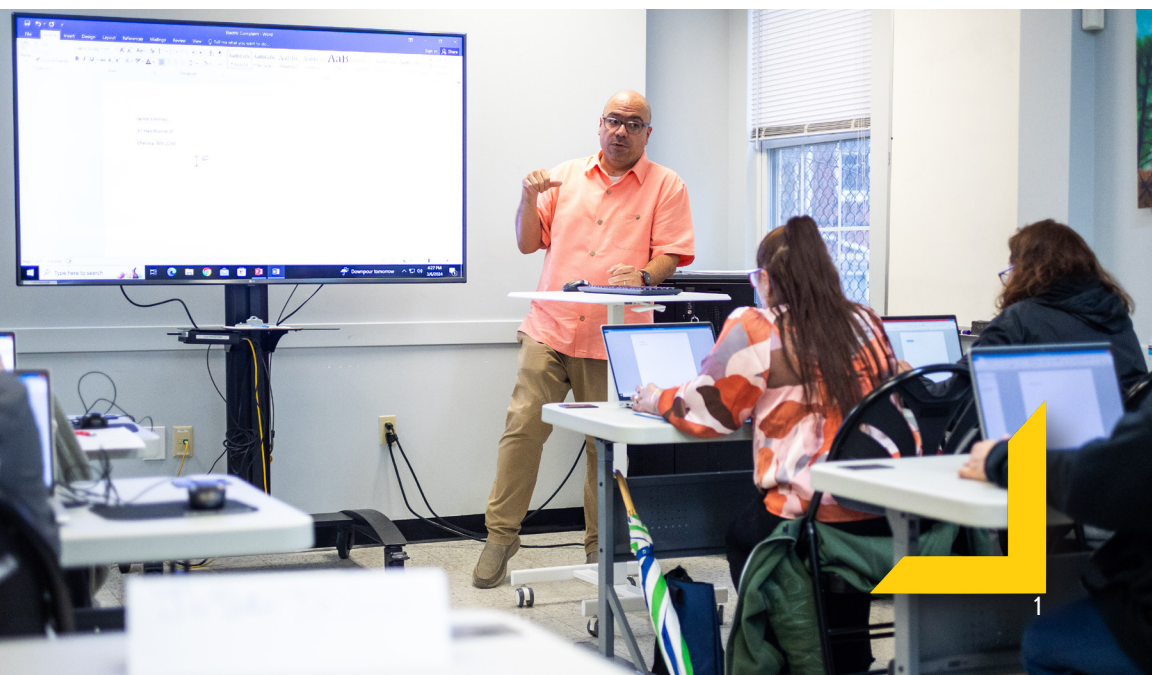




# Annual Report 2024

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## Welcome Letter From Interim CEO Dahlia Bousaid Cox

Dear Friends,

I joined Tech Goes Home (TGH) in 2022, excited to be part of a team working every day to solve an urgent and persistent challenge: closing the digital divide. Since then, advancements in technology, such as AI, have continued to transform how we work, play, and connect with one another, and demand for TGH programming has only continued to grow. I'm proud to have recently stepped into a new role – as interim Chief Executive Officer at TGH – and, as we prepare to mark 25 years of serving people and communities across Massachusetts and beyond, I am humbled by what we have achieved together and what it means for the road ahead.

First and foremost, I would like to thank my predecessor, Dan Noyes, who led TGH from its earliest days through the end of 2024. Dan's vision and determination helped shape TGH into the organization it is today, and he was instrumental in TGH's success, supporting tens of thousands of learners over the past two-plus decades.

That legacy of positive impact continued in 2024. Thanks to our dedicated community of instructors, partners, funders, staff, and board members, TGH reached more people in more places than ever before. In 2024, **we served over 6,000 learners, distributed more than 5,700 digital devices, and scaled our impact to 30 cities in Massachusetts.** Through dedicated funding awarded by the Rocket Community Fund, we also **launched our first-ever program in Detroit, Michigan.**

We **raised \$8M from public and private supporters**, engaged in **meaningful discussions with elected officials at the local, state, and federal levels** about the urgency of digital inclusion, and, thanks to initial funding from Capital One, **launched our Advocacy Community Fellowship Program** that will help center the voices of our communities in critical conversations about the future of digital access.

As we work to maintain and build on that momentum, we are acutely aware that national and international circumstances have put additional pressure on community-facing nonprofits. This landscape has presented new and unprecedented challenges, particularly in advancing digital equity. At the same time, demand for TGH programming has never been greater. TGH remains clear-eyed about our mission, and we are working diligently to strategically position ourselves for the future so that we can continue serving as many people as possible in as many places as possible.

