

Boston, MA

Leader in Digital Inclusion Best Practices

Tech Goes Home empowers low-income and underserved residents in Greater Boston to access and use life-changing digital tools to address their most pressing needs. Tech Goes Home combines a training model with the expertise of local community-based partners to run technology courses in schools, libraries, community centers, public housing communities, small business assistance organizations, and early childhood centers. Since 2000, more than 21,000 residents have been impacted.



Population targeted

Tech Goes Home (TGH) programs serve people of all ages, from 3 to 93, with a special focus on those without technology at home, the unemployed and underemployed, community members with limited English language proficiency, and individuals with disabilities. More than 75% of TGH households have incomes under \$25,000 and 51% of participants in the TGH community program are unemployed.

Key metrics

- 93% of TGH graduates say TGH strengthened their internet use skills.
- 85% of participants say they are more likely to use the internet for employment research than before TGH.
- Nearly 70% of families say TGH was their first time participating in activities at their child's school.
- 98% of participants and 100% of trainers report they would recommend TGH to others.

City's role

The City of Boston has been an unparalleled supporter of [Tech Goes Home](#) since its inception. The City of Boston was instrumental in the founding of the program in 2000, and ten years later wrote a federal grant to expand the program city-wide. The City of Boston provides TGH with substantial funding and a donated office space. The City and Mayor Walsh champion the program and serve as invaluable thought partners.

Advice to other cities

Tech Goes Home relies on the expertise of the 100+ trainers, who are school teachers, community center staff, and members of the community in which they run TGH. This localized approach empowers trainers to recruit the underserved families and adults who will benefit most from TGH and to subsequently design their individual courses based on the most pressing needs of participants.