



Annual Report

2020



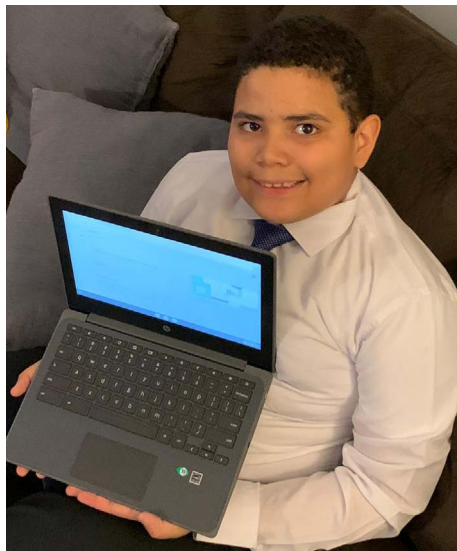
“

Before [TGH] I hated to use the computer because I didn't know how to use it. A few days ago I used [it] to renew my car's sticker by myself. This is my first time. I am so proud of myself.

TGH Graduate

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Welcome

Dear Friends,

2020 was, in so many ways, a devastating year for the communities we serve and for digital equity. At the same time, it has been a transformational year, bringing digital inequity – which has been an issue for decades – further into the public eye and deepening our understanding of the systemic injustices at the root of the digital divide.

The COVID-19 pandemic and all of its repercussions have pushed Tech Goes Home to offer new and innovative solutions: transitioning our in-person programs to virtual, building up our telehealth-focused offerings and adapting others, and delivering technology directly to learners' homes in accordance with COVID protocols.

With the experiences of the past year in mind, Tech Goes Home is ready to take on an even greater role in closing the digital divide. Over the next year, we will focus on growing and expanding our programs geographically, engaging deeply in digital equity advocacy work, developing a robust earned revenue model, and incorporating Distance Learning into our permanent programmatic strategy.

2020 gave us all an opportunity to be better members of society and consider how we can move the needle further towards achieving digital equity. We know that we still have a long way to go before that gap is bridged completely.

As always, our highest priority remains the success and wellbeing of our learners. As we forge ahead, the core of our work will continue to be advancing digital inclusion in our communities, so that our learners can access and use technology in whatever ways will benefit them most — through the pandemic and beyond.

We would like to extend our sincere gratitude to all of our partners, learners, graduates, instructors, volunteers, and supporters for helping us get to where we are today. We invite you to join us as we recover and rebuild together.

All our best,

Elizabeth Schwab
Board Chair

Daniel R. Noyes
Co-CEO

Theodora Higginson Hanna
Co-CEO

A Year of Distance Learning

In a typical year, our digital inclusion programs are centered around in-person gathering and community-building. When COVID-19 hit and made in-person programming unsafe for our learners and instructors, we pivoted quickly to develop, pilot, and expand a new online programmatic structure.

In our digital inclusion programs, each participating household completes 15 hours of digital skills training, earning a new Chromebook or iPad, and, if needed, internet service. We prepare our learners to leverage technology in whatever ways will benefit them most. Our training focuses on fundamental skills that have become even more essential in the context of the pandemic like participating in remote learning; applying for jobs; communicating with teachers, colleagues, and family members; utilizing community resources; and accessing telehealth.

When we moved our courses to a completely online format in March 2020, we aimed to remove as many barriers to participation as possible. To make our programs more accessible, we made the decision to deliver technology directly to learners' homes at the beginning of the course, rather than in-person upon graduation. We waived the \$50 copay that learners normally pay for devices, meaning that every household earns a laptop or iPad at no cost when they participate in our training. We also began offering 12 months of paid internet to learners who did not already have affordable, high-quality internet when they enrolled in the program.

We sought to meet the urgent need for digital access with new online resources, which are open to the public but designed specifically for our learners. With the support of instructors and volunteers, we published a variety of digital resources including video tutorials, an ongoing webinar series, and a [COVID-19 resource page](#), all created to help families use digital tools to meet their basic needs from home.

Since implementing our Distance Learning model, we have developed a robust set of best practices for running our programs remotely and supporting our communities at a time when digital exclusion is a greater barrier to connection and opportunity. First, we have created a comprehensive plan for

“

The experience helped me learn more about my children's education, have a better relationship with my kids, and spend more time with my family. During the school year I was able to help my kids with their schoolwork on the computer. I was able to pay my bills and access my accounts online.

Sergeline, TGH Graduate

“

I was incarcerated and my computer skills were behind when I was released. It helped me start my business and put it out there for other people to see on LinkedIn. I learned how to use Google Slides and create presentations to help people understand concepts. I was also able to get services for my disability.

Robert, TGH Graduate

navigating nationwide Chromebook shortages and continuing to offer our services through these crises. Second, we know that teaching digital literacy skills virtually is significantly more challenging than teaching in-person, so we have focused on providing strong support for our instructors through professional development opportunities and individualized support. Third, we have created resources that support learners through setting up their new devices at home for the first time, available via our [website](#). As we transition back to in-person programming, once it is safe to do so, we plan to incorporate our new Distance Learning model into our permanent programmatic strategy, allowing us to reach communities who face barriers to in-person learning.

