



Annual Report

2021

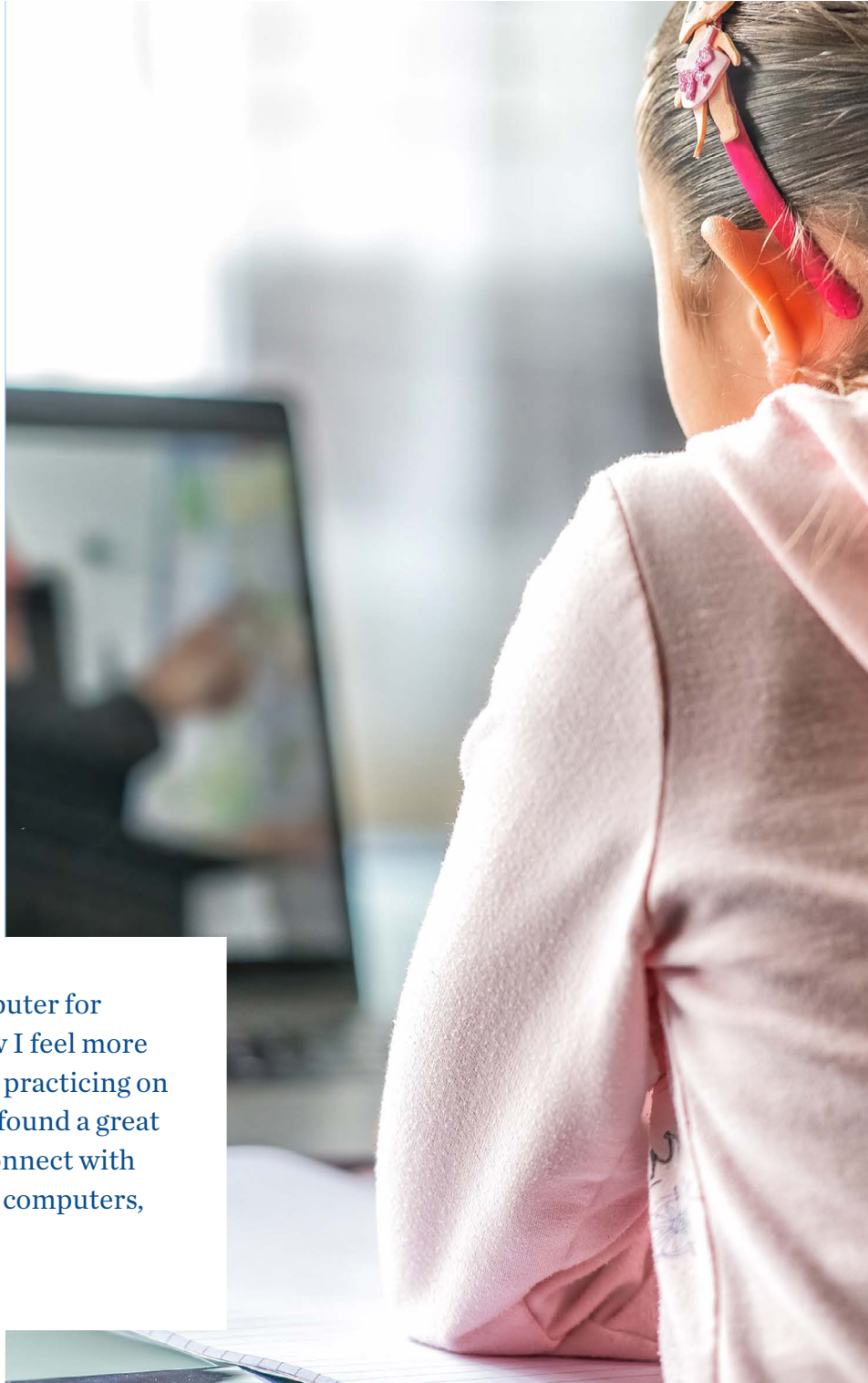
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I didn't touch a computer for years. I was lost. Now I feel more confident, especially practicing on my own computer. I found a great group of people to connect with and practice not just computers, but English, too.

