



Annual Report

2019

CONTENTS

- 01 Welcome
- 02 Program Overview
- 03 The Time is Now
- 04 Partner Sites
- 06 Our Impact
- 08 Spotlights
- 10 Supporters
- 11 In the News
- 13 Financials



“

The TGH course helped me to focus on solutions, not problems. Now, I'm able to use my digital skills to improve my English, communicate effectively in personal and professional relationships, and achieve my goals. Everything I've learned in this TGH course has helped me to feel happier, healthier, and more resilient!

Carla, TGH Graduate

Welcome

Dear Friends,

Tech Goes Home is stronger and more impactful than ever!

The challenge of making our society more equitable is daunting. However, that challenge pales in comparison to the passion we feel for opening doors of opportunity to all we serve.

Despite our record breaking growth in both number of learners served and dollars raised, the demand for our courses continues to outpace our efforts. The communities we serve know that digital skills, affordable computers, and high quality internet access lead to greater success in school, at work, and in life.

As we celebrate 2019 and all that we have accomplished, we simultaneously acknowledge that because of digital exclusion there are families that cannot participate in their child's education, there are young people who cannot apply for a job, and there are seniors whose isolation continues to grow, all because they lack the access to the tools necessary to survive and thrive in 2020.

We must do more.

In the face of these challenges we will not rest until we achieve our goals. But we cannot do this alone. We are incredibly grateful to our supporters—our donors, our program partners and trainers, our volunteers, and the City of Boston.

We ask that you join us in our mission to ensure equity through opportunity.