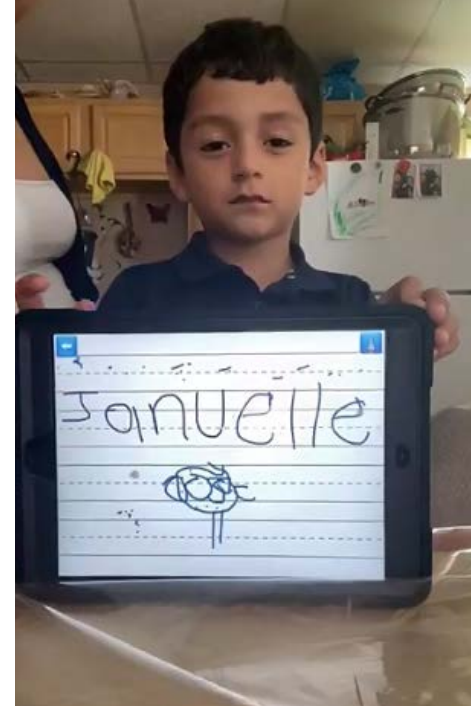
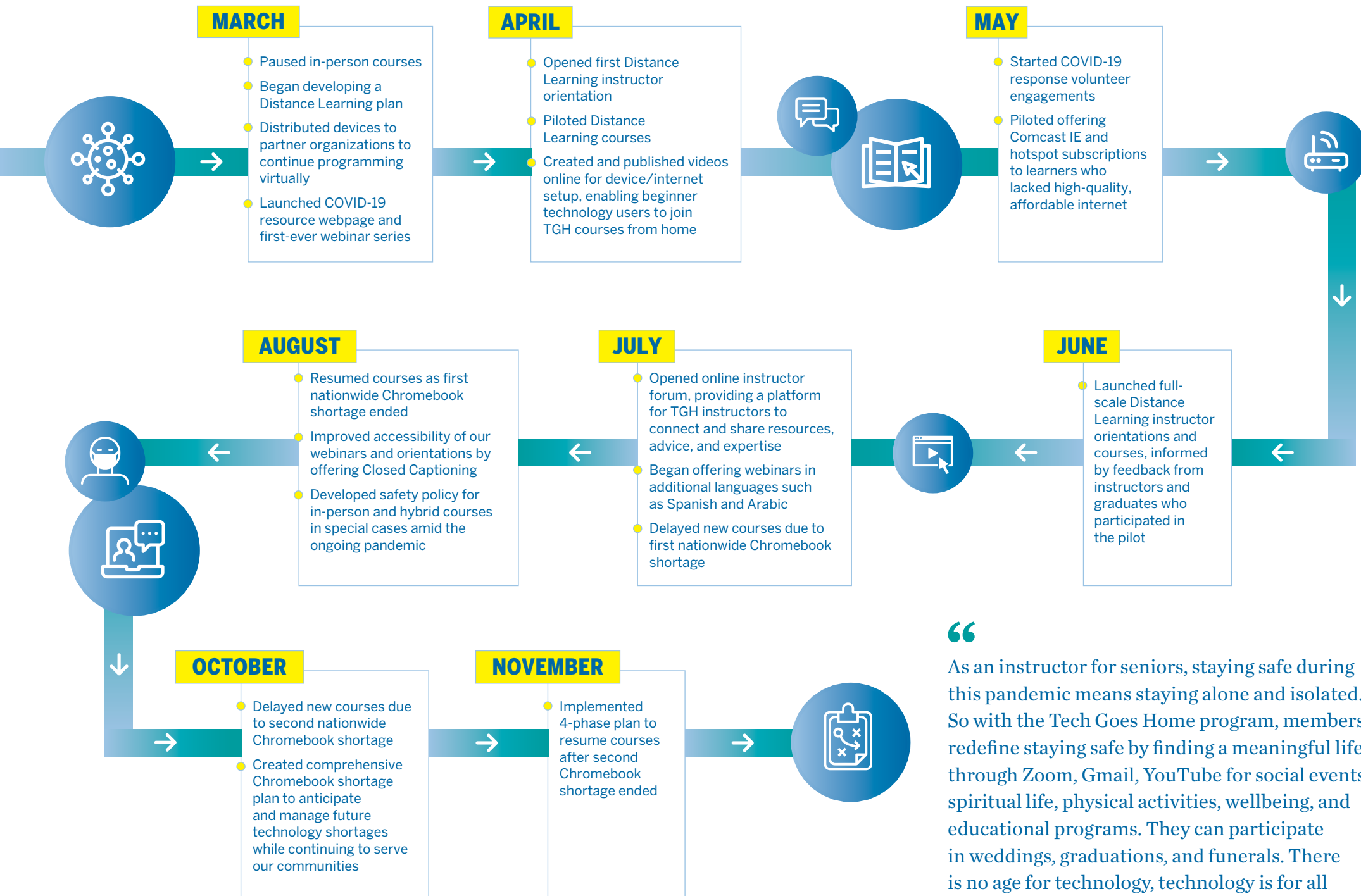
“

Homeless participants in our program are learning how to do housing applications online. I see people learning to move forward and have hope that things can change in a positive way for them by being exposed to technology and having access to more resources.