Monica, TGH Graduate



Welcome

Dear Friends,

2021 was another challenging year for our communities, and we are enormously grateful to all of the instructors, learners, graduates, partners, funders, and advocates who persevered and continued to work towards digital equity for all.

This past year, guided by the lessons of 2020, Tech Goes Home and our partners were able to offer our digital inclusion programming to more communities than ever before, at a time when connection to the digital world remains vitally important. In 2021, thousands of learners used the tools and skills they gained through TGH programs to complete virtual school assignments, work or search for jobs from home, utilize telehealth services, and connect with loved ones across Massachusetts and around the world. To meet the ongoing need, TGH offered both virtual and in-person course options, as well as expanded digital resources and webinar offerings. None of this would have been possible without the determined, compassionate work of the entire TGH community. To our learners, instructors, staff, partners, volunteers, and supporters – thank you.

2021 was about more than just continuing the progress made in 2020; it was also about new ideas and opportunities. Tech Goes Home significantly expanded our geographic footprint, reaching new communities and more learners throughout 18 Eastern Massachusetts municipalities. We launched intentional advocacy efforts, working with elected officials, other stakeholders, and members of our community to promote inclusive, sustainable digital equity solutions. TGH has also grown our team substantially, hiring new staff to support learners and instructors, enrich our curriculum, and increase our impact.

This past year was marked by unprecedented challenges and ongoing struggle but, through Tech Goes Home's programming and our community, we also made many joyful discoveries and found reasons for hope. As always, TGH's core focus remains supporting our learners. As the communities we serve continue to fight this pandemic, the digital divide, and persistent social, economic, and racial injustice, we are committed to listening to and learning from everyone in the TGH community to continue improving our programming and helping more people access the digital world.

Thank you to everyone who has supported our work and helped us grow. To our partners, learners, instructors, volunteers, funders, and peers, we send our endless gratitude. We hope you will continue this journey towards a more equitable world with us in the years to come.

Sincerely,


Elizabeth Schwab
Board Chair


Daniel R. Noyes
Co-CEO


Theodora Higginson Hanna
Co-CEO

Program Overview

As part of Tech Goes Homes Digital Inclusion programs, each participating family or individual completes 15 hours of digital skills training, earning a new Chromebook or iPad and, if needed, one year of stable internet access, preparing graduates with the tools and resources to leverage technology in whatever way will benefit them most.

Tech Goes Home collaborates with our network of over 100 local community partners across Eastern Massachusetts to offer our Digital Inclusion programs. We train staff members at our partner organizations – including school teachers, community center staff, librarians, and social workers – to lead TGH courses in their communities. Our goal is to advance digital inclusion, while also helping to amplify our partners' existing work to address inequities in employment, financial literacy, education, health, and other key areas.

Each instructor tailors the curriculum to meet the specific needs and goals of the learners in their course, and our digital literacy training framework focuses on the fundamental skills needed to access the digital world – from participating in remote learning and completing homework assignments online to applying for jobs, communicating with support networks, utilizing essential community resources, accessing telehealth, and using the internet safely and responsibly.

Our multilingual library of online learning resources is always available to learners and the public, and it includes video tutorials, printable PDF guides, and an ongoing webinar series, all created to help families and community members access and use the internet to meet essential needs from home. Over the past year, we have welcomed dedicated volunteers who have helped us expand our resource offerings.

22,000

Graduates over the past five years

“

At the end of the computer class, elderly learners can not only access their Chromebook but also access the email they created and they can send messages across the globe. This is huge for them. Now the universe is their limit.

TGH Instructor



Partner Sites

TGH is proud to serve our learners across our expanding Eastern Massachusetts service area. We gratefully recognize our partners and our instructors for their dedication.

