



Annual
Impact
Report

2023

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LETTER FROM OUR CEO

As we reflect on two decades of empowering nonprofits to achieve their mission through technology services and delivering training programs for in-demand skills, we are thrilled to share the remarkable achievements and milestones of our journey. Since our humble beginning, we have progressively increased our reach and influence, thanks to our steadfast commitment to being an innovative collaborator in the technology sector.

Through strategic partnerships, innovative programs, and the dedication of our associates and supporters, we have scaled our operations, broadened our scope, and deepened our impact on communities across the nation. We continue to provide IT support, deliver training programs, and provide technology consulting services to include migrations, web design, and data insights. We have adapted to the rapidly changing technological landscape with every year that goes by, always improving our strategy and grasping new opportunities.

In 2023, we commemorated more than just our twentieth anniversary. Additionally, we celebrated the graduation of 1000 participants from our workforce development programs, highlighting our dedication to building a more inclusive and technologically proficient workforce.

As we celebrate these milestones, we stand poised at the intersection of experience and innovation, ready to step into the next phase of our transformative journey. Join us as we embark on the next chapter, fueled by purpose, guided by equitable practice, and committed to our unwavering belief in the power of technology to create a better world and advance social impact.



Through strategic partnerships, innovative programs, and the dedication of our associates and supporters, we have scaled our operations, broadened our scope, and deepened our impact on communities across the nation.

- Patrick Callihan,
Chief Executive Officer

LETTER FROM OUR IMPACT OFFICE

It is with immense pleasure and enthusiasm that I introduce to you our inaugural Impact Report, a testament to our commitment to transparency, accountability, and continuous learning and improvement. I am honored to share with you the results of our collective efforts to leverage technology for social impact. This report marks a significant milestone for Tech Impact as we strive to measure and communicate outcomes for our work in the technology sector. It reflects our dedication to enhancing the impact of our program and service delivery while fostering a culture of evaluation and learning within our organization.

Throughout these pages, you will find compelling stories, insightful data, and meaningful reflections on the difference we are making in the world. From empowering underserved communities with access to life-changing education, harnessing the power of data insights to drive decision-making, and empowering organizations with the tools, resources, and expertise to deliver on their missions, each project represents a step forward in our mission to drive positive change through innovation and technology.

As we move forward, we are dedicated to building on the insights gained from this report, embracing a mindset of curiosity and inquiry, and continuously refining our strategies to achieve greater impact. I invite you to explore our Impact Report and join us in celebrating our progress. Together, let's pave the way for a future where technology empowers people and nonprofits, fostering positive transformation within our communities.



Moving forward we are committed to building upon the insights gained from this report, embracing a mindset of curiosity and inquiry, and continuously refining our strategies to achieve greater impact.

- Donnique Bell,
Chief Impact Officer

THEORY OF CHANGE

MISSION

To leverage technology to advance social impact

VISION



Prosperous individuals and a diverse IT field help communities thrive.



Stronger nonprofits deliver greater social impact, helping communities thrive.

STRATEGIES



Offer training programs and professional development curriculums that align with industry need.



Establish partnerships with employers to facilitate job placements and income growth pathway.



Instill a culture of continuous learning and improvement within the organization.



Empower organizations to utilize data-driven solutions for mission critical challenges.



Provide original content to inform nonprofit's effective use of technology.



Contribute thought leadership on technology for nonprofits.



Leverage technology solutions to enhance service delivery and streamline operations.

INTENDED OUTCOMES



Participants graduate from Tech Impact programming and obtain and retain IT jobs.



Graduates continue to move up on a career pathway earning greater income.



Data informs strategies for delivering social impact.



Nonprofit professionals expand their IT knowledge and apply it to their organizations.



Service delivery operations and oversight is strengthened.



Existing partnerships grow and new ones are developed.

OUR PRIORITIES

01

Empowering Diversity in IT for Community Prosperity.

Our nonprofit envisions a future where communities benefit from the collective expertise and innovation of individuals who are empowered to contribute to the fullest extent possible, fostering economic growth and prosperity. To this end, we are making targeted efforts to support diverse talent in technology, particularly within our workforce development programs.

02

Maximizing Nonprofit Impact for Community Well-Being.

