-Sufficiency Program*
Catholic Charities, El Centro del
Cardenal
CSI Franklin Park Villa Co-Op
Forest Hills Housing Cooperative
Hennigan K-8 School

Mattapan

Grove Hall Child Development Center
Immigrant Family Service
Institute (IFSI)
Mattahunt Elementary School
Mattapan Branch, Boston
Public Library
Mildred Ave K-8 School
Taylor Elementary School

Mission Hill

Roxbury Tenants of Harvard

Roslindale

CSI Support & Development Services
Hebrew SeniorLife
Menino Community Center

Roxbury

Adult Learning Center
Boston Central Adult High School
Boston Housing Authority Resident
Self-Sufficiency Program*
Building Pathways Boston
EMPath
Madison Park Development
Corporation
Office of Multilingual and Multicultural
Education, Boston Public Schools
Orchard Gardens K-8 School
Rev. Dr. Michael E. Haynes Early
Education Center
Roxbury Branch, Boston Public Library
Vine Street Community Center
Vital Village Network, BMC
YouthBuild Boston
Youth Options Unlimited (YOU) Boston

South Boston

Catholic Charities, Laboure Center
Adult Education
CSI Castle Cove
Julie's Family Learning Program
Notre Dame Education Center

South End

Beethoven Elementary School
Boston HERC
Boston Housing Authority Resident
Self-Sufficiency Program*
La Alianza Hispana
Project Place
Tenants' Development Corporation

West Roxbury

Ohrenberger Community Center
Village of Joy

CAMBRIDGE

Cambridge Community Learning
Center
Cambridge Housing Authority
Cambridge Public Library
Just-A-Start
Margaret Fuller Neighborhood House

CHELSEA

City of Chelsea, Recreation &
Cultural Affairs
Roca, Inc.

EVERETT

Everett Public Schools, English
Learners

GLOUCESTER

Wellspring House, Inc.

HAVERHILL

MakeIT Haverhill
YMCA of the North Shore, Haverhill

LAWRENCE

Lawrence CommunityWorks

LYNN

The Latino Support Network Inc.
STAR Center, Essex County Sheriff's
Department

MEDFORD

BEST Hospitality Training

METHUEN

The Community Builders (TCB),
Neivins Manor

QUINCY

City of Quincy
Literacy Volunteers of MA
SEIU1199 Training and Upgrading Fund

RANDOLPH

A Tribe Called Black

REVERE

Revere Community School
Women Encouraging
Empowerment, Inc.

SALEM

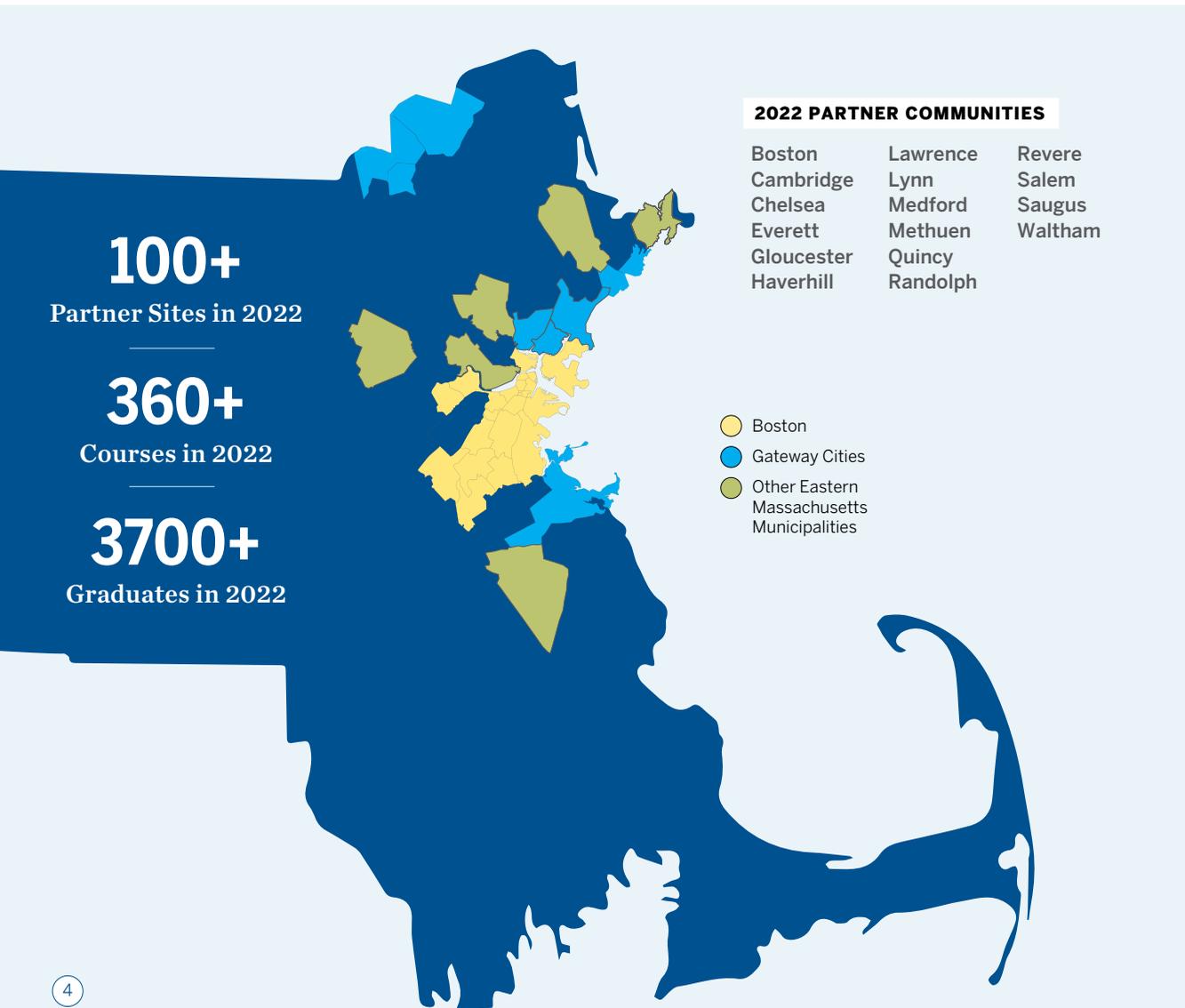
North Shore Community Development
Coalition

