



# ANNUAL REPORT

## 2023



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*“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*



## OUR MISSION

To close the digital divide.

## OUR VISION

Tech Goes Home exists to eradicate digital inequity. We believe this problem is solvable by activating the intrinsic power in communities.

# Digital Equity

As defined by the National Digital Inclusion Alliance (NDIA), “Digital equity is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy. Digital equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services.”

# 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:



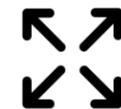
## PRIORITY 1: ACCESS

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



## PRIORITY 3: POLICY

Directly influence or contribute to the passage of 50 policies that eliminate inequities at the root of the digital divide.



## PRIORITY 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.

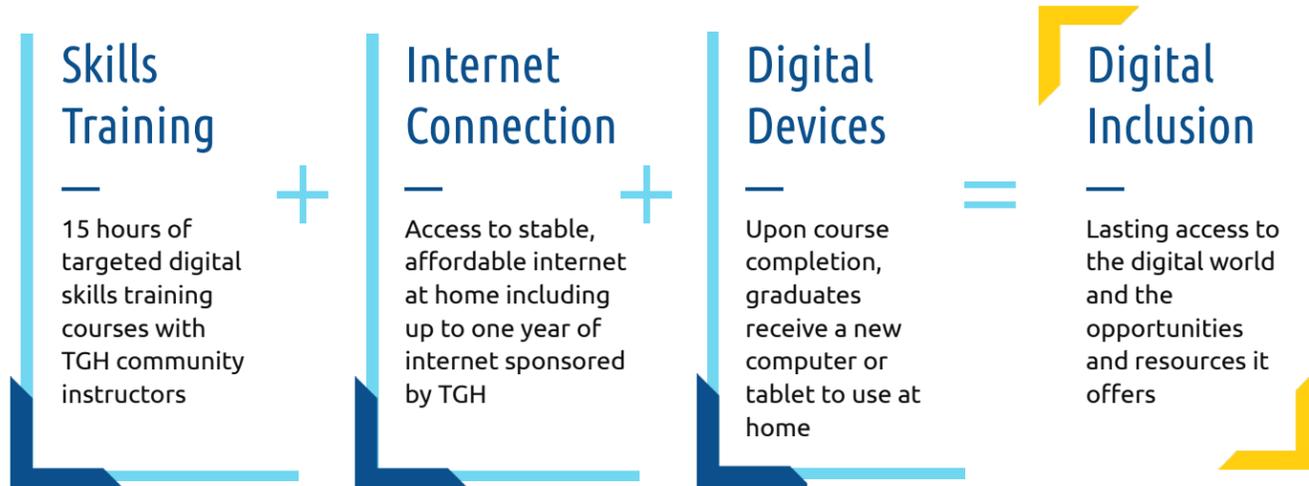


## PRIORITY 4: CULTURE

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/sj5uD>

# Program Overview



## 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.

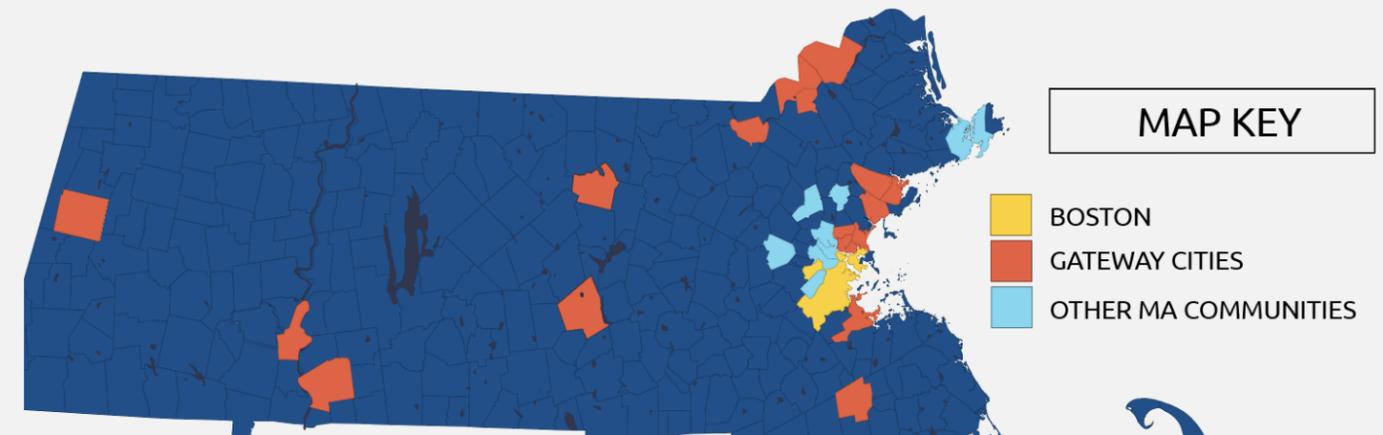
## Intergenerational courses for families:

**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.



130+

Partner Sites in 2023

430+

Courses in 2023

5000+

Graduates in 2023

## PARTNER COMMUNITIES

- |            |            |             |
|------------|------------|-------------|
| Boston     | Holyoke    | New Bedford |
| Brockton   | Lawrence   | Peabody     |
| Brookline  | Leominster | Pittsfield  |
| Cambridge  | Lowell     | Quincy      |
| Chelsea    | Lynn       | Revere      |
| Everett    | Malden     | Salem       |
| Gloucester | Medford    | Somerville  |
| Haverhill  | Methuen    | Springfield |
|            |            | Wakefield   |
|            |            | Waltham     |
|            |            | Woburn      |
|            |            | Worcester   |

*"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  
 BCYF Jackson Mann Community Center  
 BCYF Mildred Ave Community Center  
 BCYF Nazzaro Community Center  
 BCYF Ohrenberger Community Center  
 BCYF 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\*

Haitian Multi-Service Center  
 Hebrew SeniorLife  
 Hyde Park Community Center  
 ICNA Relief New England  
 Immigrant Family Services Institute  
 JVS Boston  
 John F. Kennedy Family Service Center  
 Julie's Family Learning Program  
 Keystone Apartments  
 Leahy Holloran Community Center  
 Lenox Camden Computer Learning Center  
 MACIR, Inc  
 Madison Park Development Corporation  
 Maverick Landing Community Services  
 Mattahunt Elementary School  
 Mildred Ave K-8 School  
 Mbadika  
 Mujeres Unidas Avanzando  
 Mount Olives Community Center  
 New England Culinary Arts Training\*  
 Office of Multilingual and Multicultural Education\*  
 Orchard Gardens K-8 School  
 Perry K-8 School  
 Project Place  
 Quincy Elementary School  
 Rafael Hernandez K-8 School  
 Rian Immigrant Center  
 Salvation Army Kroc Center  
 St. Francis House  
 Steadfast Solutions\*  
 TGH Hub\*  
 Taylor Elementary School  
 Tenants' Development Corporation  
 Tierney Learning Center  
 United Way, Shared Services MA\*  
 Urban Edge Housing Corp.  
 Veronica Smith Senior Center  
 Vine Street Community Center  
 Village Of Joy  
 West Roxbury  
 Women's Lunch Place  
 WORK Inc.  
 YMCA, International Learning Center  
 YouthBuild Boston

## Brockton

Boston Missionary Baptist Community Center  
 Boston Senior Home Care\*  
 Boys & Girls Clubs of Metro South  
 Building Our Lives Together As One  
 Catholic Charities, English  
 Transcultural Center  
 TGH Hub\*

## Cambridge

Cambridge Community Learning Center  
 Cambridge Housing Authority  
 Juanita Saunders Computer Learning Center  
 Just-A-Start  
 Margaret Fuller Neighborhood House  
 Steadfast Solutions\*

## Chelsea

City of Chelsea, Recreation & Cultural Affairs  
 La Colaborativa  
 North Suffolk Community Services, Inc  
 Nuestra CDC  
 OppCo  
 Roca Chelsea

## Everett

CSI Support & Development Services  
 Everett Public Schools, English Learners\*

## Gloucester

Wellspring House, Inc.

## Haverhill

G3 Consulting Group\*  
 MakeIT Haverhill

## Holyoke

A Tribe Called Black  
 Holyoke Community College  
 Wild Ivy

## Lawrence

Lawrence CommunityWorks  
 STAR Program, Lawrence Essex County Sheriffs 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 Sheriffs 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

\*indicates a partner holding courses in multiple locations

## 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



## Our Impact



*"I've become more employable and gained more confidence."*

*-Joshua*

# 81%

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

# 80%

of caregivers reported they are more involved in their child's education as a result of their TGH course



*"I'll be able to help children with their schoolwork, and not feel as intimidated by the applications and technology."*

*-Rebecca*

# 73%

of graduates have leveraged skills they gained in their TGH course to access health and wellness 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*

# 75%

of graduates have utilized their new devices and digital skills to access public 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.*



## Community Stories

### Instructor Spotlight: Dr. Jose Henrique Moreno



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.

### Graduate Spotlight: Dominique Bellegarde



*“The program guided me on starting my own business and helped me get out of my comfort zone.”*

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.

## Partner Spotlight: East Boston Social Centers



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.

## Partner Spotlight: Project Place



*"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*



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!