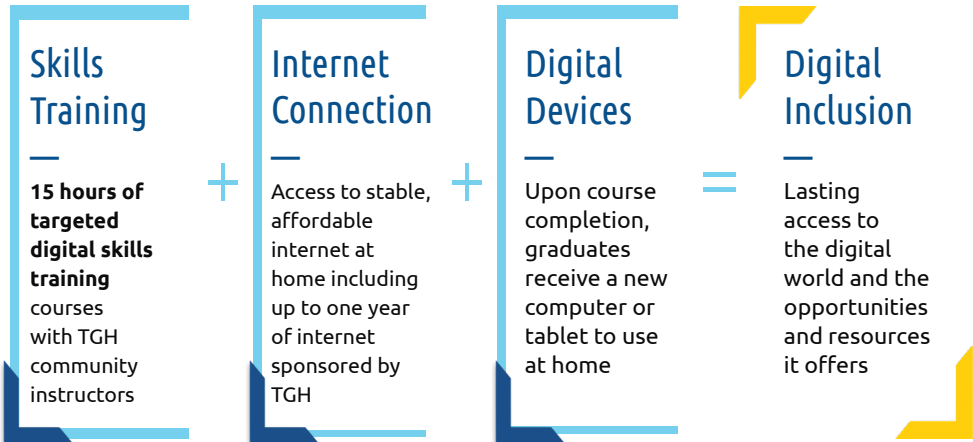
Digital equity is the foundation of opportunity for individuals, families, and communities. With your help and dedicated support, my colleagues and I are excited to roll up our sleeves, forge ahead, and ensure everyone benefits from the digital world.

Regards,



**Dahlia Bousaid Cox**  
**Interim Chief Executive Officer**

# Formula for Impact



## Introducing the TGH Portal

This winter, we launched the TGH Portal, a major step forward in how we deliver digital skills training and long-term support to our learners. The TGH Portal offers on-demand courses, digital credentials, and multi-lingual learning opportunities. While its full impact will unfold in 2025 and beyond, the TGH Portal represents an exciting new way to meet learners where they are, offering the tools and flexibility to continue closing the digital divide!





# Mission & Vision

## Our Mission

To close the digital divide.



## Our Vision

We exist to eradicate digital inequity. We believe this problem is solved by activating 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."*



## TGH Spotlights: Enhancing Economic Mobility

TGH Instructor Ebony Flint believes that the greatest asset to economic mobility and future success is not the Chromebook her learners receive upon completing her course but the confidence they gain upon graduating from TGH, enabling them to navigate the digital world and accomplish their personal and professional goals.

Flint, who teaches digital skills courses at Tribe Called Black, a grassroots organization focused on building cultural wealth rooted in the personal experiences of Black and Brown people, is deeply invested in ensuring the learners she sees, from ages 6 to 50+, are ready to engage. Before classes begin, Flint prepares her learners with the right skills and mindset to use technology to connect with one another and their communities.



**67%**

of learners reported their motivation to enroll in a TGH course was to get a job

**79%**

of graduates have utilized their new devices and digital skills to job search

**67%**

of adult graduates managed their finances online

***"The more people that have this access and knowledge, hopefully, the more options and exposure people will have,"*** said Flint. Reflecting on her time as an instructor, Flint says she's had the privilege of watching learners who were unhoused use their computer to find shelter or an apartment; older adults learn how to set up their computers to connect with family members online; school-age children become confident about themselves as they explored the Google apps needed for their school work; and learners in recovery gain the skills necessary to land a job or become a recovery coach.

With job descriptions increasingly requiring computer proficiency and as technology integrates into everyday life, digital skills have become a fundamental tool for enhancing economic and social mobility. As a long-time partner and small business owner, Flint says she's grateful for the opportunity to be an instructor, which has helped her to forge new connections and broaden her professional network.

## TGH Spotlights: Promoting Personal Health

Jamie Jimenez tells his learners to think of a computer like a car: You might be familiar with how it runs, but everything changes when newer versions come out and newer technology is incorporated.

The same can be said for how we interact with the health care system. With the dawn of telehealth services, online prescription platforms, and apps that put everything you need to know about your personal health in one place, health care services have become more convenient for some and daunting for others.



Jimenez says North Suffolk Community Services, where he works in the training department, has become a go-to resource for people of all skill levels to participate in a TGH course and gain core foundational knowledge on how to navigate the digital world. A TGH partner since 2022, Jimenez says that part of his work with learners has focused on leveraging technology to connect with mental health services.