SAUGUS

Iglesia Peña de Horeb

WALTHAM

Healthy Waltham



* indicates a partner holding courses in multiple locations

Our Impact



“

The instructors were very helpful, resourceful, patient – they went beyond the call of duty. Until now, I could not turn on a computer. The class improved my life.

Marvin, TGH Graduate

74%

of graduates have been able to use telehealth during the COVID-19 pandemic



98%

of school-aged graduates are better able to do schoolwork online

“

The TGH course is very helpful and you become part of a community that supports you. I am more prepared for college and the future, and I know how to prepare for internships and interviews.

Ayah, TGH Graduate

54%

of graduates got a new job, got a better job, had a pay raise, or entered a work training program

“

I am working right now, and this training was just perfect. With my experience, I can apply for a better job and also train people at the job I am at now.

Raquel, TGH Graduate



“

I gained an abundance of knowledge that I found very helpful and will assist in my business venture as a childcare provider. The training brought me up to date with technology. I thought I knew a lot, however after joining the program, I learned there was more to learn as far as navigating the system.

Keisha, TGH Graduate

91%

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



Our Advocacy

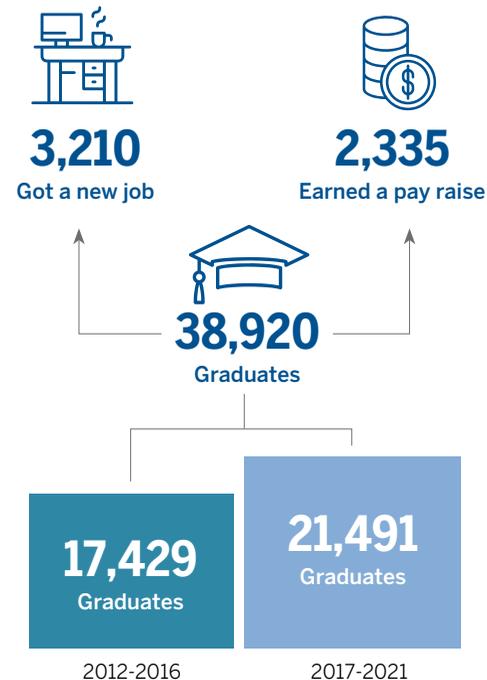
We believe that in order to advance sustainable, inclusive digital equity, we must address the inequities at the root of the digital divide through advocacy at the local, state, and federal levels.

Substantial New Investments

TGH secured substantial new investments in digital equity from both state and municipal leaders. In 2022, TGH advocated successfully for \$2 million in ARPA funding from the City of Boston and \$500,000 in new state funding to expand its programming, setting the table for even greater future investment focused on digital equity.

