



Impact Report 2024

Our Work

FORMULA FOR IMPACT

Skills Training

15 hours of targeted digital skills training courses with TGH community instructors



Internet Connection

Access to stable, affordable internet at home including up to one year of internet sponsored by TGH



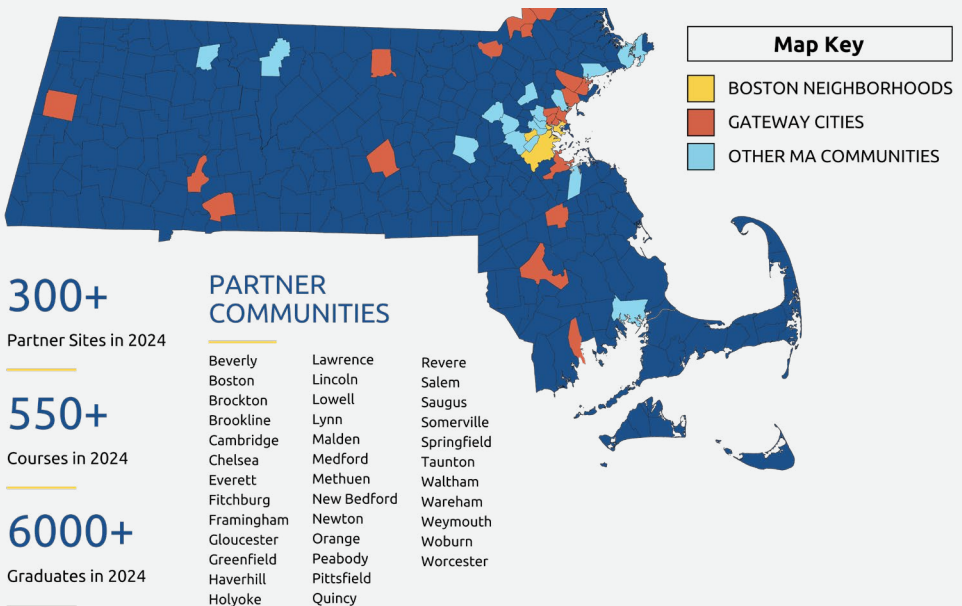
Digital Devices

Upon course completion, graduates receive a new computer or tablet to use at home



Digital Inclusion

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



Dear Friends,

As the 24th year at Tech Goes Home comes to an end, our collective resolve to close the digital divide has never been stronger. In 2024, we made incredible strides toward ensuring digital equity continues advancing in Massachusetts and beyond. The data, stories, and advocacy outcomes outlined in this report represent tangible examples of the lives forever changed by inclusion in the digital world. Reflecting on what we've accomplished, we feel humbled by the impact of our collective work, your generous support, and your unwavering commitment to ensuring everyone who needs it has the digital resources and skills to thrive.

With support from our community instructors, partners, funders, and staff, TGH reached more people in more places than ever before. This year we:

- Served over 6,000 learners;
- Distributed over 5,700 digital devices;
- Scaled our impact to 37 cities in Massachusetts;
- Inducted 10 local leaders as fellows in our new Advocacy Community Fellowship Program; and
- Launched a TGH pilot program in Detroit, Michigan.

This year, we leveraged financial support to strengthen our advocacy work, enabling us to bring awareness of digital exclusion to the halls of power. In March, we were proud to launch our first-ever Advocacy Community Fellowship Program, creating an avenue for ten members of the TGH community to use their voices and lived experiences to shape digital inclusion policy.

Meeting our learners where they are and where they need us to be has always been core to TGH. To that end, we will continue to find innovative ways to measure our impact and ensure we deliver relevant content so learners can stay ahead of rapidly advancing technology. This also means answering demands to share our best practices with new populations and in new geographies. This coming year, we will expand our impact to Detroit, Michigan, with funding from the Detroit-based Rocket Community Fund, where we will enroll 200 local residents in our digital skills training program. Over the coming months, TGH will also be launching exciting programming for Justice-impacted individuals in Massachusetts correctional facilities to ensure they can thrive in the digital world upon release.

Next year, TGH will celebrate 25 years of serving learners and communities. Year after year, we've seen the demand for our model skyrocket, and that unprecedented need continues today. Let's work together to meet that challenge and bring this proven model for closing the digital divide to everyone who needs it most.



