

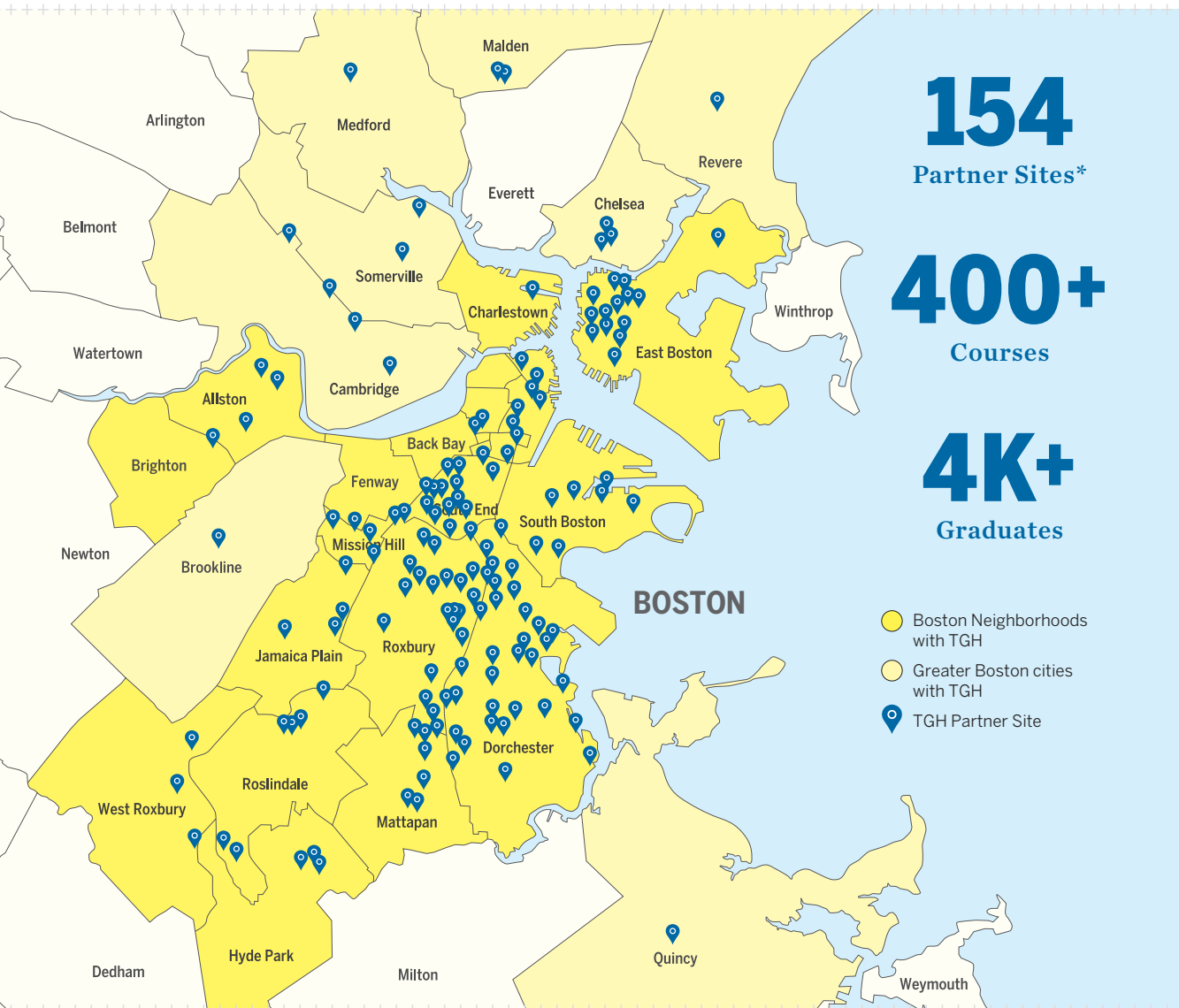


# Impact Report

## 2020

# Our Work

In the face of deep digital inequity, Tech Goes Home empowers communities to access and use digital tools to overcome systemic barriers and advance lives. Simply put, 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 access telehealth.



TGH partners with community assets such as schools, libraries, and community centers to run our 15-hour digital skills training courses.

\* Active in the Past 12 Months.