All our best,

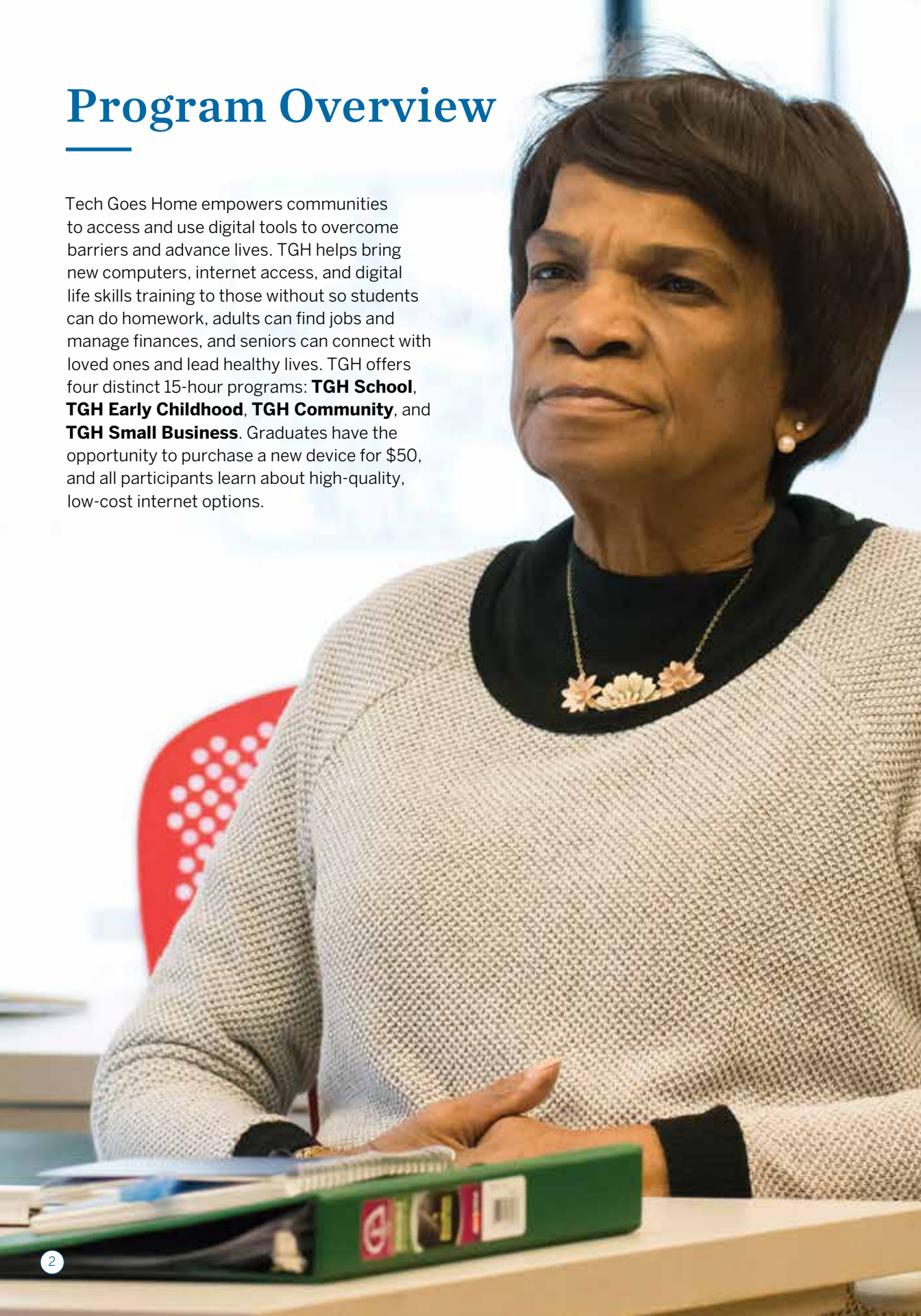
Elizabeth Schwab
Board Chair

Daniel R. Noyes
Co-CEO

Theodora Higginson Hanna
Co-CEO

Program Overview

Tech Goes Home empowers communities to access and use digital tools to overcome barriers and advance lives. TGH helps bring new computers, internet access, and digital life skills training to those without so students can do homework, adults can find jobs and manage finances, and seniors can connect with loved ones and lead healthy lives. TGH offers four distinct 15-hour 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.



The Time is Now

Digital exclusion perpetuates poverty. Without the tools, access, and skills to do homework, navigate online job portals, manage finances, communicate with loved ones, and so much more, it has become incredibly difficult to succeed. And considering the stark demographic inequities in the use of technology, digital inclusion has become a social justice issue of our time.

Since 2000, TGH has been working to address these inequities in Greater Boston. We serve people from the ages of 3 to 94, prioritizing those without technology, the un- and under-employed, immigrants, and people with disabilities.

TGH is focused on tackling the entrenched barriers to technology adoption and internet access. Our four programs provide an impactful and cost-effective model to help families and learners gain the skills, hardware, and internet access needed for lifelong success.

“

One of my learners had a dream to open a small business, but because of her homelessness, she didn't think she would ever be able to do it. By the end of the course, she saw that with perseverance, resources, and courses like TGH, the dream of owning her own business can become a reality.

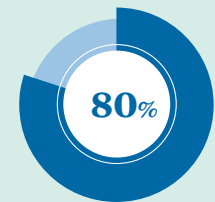
TGH Small Business Trainer

“

My daughter can finally do her school work on a computer instead of on her phone!

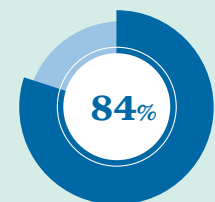
Raymond, TGH School Graduate

Barriers to Success



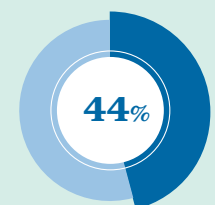
EMPLOYMENT

Fortune 500 companies require online job applications, including major employers such as Walmart and CVS (FCC)



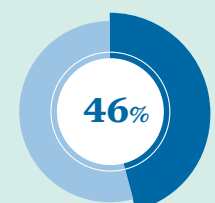
EDUCATION

The nation's K-12 teachers report that digital inequities are growing in their classrooms (Pew Research Center, 2017)



BROADBAND

Adults with household incomes below \$30,000 a year don't have home broadband services (Pew Research Center, 2019)



TECHNOLOGY

Adults with household incomes below \$30,000 a year don't have computers at home (Pew Research Center, 2017)

Partner Sites

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

BOSTON

Allston/Brighton

ABCD Allston/Brighton*
Allston Brighton Community Development Corporation
Brazilian Worker Center
Gardner Pilot Academy
Jackson Mann Community Center

