



IMPACT REPORT 2023

Our Work

FORMULA FOR IMPACT

Digital Devices

Access to a new computer or tablet to use at home



Internet Connection

Access to stable, affordable internet at home



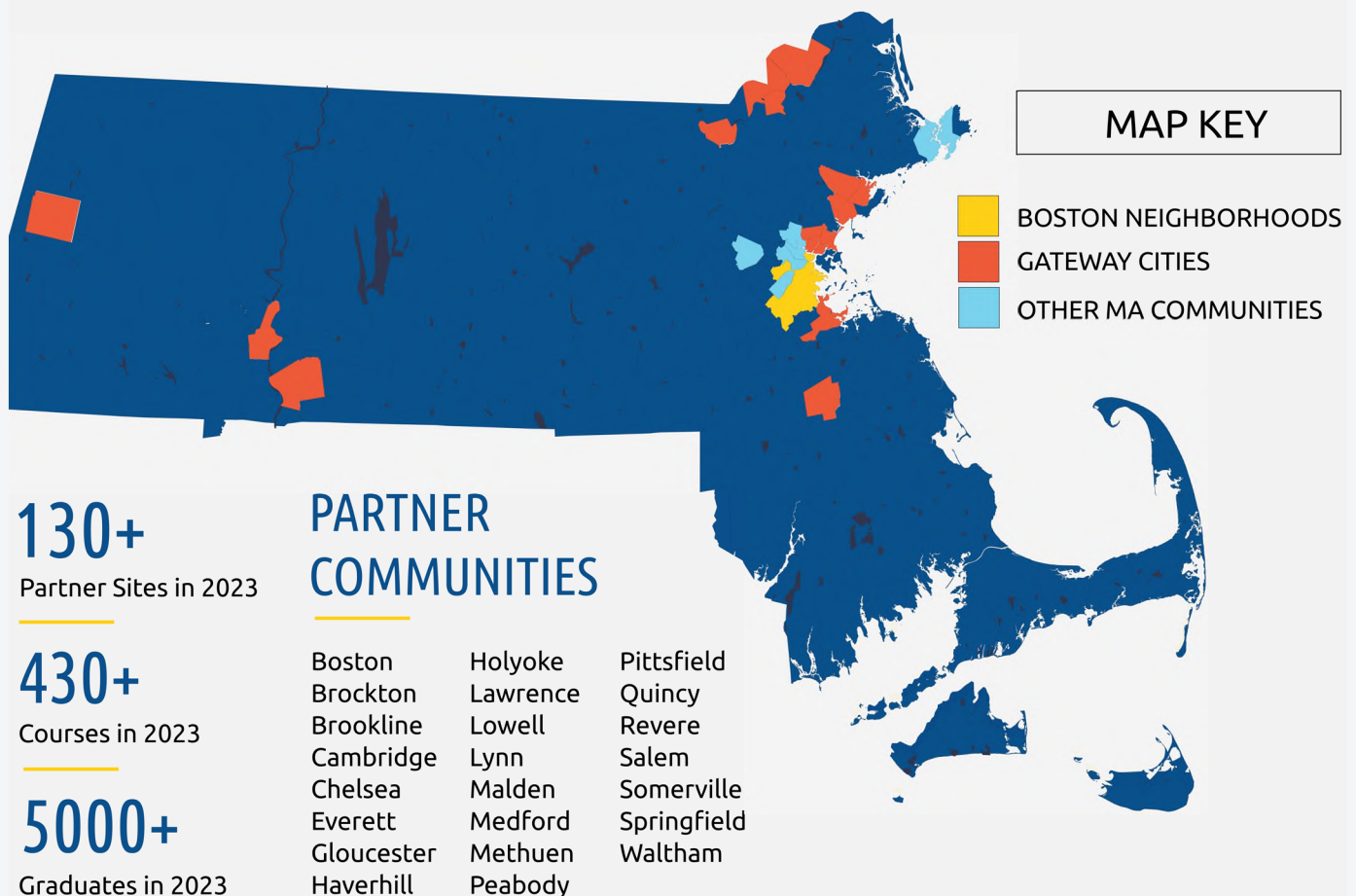
Skills Training

Targeted digital skills training courses with TGH community instructors



Digital Inclusion

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



Dear Friends,

The numbers, faces, and stories in this report illustrate the vast impact of digital access – the combination of devices, internet access, and digital skills – in our everyday lives, future aspirations, and the strength of our communities. The data from the past year of Tech Goes Home’s work represents families growing lifelong learning skills together, small-business program graduates flourishing as entrepreneurs, and community partners bringing neighbors closer together.