# Our Mandate

**2020 brought enormous challenges to the communities that Tech Goes Home serves throughout Greater Boston.**

Already facing systemic injustice, our communities are navigating unprecedented new challenges created by COVID-19 that disproportionately impact people of color and low-income households.

The pandemic underscored just how significant a burden digital exclusion continues to place on the many families who remain without the internet access, digital devices, or digital skills necessary to access critical resources like education, work and healthcare from home. These tools are essential to helping adults find jobs, empowering students to achieve, seniors to access critical health services and connect with loved ones, and people of all ages to participate in civic life.

In 2020, in response to skyrocketing demand as a result of the pandemic and associated stay-at-home orders, we worked in collaboration with over 150 community-based partner sites and 300 instructors throughout the city to build out an entirely virtual learning model, and shift our courses to meet the needs of our learners.

We updated and expanded our education courses to focus on remote learning and help nearly 1,200 students access and excel at remote schoolwork. We developed new resources to ensure that more than 2,500 of our learners could access essential resources such as remote grocery and prescription delivery, telehealth, and benefits, from home. We ramped up our professional development and workforce training courses to help more than 500 unemployed learners apply for jobs from home and find new opportunities in the workforce.

We are constantly inspired by our learners, who are wonderful and resilient, and are proud of the work we did this year to serve as many people as our resources allowed. But there is so much work left to do.

We look forward to continuing our work to remove the systemic barriers that lead to digital inequity, and empower individuals and families throughout Greater Boston to access the enormous opportunities provided by the digital world.

**Daniel R. Noyes**  
Co-CEO

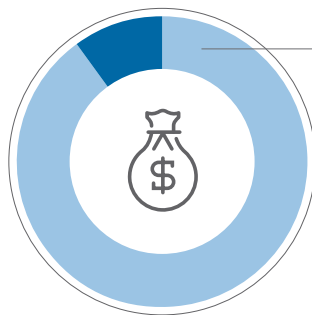
**Theodora Higginson Hanna**  
Co-CEO



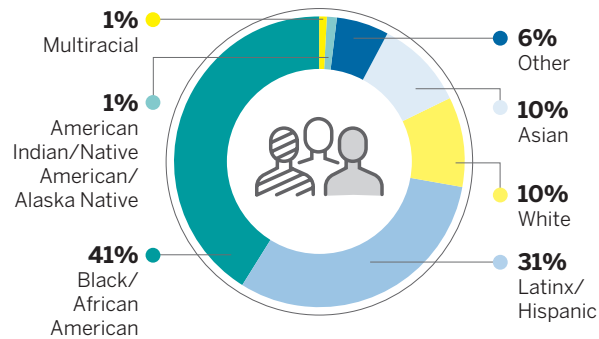
# Our Learners

Tech Goes Home works with people of all ages, living in communities throughout Greater Boston. Our programs serve those without the means to connect to and engage with the online world at home, and focus on people and communities who face systemic barriers to technology adoption including individuals who are un- or under-employed, are from low-income households, have limited English proficiency, or are living with disabilities.

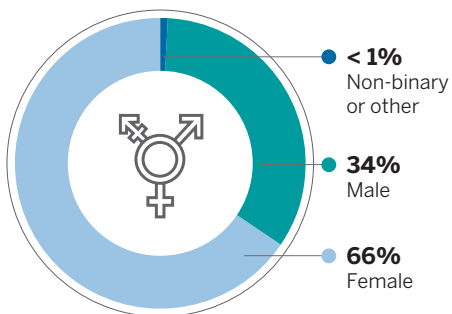
## HOUSEHOLD INCOME



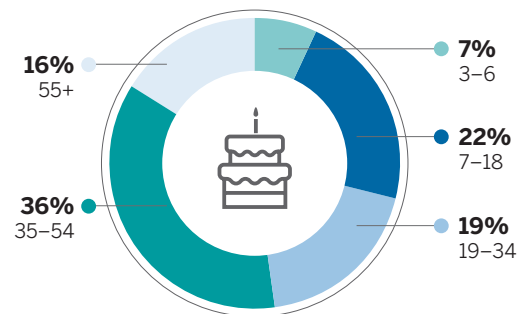
## RACE/ETHNICITY



## GENDER



## AGE



“I learned how to create a presentation in Google Slides, which I am able to put into real life practice when I’m teaching my students online. Without the skills that TGH teaches, your opportunities for personal and professional growth are limited. TGH opens a world filled with knowledge and skills that are crucial to have in the 21st century.” — Yvonne, TGH Community Graduate, October 2019