Back Bay

Central Library in Copley Square
Women's Lunch Place

Charlestown

CharlesNewtown Community Center
Charlestown Housing Development
Harvard/Kent Elementary School

Chinatown

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

Dorchester

Boston Collegiate Charter School
Boston International High School
Boston Senior Home Care*
BPS Parent University
Technology Center
Brookview House
Clap Elementary School
Codman Square NDC
Community Academy of Science and Health
Dorchester Bay EDC

Epiphany School
Grove Hall Branch Library
Grove Hall Residents Association
Holmes Elementary School
King K-8 Inclusion School
La Alianza Hispana*
Leahy Holloran Community Center
Marshall 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*
Rounding the Bases
Saint John Paul II Catholic Academy
Salvation Army Kroc Center
Small Business Innovation Center*
Sonny Walker Computer Center*
St. Mary's Center for Women and Children
Trotter Elementary School
Winthrop Elementary School

Mattapan

ABCD Mattapan*
Boston Teachers Union*
Ellison/Parks School
Grove Hall Child Development Center
Immigrants Development Alternatives
Massachusetts Association of Haitian Parents
Mattahunt Early Elementary School
Mattahunt Elementary School*
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

Roxbury

Accelerated Community to Teacher Program
Adult Learning Center
BEST Hospitality Training*
Brigham and Women's - Center for Community Health & Health Equity
Children's Services of Roxbury
Dudley Street Neighborhood Charter School

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
Sonny Walker Computer Center*

Fenway

Roxbury Tenants of Harvard*

Hyde Park

Boston Community Leadership Academy
Boston Prep
Georgetown Homes Computer Learning Center
Hyde Park Branch Library
Hyde Park Community Center
Jewish Vocational Service
Roosevelt K-8 School
Boston Teachers Union*
Catholic Charities\El Centro del Cardenal
Curley K-8 School
Curtis Hall Community Center
Hennigan K-8 School
Kennedy, J.F. STEM Innovation School
Margarita Muñoz Academy
Mission Hill K-8 School

Jamaica Plain

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

South Boston

BPS Home and Hospital Instruction
Julie's Family Learning Program
Notre Dame Education Center*
Perkins School
Perry K-8 School

Project Place*
South Boston Branch Library
Tynan Community Center

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
Quincy Upper School

West End

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

West Roxbury

Beethoven Elementary School*
Kilmer K-8 School
Ohrenberger Community Center
Ohrenberger School

BROOKLINE

Brookline Housing Authority

CAMBRIDGE

Baldwin School
Cambridge Public Library
Graham & Parks School
Peabody Elementary School