TGH Instructor



Transition to Distance Learning



DISTANCE LEARNING

91%
Learner completion rate

2,563
Distance Learning graduates

27
Webinars published

910
Webinar attendees

“As an instructor for seniors, staying safe during this pandemic means staying alone and isolated. So with the Tech Goes Home program, members redefine staying safe by finding a meaningful life through Zoom, Gmail, YouTube for social events, spiritual life, physical activities, wellbeing, and educational programs. They can participate in weddings, graduations, and funerals. There is no age for technology, technology is for all generations.

TGH Instructor

Partner Sites

TGH is proud to serve our learners across Boston and nine additional Greater Boston communities. We gratefully recognize our partners and our instructors for their dedication.

BOSTON

Allston/Brighton

ABCD Allston/Brighton*
Abdelgadir Education Foundation
Allston Brighton Community Development Corporation
Baldwin Early Learning Pilot Academy School
Boston Green Academy
Brighton Branch Library
Gardner Pilot Academy
Jackson Mann Community Center

Back Bay

Central Library in Copley Square
Women's Lunch Place

Charlestown

Charlestown Housing Development
Harvard-Kent Elementary School

Chinatown

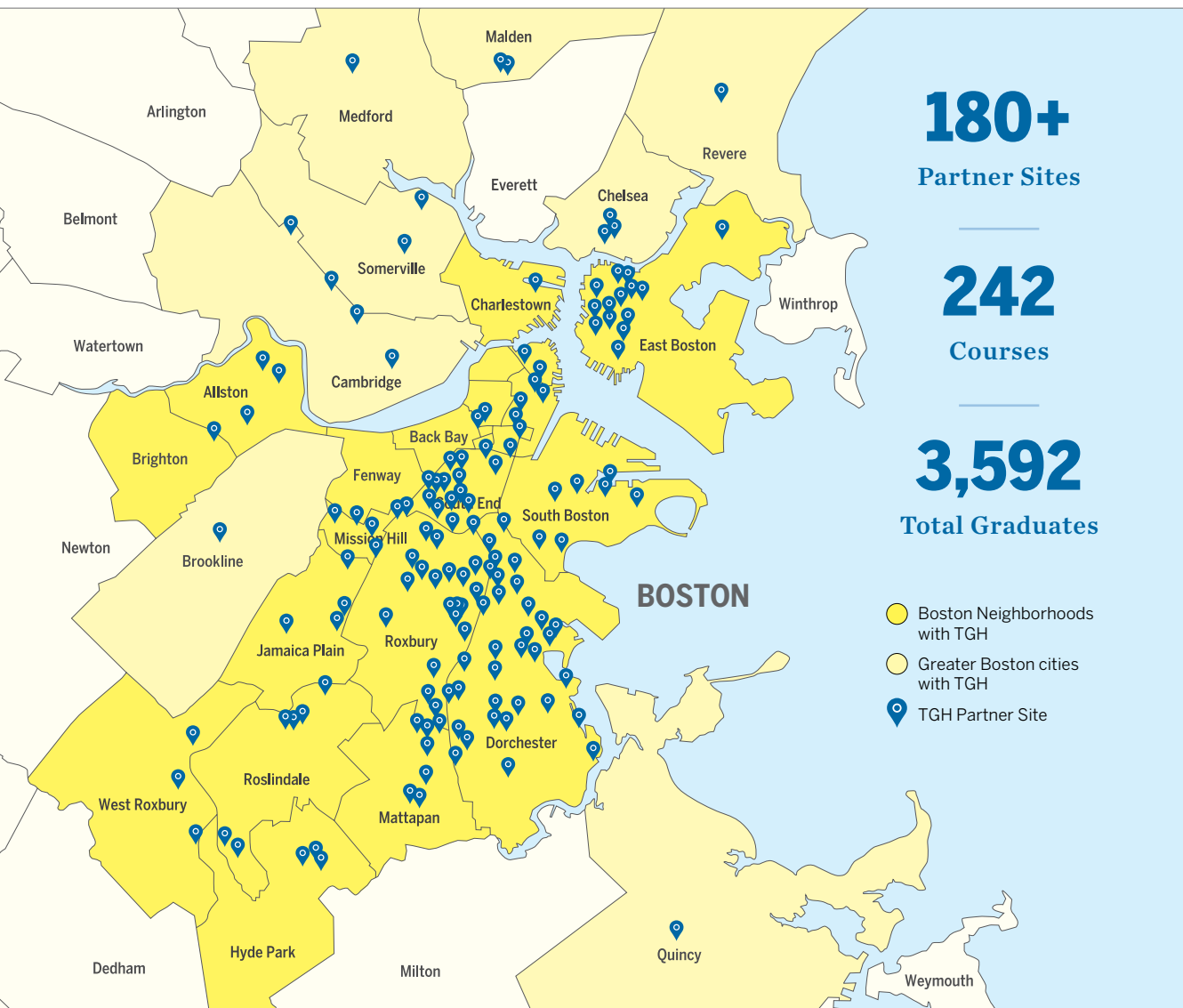
ACCESS, Chinatown
Boston Chinatown Neighborhood Center
Quincy Elementary School
Urban College of Boston*