Consider how often you rely on a computer, internet access, and digital skills for work, school, telehealth, staying in touch with friends and family, and much more. Across Massachusetts, hundreds of thousands of people are excluded from such digital access. Tech Goes Home is working to ensure that all people have access to the opportunities and resources available online. We are committed to making generational change with the goal of digital equity for all.

Building on momentum from strong programming in recent years, 2023 has been a monumental year for Tech Goes Home and our community. In recognition of our leadership and positive impact on digital access, we have received historic public and private sector funding to support expansion of our programming to reach more learners. We have already begun offering programming in collaboration with new partners in Brockton, Holyoke, Lowell, Pittsfield, and Springfield, in addition to our existing footprint, bringing the total number of communities we serve to 25.

Our private sector partners have been essential, providing critical funding and support that helps us deliver results for our learners. And, significant public investment is helping to set the stage for our long-term expansion. With this support, TGH graduates have completed more than 75,000 hours of digital skills training this year, becoming confident participants in the digital world. Continuing to grow our private sector support is key to ensuring our programming is available in more communities and that we can innovate to meet the needs of our learners.

In addition, through our advocacy work, we are raising awareness about digital inclusion – driving critical conversations and promoting policies and resources to address inequities at the root of the digital divide. This year we have engaged with twenty-five elected officials representing Massachusetts households, to discuss the impact of digital inequity and ways in which policymakers can support digital inclusion efforts. We are committed to continuing to leverage this work and our partnerships to influence critical policy impacting digital equity at a local, state, and national level.

We thank our community of learners, instructors, staff, advocates, partners, funders and supporters for your continued dedication. We have an incredibly strong foundation for the work ahead. We have ambitious goals, and we are confident that the TGH community will rise to the challenge.

All the best,



Elizabeth Schwab
Board Chair



Daniel R. Noyes
CEO

Our Learners

GENDER

64%
FEMALE

35%
MALE

1%

ANOTHER GENDER/
PREFER NOT TO SAY



PRIMARY LANGUAGE

40%

English

27%

Spanish

15%

Haitian Creole

10%

Other

4%

Arabic

2%

Portuguese

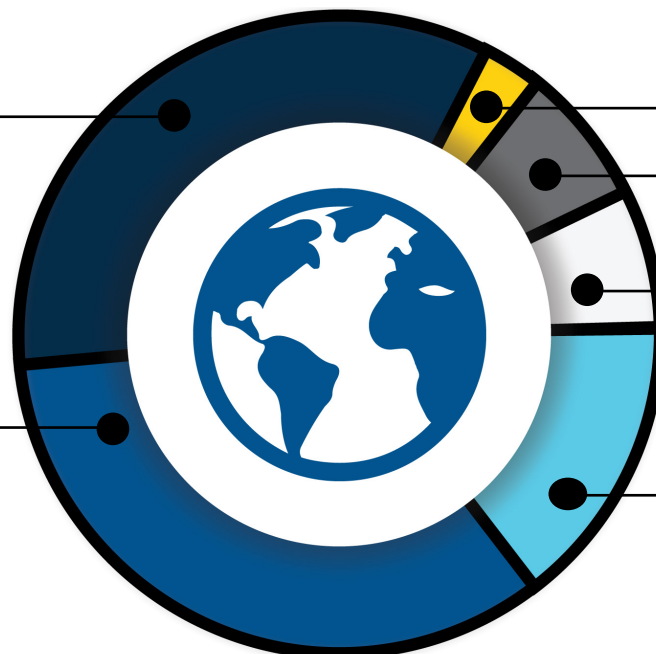
2%

Cape Verdean Creole

RACE/ETHNICITY

39%
Black or
African
American

30%
Latino/a/x
or Hispanic



3%
Other

7%
Multiracial

7%
Asian

14%
White

HOUSEHOLD INCOME

Under \$20,000
\$20,000 - \$29,999
\$30,000 - \$39,999
\$40,000 - \$49,999
Over \$50,000



52%
20%
13%
8%
7%



Our Impact

FOUNDATIONS OF DIGITAL ACCESS

“There is so much information at my fingertips. My digital journey has just begun.”