BOSTON

Allston/Brighton

Abdelgadir Education Foundation
Baldwin Early Learning Pilot Academy School
Boston Green Academy
Brighton Branch Library
Gardner Pilot Academy
Jackson Mann Community Center
Project Place*

Back Bay

Boston Senior Home Care*
Central Library in Copley Square

Charlestown

Boys and Girls Clubs of Boston*
Charlestown Branch Library
John F. Kennedy Family Service Center

Chinatown

Boston Senior Home Care*
Chinatown Branch Library
Quincy Elementary School

Dorchester

ABCD Dorchester NSC
Boston International High School
Boston Teachers Union
BPS Parent University Technology Center
Brookview House
Building Our Lives Together As One
Codman Square NDC
Community Academy of Science and Health
Dorchester Bay EDC

Epiphany School
Found in Translation
Gilbert Albert Community Center
Grove Hall Branch Library
Haitian Multi-Service Center
Leahy Holloran Community Center
Lower Mills Branch Library
Mujeres Unidas Avanzando
Rounding the Bases
Saint John Paul II Catholic Academy
Salvation Army Kroc Center
Trotter Elementary School
UMass Institute for Early Education Leadership and Innovation
Uphams Corner Branch Library
WORK Inc.

Mattapan

Gallivan Community Center
Grove Hall Child Development Center
Mattahunt Elementary School
Mattapan Branch Library
Mildred Ave K-8 School
Taylor Elementary School
Young Achievers Science and Math Pilot K-8

Mission Hill

Roxbury Tenants of Harvard*

Roslindale

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

Roxbury

Adult Learning Center
BEST Hospitality Training*
Boston Central Adult High School
Boston Housing Authority Resident Self-Sufficiency Program*
Boys and Girls Clubs of Boston*
Brigham and Women's Hospital Building Pathways Boston
EMPath
Madison Park Development Corporation
Mason Pilot Elementary School
Mission Grammar School
Office of English Language Learners*
Orchard Gardens K-8 School
Roxbury Branch Library
UU Urban Ministry
Vine Street Community Center
Vital Village Network, BMC
YOU Boston

South Boston

Boys and Girls Clubs of Boston*
Catholic Charities, Laboure Center Adult Education
Julie's Family Learning Program
Notre Dame Education Center
Perkins School
South Boston Branch Library

South End

Beethoven Elementary School
Boston HERC
Boston Housing Authority Resident Self-Sufficiency Program*
Educational Development Group
Haley House
La Alianza Hispana
Project Place*
South End Branch Library
Tenants' Development Corporation

West End

Community Work Services

West Roxbury

Ohrenberger Community Center
Village of Joy

BROOKLINE

Brookline Housing Authority

CAMBRIDGE

Cambridge Community Learning Center
Cambridge Housing Authority
Cambridge Public Library
Margaret Fuller Neighborhood House
Peabody Elementary School

CHELSEA

City of Chelsea
Intergenerational Literacy Program, Chelsea Public Schools
Roca, Inc