Dorchester

ABCD Dorchester NSC
Boston Collegiate Charter School
Boston International High School
Boston Senior Home Care*

Boston Teachers Union*

Boys and Girls Clubs of Boston:
Blue Hill Club
BPS Parent University Technology Center
Brookview House
Clap Elementary School
Codman Square NDC
Community Academy of Science and Health
Dorchester Bay EDC
Epiphany School
Fields Corner Branch Library
Grove Hall Branch Library
Grove Hall Residents Association
Holland Community Center



Holmes Elementary School
King K-8 Inclusion School
La Alianza Hispana*
Leahy Holloran Community Center
Mattahunt Elementary School*
Mothers for Justice and Equality*
Mujeres Unidas Avanzando
Murphy K-8 School
New Franklin Park Apartments
Office of English Language Learners*
Project Right
Rounding the Bases
Saint John Paul II Catholic Academy
Salvation Army Kroc Center
St. Mary's Center for Women and Children
Trotter Elementary School
UMass Small Business Innovation Center*
WORK Inc.

Downtown

ABCD Foster Grandparents Program*
ABCD Youth Services*
Rian Immigrant Center
YMCA International Learning Center

East Boston

ABCD East Boston APAC*
Bradley Elementary School
East Boston Harborside Community School
East Boston High School
Guild Elementary School
Kennedy, P.J. Elementary School
Maverick Landing Community Services
Neighborhood of Affordable Housing (NOAH)
O'Donnell Elementary School
Office of English Language Learners*
Otis Elementary School

Fenway

Kennedy, Edward M., Academy for Health Careers
Roxbury Tenants of Harvard*

Hyde Park

Boston Community Leadership Academy
Boston Prep
Boston Renaissance Charter Public School
Chittick Elementary School
Georgetowne Homes Computer Learning Center
Hyde Park Branch Library
Hyde Park Community Center
Jewish Vocational Service
Office of English Language Learners*

Jamaica Plain

Boston Teachers Union*
Catholic Charities\El Centro del Cardenal
Curtis Hall Community Center
Hennigan K-8 School
Jamaica Plain Branch Library
Kennedy, J.F. STEM Innovation School
Margarita Muñoz Academy
Mission Hill K-8 School

Mattapan

ABCD Mattapan*
Boston Teachers Union*
Ellison/Parks School
Grove Hall Child Development Center
Massachusetts Association of Haitian Parents
Mattahunt Early Elementary School
Mattahunt Elementary School*
Mattapan Branch Library
Mildred Ave K-8 School
Office of English Language Learners*
Taylor Elementary School
Young Achievers Science and Math Pilot K-8

Mission Hill

Roxbury Tenants of Harvard*

Roslindale

Bates Elementary School
CSI Support & Development Services*
Menino Community Center
Sumner Elementary School

Roxbury

Adult Learning Center
BEST Hospitality Training*
Boston Central Adult High School
Brigham and Women's - Center for Community Health & Health Equity
Children's Services of Roxbury
Egleston Branch Library
Ellis Elementary School
EMPath
Fenway High School
Haynes Early Education Center
Higginson, Henry L. School
Madison Park Technical Vocational High School
Mandela Homes Computer Learning Center
Mason Elementary School
Mission Grammar School
Mothers for Justice and Equality*
New Academy Estates
Notre Dame Education Center*
O'Bryant School of Math & Science
Office of English Language Learners*
Orchard Gardens K-8 School
Project Hope
Roxbury Tenants of Harvard*
Timilty Middle School
Timothy Smith Network Main Office
UMass Small Business Innovation Center*
Urban College of Boston*
Urban League of Eastern Massachusetts
UU Urban Ministry
Vine Street Community Center
Vital Village Network, BMC

South Boston

Boston Teachers Union*
BPS Home and Hospital Instruction
Catholic Charities, Labourer Center Adult Education
CSI Support & Development Services*
Julie's Family Learning Program
Notre Dame Education Center*
Perkins School

Perry K-8 School
Project Place*
South Boston Branch Library

South End

ABCD South End NSC*
Beethoven Elementary School*
Boston HERC
Educational Development Group
Hurley K-8 School
Inquilinos Boricuas en Acción (IBA)
La Alianza Hispana*
Notre Dame Education Center*
Project Place*
South End Technology Center
Josiah Quincy Upper School

West End

ABCD North End/West End*
Boston Senior Home Care*
Community Work Services
West End Branch Library

West Roxbury

Kilmer K-8 School
Ohrenberger Community Center
Ohrenberger School

BROOKLINE

Brookline Housing Authority

CAMBRIDGE

Baldwin School
Cambridge Community Center
Cambridge Community Learning Center
Cambridge Housing Authority
Cambridge Public Library
Graham & Parks School
Just-A-Start
Peabody Elementary School
Village of Joy

CHELSEA

La Colaborativa
City of Chelsea
Intergenerational Literacy Program, Chelsea Public Schools
La Alianza Hispana*
Roca, Inc