# 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.



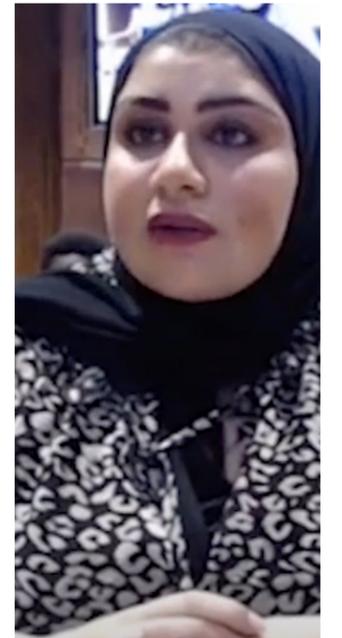
## Community Conversation with Mayor Wu

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](https://techgoeshome.org/advocacy)

# TGH in the News

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."

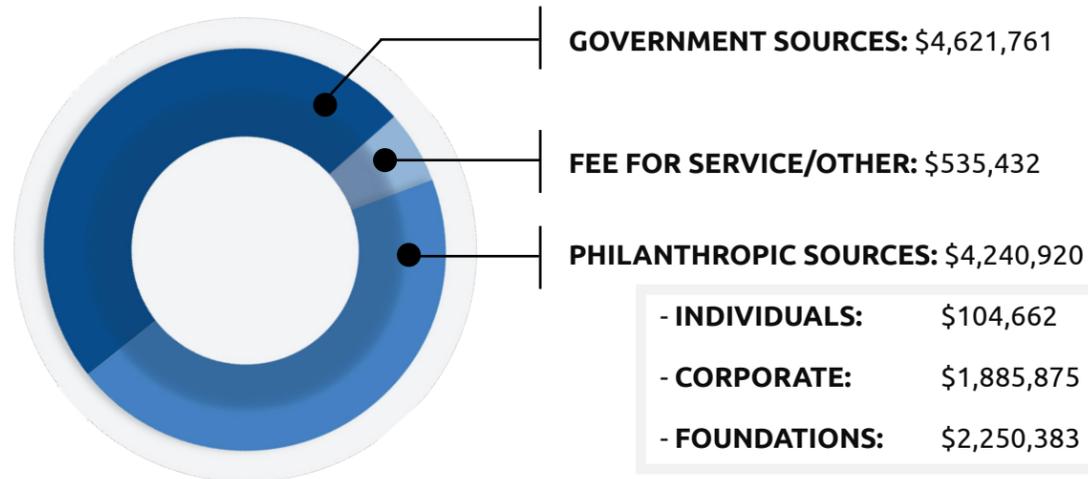
For a comprehensive look at articles and news pieces featuring Tech Goes Home, visit our website at [techgoeshome.org/newsroom](https://techgoeshome.org/newsroom)



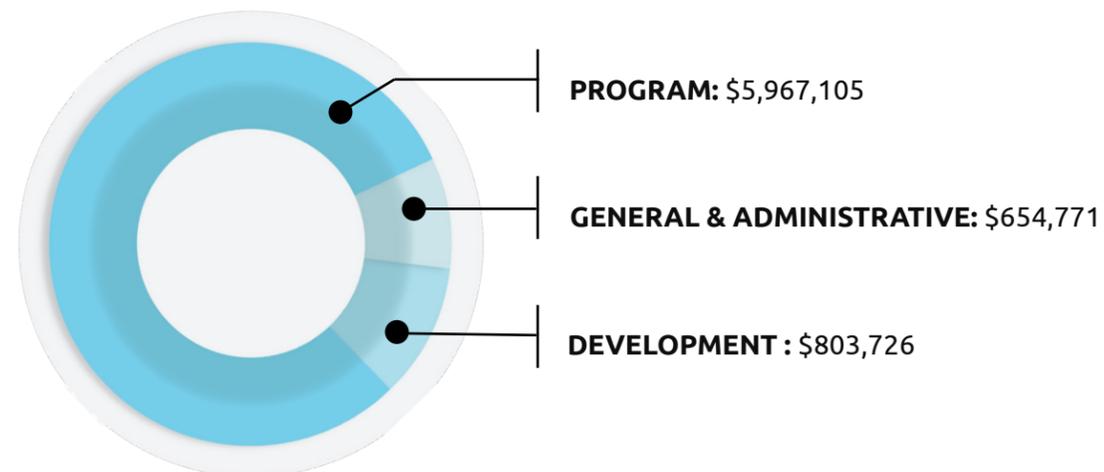
# Financials

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.