EVERETT

Everett Public Schools, English Learners

HAVERHILL

MakeIT Haverhill

LAWRENCE

Lawrence CommunityWorks

LYNN

EforAll Lynn

MEDFORD

BEST Hospitality Training*

REVERE

Revere Community School

SOMERVILLE

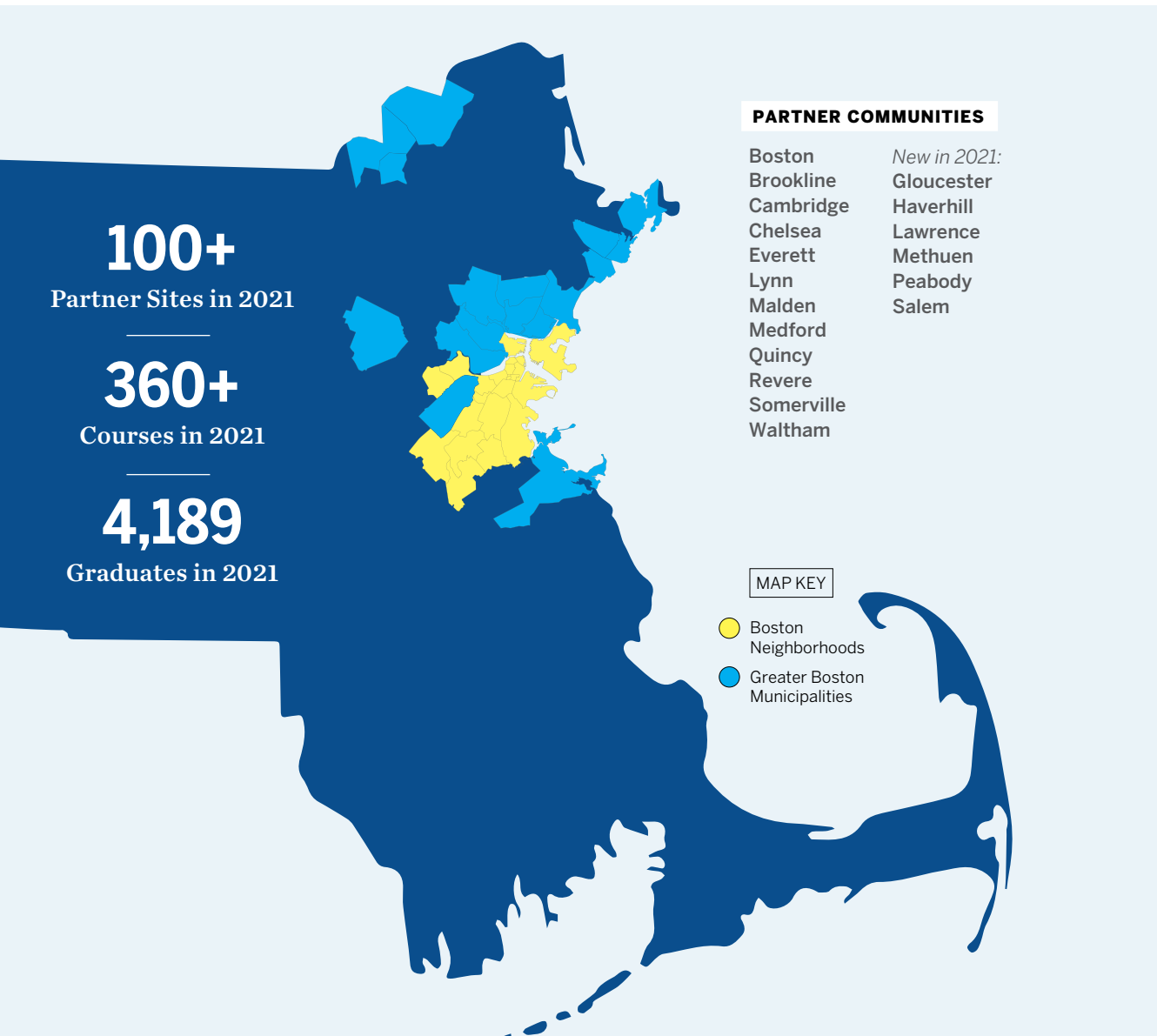
Riverside Community Care

QUINCY

Literacy Volunteers of MA
SEIU1199 Training and Upgrading Fund

WALTHAM

Healthy Waltham



* indicates a partner holding courses in multiple locations

Our Impact

97%

of graduates learned skills to improve their lives

“

I took the TGH course to gain additional technology skills as well as spend time with my child to help him prepare for the upcoming school year. The TGH course provides a great opportunity to access technology, and skill building for both parent and child.

Noah, TGH Graduate



100%

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



“

I got to help one of our students write an email to their granddaughter for the first time. They were so excited!