LYNN

SEIU1199 Training and Upgrading Fund*

MALDEN

ABCD Mystic Valley Opportunity Center*

MEDFORD

BEST Hospitality Training*
SEIU1199 Training and Upgrading Fund*

REVERE

CSI Friendly Garden Co-op
Revere Community School

SOMERVILLE

ABCD Foster Grandparents Program*
Riverside Community Care

QUINCY

Literacy Volunteers of MA
SEIU1199 Training and Upgrading Fund*

* indicates a partner holding courses in multiple locations

Our Impact

RESPONDING TO COVID-19

97%

Adult graduates who had the option to work from home during the pandemic were able to do so

97%

Caregivers who graduated from our family-based programs have been able to help their child with school during the pandemic

66%

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

EXPANDING INTERNET ACCESS

100%

Families without affordable, high-quality home internet had the option to receive free internet services for up to 12 months

ENGAGING CAREGIVERS

82%

Caregivers participated in an activity at their child's school for the first time

83%

Caregivers reported doing educational activities more often with their child

94%

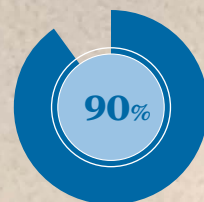
Students reported using their TGH device multiple times a week for learning activities

TEACHING DIGITAL SKILLS

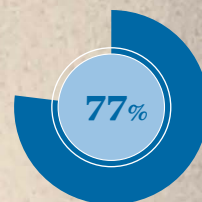
98%

Graduates learned skills to improve their lives

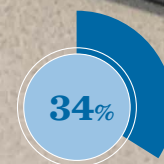
DEMOGRAPHICS



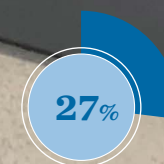
People of color (41% Black and 31% Latinx)



Household incomes are under \$35k per year



Adult learners are unemployed, where the national average is 6%



Learners do not have internet at home when they enroll in a TGH course



→ In 2020 we published our Impact Report. Read the full report at techgoeshome.org/impact



HIGHLIGHTS

Removing Barriers to Academic Achievement

1,156

Students are better able to do schoolwork online

Empowering Economic Mobility

568

Graduates who were unemployed found jobs or became full-time students

Driving Community and Family Engagement

2,531

Graduates use their device and skills for their health and wellness

Census

5,000

Greater Boston residents were counted leading to \$119,616,000 committed to the community over the next decade, due to our outreach

Spotlight: Learner



“

Realmente lo que yo aprendí en la clase de computadora no tiene precio. Aprendí a mandar emails y fotos, y también sigo desarrollando como usar DocuSign para mandar contratos en mi trabajo [...] Para mí lo digital era un mundo extraño, estaba preocupado y no pensé que pudiera crecer en esa área. La clase me ha ayudado mucho a hacer las cosas sin miedo y me ha dado una gran seguridad.

Ivonne Ramirez

Ivonne Ramirez moved to the United States from the Dominican Republic in 2002. With a strong background in marketing and the publishing industry, she entered the world of sales, selling beauty products for salons. In 2011, she began working at *Royal Prestige* where she sells innovative cookware and household products. Ivonne is not only a successful saleswoman, but also a devoted wife and mother to two children. Additionally, she has spent extra time over the last three years studying English and taking computer courses at El Centro del Cardenal, Catholic Charities.

In 2020, Ivonne decided to participate in the Tech Goes Home financial literacy program sponsored by Capital One to introduce herself to a whole new world of financial independence. She says the course has helped her better organize her personal finances and even allowed her to make a savings plan to assist her son in buying a car! She learned how to manage her money, including saving time by using direct deposit, setting up auto pay for her bills, and banking online rather than in person.

She also now feels more confident about her online security and identifying scams. Overall, Ivonne said her experience was extremely enriching. She hopes more people will benefit as she did.

During the TGH course, Ivonne gained the digital skills to:

- [Set up online banking](#)
- [Create a savings plan](#)
- [Increase cyber security](#)
- [Send emails and photos](#)
- [Draft digital contracts](#)

Spotlight: Instructor

7+

Years Teaching

25+

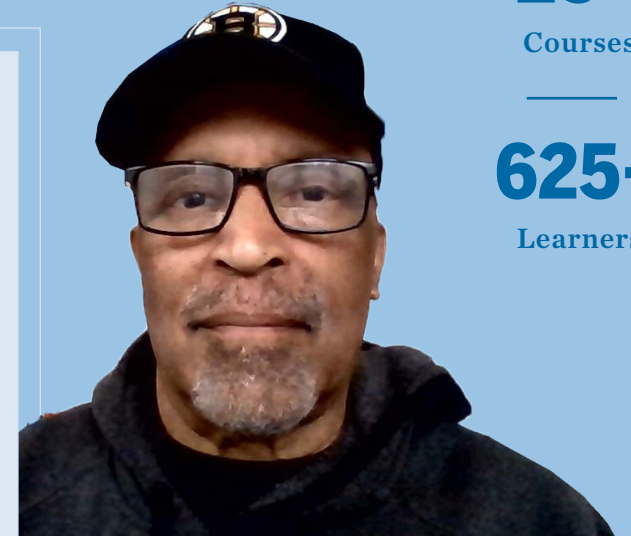
Courses

625+

Learners

“

I think that Tech Goes Home has been a great program in terms of getting technology out to the community and [...] to close the technology gap, especially in the situation that we are in right now it has become more vital.