CHELSEA

Chelsea Collaborative
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

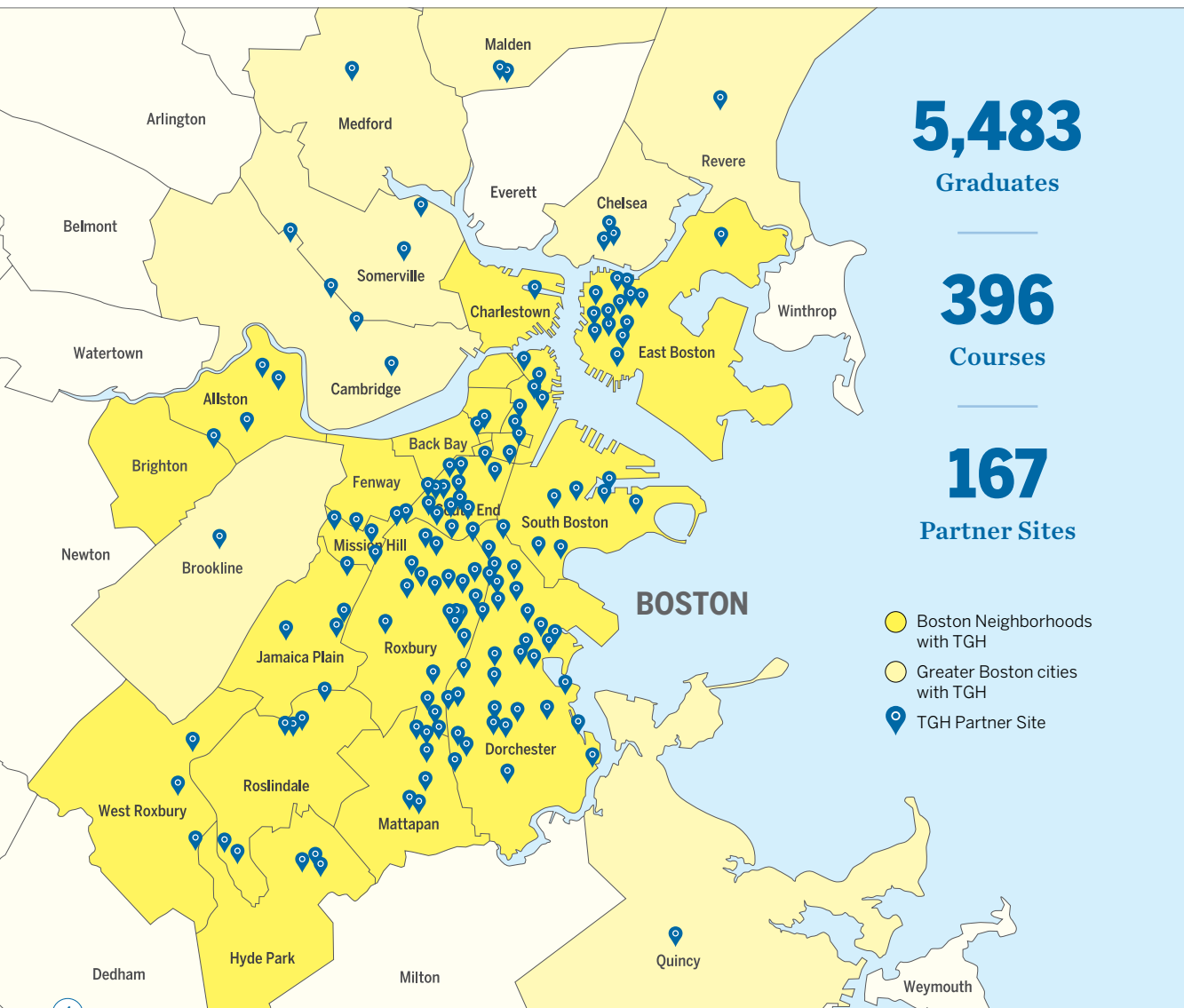
Revere Public Schools

SOMERVILLE

City of Somerville

QUINCY

SEIU1199 Training and Upgrading Fund*



* indicates a partner holding courses in multiple locations

Our Impact

DIGITAL SKILLS

98%

Graduates learned skills to improve their lives

80%

Adult graduates are more likely to use the internet for job resources and/or educational purposes

74%

Adult graduates are more comfortable using online financial management tools

CAREGIVER ENGAGEMENT

84%

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

INTERNET

93%

Graduates have secured or plan to secure home internet

DEMOGRAPHICS

85%

People of color (41% Black or African American and 29% Latinx or Hispanic)

75%

Household incomes are under \$35K per year

33%

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

30%

Adult learners are unemployed

→ In 2019 we published our first Impact Report. Read the full report at techgoeshome.org/impact



HIGHLIGHTS

Removing Barriers to Academic Achievement

1,108

Children improved their grades

Empowering Economic Mobility

1,385

Adults got better jobs

Driving Community and Family Engagement

3,083

Learners made new connections or friends

Spotlight: Learner



“I’ve been embraced by an incredible community that’s been supportive and connected me to resources, like Tech Goes Home, that I didn’t have in the past. In addition, Ms. Woodard, my TGH Trainer, saw something in me and invited me to become a TGH Course Assistant. Now, I get to give back to other families who are exploring the computer for the first time.”

Angelina, TGH Graduate and Course Assistant

In 2013, Angelina made a bold decision to move her family from New York to Boston. One afternoon, she was speaking with another parent and Tech Goes Home came up in the conversation. Growing up without a computer, Angelina knew what it was like to be excluded from the digital world and she was determined to not let that happen to her children.