**1 in 5 graduates are older adults**  
(aged 55+), gaining the tools to navigate healthcare systems and telehealth with greater independence

*"The resources we discuss include behavioral health services, included but not limited to how to look for support during a crisis via Community Behavioral Health Clinics as well as recovery center support," said Jimenez. "After we review the resources samples I provide, we dive into any resources the group wants to look for and we go from there."*

Jimenez recalls personally walking learners through the process of accessing MyChart, a digital healthcare portal that enables patients to book in-person or virtual appointments with their doctors, communicate with their physicians, request prescription refills, access their personal medical information, and more.

*"I love the fact that it's an agency that not just focuses on the training itself but also focuses on being able to provide someone with a device and access after the class,"* he said.

# 76%

of graduates leveraged skills they gained in their TGH course to access health and wellness information and resources

# 84%

of graduates used their digital skills for video meetings, including staying connected to loved ones and telehealth appointments

## TGH Spotlights: Elevating Education Opportunities

For the past seven years, **TGH has been grateful for the ongoing support of Liberty Mutual Foundation**, which has enabled TGH to scale its work and reach more young people and their families than ever before.

Education is a life-changing experience, and technology has forever changed how that learning journey will unfold. More than ever, access to a reliable internet signal and a laptop or tablet has become crucial to completing homework, writing reports, or developing presentations for class.

In 2024, TGH hosted numerous education-focused courses where students and their parents learned how to navigate technology together and apply those skills to school assignments. Support from the Education Initiative helped drive meaningful moments where TGH learners showed their mothers and fathers how quickly they answered math problems via an educational application. These moments were also educational experiences for the parents, who gained an understanding of how their child is utilizing technology to complete school assignments and can, therefore, jump in to offer assistance if needed.

The Education Initiative, created in 2007 with a unique lens focused on elevating educational opportunities for children, has been an integral partner to TGH's work. **With nearly \$400,000 in support, TGH's digital skills programming drives better educational outcomes and eliminates barriers, allowing more parents to be involved in their child's academic future.**



# 86%

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

# 88%

of caregivers report that their children learned skills to stay safe online through TGH

# 75%

of adult learners reported that continuing education was a reason they pursued a TGH course



## TGH Spotlights: Celebrating Civic Engagement

Whether registering to vote, connecting with elected representatives, researching the best schools for your kids, discovering services that could lead to stable housing, or winning that next competitive grant for your small business, having experience with a laptop or tablet can make a big difference. Going a step further, longtime TGH instructor Steve Derosier says digital citizenship and one's ability to access civic services is a right.



*"As American citizens, our revolution is founded on the issue of 'representation' and anyone not connected or unable to manipulate modern technology, especially as age slows us down physically, is effectively marginalized at best and definitely unrepresented at this moment in history," he said.*

Derosier, Superintendent and Supervisor of Attendance at Boston Public Schools' Department of Opportunity Youth, says the vital connection between comfort with navigating the digital world and civic engagement was acutely felt by the parents and students he served during the global pandemic when face-to-face opportunities and access to city and school services became more difficult.

*"The heart of [TGH] pours itself out in service to the local community," said Desrosier. "There is accessible learning and tools available for families and entrepreneurs alike, and I am proud to have played a small role in supporting TGH's mission in my city."*

Today, **civic engagement and participation has a stronger digital component than ever before.** Classes at some schools, particularly in higher education, are hybrid; government hearings are streamed online and held via Zoom; and distinguishing real news from misinformation is becoming harder.

**Desrosier credits TGH's digital skills programming with helping to carve pathways for better representation and engagement across civic life.** As part of the first cohort of TGH's Advocacy Community Fellows, Desrosier made a personal commitment to highlighting digital inequities and advocated for why digital access — particularly affordable internet — is a crucial ingredient for a healthy democracy.

# 76%

of graduates utilized their new devices and digital tools to access city resources

# 61%

of graduates are registered to vote in Massachusetts

## TGH Spotlights: Highlighting Housing Attainment

The belief that digital literacy is the foundation to all opportunities in life embodies why TGH instructor Rita Lara cares so deeply about her work and the learners who have walked through the doors of Maverick Community Landing Services (MCLS).

MCLS, nestled in a vibrant, colorfully-housed Latino-dense neighborhood in East Boston, touts itself as a “tech-forward community center” and offers instructions for TGH courses in Spanish as well as English. Lara, who has been Executive Director for 10 years, says this approach to teaching digital literacy skills has allowed her to meet her learners, predominantly from immigrant, public housing, or formerly incarcerated communities, where they are, and reach a population deeply impacted by housing insecurity.