5 Year Review

As part of our advocacy work, we are evaluating our programs over time to understand the long-term impact of digital inclusion work in our partner communities.

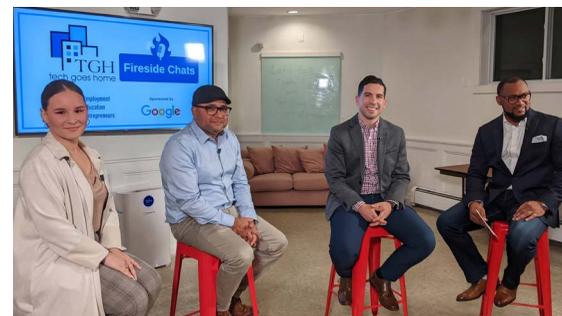


Fireside Chats

TGH launched our Google-funded #TGHFiresideChat series, in which we bring together changemakers including nonprofit leaders, community advocates, and elected officials to discuss digital equity from all angles.



TGH kicked off the series with “A Black Man’s Perspective on Digital Equity”. From left to right, Marvin Venay (TGH), with nonprofit leaders Michael Curry, Eric Esteves, and Shawn Brown.



Our second #TGHFiresideChat brought together TGH partner Lisbeth Valdez, TGH instructor Frank Vasquez, and State Rep. Andy Vargas.

Community Spotlights

HEAR FROM A TGH PARTNER



Located in Lynn, the **Latino Support Network** (LSN) began offering Tech Goes Home programming in January of 2022 as part of TGH’s Essex County expansion, and they graduated 58 learners in the first year of their TGH partnership. LSN teaches courses that cover essential digital skills such as typing and word processing, applying for jobs online, finding housing, and accessing English language learning resources. They also offer courses for small business owners, which focus on

leveraging technology for marketing, budgeting, and online banking. After graduating from TGH courses at LSN, graduates are prepared to secure new job opportunities, grow their businesses, support their kids in school, and access other essential resources and opportunities available through the digital world.

HEAR FROM A TGH GRADUATE



Grace McKinnon first heard about Tech Goes Home through the Chelsea Senior Center. She signed up, and through the course – which was taught bilingually in English and Spanish – Grace gained new skills and tools that she’s using in her community organizing work. For example, Grace used her new tablet and digital skills to develop marketing tools, including flyers and other promotional materials, for the senior center’s Black History Month, Pride, Mother’s Day, and Juneteenth celebrations. She’s also working with the senior center to strategize about how best to tackle barriers and open up opportunities for seniors to use technology, and she’s

working to engage more seniors in TGH courses so they can bring home devices and gain new skills just like she did. Grace shared that, through TGH, she “rediscovered an appreciation for what [computers] could do for me.”

HEAR FROM A TGH INSTRUCTOR



When **Marie Wade** first enrolled in a TGH course with her son at the Eliot K-8 School, she fell in love with the program – especially how the course reached both the students and their parents together. After graduating from the course, she decided to become a TGH instructor herself and help bring the TGH program to the school where she worked at the time, Mattahunt Elementary School. Marie taught her first TGH course in 2011 and found that by offering TGH, she could increase family engagement and make sure her students had what they needed to continue their learning at home. Marie now teaches TGH courses for families at Taylor Elementary School, where

she is a kindergarten teacher for English Language Learners who speak Haitian Creole at home. Overall, 477 learners have graduated from Marie’s TGH courses!

In the News



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

CommonWealth

March 2022

Progress being made on digital inequity — but more needed

“But the truth is that digital inequity isn’t new, and policymakers, advocates, and community-based organizations have been working together to address the challenge for decades. Right now, in the context of COVID-19, we have a unique opportunity to create more robust funding streams and advance comprehensive, inclusive solutions that result in closing the digital divide once and for all.”

The Boston Globe

September 2022

Digital inequities extend beyond health care access

“As COVID-related attention and resources fade, it is incumbent on policy makers, advocates, and community leaders to find sustainable ways to expand digital equity efforts that advance not only health care equity but also education equity, economic opportunity, and the well-being of our communities overall.”

The Boston Globe

May 2022

Boost in digital access for low-income Americans is welcome — now sustain it

“Currently, 48 million American households are eligible to sign up for the Affordable Connectivity Program based on their income, but total enrollment is nowhere near that number. The persistent gap reinforces the need for government officials and Internet service providers to partner with trusted community-based organizations to identify and enroll eligible participants.”