## Formula for Impact

### Computers

Access to a new iPad or Chromebook to use at home



### Internet

Connection to high-quality, affordable internet at home



### Training

Enrollment in targeted, interactive digital skills training courses with community instructors



### Digital Inclusion

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



# Our Impact

## Removing Barriers to Academic Achievement

At a time when access to virtual learning is more important than ever, Tech Goes Home's programs provide students and their families with the essential digital resources and training that remove barriers to pursuing academic achievement.



“Many of our students were trying to complete college applications and writing their college essays on their phones. It has made a huge difference for our students to have devices at home to be able to work on their applications at their own pace.” — TGH Community Instructor, June 2020

# Our Impact

## Empowering Economic Mobility

Tech Goes Home's programs provide adults with tools, access, and skills training that open up pathways for job opportunities that require digital skills.



“TGH was the best experience of my life. It made me change my career. I am now a student in college training to be a PC Engineer!” — Kewanee, TGH School Graduate, November 2019

“I learned how to create a budget using a spreadsheet. This helps me keep track of and evaluate the productivity of my business. I feel more proficient and my business is thriving.” — Cindy, TGH Small Business Graduate, March 2019

Our learners reported that, as a result of TGH programs:

755

Students' grades improved

864

Caregivers are more involved with their children's education

1,156

Students are better able to do schoolwork online

1,655

Children use their TGH device for learning multiple times a week

Our learners reported that, as a result of TGH programs:

167

Entrepreneurs started a business

235

Adults got a better job

268

Jobseekers entered a work training program

568

Graduates who were unemployed at the beginning of the TGH course found jobs or became full-time students after taking the course



# Our Impact

## Driving Community and Family Engagement

Through Tech Goes Home, learners form connections with members of their community while learning skills such as communicating via email, accessing community health resources, completing the census, and registering to vote.



“I learned how to use the computer to help my child in school. Having a computer during this pandemic has been a blessing.” — Conroy, TGH

Community Graduate, September 2020

“I gained more confidence in my computer skills. As a paraprofessional, my goal was to be able to assist students and teachers better and I accomplished that in my TGH course.” — Noreen,

TGH Community Graduate, May 2020

### Our learners reported that, as a result of TGH programs:

**2,531**

Graduates use their device and skills for their health and wellness

**2,569**

Residents use their technology and skills to access city resources

**2,790**

Adults made new connections or friends

**3,015**

Graduates use their technology and skills to communicate with others via email or videochat

# COVID-19 Impact Data

COVID-19 brought unprecedented challenges to the communities we serve. The ability to work, learn, and access critical resources from home has never been more important, and in 2020 we pivoted our programs to ensure we could continue to serve our existing learners, and meet the needs of new ones. We moved our entire operation completely online with our new Distance Learning model, formed new partnerships to increase telehealth access, launched a webinar series, produced video tutorials, and compiled a COVID-19 resource page.



## COVID-19 IMPACT DATA

Our learners reported that, as a result of TGH programs:

**1,936**

Adult graduates were able to work from home

**2,457**

Graduates have been able to use telehealth during the pandemic

**3,164**

Graduates have been able to help their child with school during the pandemic

Since we moved our programs online in March:

**300+**

Year-long internet subscriptions were distributed to learners throughout Greater Boston

**1,400+**

Chromebooks/iPads were distributed following the move to online programming

“A learner’s daughter got COVID-19 and was having issues of housing and job discrimination because of it. The learner and I met after class one day and I reviewed the different resources we had gone over and how they could help her out. She told me later on that it gave her confidence to fight and now the DOJ is involved helping her.”

— TGH Community Instructor, May 2020

“These courses and devices are making a huge difference in the lives of many immigrant adults and families, seniors, and school children in Revere. Now that technology is used in all the schools, many low-income families are struggling to provide technology devices and parental control of what their children are watching online. This program is making this possible for many of the families and seniors in need.” — TGH School Instructor, February 2020

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