TGH Instructor

84%

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

83%

of caregivers reported doing educational activities more often with their child

83%

of graduates who did not have internet upon enrollment got or planned to get internet by the end of their TGH course



70%

of graduates have been able to use telehealth

Spotlight: Learner

Yrmaris Matias



Yrmaris is a Tech Goes Home graduate, professional, and mother living in Boston. Several years ago, Yrmaris' son brought home a TGH flier from his school, Orchard Gardens K-8, and Yrmaris decided to enroll in the course with him. Now, she and her son both use the computer every day; he uses it for his school assignments, and she logs on to pay bills, manage her finances and budgets, and keep track of both her work and personal schedule on Google Calendar. Yrmaris also creates Google Slides presentations for work and, when the COVID-19 pandemic hit, she was able to work from home for a year. An active member of her community, Yrmaris also uses her computer to write testimonies for school committee meetings.

In 2021, Yrmaris heard about the iPad-based Tech Goes Home program for preschool-aged children and their caregivers, and she knew it would be a great fit for her four-year-old daughter. In the course, she and her daughter enjoyed learning about educational apps together. Yrmaris says that since bringing home the iPad, she's seen a significant difference in how well her daughter is thriving in preschool, and she is eager to recommend the course to other families who are facing barriers to accessing technology.

Spotlight: Instructor

Judith Thermidor



“

Every time I'm giving a class, this is a way to promote social inclusion.

Judith Thermidor, M.D.,
Resident Wellness Director,
CSI Blue Ledge Co-Op

Judith Thermidor, M.D., is the Resident Wellness Director at Blue Ledge Co-Op in Roslindale, where she has been teaching Tech Goes Home courses for older adults since 2018. Her goal is to identify what residents in her community need and provide resources to help meet those needs, all while breaking stereotypes of ageism. During the COVID-19 pandemic, Judith recognized that digital access was especially important to the older adults who lived at Blue Ledge. With their new technology and digital skills, graduates from Judith's course can participate in telehealth appointments with medical professionals, access mental health support, and take part in Zumba and Tai Chi classes online. They were also able to join graduations and weddings, interact with loved ones and family, and take part in spiritual life while remaining in their homes.

Spotlight: Partner

Revere Community School



Revere Community School (RCS) offers Tech Goes Home courses to families and adults living in Revere and surrounding cities. Since becoming a TGH partner in 2019, RCS has offered 25 courses and graduated more than 300 learners of all ages, many of whom are English language learners. The courses cover critical topics such as using the Google Chrome browser and Google search engine, communicating via Zoom, sending and receiving emails, navigating school websites, using Google Drive for work and school, accessing community and health resources, using online job search resources, and taking care of digital devices. Donna Vincent, a TGH instructor and adult ESOL teacher at RCS, says she works with her learners to understand where their interests lie and what will benefit them most, and she tailors the curriculum accordingly. For example, during the COVID-19 crisis, Donna and her colleagues incorporated new, timely topics into their curriculum such as finding COVID-19 testing locations and vaccination appointments.

When they first became a Tech Goes Home partner in 2019, RCS offered TGH programming in-person, but when the COVID-19 pandemic hit, the school transitioned these courses – along with the rest of their programming – to distance learning. For many RCS students, having the opportunity to join courses from home made learning more accessible. Many learners were able to join classes while watching their young children or working around tight schedules that might have otherwise prevented them from attending classes in-person. Often learners who participate in RCS's TGH courses decide to enroll in additional courses with RCS, like English language classes or citizenship classes.

Spotlight: Investor

Essex County Community Foundation



“

Narrowing the digital divide is one of the most powerful steps we can take to expand opportunity for people across Essex County.