*“Several homeless learners have experienced outcomes that included: how to search for a place to live, how to access resources, how to use the Google Workplace”*

-TGH Instructor

# 75%

of graduates utilized their new devices and digital tools to find housing

Obtaining housing assistance or services can be daunting for any family. The barriers are even higher for people unfamiliar with the digital platforms that exist to simplify a search for affordable housing.

*“Digital literacy skills taught to people are being used to stabilize families,”* she said. Lara added that digital skills developed in TGH courses have strengthened her learners’ abilities to find permanent housing for themselves and their loved ones.

Lara is thankful that TGH continues to engage communities with the highest need for digital literacy, providing them with the necessary digital devices, access, and skills to improve their chances of finding a stable and secure home for their families. “The tablets provided to people most in need are vital to bridging the digital divide.”





# Our Partner Communities

7,164

learners enrolled in  
TGH courses

87%

graduation rate

5,900+

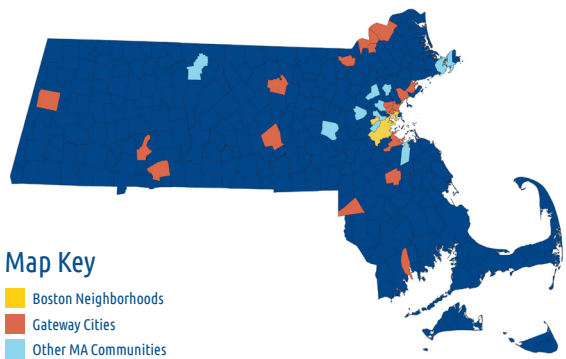
computers and tablets  
distributed

TGH graduates brought the impact home, reaching nearly **30,000 family members and loved ones** across Massachusetts.

100%

of graduates seeking  
internet accessibility  
received one year of  
connectivity from TGH

## Massachusetts



### Map Key

- Boston Neighborhoods
- Gateway Cities
- Other MA Communities

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

## Detroit, MI

In 2024, Tech Goes Home brought its proven model to Detroit, working alongside trusted local partners to lay the foundation for long-term impact. While our first Detroit graduates will be celebrated in 2025, the momentum is strong and growing!





## Welcome to Detroit

Following 20+ years of proven impact in Massachusetts, Tech Goes Home launched programming outside the state for the first time, bringing our trusted, community-driven digital inclusion model to Detroit. At the invitation of local leaders and in partnership with the Rocket Community Fund, TGH began training local instructors and delivering programming to equip 200 Detroit residents with essential digital skills.

In Fall 2024, Tech Goes Home launched its first Detroit-based instructor training, a pivotal step in expanding our proven model beyond Massachusetts. Conducted in partnership with Black Tech Saturdays, the City of Detroit, Connect 313, and Peer 2 Peer University, the training equipped a cohort of local leaders to deliver high-quality, culturally responsive digital skills programming.

*"Digital literacy is essential for participating fully in today's society. Through partnerships like this, we're addressing systemic barriers and providing Detroiters with tools to achieve economic mobility and success in a tech-driven world."*

-Autumn Evans, Senior Program Manager of Rocket Community Fund



# Our Partners

## BOSTON

ABCD East Boston APAC  
 ABCD First Steps  
 ABCD MassHire Metro North Career Centers  
 ABCD South End NSC  
 ABCD Youth Services  
 Age Strong - East Boston Senior Center  
 BCYF Hyde Park Community Center  
 BCYF Jackson Mann Community Center  
 BCYF Mildred Ave Community Center  
 BCYF Ohrenberger Community Center  
 BCYF Roslindale Community Center  
 BCYF Vine Street Community Center  
 BEST Hospitality Training  
 BHA Resident Self-Sufficiency Program  
 Boston Central Adult High School  
 Boston HERC  
 Boston Senior Home Care  
 BPL Egleston Square Library  
 BPL Grove Hall Library  
 BPL Mattapan Library  
 BPS East Boston High School  
 BPS Hennigan K-8 School  
 BPS Mildred Ave K-8 School  
 BPS Office of Multilingual and Multicultural Education  
 BPS Orchard Gardens K-8 School  
 BPS Parent University Technology Center  
 BPS Perry K-8 School  
 Building Pathways Boston  
 Catholic Charities El Centro del Cardenal  
 Catholic Charities Haitian Multi-Service Center  
 Catholic Charities Laboure Center Adult Education  
 Catholic Charities, South Boston  
 Codman Square NDC  
 Corcoran Jennison Management  
 Cribs and Cradles Family Child Care LLC  
 CSI Franklin Park Villa Co-op  
 Deliverance Shiloh Apostolic Church  
 Dorchester Bay EDC  
 Eglise De Dieu De La Pentecôte Libre  
 EMPATH (Economic Mobility Pathways)  
 Family Care Partnership  
 Fenway CDC  
 G3 CONSULTING GROUP  
 Gilbert Albert Community Center  
 Grove Hall Child Development Center  
 ICNA Relief Boston  
 John F. Kennedy Family Service Center  
 Julie's Family Learning Program  
 JVS Boston  
 Madison Park Development Corporation  
 Maverick Landing Community Services  
 Mount Olives Community Center  
 Mujeres Unidas Avanzando  
 NECAT (New England Culinary Arts Training)

