



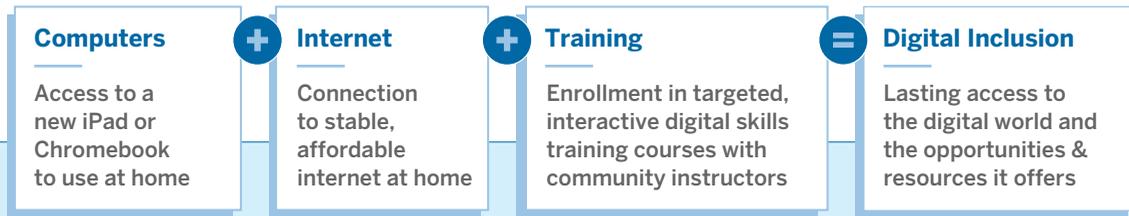
Impact Report

2021

Our Work

Tech Goes Home empowers communities to access and use digital tools to overcome systemic barriers and advance lives. By working in partnership with schools, healthcare providers, libraries, shelters, and other community organizations, we bring computers, internet, and training to those without so students can do homework, adults can find jobs and manage finances, seniors can connect with loved ones, and all can lead healthy lives.

FORMULA FOR IMPACT



100+
Partner Sites in 2021

360+
Courses in 2021

4,200+
Graduates



PARTNER COMMUNITIES

- | | |
|------------|---------------------|
| Boston | <i>New in 2021:</i> |
| Brookline | Gloucester |
| Cambridge | Haverhill |
| Chelsea | Lawrence |
| Everett | Methuen |
| Lynn | Peabody |
| Malden | Salem |
| Medford | |
| Quincy | |
| Revere | |
| Somerville | |
| Waltham | |

MAP KEY

- Boston Neighborhoods
- Greater Boston Municipalities

Our Mandate

Our communities continue to face enormous challenges created by the COVID-19 pandemic. Tech Goes Home and our partners are responding and seizing this moment to change the trajectory of digital equity.

With so much of our lives moving online — from school, work, and medical appointments to community gatherings and religious services — digital access has become more critical than ever. National attention has focused on digital inequity and fostered important conversations about who has access to technology, internet services, and digital skills training — and who doesn't. In this moment, Tech Goes Home has engaged new partners in our work, amplified the voices of TGH learners and instructors, and turned the public spotlight into actionable change.

Tech Goes Home has used both our extensive experience and deep understanding of digital inequity at the community level to inform key solutions during the COVID-19 crisis. Over the past year, our community of learners, graduates, instructors, volunteers, staff, and board members, collectively, have helped more individuals and families gain access to critical tools, resources, and opportunities online. We expanded our geographic service area, launching programs in Essex County and creating a roadmap for future expansion; we told the stories of those impacted by digital inequity and how TGH programming offered a pathway to health, education, and wellbeing; and we created a robust advocacy effort aimed at addressing digital inequity and related challenges at a systems level. As our recovery continues, we must continue the momentum towards eliminating digital inequity once and for all!

Behind the data presented in this report are stories of people — students, workers, seniors, friends, neighbors, and loved ones — who are leveraging digital access to fulfill their basic needs, reach their goals, share their perspectives, and strengthen their communities. Astrid, for example, is accelerating her business by using digital tools to track her schedule and charge clients. Broderick completed the online financial aid application, returned to college, and applied for a new job. And Noelette finished writing her book on her new computer, becoming a published author.

In the midst of the ongoing pandemic, the Tech Goes Home community has remained resilient, innovative, and essential. We are deeply grateful to each member of our community for your support and commitment to digital inclusion. Join us to see what together we can accomplish next.

Daniel R. Noyes
Co-CEO

Theodora Higginson Hanna
Co-CEO

Our Learners



“I learned to use Google apps, specifically Google Slides which helped me in my motivational speeches, classes, and virtual celebrations of my small business.”

— Yaneth, TGH Graduate

“I became a published author! I’ve been equipped to comfortably search for information without stress. I am able to exceed my writing abilities and compile my book beyond an iPad.”

— Noelette, TGH Graduate

“My goal in my business, with the help of the course, was to learn how to manage Google Calendar and applications that would allow me to charge my clients, such as Cash App.”

— Astrid, TGH Graduate

“The most important skills I learned were how to help my children with their online classes and make presentations to preach in the virtual services of my church.”

— Luis, TGH Graduate



Our Impact

Internet Access & Skills

TGH graduates have internet access and technology at home, and they know how to use them to access essential opportunities and resources.

2,277

Graduates communicated via email

2,201

Graduates communicated via video chat

1,569

Graduates managed finances online

1,366

Graduates participated in civic engagement



“I feel like a professional using the computer. I never thought that I would learn how to use it because I worked as a house cleaner and now I have a job in an office and I feel so happy to have this opportunity. I still need to continue learning. The only thing I can say is: Thanks TGH.”