As a mom of three, Angelina knows first-hand how important it is to have the technology to do homework and to explore the internet. Having a computer at home has made a real difference in her children’s learning. Just recently, her 11-year-old was writing his autobiography on his TGH device and her 9-year-old put together a presentation on his favorite sports star for a class assignment. Angelina has also used her technology skills to create a resume and is currently searching for the family’s next apartment online. In 2020, she plans to obtain her driver’s license for the first time and is starting to think about opening a small business.

Spotlight: Investor



250

Graduates

\$100K

Funding from
Cummings Foundation
in 2019

Cummings Foundation

In 2019, Tech Goes Home was awarded five separate grants of \$100,000 — the largest number of grants of this size in the organization’s history. One of these five grants was awarded by Cummings Foundation through the “\$100K for 100” program, which supports nonprofits that are based in and primarily serve Middlesex, Essex, and Suffolk counties. Through this place-based initiative, Cummings Foundation aims to give back in the area where it owns commercial buildings.

“By having such a local focus, we aim to make a meaningful positive difference in the communities where our colleagues and leasing clients live and work,” said Joel Swets, Cummings Foundation’s executive director. “We are most grateful for the nonprofit organizations that assist and empower our neighbors, and we are proud to support their efforts.”

Funding from Cummings has allowed TGH to offer 250 students and their caregivers the opportunity to complete our digital skills training program and gain access to the tools they need to thrive in an increasingly digital world. With the help of supporters like Cummings Foundation, students throughout Greater Boston are better prepared to complete their homework and succeed inside and outside the classroom.

Supporters

TGH proudly recognizes the following who supported our work with gifts of \$1,000 and more in FY 2019 (Jan. 1–Dec. 31, 2019). We are grateful for the generosity of all of our donors.

\$100,000+

Arthur F. Blanchard Trust
Capital One
Cummings Foundation
Kraft Family Foundation
Mabel Louise Riley Foundation

\$25,000-\$99,999

Anonymous
Boston Public Library
Comcast
Life Science Cares
Verizon Foundation

\$10,000-\$24,999

Bank of America Charitable Foundation
Cabot Family Charitable Trust
Goodman-Swindell Family Foundation
Google
Liberty Mutual Foundation
Massachusetts Charitable Society

\$1,000-\$9,999

Anonymous
Bain Capital Children's Charity
The Beker Foundation
Anne & Roger Berman
The Boston Foundation
Box.org
Cambridge Community Foundation
Samuel Crocker
Eastern Bank
Eaton Vance Investment Counsel
Fish Family Foundation
Jascha Franklin-Hodge and Kevin Derrick
Bruce Glabe and Marie Hayward
Leanne and Adam Goff
Joe Heddal and Jane Wojick
Thomas and Feroline Higginson
Kendall Square Association
Brian Lenihan and Bonnie Hertberg
Aaron Levie
Dominic Lloyd
The Parker Family
Scheinman Family Trust
Elizabeth and Brian Schwab
Tim Smith
Aditi Taylor
Purnima Thakre
Mary Troxell
Steve Vinter
Claire Wadlington
WGBH Educational Foundation*
Karyn Wilson and Miles Byrne

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.



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

*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)

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/awards-news.

CITY of BOSTON

May 2019:

TGH Co-CEO Presented at Boston City Council

“Tech Goes Home is a digital equity initiative that helps Boston’s residents in need use technology to address their most critical needs. To that end, TGH partners with local schools and community organizations to offer free digital skills training, discounted new computers, and assistance with low-cost, high quality internet.”



July 2019:

Innovative Solutions for Digital Inclusion

TGH Co-CEO spoke on an Internet Governance Forum USA conference panel: “The system is broken. I don’t think that just because you’re wealthy, you should have better internet than someone who isn’t. You don’t get better electricity just because you’re rich.”

BROADBANDNOW

July 2019:

2019 Digital Inclusion Trailblazers: Leading Cities

“Boston has long been a champion for digital inclusion, helping to establish the Tech Goes Home program back in 2000. In 2010, the local government wrote a grant that dramatically expanded the program to cover the entire city, and continues to provide funding for the initiative today.”