Joseph Hedal
Board Chair



Daniel R. Noyes
CEO

Our Learners

GENDER

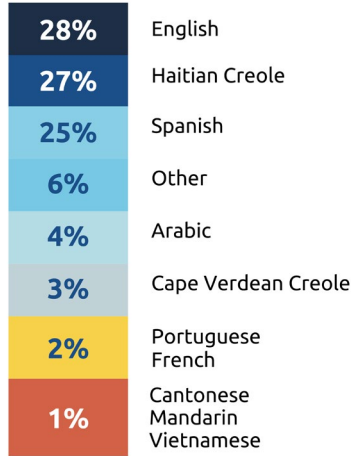
65%
FEMALE

34%
MALE

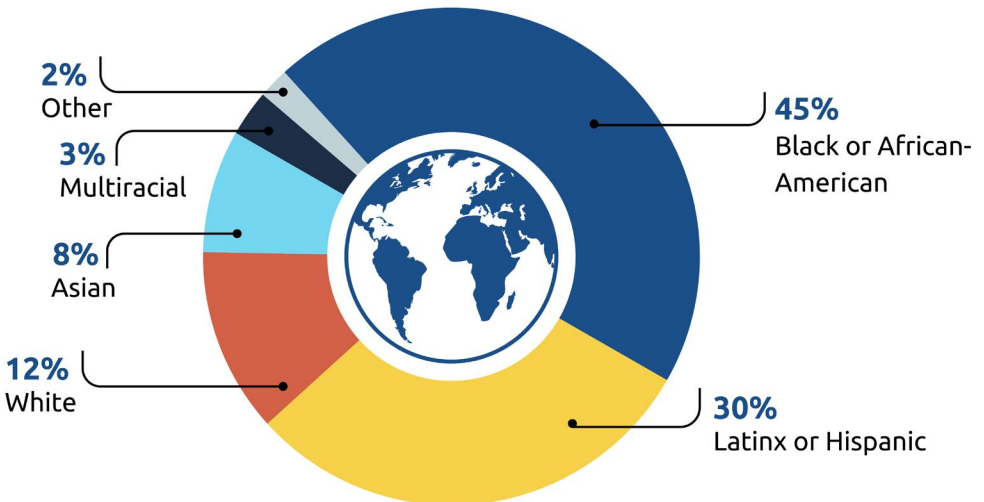
1%
ANOTHER
GENDER/PREFER
NOT TO SAY



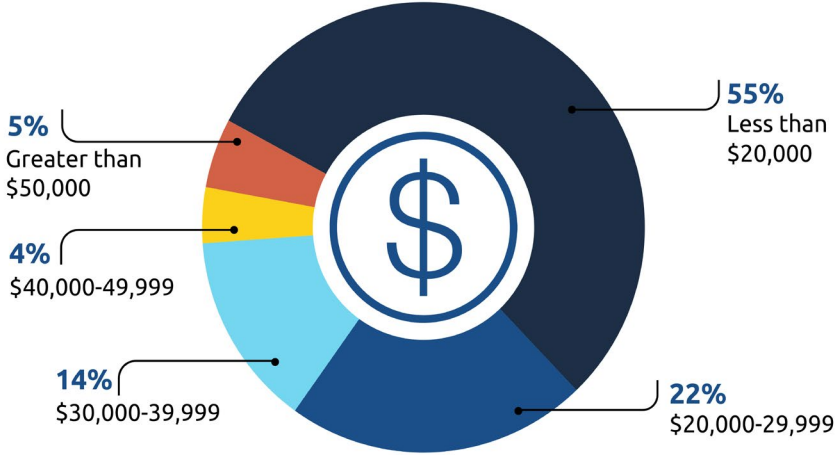
PRIMARY LANGUAGE



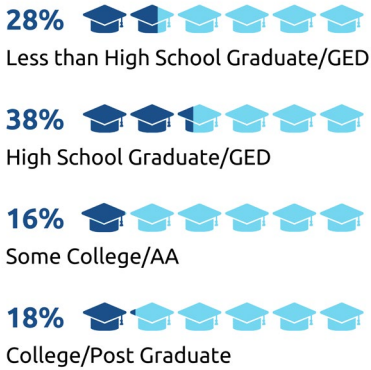
RACE/ETHNICITY



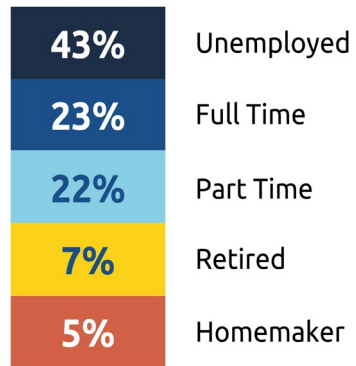
ANNUAL HOUSEHOLD INCOME



EDUCATION



EMPLOYMENT



Our Impact

FOUNDATIONS OF DIGITAL ACCESS

“My instructor was great at explaining how the computer is our friend and not our enemy. I enjoyed these classes so much. I feel comfortable exploring the computer apps, creating slides. I’m so excited that I was able to take this class.”