**Stratton Lloyd, ECCF
Executive Vice President
& COO**

The Essex County Community Foundation (ECCF) has been a key partner in Tech Goes Home's expansion into Essex County, supporting our programs philanthropically while also making valuable connections with organizations in our new partner communities. With an initial grant of \$250,000, TGH is expanding our programming into Lynn, Lawrence, Haverhill, Methuen, Peabody, Gloucester, and Salem. ECCF's support of TGH is part of Advancing Digital Equity, the Foundation's multi-year effort to empower thousands of Essex County residents with the access, tools, and learning opportunities they need to fully participate in the digital world. Courses have already launched at partner sites including MakeIT Haverhill, Lawrence CommunityWorks, the Latino Support Network, North Shore Community Development Coalition, and Wellspring House, and we look forward to working with ECCF to continue growing our network of partner organizations and expanding our work to advance digital inclusion in Essex County.

Read more about this partnership in our [press release](#).

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.



August 2021

Tackling Health Inequity Means Addressing Digital Inequity, Too

“If we truly want to address the health disparities facing so many communities, we need to act now to ensure that all families have the access, tools, and training they need to access vital care and information.”



December 2021

Thousands of Boston Seniors Join Remote Resource Fair to Learn About Getting Connected to the Internet



August 2021

Narrowing the digital divide

“Clearly, digital equity (or lack thereof) is intrinsically tied to vaccine equity, and expanding digital access is a critical part of the effort to increase vaccination rates and protect public health.”



December 2021

Council takes up equitable access to broadband

“We do so much more online, even than we did pre-COVID. It has become even more glaringly obvious that the skills component is absolutely critical.”



April 2021

Tech Goes Home: Providing Digital Access in Boston



August 2021

Gateway Cities battle the digital divide



October 2021

Devices, digital skills are the other two legs of the stool

“While expanding broadband access is critical — in urban as well as rural areas — lawmakers also need to pair those investments with more funds for digital devices and accessible digital skills training.”



January 2021

Mass. takes heat for its vaccine rollout

“[...] if wide-scale vaccination is primarily dependent on thousands of people signing up for appointments through a complex online portal, we will leave behind our most vulnerable residents, many of whom don't have access to the digital tools or skills necessary to sign up.”



April 2021

Supporting efforts for digital literacy

“In order for all people to participate in the opportunities provided by the digital world — education, work, connecting with loved ones, accessing telehealth and more — access to catered, culturally competent digital skills training is a key piece of the puzzle.”



September 2021

How the co-CEO of a nonprofit is helping to close Boston's digital divide by giving thousands of low-income residents access to the internet

“We're showing that everything we do is impacted by digital equity [...] If you go to find a place to live, you go online. To find a job, you go online. You want to get vaccinated, you go online.”

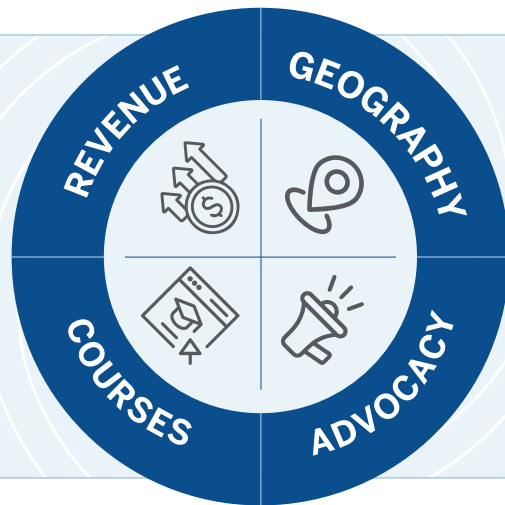
Reflection on Opportunity Blueprint

Operational Expansion: Earned Revenue

In 2021, our total earned revenue from fee-for-service partnerships was nearly double our total earned revenue in 2020. We launched new partnerships with organizations including JVS Boston and Brigham & Women’s Hospital. We also strengthened and expanded programming with existing fee-for-service partners such as Boston Public Library, the Mayor’s Office of Workforce Development, and Everett Public Schools.