The Boston Globe

September 2019:

Back to School: Internet Access Is Essential These Days, and Yes, There Are Affordable Options

“Broadband internet access probably isn’t on your back-to-school shopping list, because three-quarters of US households are already wired. But what about families that aren’t?”

“Tech Goes Home [is] a nonprofit that provides technology training classes at schools and community centers all over Boston.”

MARKETS INSIDER

September 2019:

Boston Mayor Walsh and Boston Public Schools Superintendent Praise Comcast Efforts to Help Bridge the Digital Divide

“Comcast’s Cohen announced a grant to Tech Goes Home, which connects Bostonians to the promise of the internet with training, access, and technology.”

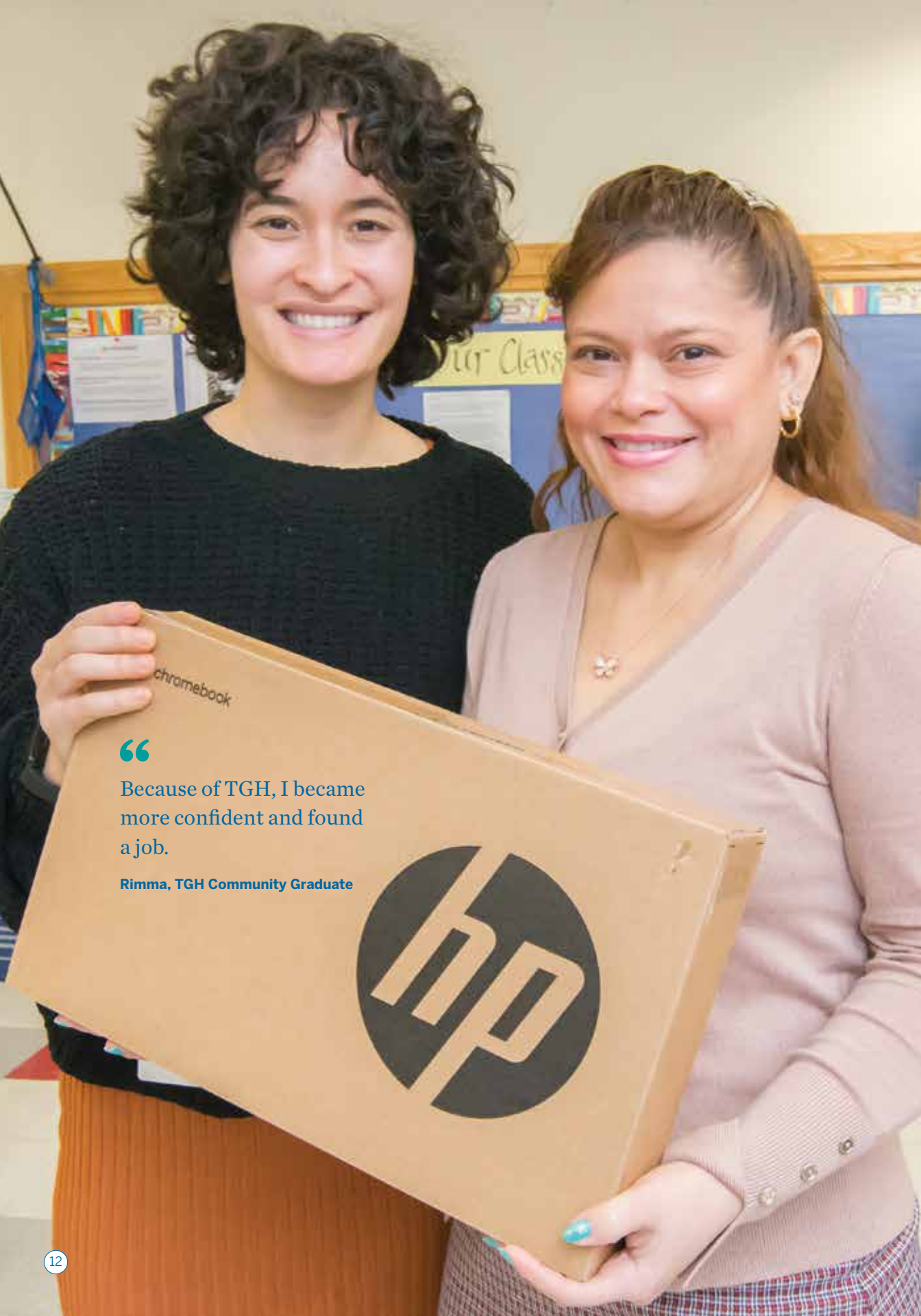


October 2019:

Internet Is Fundamental for School Success

“Since the [internet] galvanized the world more than two decades ago, it’s hard to remember life before it.”