Clarence Little

Clarence Little has always had a passion for teaching, devoting the past forty years of his life to early childhood education. He has also been working with computers for a long time. Long enough, in fact, that he remembers when they first came out and became popular! Over the 7 years Clarence has taught digital skills with Tech Goes Home, he has graduated more than 625 learners and taught more than 25 courses, now including some completely virtual.

Clarence is currently teaching a TGH course at Grove Hall Child Development Center, coaching for the Massachusetts Strong Start systems, and mentoring various Child Care Centers throughout the City of Boston. He says he enjoys teaching children the most, as it is where his background lies, and appreciates seeing their excitement as they discover all that the internet has to offer. His favorite Tech Goes Home memories include helping young learners with special needs develop confidence using technology.

Spotlight: Partners

Boston Public Library



The Boston Public Library (BPL) offers a wide range of free courses to the public, from arts and crafts to English as a Second Language. We are grateful that our digital inclusion programs are among their offerings.

"I think the core of the library ethos is 'free to all,'" said BPL Adult Technology Coordinator, Amber De Angelis. "It is nice to pair with another organization that sees inequity in society and provides access to knowledge."

Together, we have been empowering learners with knowledge and technology since our first BPL course

at Honan-Allston Library in 2011. We have now collaborated on 85 classes and certified library staff as TGH instructors at nearly all BPL branches.

When the pandemic hit, the flexibility of BPL's dedicated staff allowed us to successfully transition courses online and even produce two free webinars for the public. Jessica Elias, BPL Community Learning Supervisor, said, "The virtual opportunity can be a huge gift to learn safely and comfortably in their own home." We look forward to continuing to reach more Bostonians with BPL, so that one day technology and knowledge are truly "free to all."

BEST Hospitality Training



When quarantine began last March, hospitality workers were some of the first to lose their jobs. A year later, 90% of Boston's Local 26 hotel workers are still unemployed, according to United Way. Our partner BEST Hospitality Training has remained dedicated to empowering this community.

Tech Goes Home started offering courses with BEST in 2019, running ten before the pandemic. Joan Abbot, Assistant Director of BEST said, "Thank goodness we already had started with TGH" before all of BEST's classes had to transition to distance learning. Instructor Dorrie

Nord said of her course, "If it weren't for the fact that it was a TGH class ... I don't think it would have happened."

An impressive pivot BEST made was changing one of their job seeker curricula in response to the changing job market. Instead of training learners to work in hotels, they began training to be environmental services associates in hospitals. After one of their recent TGH courses, they placed 100% of the graduates into jobs. We at TGH are very proud of our partnership with BEST and all they do to uplift the community. In the words of Dorrie, "It has made a world of difference for a lot of people."

Spotlight: Investors



SharkNinja

Tech Goes Home is proud to have the support of first-time donor, SharkNinja, a leading global provider of home cleaning appliances, kitchen appliances and other consumer goods based in Needham, MA. Funding from SharkNinja allows TGH to offer 200+ households the opportunity to complete digital skills training and gain access to the tools they need to thrive in an increasingly digital world.

Mark Barrocas, President of SharkNinja, shared: "At SharkNinja, we are taking steps in the right direction to improve our approach to DE&I and are committed to directly impacting the key pillars of Education, Healthcare, and Jobs & Opportunity. When I learned of Tech Goes Home and its mission to close digital inequities and empower communities, I saw that they are on the frontlines and the forefront of amplifying these pillars. I am thrilled that SharkNinja could help participate in the great work being done, and we look forward to supporting Tech Goes Home in various ways."

SharkNinja has provided additional support above and beyond their generous gift; this year, SharkNinja's Chief Legal Officer and EVP, Pedro J. Lopez-Baldrich, joined TGH's Board of Directors. We are grateful to add SharkNinja to our growing list of impactful and generous supporters.



Life Science Cares

When the COVID-19 pandemic hit the Greater Boston area, demand for our services skyrocketed with new urgency for digital access, and we had to pivot to Distance Learning in order to continue offering our services. In addition to the 2020 grant that Life Science Cares had already awarded Tech Goes Home as part of its regular grant cycle, they generously provided additional funding to cover immediate needs for connectivity in the communities we serve in light of the pandemic.

Life Science Cares has also recruited talented volunteers from locally-based life science companies to contribute their time and talents towards supporting digital inclusion. Volunteers from Life Science Cares have created tutorial guides covering key digital skills and online resources for weathering the pandemic, such as downloading Zoom on a Chromebook, accessing the Massachusetts Department of Public Health website, and ordering essentials online from Target.

In addition to providing volunteers, Life Science Cares also organized their 1,000 Laptop Challenge, a laptop drive in which they collected donated devices from area biotech companies to be distributed to Greater Boston families through Tech Goes Home.

We are deeply appreciative of our ongoing strong partnership with Life Science Cares.

Supporters

Tech Goes Home is grateful for the generosity of all of our donors who have chosen to support this work, and we proudly recognize the following who made gifts of \$1,000 and more in FY 2020 (Jan. 1–Dec. 31, 2020).