— Claudia, TGH Graduate

Our Impact

Education & Learning

TGH graduates leverage the internet to access educational opportunities and support their children to succeed in online learning.

1,973

Graduates have used the digital skills they gained in TGH to help their child with school

989

Caregivers say their child uses their TGH device multiple times a week for learning

474

Caregivers with school-aged children reported their child's grades improved because of TGH



“I took the TGH course to prepare my son for preschool and explore new things for his development. We feel so lucky to have found this course online. I would definitely recommend this course for anyone looking for a nurturing environment that focuses on learning through play for their kids.”

— Vijaya, TGH Graduate

Our Impact

Economic Opportunity

TGH graduates use the internet as a tool for economic mobility by searching for jobs online, creating a resume, completing online applications, and securing jobs with sustaining wages.

1,720

Graduates reported using the skills they gained in TGH to access job searching resources

1,316

Graduates were able to work from home using their new digital skills and tools

1,265

Graduates got a job, got a pay raise, entered a work training program, or started a business since participating in TGH



“My goal was to obtain new skills to add to my resume allowing me to be more marketable in the workplace and job sector especially since I’m seeking to transition from the construction industry to another career in the environmental / housekeeping area. These trainers are the best! This is a place to learn new skills for the job sector.”

— Marlon, TGH Graduate

Our Impact

Health & COVID-19

TGH graduates use the internet to access life-saving information, resources, healthcare, and essential items from home.

2,075

Graduates accessed information about the coronavirus

1,872

Graduates obtained life essentials like food, medicine, and masks online

1,771

Graduates accessed telehealth appointments

1,518

Graduates secured financial assistance like unemployment or rental relief



“The most important skill I learned from TGH is how to access city services online during the pandemic when that kind of information was life-changing. TGH connected me to city services and FAFSA so I could go back to college. I also applied for a job that I still am able to work for remotely from home.”

— Broderick, TGH Graduate

Scaling Impact

Opportunity Blueprint Progress

Earned Revenue

This year, we have focused on building our earned revenue model and expanding our fee-for-service partnerships, or programmatic partnerships with sites that bring their own funding sources to cover the costs of running the Tech Goes Home program. We are excited to be growing several new fee-for-service partnerships, including with JVS Boston, a workforce development organization that will be offering TGH at their community sites across Eastern Massachusetts and integrating the digital literacy training into their existing job training curriculum.

Geographic Expansion

Working in partnership with Essex County Community Foundation, TGH has launched programming in Essex County, and we will continue growing our programs there in the new year. Programs will be offered in Lynn, Lawrence, Haverhill, Methuen, Peabody, Gloucester, and Salem, with initial courses held in collaboration with MakeIT Haverhill, Lawrence Community Works, and the North Shore Community Development Coalition.

Distance Learning

As we transition back to in-person programming, we have made the decision to incorporate our Distance Learning model, created in response to the COVID-19 pandemic, into our permanent programmatic strategy. This will allow us to continue reaching communities who face barriers to in-person learning such as transportation challenges, tight schedules, limited mobility, or childcare responsibilities, while also offering an in-person option for those who prefer face-to-face instruction. Instructors choose the model that works best for them and their learners. Ultimately, the data we collect show that our Distance Learning program has been successful, including a steady 92% retention rate throughout the year.

Advocacy

Tech Goes Home is advocating for digital equity in the public policy space. Some of our recent actions include:

- Testifying on the importance of allocating funds for digital inclusion initiatives at the [Joint Committee on Ways and Means and the House Committee on Federal Stimulus and Census Oversight](#)
- Posing a question about narrowing the digital divide to [Boston's Mayoral candidates](#) at a forum on systemic racism
- Asking all of Boston's mayoral candidates about their plans for advancing digital equity in the City and releasing their responses on our [website](#) and [YouTube channel](#)
- Presenting to the State Broadband Equity Commission about our goals for equitable internet access, including data transparency by internet service providers, availability of low-cost plans that are equivalent to retail options in speed and data caps, and ensuring accurate internet speed floors rather than ceilings

“Learners were so happy when they were able to send me an email and they got my reply. Also, some people have lived in the same building for several years, but thanks to this course, they have become friends and they get together to practice their new skills.”

— TGH Instructor

“My students are now able to help their children, apply for jobs, find info on the internet, find resources and communicate better with the school staff utilizing different platforms like Zoom, Hangouts, and email. I truly enjoyed teaching the course!”

— TGH Instructor

“TGH program is a life saver for my [English Language Learners] and low income families during this pandemic. It helped with technology skills and devices and supported our effort to reduce the digital divide in our community.”

— TGH Instructor



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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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