“To bridge the digital gap, some districts provide school bus hotspots or partner with nonprofits like Tech Goes Home to connect students for little to no cost.”



“

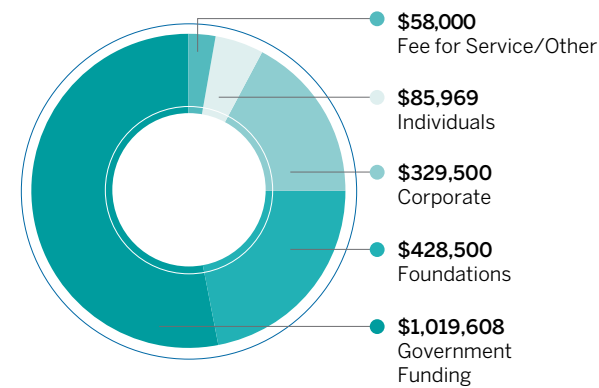
Because of TGH, I became more confident and found a job.

Rimma, TGH Community Graduate

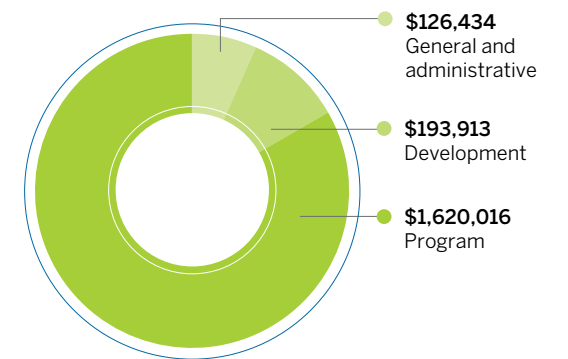
Financials

Support from Tech Goes Home funders enables us to create pathways to education and employment opportunities for thousands of people each year. 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 hired exceptional staff, served more people than ever, and grown the impact of our program. Our work, including training 5,500 people in 2019, would not be possible without supporters like you.

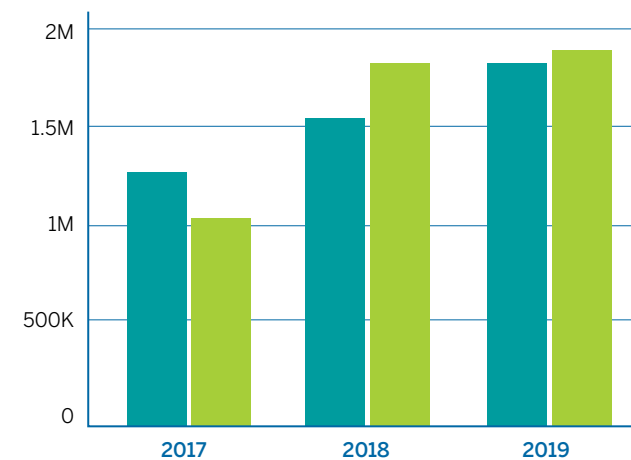
FY19 Philanthropy/Revenue



FY19 Expenses



Revenue & Expenses Comparison



2017	
Revenue	\$1,353,711
Expenses	\$1,037,283
2018	
Revenue	\$1,503,565
Expenses	\$1,837,644
2019	
Revenue	\$1,921,577
Expenses	\$1,940,363

● Revenue
● Expenses

(as of December 31, 2019)



The TGH Course has been helpful for our entire family. By learning computer skills, I can now prepare my child for school. The first thing I plan to do with my computer skills is teach my son.

Zinnat, TGH Community Graduate

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Chief Program Officer

Gabriel Vorleto

Assistant Program Manager

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