\$200,000+

Michael & Susan Dell Foundation
SharkNinja

\$100,000-199,999

Anonymous
Boston Resiliency Fund
Capital One
Kraft Family and New England Patriots
Player Collaborative Fund
Life Science Cares
NETSCOUT
Wellington Management Foundation

\$25,000-\$99,999

Anonymous (2)
AT&T
Bank of America Charitable Foundation
Fred J. Brotherton Charitable Foundation
Cabot Family Charitable Trust
Cambridge Savings Charitable Foundation
Comcast
Highland Street Foundation
Neighborhood Jobs Trust,
Office of Workforce Development
Next Level Social Impact
QBE Foundation
Verizon Foundation

\$10,000-\$24,999

Anonymous
Berkshire Bank
Cambridge Community Foundation
City of Cambridge
Columbia Construction
Lincoln and Therese Filene Foundation
Fish Family Foundation
Goodman-Swindell Family Foundation
Google
Liberty Mutual Foundation
Trefler Foundation

\$5,000-\$9,999

The Beker Foundation
Anne & Roger Berman
Chadwick Martin Bailey, Inc.
Eaton Vance Investment Counsel

Joe Hedal and Jane Wojick
Elizabeth and Brian Schwab
Aditi Taylor

\$1,000-\$4,999

Box.org
Edith C. Crocker Charitable Foundation
Jascha Franklin-Hodge and Kevin Derrick
Bruce Glabe and Marie Hayward
Leanne and Adam Goff
Thomas and Feroline Higginson
Macduff Hughes
Bob Hover
Brian Lenihan and Bonnie Hertberg
Aaron Levie
Dr. Nancy Li
Dominic Lloyd
Mundt Family Foundation
The Parker Family
Target Circle
TJX IT Senior Leadership Team
Steve Vinter
Claire Wadlington
Karyn Wilson and Miles Byrne

We are also grateful for the investment that a number of our partners make to run fee-for-service programs at their sites:

ABCD Foster Grandparents
Brigham & Women's Hospital
Boston Housing Authority
Boston Public Library
Boys & Girls Clubs of Boston
Everett Public Schools
Urban College of Boston
Vital Village Networks at Boston
Medical Center
Waltham Connections for Healthy Aging

We would also like to thank Hubspot and the Carroll Center for the Blind for their in-kind contributions.

CITY of BOSTON

TGH is grateful for foundational support from the City of Boston. This funding empowers Boston residents to access and use digital tools to overcome barriers and advance lives.

→ ***In 2021 we published our Opportunity Blueprint to lay out our priorities for the next year. Read the full report at techgoeshome.org/opportunity-blueprint.***



→ For more information on how to support TGH, please contact Alyssa Bogosian, alyssa@techgoeshome.org, (617) 398 7831

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.



April 2020:

[Op-Ed: COVID-19 and the Digital Divide by Co-CEOs Daniel Noyes and Theodora Hanna](#)

“At the start of this year, Tech Goes Home was already facing an enormous surge in demand for our digital-skills courses, affordable devices, and assistance getting online at a pace that was surpassing levels of funding. The COVID-19 crisis has blown that demand out of the water and made all too clear the very real implications of the digital divide.”



November 2020:

[We need to close digital divide in Boston with City Councilors Julia Mejia and Ed Flynn](#)

“Amidst the massive disruption caused by COVID-19, the challenge of securing an accurate census count – which could have implications for the resources available to our communities for years – is a forceful reminder of the deep urgency for us to work collectively to ensure that everyone in Boston has access to the tools and support they need to get connected.”



September 2020:

[Tech Goes Home Recognized as 2020 DOER Honoree](#)

TGH was recognized by the Federal Communications Commission (FCC) as one of the inaugural honorees of the Digital Opportunity Equity Recognition (DOER) Program, which highlights the tireless efforts of individuals and organizations across the country working to expand digital inclusion.



November 2020:

[Tech Goes Home Co-CEO Dan Noyes Recognized as 2020 Charles Benton Digital Equity Champion](#)

The Digital Equity Champion Award recognizes an outstanding individual who has made a difference in the field of digital equity.



October 2020:

[Virtual learning can't succeed without digital skills training by Co-CEOs Daniel Noyes and Theodora Hanna](#)

“Access to the internet and digital devices is a critical first step, but without the necessary skills to take full advantage of connectivity, students and families cannot easily and effectively engage in digital opportunities – from online lessons from teachers to critical health and employment resources.”