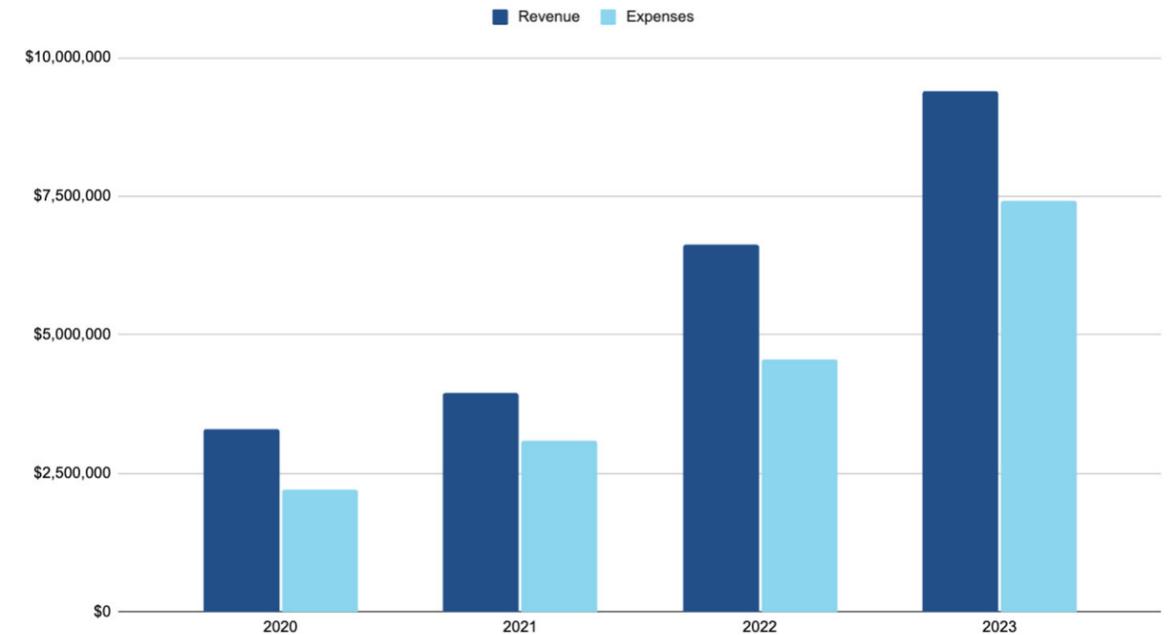
## FY23 Philanthropy/Revenue



## FY23 Expenses



## Philanthropy/Revenue & Expense Comparison



	REVENUE	EXPENSES
2020	\$3,300,308	\$2,195,145
2021	\$3,948,909	\$3,093,506
2022	\$6,625,373	\$4,562,278
2023	\$9,398,113	\$7,425,602

*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

## \$1,000-\$9,999

Adam Goff\*

Brookline Bank

Bruce Glabe\*

Cambridge Community Foundation\*

Chadwick Martin Bailey, Inc.

Dan Ross\*

Dominic Lloyd\*

Eastern Bank Foundation

Edith C. Crocker Charitable Foundation

Elizabeth Schwab\*

Fish Family Foundation\*

George Llado Sr.

Joe Hedal and Jane Wojick\*

Joel Jacobs

Karyn Wilson and Miles Byrne\*

Lee H. Schwamm, MD

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

**Alexandra Trunnell**  
Instructional Designer,  
Curriculum

**Alexis "Lex" Mouton**  
Executive Assistant

**Caitlin Schubert**  
Advocacy Manager

**Chantae Turner**  
Human Resources  
Generalist

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**Daniel Noyes**  
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**Darcy O'Connor**  
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Director of Evaluation

**Jaslin Tifiano**  
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Support Specialist

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Grant Relations Manager

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**Marvin Venay**  
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**Marwa Alnaal**  
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**Peter Poon Kwong**  
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**Richard Feistman, Ph.D.**  
Chief Learning & Evaluation  
Officer

**Stephanie Cohen**  
Relationship Coordinator

**Victoria Batchelor**  
Advocacy Associate

**Zaria Christopher**  
Individual Giving Manager

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Instructor, Harvard Law School -  
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**George Llado, Vice Chair**  
Former SVP & CIO, Alexion  
Pharmaceuticals

**Bruce Glabe, Treasurer**  
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Appalachian Mountain Club

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**Colin Cabral**  
Partner, Proskauer Rose LLP

**Prince Charles**  
Computer Learning Center  
Coordinator, Codman Square NDC

**Monica Dean**  
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in Action

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**Lee Schwamm**  
Associate Dean for Digital Strategy  
and Transformation, Yale School of  
Medicine

Senior Vice President & Chief Digital  
Health Officer, Yale New Haven  
Health System

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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