Nuestra Comunidad (WinnCompanies)  
 Nurtury Early Education  
 PowerCorps Boston  
 Project Place  
 Rafael Hernandez K-8 School  
 Rian Immigrant Center  
 RIAC  
 ROCA, Inc  
 Roxbury YMCA  
 Salvation Army Kroc Center  
 South End Technology Center  
 St. Francis House  
 Steadfast Solutions, Lenox Camden  
 Computer Learning Center  
 Steadfast Solutions, New Academy Estates  
 Steadfast Solutions, Tierney Learning Center  
 TGH Hub  
 United Way Shared Services MA  
 Urban Edge Housing Corp.  
 Urban League of Eastern Massachusetts  
 Village Of Joy  
 Women's Lunch Place  
 YMCA International Learning Center Boston  
 YOU Boston Youth Options Unlimited

## ATTLEBORO

The Literacy Center

## BROCKTON

Boys & Girls Clubs of Metro South  
 BPS Office of Multilingual and Multicultural Education  
 Cape Verdean Association of Brockton Inc.  
 Catholic Charities, South Boston  
 Catholic Charities of Brockton English  
 Transcultural Center  
 New Birth Baptist Church

## BROOKLINE

Steps to Success Inc.

## CAMBRIDGE

ABCD MassHire Metro North Career Centers  
 Bridges Homeward  
 Cambridge Community Learning Center  
 Cambridge Housing Authority  
 East End House  
 Just-A-Start Adult Career Training  
 Just-A-Start Youth Build  
 Margaret Fuller Neighborhood House  
 Steadfast Solutions 140 Clarendon St  
 Steadfast Solutions Juanita Saunders  
 Computer Learning Center

## CHELSEA

CAPIC Head Start  
 City of Chelsea Recreation & Cultural Affairs

Intergenerational Literacy Program of  
 Chelsea Public Schools  
 La Colaborativa  
 North Suffolk Community Services Inc  
 Nurtury Early Education  
 Roca Chelsea

## EVERETT

Eliot Family Resource Center

## FRAMINGHAM

Anchored in Recovery

## GLOUCESTER

SeniorCare  
 Wellspring House, Inc.

## HAVERHILL

Haverhill Community Justice Support Center  
 MakeIT Haverhill

## HOLYOKE

A Tribe Called Black

## LAWRENCE

ACT Lawrence  
 Clarendon Early Education Services Inc.  
 STAR Center Lawrence Essex County  
 Sheriffs Department  
 The Community Group  
 UTEC Inc.

## LEOMINSTER

South Sudanese Enrichment for Families

## LOWELL

ICNA Relief Lowell  
 IINE Lowell  
 Lowell Community Justice Support Center (OCC)  
 Lowell Transitional Living Center (LTL)  
 UTEC Inc.

## LYNN

Catholic Charities of Lynn  
 STAR Center Lynn Essex County Sheriffs Department  
 The Latino Support Network Inc

## MALDEN

Mystic Valley YMCA

## MEDFORD

BEST Hospitality Training  
 Boston Central Adult High School  
 English Learner Education Department of  
 Medford Public Schools

# Our Partners

## METHUEN

Nevins Memorial Library

## NEW BEDFORD

Boys and Girls Club - New Bedford  
New Bedford Community Health

## ORANGE

LaunchSpace

## PITTSFIELD

Gladys Allen Brigham Community Center  
Wild Ivy

## QUINCY

BCNC Quincy Adult Ed  
City of Quincy  
Literacy Volunteers of MA Quincy

## REVERE

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

## SALEM

Boston Senior Home Care

South Sudanese Enrichment for Families

## SPRINGFIELD

Clarendon Early Education Services Inc.  
Dress for Success  
Roca Springfield  
Way Finders Inc  
Wild Ivy