–Steven

75%

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

88%

of graduates have used their new digital skills and tools to communicate with others

65%

of graduates feel less isolated because of the skills learned and connections made during their TGH course

87%

of graduates currently have home internet, compared to 45% who had internet when they enrolled in TGH



Our Impact

EDUCATIONAL OPPORTUNITY



80%

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

"Before the course, I viewed tablets and computers for kids as primarily for entertainment, but I now see the potential for learning important and fun skills like coding and storymaking. I now have more educational opportunities to share with my child."

-Veronica

80%

of adult graduates have leveraged their new digital skills for their own education

88%

of caregivers say their child uses their new device for learning multiple times a week or every day

90%

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

Our Impact

ECONOMIC MOBILITY

81%

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

55%

of graduates have used their new digital skills to apply for financial assistance like unemployment or SNAP benefits

75%

of adult graduates have managed their finances online

70%

of graduates have accessed online job search resources

“Este programa ha sido de gran ayuda tanto profesional como personal ya que me brindó los recursos y habilidades para abrir mi propio daycare.”

Translation: “This program has been a great help both professionally and personally since it afforded me resources and skills to open my own daycare.”

–Norka

My Dream Food Truck

My dream would be to have a food truck service. It would be an old airstream trailer converted into a food truck. It will be a 50s style dinner that will serve mostly breakfast items.



Our Impact

HEALTH AND WELLNESS

55%

of graduates have utilized their digital tools to find housing

64%

of graduates have ordered life essentials online like medicine and food

“Everything uses computers, and it will make my life and recovery go smoother because I don’t have to struggle with basic computer skills.”

–Stefanie

73%

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

“My classes have appreciated knowing their neighbors and understanding they are not alone.”

–TGH Instructor



Learning Resources

This year, our team has offered training sessions for new TGH instructors, which are open to our partner organizations. We've also created webinars and tutorials, which are open to the public and available on our website.

28

Training Sessions for New Instructors

16

Webinars for Learners & Instructors

15

Tutorials in Video and Print Format

14

Language Translations of Tutorials



Advocacy

TGH advocates with local, state, and federal agencies and elected leaders for transformational, people-centered solutions that will help increase resources and ensure equitable access to digital tools and opportunities. Advocacy efforts by our team in 2023 include:

25

ELECTED OFFICIALS ENGAGED
WITH TGH TOWARDS
ADVANCING DIGITAL EQUITY

16

MUNICIPALITIES TARGETED
FOR STRATEGIC ADVOCACY
WORK

2

BOSTON CITY COUNCIL
TESTIMONIES GIVEN BY
INVITATION

14

MEDIA APPEARANCES AIMED
AT CLOSING THE DIGITAL
DIVIDE



Staff

Marwa Alnaal

Regional Advocacy Director

Nicole Monique Beede

Manager of Partnerships

Alyssa Bogosian

Senior Development Manager

Dahlia Bousaid Cox

Chief Advancement Officer

Lois Contreras Gutierrez

Senior Manager of Partnerships

Mia Crabbe

Chief People Officer

Lily Abha Cratsley

Senior Partnerships Coordinator

John Jones

Chief Operations Officer

Sangha Kang-Le

Advocacy Research Specialist

Peter Poon Kwong

Digital Marketing Manager

Kiara Lum

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Mei Ngo

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Jaslin Tifiano

Program Associate, Operations

Chantae Turner

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Marvin Venay

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Antonio Lobo

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Development, Catholic
Charities

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SharkNinja

Daniel Noyes

President and CEO, Tech Goes
Home

Daisy Ortega

Managing Director of Training
and Capacity Building, Health
Resources in Action

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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