– Ardenia

94%

of graduates feel comfortable doing general internet research, such as a search on Google, as a result of their new digital skills

91%

of graduates used their new digital skills and tools to communicate with others by email or video

76%

of graduates utilized their new devices and digital tools to access city resources

76%

of graduates currently have home internet connection, compared to 39% who had internet when they initially enrolled in TGH



Our Impact

EDUCATIONAL OPPORTUNITY



91%

of caregivers report that their TGH course helped their child in recognizing letters and numbers

“Todo este nuevo conocimiento me ayudara a buscar empleo, vivienda y poder ayudarle a mis hijas a hacer las tareas.”

Translation: “All this new knowledge will help me look for a job, housing, and help my daughters do their homework.”

–Suneyda

88%

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

86%

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

80%

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

Our Impact

ECONOMIC MOBILITY

79%

of adult graduates accessed online job search resources

73%

of adult graduates reported their original motivation to enroll in the TGH course was to continue their education or get a job

71%

of adult graduates report their TGH course led to them securing a new or better job, receiving a pay raise, entering a work or training or education program, accessing benefits, or starting a business

“It enabled me to find a job, pay my bills, find out about my food card status, do online banking and made my life easy.”

–Gauhar

68%

of adult graduates managed their finances online



Our Impact

HEALTH AND WELLNESS

86%

of graduates used their digital skills for video meetings, including staying connected to loved ones and telehealth appointments

79%

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

“The best part of taking this course is being able to use Zoom to talk to my doctors for making appointments.”

—Gail

73%

of graduates ordered life essentials online like prescriptions, food, and cleaning supplies

60%

of graduates utilized their digital tools to find housing

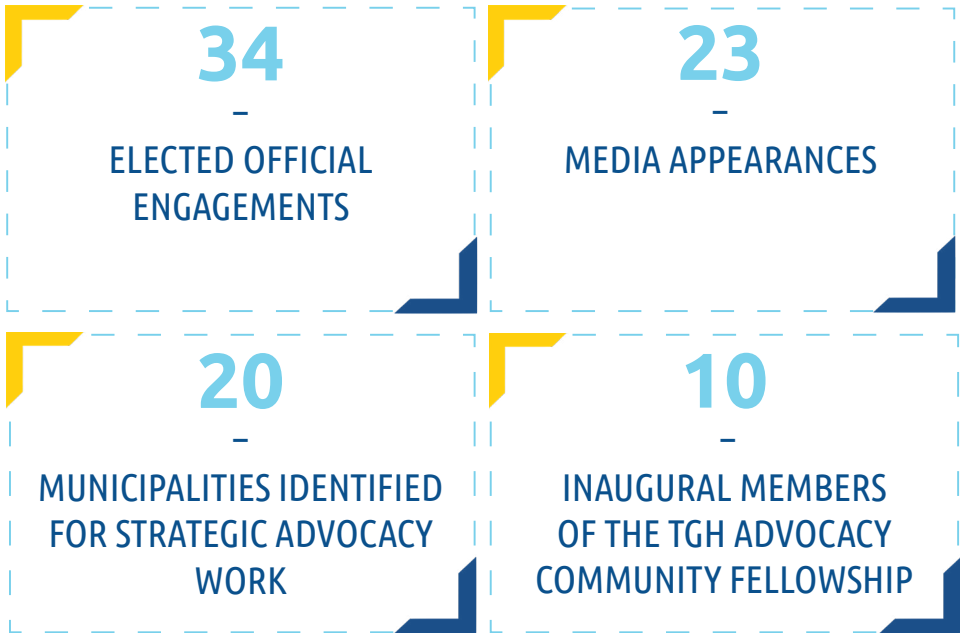
“I will be able to access my doctors office, make appointments, and look up the results of tests. TGH has made me able to digitally access information.”

—Jean



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 achievements by our team in 2024 include:



The **Tech Goes Home Advocacy Community Fellowship** launched with the goal of centering and elevating the voices of TGH instructors and learners in digital inclusion advocacy, decision making, and systems change work, ensuring that individuals who are most affected by digital inequity are at the table when it comes to creating solutions.

110

community members surveyed by six Boston Area Research Initiative (BARI) Interns to inform fellows' testimony and TGH advocacy initiatives

50

writing pieces authored by fellows on topics such as personal goals, digital access disparities, and the impacts of AI

25

hours of fellows workshops hosted by community leaders

9

testimonies presented by fellows on critical digital equity issues impacting communities in Boston and across the Commonwealth



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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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