## WAKEFIELD

South Sudanese Enrichment for Families

## WALTHAM

Watch CDC

## WEYMOUTH

Wellspring Multiservice Center

## WOBURN

Woburn Community Justice Support Center

## WORCESTER

Abdelgadir Education Foundation Corporate  
Ascentria Care Alliance  
A Tribe Called Black  
Green Island Neighborhood Center

Jeremiah's Inn

Massachusetts Association for the Blind and  
Visually Impaired (MABVI)  
TCB Plumley Village  
TCB Sever Square Apartments  
YMCA of Central Massachusetts

## DETROIT

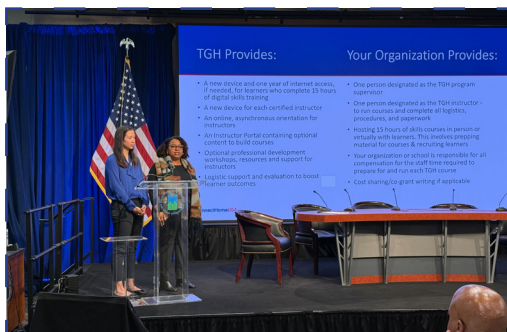
Backpack Healthcare  
Black Tech Saturdays  
City of Detroit  
City of Detroit Recreation Department  
Cody Rouge Community Action Alliance  
Connect 313  
Destined for Greatness  
Eastside Community Network  
Friends Of Parkside  
Henry Ford Health  
Peer 2 Peer University  
Roselawn Resurgence Block Club



# Advocacy

Tech Goes Home partners with local, state, and federal leaders to advance people-centered policies that increase resources and ensure equitable access to digital tools, skills, and opportunity.

Through testimony, thought leadership, and coalition-building, TGH works to advance policies and investments that close the digital divide. This year, our team shared insights and elevated community voices at the Massachusetts Legislative Poverty Commission Hearing, NDIA's Net Inclusion Conference, the MassCUE Spring Conference, and the ConnectHomeUSA Summit. We also joined panels hosted by key partners, including the Massachusetts Broadband Institute, Verizon, and the National Digital Inclusion Alliance.



## TGH Advocacy Community Fellowship

Launched in 2024, the Tech Goes Home Advocacy Community Fellowship was created to ensure that the individuals most impacted by the digital divide are shaping the policies and systems that affect their lives. The Fellowship equips a cohort of TGH learners and instructors with the tools, confidence, and connections to advocate effectively on issues that matter to them and their communities.

### Inaugural TGH Advocacy Community Fellowship Class

Prince Charles  
Steve Desrosiers  
Ruby Fevrier  
Elsa Flores  
Cyntoria Grant  
Roubbins-Jamal LaMoth  
Victoria Marcello  
Marie Pierre  
Judith Thermidor  
Carmen Vega





# TGH In the News



## Government Technology: New Digital Literacy Course Offers Free Computers

The launch of TGH's digital skills programming at the Nevins Memorial Library in Methuen, Massachusetts, caught the attention of the national publication Government Technology. The program trained library staff to lead three classes tailored to adults and seniors, another focused on small businesses, and a third focused on providing digital skills to young children.

*"One of the things we want is for parents to be able to use technology with their kids so they know what their kids are doing, and can help their kids with homework. It's important that parents are digitally literate, because kids are going to get ahead of you if you're not."*

- Krista McLeod, Nevins Memorial Library Director



## WCVB CityLine: Changing Lives Through Digital

Jan 2024

Following the well-received white paper titled, Developing a Digital Equity Theory of Change with Tech Goes Home, then-Advocacy Research Specialist at TGH and co-author of a report, Sangha Kang-Le, sat down with Channel 5's Karen Holmes Ward, host of CityLine, to discuss better ways to measure the impact of digital learning programs. TGH Instructor and Advocacy Community Fellow Prince Charles, who also serves as the Computer Learning Center Coordinator at the Codman Square Neighborhood Development Corporation, joined Kang-Le for the conversation to discuss how digital access improves health and education outcomes.



## Mass Nonprofit News: Tech Goes Home Receives \$150,000 Grant from Patrick J. McGovern Foundation to Support Digital Equity

Massachusetts Non-Profit News recognized and shared with their subscribers the announcement that TGH was awarded a \$150,000 grant from the Patrick J. McGovern Foundation. The grant enabled TGH to expand its work across Massachusetts, providing learners with a laptop or tablet, reliable internet access, and 15 hours of digital skills training.