Additional TGH news placement features include:

The Boston Globe

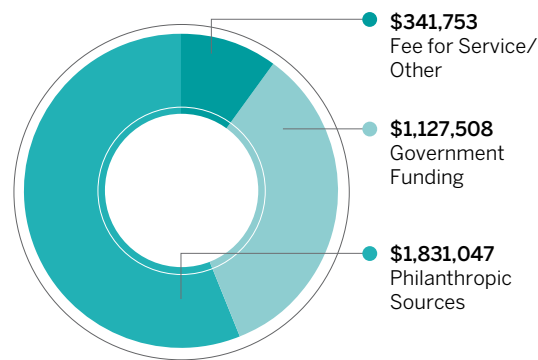


The Herald News

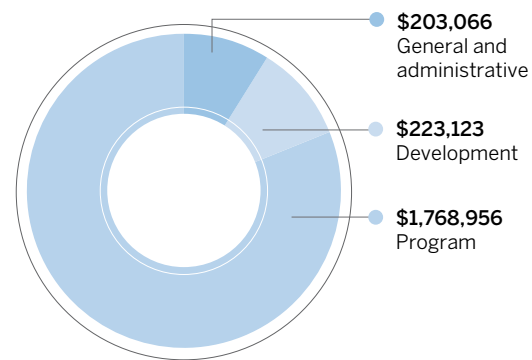
Financials

Support from Tech Goes Home funders enables us to offer digital inclusion programs that open up access to and empower participation in education, healthcare, economic opportunities, and civic engagement. The City of Boston continues to provide foundational support and we have seen significant growth in revenue from corporations, foundations, and individuals. With these resources, we have served more people than ever, hired exceptional staff, and grown the impact of our program. Our work would not be possible without our strong community of supporters at all levels.

FY20 Philanthropy/Revenue



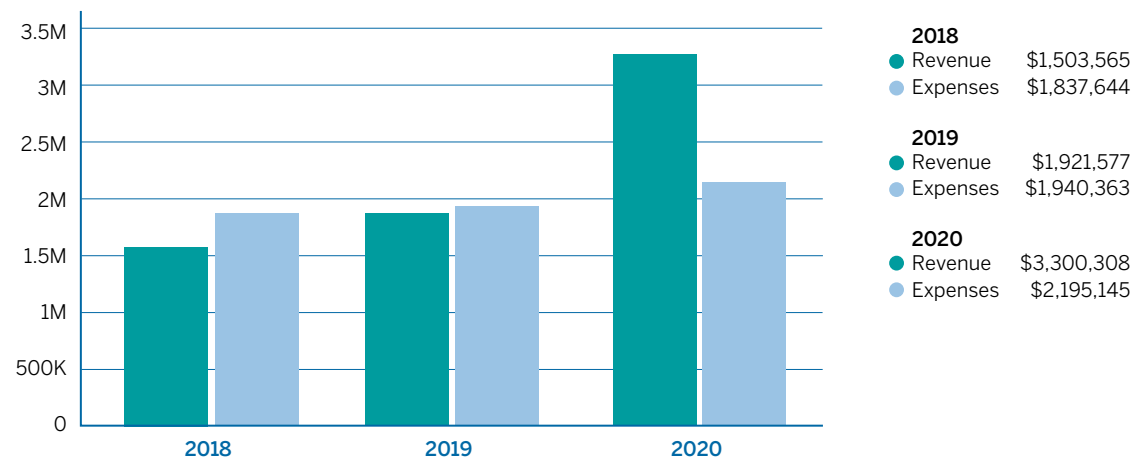
FY20 Expenses



Philanthropic Sources

\$124,061	\$630,308	\$1,076,678
Individuals	Foundations	Corporate

Revenue & Expenses Comparison



(as of December 31, 2020)

The Time is Now

The impact of the COVID-19 pandemic has made the urgency of expanding digital inclusion clearer than ever. A computer, internet connection, and digital skills are vital to accessing essential resources, services and opportunities like, remote learning, employment, telehealth, and more.

The digital inequities exacerbated by the pandemic are not new. For decades, barriers to digital access have stood in the way of opportunity and success for millions of students, families, and adults across the country, and have disproportionately impacted communities of color and low-income communities. Digital exclusion is not a stand-alone issue — it is, part and parcel of the many inequities that exist in our society today as a result of generations of systemic racism and social injustice.

TGH is focused on responding to the pandemic, while also tackling entrenched barriers to technology adoption and internet connectivity. Our programs focus on serving people and communities who face the greatest challenges to accessing and using technology, including individuals who are un- or under-employed, are from low-income households, have limited English proficiency, or are living with disabilities.

We know digital inequity is an issue that is not just limited to Greater Boston, and we can't solve it alone. As we begin to engage more deeply in advocacy work and consider strategic expansion, we are focused on identifying key partners and resources that will help amplify our impact, build trust, and more rapidly bridge the digital divide — both in the communities we currently serve, and in communities across Massachusetts.

Now is the time to capitalize on the unprecedented attention being paid to issues of digital inequity, in order to make systemic changes that help all families and learners gain the skills, hardware, and internet access needed for lifelong success.



The goal of this course was to get informed with resources in my community and surrounding areas as well as learning how to use a Chromebook. I achieved this goal and more. I learned so much about services all throughout Boston. I especially learned a lot about the resources available through the Boston Public Library in person and online.

Sophia, TGH Graduate

Digital Inequity Across the U.S.

EDUCATION

16 million

Public school students lack either internet or computer for participating in online learning

EMPLOYMENT

30%

Workers lack digital skills

HEALTH

41%

People covered by Medicare lack an internet-connected computer or smartphone at home for accessing telehealth

BROADBAND

17%

Households across the U.S. lack home broadband

COMPUTERS

22%

Households across the U.S. lack a desktop or laptop computer at home

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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