



Annual Report

2018



TGH is the best computer class in the community with good staff and volunteers. I encourage all my friends to come and learn about computers.

Joseph, TGH Community Graduate



When you're taking the TGH course, you're not just learning about computers, but you're learning how to keep your child safe while they're navigating the Internet.

Julia, TGH School Graduate



Contents

- 4 Our Story
- 5 Program Overview
- 6 Our Impact
- 7 Partner Sites
- 8 Champions Spotlight
- 10 Supporters
- 11 Financials

Welcome

Dear Friends,

It is with great pleasure that we report 2018 as the most impactful in the 20-year history of Tech Goes Home!

With more than 5,000 graduates in 2018 alone, TGH has now provided more than 30,000 people with life changing digital skills and distributed more than 20,000 new computers. During the past few years, propelled by a passion to end the digital inequities that exist in our society and foundational support from the City of Boston, we have marched against our comprehensive Strategic Plan. This includes diversifying our revenue and strengthening our financial systems, expanding from a staff of two to an incredible team of six, and growing from 225 courses each year to more than 400. Thanks to private funding, we have also expanded our footprint to include Cambridge, Chelsea, Quincy, Malden, Medford, Brookline, and Somerville.

In many ways, 2018 was an inflection point for the organization. This has positioned TGH for an even stronger 2019. Goals include continuing to serve more people, increasing the number of sites offering TGH courses, and growing and diversifying the Board of Directors to better connect our work to a broader cross-section of business and philanthropic leaders in our region. A full plate for sure, but one that excites us.

We are incredibly grateful to our supporters—our donors, our program partners and trainers, our volunteers, and the City of Boston. We have never been more inspired about the future of Tech Goes Home and the impact we continue to have by empowering lives through technology skills and access.

All our best,



Elizabeth Schwab
Board Chair



Daniel R. Noyes
Co-Executive Director



Theodora Higginson Hanna
Co-Executive Director

PROGRAM HIGHLIGHTS

5,323

Graduates served by 254 trainers in 414 courses across 150 partner sites in Greater Boston

1,243

Households secured or planned to secure home Internet due to TGH

1,225

Caregivers participated in an activity at their child's school or early learning center for the first time

350

Unemployed Greater Boston adults found jobs due to the skills they learned in the TGH program

Our Story

Digital exclusion perpetuates poverty. Without the tools, access, and skills to do homework and navigate online job portals, it has become incredibly difficult to succeed in school and to gain employment. For example, 8 out of 10 middle skills jobs require digital skills (Cleveland Foundation), and more than 80% of Fortune 500 companies require online job applications, including major employers such as Walmart and CVS (FCC). Further, 84% of the nation's K-12 teachers report that digital inequities are growing in their classrooms (Pew Research Center). FCC Commissioner Jessica Rosenworcel has stated that the homework gap is the “cruellest part” of the digital divide facing our country. While smartphones are often cited as a ubiquitous tool that could be the solution, a research paper or job application written on a smartphone pales in comparison to one written on a computer. Poor quality access engenders a lower quality product, leading to an ever-widening opportunity gap.

Since 2000, TGH has addressed these digital inequities by providing free digital skills training, discounted new computers, and help securing home Internet access. We serve people from the ages of 3 to 93, prioritizing those without technology, the un/underemployed, immigrants, and people with disabilities.

TGH is focused on tackling the entrenched barriers to technology adoption and Internet access. Our school, community, small business, and early childhood initiatives provide an impactful and cost-effective model to help families and participants gain the skills, hardware, and Internet access needed for lifelong success.



30,000+

GRADUATES

20,000+

NEW COMPUTERS

2,000+

COURSES

Program Overview

Tech Goes Home empowers communities to access and use digital tools to overcome barriers and advance lives. TGH helps bring computers, Internet, and training to those without so students can do homework, adults can find jobs, and seniors can connect with loved ones. TGH offers four distinct 15-hour digital skills training programs: TGH School, TGH Early Childhood, TGH Community, and TGH Small Business. Graduates have the opportunity to purchase a new device for \$50, and all participants learn about high-quality, low-cost Internet options.