*"Nearly every aspect of today's world is impacted by individuals' ability to connect to and navigate the digital landscape. Tech Goes Home is leading the way in closing the digital divide in Massachusetts, and we are enthusiastic about its efforts to expand and serve more learners."*

- Vilas Dhar, President of the Patrick J. McGovern Foundation



## Our Supporters



### \$500,000+

Anonymous

Beth Israel Deaconess Medical Center

Cummings Foundation\*

New England Patriots Foundation

The Devonshire Foundation

### \$250,000 - \$499,999

Rocket Community Fund



### \$150,000 - \$249,999

Amazon

Capital One\*

Liberty Mutual Foundation\*

Patrick J. McGovern Foundation

### \$100,000-\$149,999

Cambridge Savings Charitable Foundation\*

Comcast\*

Dave Swindell and Gail Goodman\*

NETSCOUT\*

QBE

SharkNinja\*



## \$50,000-\$99,999

Eastern Bank Foundation

## \$25,000-\$49,999

Champions of Love  
PNC Foundation  
Verizon\*

## \$10,000-\$24,999

Best Buy  
Cambridge Community Foundation\*  
Colin Cabral  
Elizabeth Schwab\*  
Google\*  
Highland Street Foundation\*  
Plymouth Rock Assurance Foundation\*  
The Parker Family  
The TJX Foundation

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

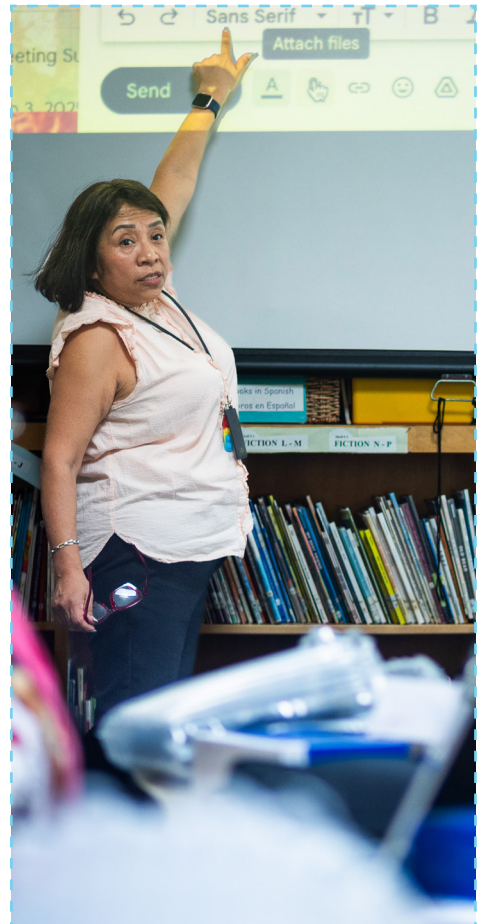
Anonymous  
Adam Goff\*  
Anne and Roger Berman\*  
Bruce and Marie Glabe\*  
Chadwick Martin Bailey, Inc.\*  
Dan Ross\*  
Dominic Lloyd\*  
Dr. Nancy Li  
Dreyfus SPARK Shares  
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Joe Heddal and Jane Wojick\*  
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MassCue  
Monica and Scott Garfield\*  
Paul and Kitty Gerry  
Pedro J. Lopez-Baldrich  
Proxet Group Inc  
TeKer Salud on behalf of Dr. Lee Schwamm

## Government Funders

City of Boston  
Massachusetts Broadband Institute

## In-Kind

Community Consulting Teams of Boston  
McKinsey & Company

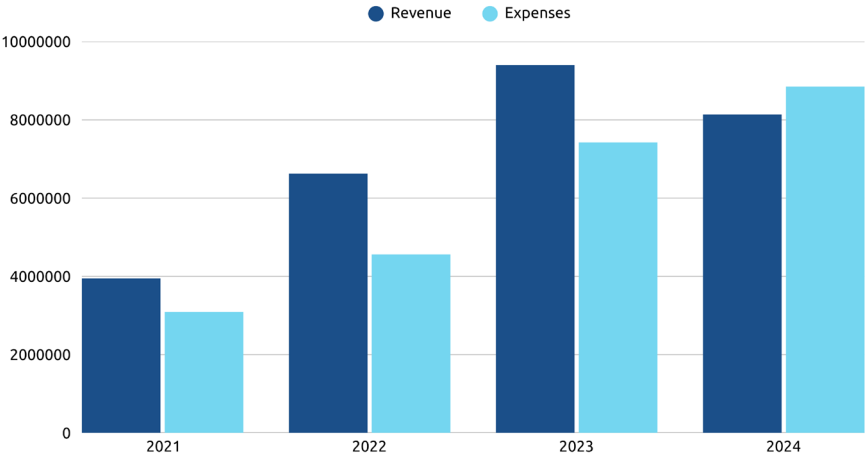


*\*We extend a special thank you to our supporters who have provided support for 5+ consecutive years*