Geographic Expansion: Essex County

Last year, we collaborated with MakeIT Haverhill and Lawrence CommunityWorks to launch pilot programming as part of our Essex County expansion, supported by Essex County Community Foundation and other key philanthropic partners. With several successful pilot courses now complete, we are excited to continue growing our programs in the Essex County communities of Lynn, Lawrence, Haverhill, Methuen, Peabody, Gloucester and Salem.



Programmatic Expansion: Distance Learning

While our Distance Learning programs were initially implemented as a temporary response to the COVID-19 crisis, TGH plans to continue offering both distance learning and in-person options moving forward. This flexibility allows us to continue reaching learners who face barriers to in-person program participation such as transportation challenges, tight schedules, childcare responsibilities, or limited mobility, while also offering an in-person option for those who prefer face-to-face instruction.

Operational Expansion: Advocacy

Throughout the past year, TGH has been a central voice working to influence policy to address digital inequity. From testifying in front of legislators on the use of ARPA funding to engaging current Boston Mayor Michelle Wu about her plans to advance digital equity in the City of Boston, we’re bringing public attention to this critical issue and encouraging our elected officials to take action.



“

In my business I wanted to understand the best way to make posts for my social media and be able to attract more clients. The course was excellent. Our instructor provided us with lots of helpful material. I would recommend this course to friends, colleagues, and relatives.

Marlon, TGH Graduate

“

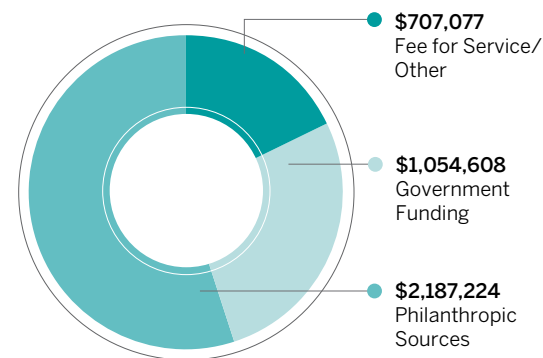
I never would have tried telehealth if not for the pandemic. Now that I am not able to readily see my doctor, I finally made an account. It wasn’t as complicated as I thought, and I like that I can see my lab results right on the portal – and I plan to keep using it.

Sandra, TGH Graduate

Financials

Support from Tech Goes Home funders enables us to offer digital inclusion programs that open up access to essential resources and opportunities such as 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 hired exceptional staff, expanded to more communities than ever before, and grown the impact of our program. Our work would not be possible without our strong community of supporters at all levels.