2018 PARTICIPANT DEMOGRAPHICS

88%

Participants are people of color (40% Black or African American and 32% Latinx or Hispanic)

80%

Participants have a household income of less than \$35,000 a year

39%

Participants do not have Internet at home upon entering the TGH Program

32%

Adult learners are unemployed

2018 PROGRAM INFORMATION



5,323 Course Graduates



75% growth from 2017

2018 COURSE GRADUATES



1,975 TGH Community



1,869 TGH School



1,214 TGH Early Childhood



265 TGH Small Business

Our Impact

Internet Access and Skills

POST COURSE

98%

TGH graduates learned skills during their TGH course that can help improve their lives

85%

Participants without home Internet plan to get or got home Internet

ONE YEAR LATER

83%

Participants have home Internet

Digital Skills for Employment

POST COURSE

75%

Adult learners are more likely to use the Internet for job resources and/or educational purposes

ONE YEAR LATER

84%

Adult learners have used the skills they learned in the TGH course for job searching and/or at their current job

Caregiver Engagement to Improve Educational Outcomes

PRE/POST COURSE

80%

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

83%

Caregivers do educational activities more often with their child

ONE YEAR LATER

93%

Students use their TGH device multiple times a week for learning activities

67%

Students' grades have improved



Partner Sites

TGH is proud to serve our participants in every neighborhood of Boston and seven additional Greater Boston cities. We gratefully recognize our partners and our trainers for their dedication.

ABCD Allston/Brighton
ABCD Dorchester NSC
ABCD East Boston APAC
ABCD Mattapan
ABCD Mystic Valley Opportunity Center
ABCD Parker Hill/Fenway
ABCD South End NSC
ABCD South Side Head Start ESOL Program
Accelerated Community to Teacher Program
Adams Elementary School
Adult Learning Center
La Alianza Hispana
Aligheri School
Baldwin School
Beethoven Elementary School
Boston Central Adult High School
Boston Chinatown Neighborhood Center
Boston International High School
Boston Latin Academy
BPS Office of English Learners
Boston Senior Home Care
Boston Teachers Union
Bradley Elementary School
Brookline Housing Authority
Brookview House
Cambridge Community Television (CCTV)
Cambridge Public Library
Cathedral Housing Development
Catholic Charities\El Centro del Cardenal
Central Library in Copley Square
Charlestown Housing Development
Chelsea Collaborative
Children's Services of Roxbury
Chinatown Branch Library
City of Chelsea
City of Somerville
Clap Elementary School
Cleveland Community Center
Codman Square Library
Codman Square NDC
Community Work Services
Curley K-8 School
Curtis Hall Community Center
Dorchester Bay EDC
East Boston Branch Library
East Boston Harborside Community School
East Boston High School
Educational Development Group
Edwards Middle School
Egleston Branch Library

Ellis Elementary School
EMPath
ESAC
Fenway High School
Fields Corner Public Library
First Baptist Church in Dorchester
Forest Hills Housing Cooperative
Franklin Field Housing Development
Frederick Pilot Middle School
Gallivan Community Center
Gardner Pilot Academy
Georgetowne Homes Computer Learning Center
Gilbert Albert Community Center
Greenwood (Sarah) K-8 School
Grew Elementary School
Grove Hall Branch Library
Grove Hall Child Development Center
Hale Elementary School
Haley House TEP
Haynes Early Education Center
Hennigan K-8 School
Hyde Park Branch Library
Hyde Park Community Center
Inquilinos Boricuas en Acción (IBA)
International Institute of New England
Irish International Immigrant Center
Jackson Mann Community Center
Jewish Vocational Service
Josiah Quincy Elementary School
Josiah Quincy Upper School
Julie's Family Learning Program
Kennedy, J.F. STEM Innovation School
Kennedy, P.J. Elementary School
Kilmer K-8 School
King K-8 Inclusion School
Leahy Holloran Community Center
Little Brothers Friends of the Elderly
Lyndon K-8 School
Madison Park Public Internet Center
Madison Park Technical Vocational High School
Mandela Homes Computer Learning Center
Manning Elementary School
Mario Umana Academy
Marshall Community Center
Massachusetts Association of Haitian Parents
Mather Elementary School
Maverick Landing
McKay K-8 School
Menino Community Center

Mildred Ave Community Center
Mildred Ave K-8 School
Mothers for Justice and Equality
Mujeres Unidas Avanzando
Neighborhood of Affordable Housing (NOAH)
New Academy Estates
Notre Dame Education Center
O'Bryant School of Math & Science
O'Donnell Elementary School
Ohrenberger Community Center
Ohrenberger School
Orchard Gardens K-8 School
Otis Elementary School
P.A. Shaw Elementary
Paris Street Community Center
Peabody Elementary School
Perry K-8 School
Project Hope
Project Place
Project Right
Roca, Inc
Roslindale Public Library
Rounding the Bases
Roxbury Tenants of Harvard
Saint John Paul II Catholic Academy
Salvation Army Kroc Center
SEIU1199 Training and Upgrading Fund
Small Business Innovation Center
Sonny Walker Computer Center
South Boston Branch Library
St. Mary's Center for Women and Children
Taylor Elementary School
Temple Salem SDA Church
Theroch Apartments
Timilty Middle School
Timothy Smith Network Main Office
Trotter Elementary School
Tynan Elementary School
Urban College of Boston
Urban League of Eastern Massachusetts
Urban Science Academy
UU Urban Ministry
Vine Street Community Center
The Welcome Project
West Zone Early Learning Center
Winthrop Elementary School
Women's Lunch Place
WORK Inc.
YMCA International Learning Center
Young Achievers Science and Math Pilot K-8



I really enjoyed the Tech Goes Home program. I learned so much about finances, technology, and the programs and services available to Boston residents. I had no idea!