THE BAY STATE Banner

October 2022

Expanding opportunity for Black communities

“The digital inequity we see today is largely the result of generations of underinvestment in Black communities — in physical infrastructure, in access to digital devices, and in programming that gives folks the knowledge and skills they need to participate fully. Reversing that legacy requires investment that reflects those disproportionate barriers.”

government technology

July 2022

Boston Digital Equity Group Nets Major ARPA Funding

“Boston has distributed \$2 million from American Rescue Plan Act (ARPA) funding via grant to a local digital equity group, marking what advocates in the space say may be the largest dispersal of this money to the community level to date.”

BOSTON BUSINESS JOURNAL

January 2023

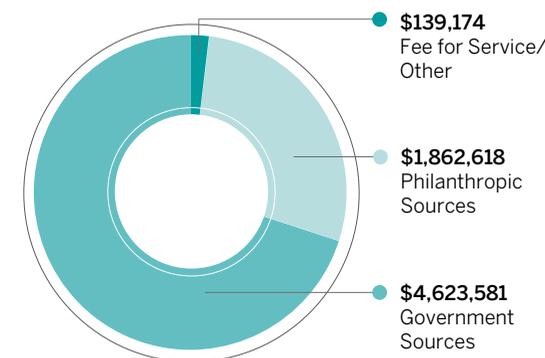
Viewpoint: Connecting Bostonians to digital inclusion

“We’re all in, but we need others to join us. Through grassroots outreach, hands-on training, and tools and awareness around free and low-cost broadband programs, digital navigators provide more opportunities for our neighbors to receive connectivity assistance from people they already know and trust — further advancing Boston both digitally and equitably.”

Financials

Support at all levels from Tech Goes Home donors and funders enables us to offer digital inclusion programs that open up access to essential resources and opportunities including education, healthcare, economic opportunities, and civic engagement. With the pandemic highlighting the urgency of digital inclusion, new funding sources have become available to address the digital divide and ensure a more equitable COVID-19 recovery. TGH has embraced this opportunity to further our impact and expansion, including growing our advocacy work to collaborate with policymakers. With these unique, one-time funding opportunities spurring our growth, TGH remains grateful and committed to our private sector funders who will support our sustainability and growth beyond temporary COVID-19 relief funding.

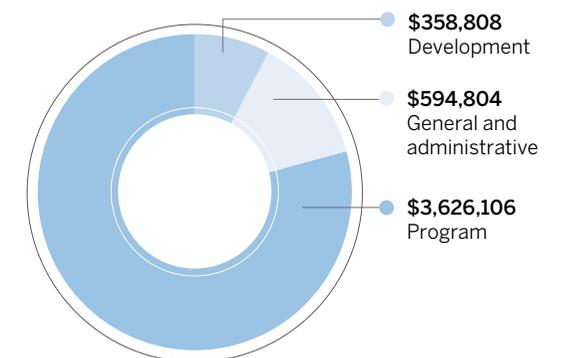
FY22 Philanthropy/Revenue



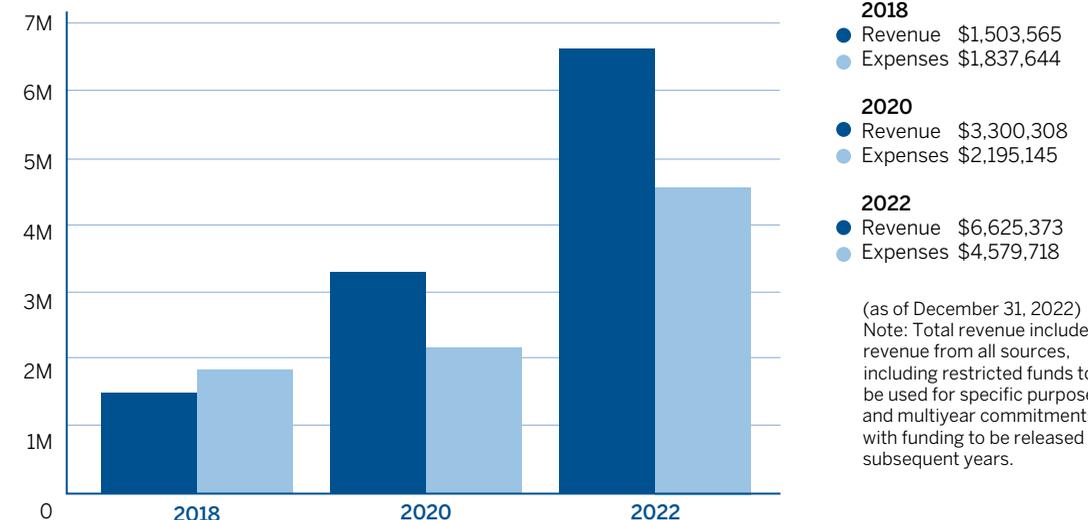
Philanthropic Sources
\$74,573 Individuals / **\$887,089** Corporate / **\$900,956** Foundations

Government Sources
\$3,503,973 State & City COVID-19 Relief Funding

FY22 Expenses



Revenue & Expenses Comparison



Our Supporters

TGH is grateful to our donors at all levels for choosing to support our work to help advance digital equity. TGH proudly recognizes the following who supported our work with gifts of \$1,000 and more in FY 2022 (Jan. 1–Dec. 31, 2022).