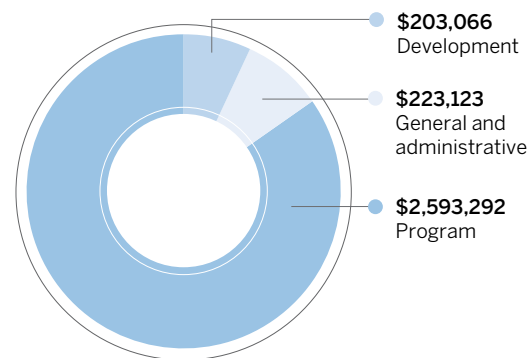
FY21 Philanthropy/Revenue



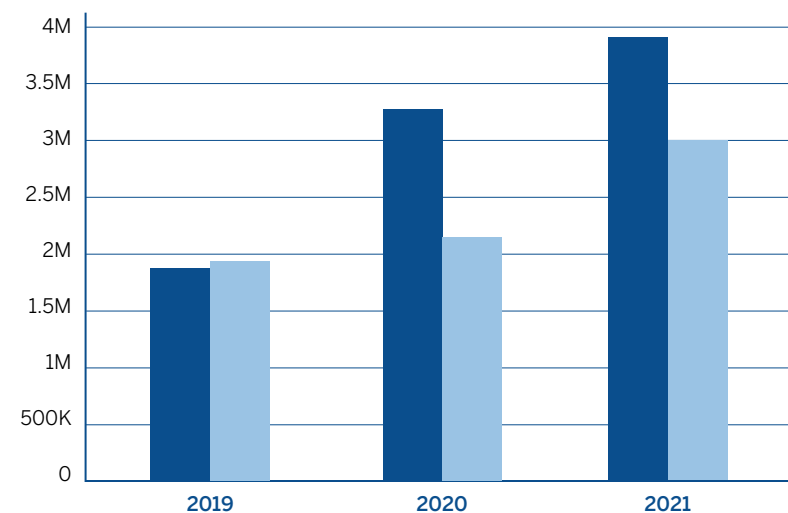
Philanthropic Sources

\$121,787	\$918,627	\$1,146,810
Individuals	Foundations	Corporate

FY21 Expenses



Revenue & Expenses Comparison



2019	
● Revenue	\$1,921,577
● Expenses	\$1,940,363
2020	
● Revenue	\$3,300,308
● Expenses	\$2,195,145
2021	
● Revenue	\$3,948,909
● Expenses	\$3,071,336

(as of December 31, 2021)
 Note: Total revenue includes revenue from all sources, including restricted funds to be used for specific purposes and multiyear commitments with funding to be released in subsequent years.

Our Supporters

TGH is grateful to our donors at all levels for choosing to support our work to help advance digital equity. TGH proudly recognizes the following who supported our work with gifts of \$1,000 and more in FY 2021 (Jan. 1–Dec. 31, 2021).

\$200,000+

Essex County Community Foundation
 Patrick J. McGovern Foundation
 Neighborhood Jobs Trust, Office of Workforce Development

\$100,000–\$199,999

Anonymous
 AT&T
 Capital One
 Comcast
 NETSCOUT
 QBE Foundation

\$50,000–\$99,999

Anonymous (2)
 Cambridge Savings Charitable Foundation
 Google
 Liberty Mutual Foundation
 Next Level Social Impact
 PNC Foundation
 SharkNinja

\$25,000–\$49,999

Amelia Peabody Foundation
 Bank of America Charitable Foundation
 Crown Castle
 Epic Systems Corporation on behalf of Mass General Brigham Healthcare System
 Highland Street Foundation
 Life Science Cares
 Cambridge Community Foundation with support from Massachusetts Department of Housing and Community Development (DHCD), Executive Office of Housing & Economic Development (EOHED)
 Verizon Foundation

\$10,000–\$24,999

Alexion Charitable Foundation
 Anonymous (2)
 City of Cambridge
 Fish Family Foundation
 Juniper Networks
 Lincoln and Therese Filene Foundation
 Plymouth Rock Assurance Foundation
 Elizabeth and Brian Schwab
 Sensata Technologies Foundation
 Goodman-Swindell Family Foundation
 The Devonshire Foundation

\$1,000–\$9,999

Anonymous (2)
 Louie Balasny
 The Beker Foundation
 Anne & Roger Berman
 Chadwick Martin Bailey, Inc.
 Edith C. Crocker Charitable Foundation
 Jascha Franklin-Hodge and Kevin Derrick
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 Karyn Wilson and Miles Byrne

Fee-for-Service

JVS Boston
 Boston Public Library
 Brigham & Women's Hospital
 Economic Development and Industrial Corporation of Lynn
 Revere Community School
 Waltham Connections for Healthy Aging

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

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 CITY of **BOSTON**

 Mayor's Office of **WORKFORCE DEVELOPMENT**

 **JVS**
SKILLS · JOBS · CAREERS

 **eccf**
ESSEX COUNTY COMMUNITY FOUNDATION

 **Patrick J McGovern**
FOUNDATION

 **Michael & Susan Dell**
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 **AT&T**

 **Capital One**

 **Next Level Social Impact**

 **internet essentials**
FROM COMCAST

 **NETSCOUT**
Guardians of the Connected World

 **QBE**




 **Shark | NINJA**




 **Cummings**
Foundation



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