TGH Capital One
Ready, Set, Bank Graduate



→ Dan Shertzer and Briana Seward, Capital One



I would like to take the opportunity to thank my trainer. She has been extremely patient and understanding of where I am today. I have learned so much more than just typing on a computer or creating slideshows from scratch. I have learned that it is never too late to chase your dreams.

Lucelena, TGH Community Graduate



→ Carmen Vega, Trainer

Champions



Tech Goes Home continues to deepen its relationship with Capital One, and we are grateful. Their funding is part of TGH's expansion into Middlesex County and an opportunity for our seniors and Spanish speakers to learn about online banking. Capital One's partnership goes well beyond funding. Their Associates volunteer with us regularly, devoting time and energy to help our participants learn. In addition, Capital One's support around financial literacy complements TGH's robust digital skills curriculum.

500

GRADUATES, DUE TO CAPITAL ONE FUNDING OVER THE PAST 3 YEARS

\$110,000

LEADERSHIP FUNDING FROM CAPITAL ONE IN 2018

Carmen Vega

A TGH trainer since 2011, Carmen Vega has taught over 60 courses for 600+ learners. She learned about TGH when another trainer suggested that Carmen go through the training with her daughter, who was in middle school at the time. Carmen was drawn to the program because it allowed her to acquire a computer that her children could use for homework.

Later, she decided to become a TGH trainer to give families the same opportunity she had. As a Family Education Coordinator at Boston Public Schools, technology is vital to her line of work. The more digital skills she learns, the greater her opportunity to grow and succeed in her job. In addition, learning technology has given her the chance to make a difference in people's lives. Carmen told us that seeing the smile on a person's face who has just seen themselves on video chat for the first time is priceless. She feels rewarded every single time she teaches.

In her role, Carmen works with families from all around the world, and they are amazed at the opportunities this country offers and that programs like TGH exist. By providing basic training, a computer, and Mango Languages subscriptions, TGH helps advance her families, especially those who are learning English. Carmen sees the ultimate goal of TGH as helping graduates learn the skills that boost their engagement in their children's education, gain employment, and advocate for themselves and their families.

Supporters

TGH proudly recognizes the following who supported our work with gifts of \$1,000 and more in FY 2018 (Jan. 1–Dec. 31, 2018). We are grateful for the generosity of all of our donors.

149

INDIVIDUAL
DONORS

18

FOUNDATION &
CORPORATE FUNDERS

\$75,000+

Capital One
BNY Mellon

\$25,000–\$74,999

Boston Public Library
Comcast/NBCUniversal
Fred J. Brotherton Charitable Foundation
Verizon Foundation

\$10,000–\$24,999

Cabot Family Charitable Trust
Goodman Swindell Family Foundation
Google
Liberty Mutual Foundation

\$5,000–\$9,999

Anne and Roger Berman
Eaton Vance Investment Counsel
Fish Family Foundation
Indus Valley Partners
Elizabeth and Brian Schwab
WGBH Educational Foundation*
Chris and Barbara Wixom

\$1,000–\$4,999

AT&T
Bain Capital Children's Charity
First Republic
Friends of the Roslindale Branch Library
Joe Hedal and Jane Wojick
Thomas and Feroline Higginson
Jascha Franklin-Hodge and Kevin Derrick
Brian Lenihan and Bonnie Hertberg
Randy and Nancy Parker
Chris Pires
Tim Smith
Purnima Thakre
Claire Wadlington and Ted Post
Karyn Wilson and Miles Byrne
Rob Zaccardi

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.



ORGANIZATION HIGHLIGHTS

Increased private sector funding by 45% from 2017

Built our capacity by hiring two new program staff

Hosted donor stewardship events thanks to sponsors Eaton Vance Investment Counsel and fama PR

Celebrated TGH graduates at the 2nd Annual Summer Celebration, sponsored by Google

Launched a new website courtesy of MXAdvertising & Consulting LLC

Researched potential expansion models with volunteers from Bain & Company's Inspire team



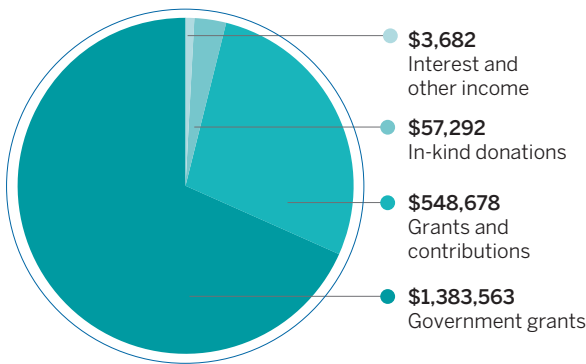
For more information on how you may support TGH, please contact Barbara Kim, barbara@techgoeshome.org, (857) 293-1604