\$400,000+
Patrick J. McGovern Foundation

\$200,000–\$399,999
Capital One
Essex County Community Foundation
Michael & Susan Dell Foundation

\$100,000–\$199,999
Anonymous
Cambridge Savings Charitable Foundation
Comcast
Cummings Foundation
NETSCOUT
Next Level Social Impact
QBE Foundation

\$50,000–\$99,999
Amelia Peabody Foundation
Anonymous
Liberty Mutual Foundation
PNC Foundation
SharkNinja
Verizon Foundation

\$25,000–\$49,999
Life Science Cares
Bank of America Charitable Foundation
Reverend John Finley
Highland Street Foundation
The Mabel Louise Riley Foundation

\$10,000–\$24,999
AT&T
Fish Family Foundation
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Earned Revenue
Alliance for Digital Equity
Boston Public Library
Everett Public Schools,
Office of English Learners
JVS Boston

Government Support
City of Boston
Massachusetts Broadband Institute (MBI)
Commonwealth of Massachusetts
Neighborhood Jobs Trust, Office of
Workforce Development
Urban Agenda Grant Program,
Commonwealth of Massachusetts

CITY of BOSTON
TGH is grateful for foundational support from the City of Boston & Mayor Michelle Wu, along with City Councilors Bok, Flynn, and Mejia, and the rest of the Boston City Council.
Additionally, TGH is grateful for the support of Rep. Chynah Tyler, former Rep. Nika Elugardo, and Rep. Russell Holmes.

➔ For more information on how to support TGH, please contact Alyssa Bogosian, alyssa@techgoeshome.org, 617 237-0743



Investor Spotlight

HEAR FROM A TGH INVESTOR

The **Patrick J. McGovern Foundation** (PJMF) has been a valued philanthropic partner of Tech Goes Home since 2021, providing generous grants and thought partnership to support our digital equity work. PJMF has provided significant, direct financial support for our digital inclusion programs, and has also provided funding for a groundbreaking digital equity research project, in partnership with Dr. Colin Rhinesmith at the Digital Equity Research Center, which will produce a Theory of Change for TGH and a white paper with findings from the research to benefit the broader digital equity community.



“The digital divide won’t be fixed merely by more fiber cables. The real goal – digital inclusion – requires that those on the frontlines of vulnerability have equitable access to tools, skills, and opportunities. We’re honored to partner with Tech Goes Home to ensure every Bostonian will share in the prosperity of our digital future.

Vilas Dhar, President
Patrick J. McGovern Foundation

Staff

Nicole Monique Beede
Manager of Partnerships

Alyssa Bogosian
Development Manager

Dahlia Bousaid Cox
Chief Advancement Officer

Mia Paggett Crabbe
Chief People Officer

Lily Abha Cratsley
Communications Coordinator

Lois Contreras Gutierrez
Manager of Partnerships

Chloe Jean
Coordinator of Program Operations

John Jones
Chief Operations Officer

Sangha Kang-Le
Assistant Manager of Advocacy

Barbara Kim
Director of Evaluation

Madison Martin
Coordinator of Program Operations

Mei Ngo
Assistant Manager of
Training & Technology

Daniel Noyes
Chief Executive Officer

Demi Padilla
Director of Operations

Natalie Petit
Manager of Program Operations

Gina Josette Rivera
Interim Chief Program Officer

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Prince Charles
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Adam Goff
Vice President of Sales, Box

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Former Director of Adult Education,
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Instructor, Harvard Law School -
Transactional Law Clinics

Antonio Lobo
Director of Workforce Development,
Catholic Charities

Pedro J. Lopez-Baldrich
Chief Legal Officer, EVP, SharkNinja

Daniel Noyes
CEO, Tech Goes Home

Lee Schwamm
Vice President of Digital Health &
Virtual Care, Mass General Brigham

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:



131 Dartmouth Street
3rd Floor
Boston, MA 02116

(617) 398-7831
info@techgoeshome.org
techgoeshome.org

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