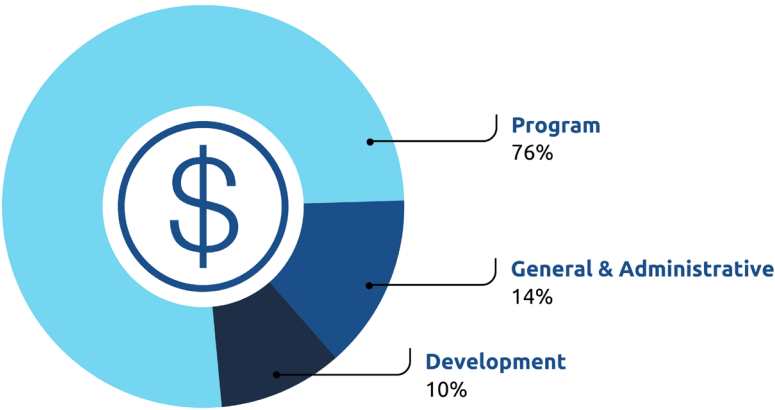
# Our Financials

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 are representative of dollars received in 2024, showcasing our commitment to growth in our mission to close the digital divide.

## FY24 Philanthropy/Revenue

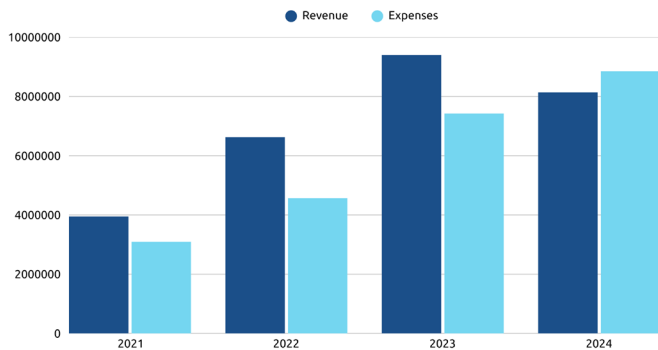


## FY24 Expenses





# Philanthropy/Revenue & Expense Comparison



	Revenue	Expenses
2021	\$3,948,909	\$3,093,506
2022	\$6,625,373	\$4,562,278
2023	\$9,398,113	\$7,425,602
2024	\$8,139,597	\$8,851,265

*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.*



**McKinsey  
& Company**

McKinsey & Company awarded TGH a pro-bono consulting engagement to advance our long-term financial sustainability. Through this collaboration, we are developing refined earned revenue strategies that will diversify our funding model, strengthen organizational resilience, and position TGH to scale our impact and meet the growing demand for digital inclusion in the years ahead.

## Staff

**Mariette Ayala**

Director of Curriculum & Instruction

**Dahlia Bousaid Cox**

Interim Chief Executive Officer

**Stephanie Cohen**

Relationship Coordinator

**Sreeharsha Dakkili**

Senior Data Systems Analyst

**Lois Contreras Gutierrez**

Director of Partnerships

**Lily Abha Cratsley**

Manager of Partnerships

**Richard Feistman**

Chief Learning & Evaluation Officer

**Dina Ferranti**

Director of Evaluation

**Deborah Heimel**

Senior Director of Finance

**Kiara Lum**

Director of Earned Revenue

**Madison Martin**

Grant Relations Manager

**Mei Ngo**

Training & Development Manager

**Darcy O'Connor**

Director, Foundation and Public Grant Relations

**Natalie Petit**

Director of Program Operations

**Chantae Turner**

Human Resources Manager

## Board of Directors

**Joe Hedai, Chair**

Former Deputy Director and Clinical Instructor,  
Harvard Law School - Transactional Law Clinics

**George Llado, Vice Chair**

Former SVP & CIO, Alexion Pharmaceuticals

**Bruce Glabe, Treasurer**

Former Chief Financial Officer, Appalachian  
Mountain Club

**Anne Bailey Berman**

Chair, Chadwick Martin Bailey

**Dahlia Bousaid Cox**

Interim Chief Executive Officer, Tech Goes Home

**Colin Cabral**

Partner, Proskauer Rose LLP

**Prince Charles**

Computer Learning Center Coordinator, Codman  
Square NDC

**Monica Dean**

Director of Housing, LISC NY

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