*Community Collaboratives for Early Learning & Media (funded by the Ready To Learn grant (PR/AWARD No. U295A150003, CFDA No. 84.295A) provided by the U.S. Department of Education to the Corporation for Public Broadcasting)

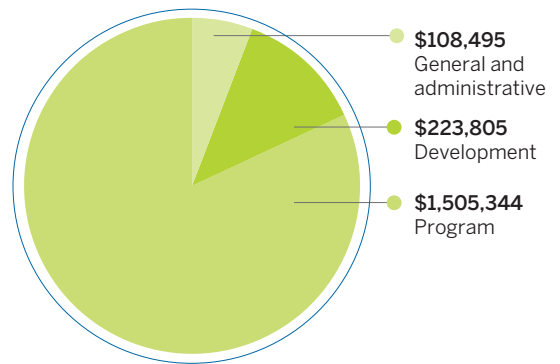
Financials

Support from Tech Goes Home funders enables us to create pathways to education and employment opportunities for thousands of people each year. Our founding partner, the City of Boston, continues to provide foundational support that we were able to leverage in 2018, significantly growing revenue from corporations, foundations, and individuals. Our financial strength has allowed us to hire exceptional staff, serve more people, and enhance the impact of our program. This work, including training more than 5,000 people in 2018, would not be possible without supporters like you.

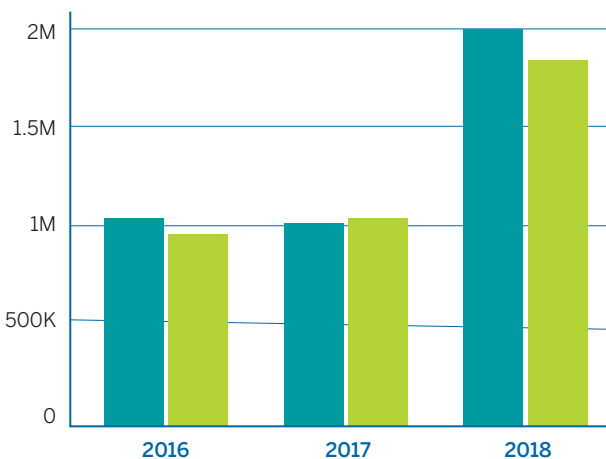
FY18 Revenue



FY18 Expenses



Revenue & Expenses Comparison



2016
 Revenue \$1,035,054
 Expenses \$955,635

2017
 Revenue \$1,020,139
 Expenses \$1,037,283

2018
 Revenue \$1,993,215
 Expenses \$1,837,644

● Revenue
 ● Expenses

(as of December 31, 2018)

Leadership

Theodora Higginson Hanna

Co-Executive Director

Daniel Noyes

Co-Executive Director

Staff

Qingjian Shi

Program Director

Barbara Kim

Development Manager

Eric Martin

Program Manager

Gabriel Vorleto

Program Administrator

Board

Elizabeth Schwab, Chair

Head of External Affairs for
New England & PA, Google

Tim Smith, Vice Chair

Senior Director, Philanthropy
Group, The Boston Foundation

Claire Wadlington, Treasurer

Partner, Clear Path

Louie Balasny

Co-Founder & VP of Strategic
Accounts, botkeeper

Anne Bailey Berman

Chair, Chadwick Martin Bailey

Prince Charles

Computer Learning Center
Coordinator, Codman Square NDC

Jascha Franklin-Hodge

Public Sector IT Executive

Joe Hedal

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

Laura Lee Mittelman

Attorney, Burns & Levinson LLP

Purnima Thakre

Chief Operations Officer,
refine + focus

Chris Wixom

General Manager and Business
Development VP of Operations,
JMA Wireless

Rob Zaccardi

Executive Director, J.P. Morgan
Private Bank

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Partnerships, Lovepop

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Executive Director, Alliance of
Massachusetts YMCAs

Adam Goff

Director of Enterprise Sales, Box

Maria Harris

Director, Adult Education, Boston
Public Schools

Joerg Meissner

Head of Global IT, Bemis Associates

Randy Parker

Founder & Chief Executive Officer,
Brevi; Founder, Constant Contact

Anne Schwieger

Broadband & Digital Equity Advocate,
City of Boston

Marie St. Fleur

Executive Director, King Boston



Tech Goes Home

867 Boylston Street

5th Floor

Boston, MA 02116

(617) 398-7831

techgoeshome.org



@techgoeshome



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