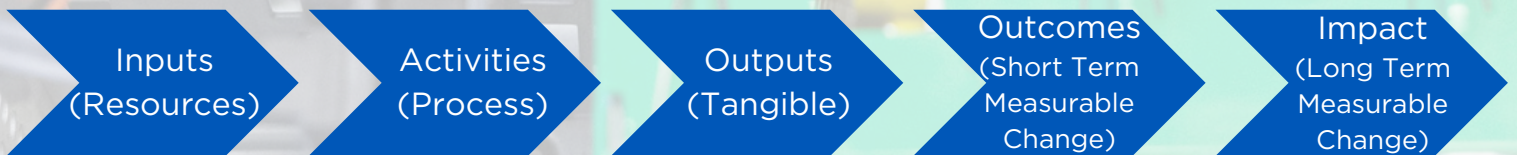
We place a high priority on the development of our nonprofit clients, as we aim to bolster our capacity to deliver comprehensive, sustainable technology solutions that effectively support our clients in addressing social challenges and uplifting their communities, ultimately leading to tangible improvements in their organizational effectiveness and societal impact.

OUR LOGIC

Our Theory of Change outlines our long-term program goals and the pathway we aim to take to achieve those goals. Based on our Theory of Change, we have developed a logic model to visually represent the connections between program inputs, activities, outputs, outcomes, and impact.

THEORY OF CHANGE


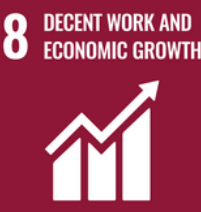


SOCIAL IMPACT



MEASURING IMPACT: AGAINST GLOBAL STANDARDS

Tech Impact understands the importance of maintaining accountability in our service delivery and deepening our impact across programming. We found the United Nations Sustainable Development Goals (SDGs) to provide a universal roadmap to guide action in tackling pressing societal challenges. Specifically, the SDGs are a set of 17 global objectives to address areas such as poverty, climate change, inequality, and access to education and healthcare for all. Aligning ourselves with the UN SDGs is just one way we can leverage our expertise and resources to contribute to global efforts towards sustainable development. Throughout this report, you will find examples of how we are contributing to each of the SDGs listed below.

HOW ARE WE DOING THIS?

 <p>4 QUALITY EDUCATION</p>	<p>Goal: Ensure inclusive and equitable quality education and promote lifelong opportunities for all.</p>	<p>Our Alignment: Provide equal access for all to affordable and high-quality technical and vocational education.</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Goal: Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.</p>	<p>Our Alignment: Equip individuals with both in-demand technical skills and job placement support to access family-sustaining employment wages.</p>
 <p>10 REDUCED INEQUALITIES</p>	<p>Goal: Reduce inequality within and among countries.</p>	<p>Our Alignment: Reduce disparities in access to employment by providing marginalized groups with training delivery and job placement support.</p>
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>Goal: Build effective, accountable, and inclusive institutions at all levels.</p>	<p>Our Alignment: Offer solutions to nonprofit clients serving vulnerable populations aiming to enhance their technical proficiency and integrate digital design, security measures, and data insights.</p>

MEASURING IMPACT: WORKFORCE DEVELOPMENT



At Tech Impact, we go beyond keeping up with the latest trends in the IT Industry when it comes to our technology workforce initiatives. We strive to be a beacon of opportunity by empowering individuals, enhancing skills, fostering diverse technical communities, and providing a platform for personal success.



ITWorks is a training program for young adults aged 18 to 26 that prepares them for entry-level IT careers. The program equips students with knowledge, skills, certifications, and real-world experience to launch successful careers in technology. Students study PC hardware, troubleshooting, IT networking, and security and participate in a five-week internship.



The CXWorks curriculum combines soft skills and technical knowledge in the customer experience industry, covering communication techniques and customer service fundamentals. It encourages self-reflection, self-worth, and a growth mindset. Participants learn to identify strengths, overcome challenges, and develop resilience. Networking with business leaders provides advice and firsthand knowledge, potentially leading to employment opportunities.



**Industry-Recognized
Certifications**



**Hands-On
Mentoring**



**Industry-led
Curriculum**



**Internship
opportunities**



**Job Placement
Assistance**



**Resume
Development**



**Interview
Preparation**

It is essential to understand our programs' significance in empowering individuals and changing their lives. Let's turn our attention to the actual success stories that have emerged throughout the previous year, demonstrating the observable effects of these programs. We will follow individuals who have benefited from our programs on their transformative journey through first-hand accounts and data-driven insights.



Kumari Senerathne
2023 CXWorks Graduate

Born and reared in Sri Lanka, Kumari, a CXWorks Las Vegas Winter 2023 graduate, relocated to Las Vegas in 2020 together with her spouse and three kids.

When Kumari saw a Facebook advertisement for CXWorks, she was looking for work. The resume-building and practice interviews were Kumari's favorite aspects of the course. Barclay's extended an offer to Kumari to work as a Customer Care Specialist. **"CXWorks is a great place, and I don't know where I would be if it wasn't for CXWorks job training class."** In an effort to give back, Kumari has offered to speak as a guest speaker to future cohorts of CXWorks. She feels that it is crucial to motivate CXWorks students in the future.



Daiaundrea Garvin
2023 ITWorks Graduate

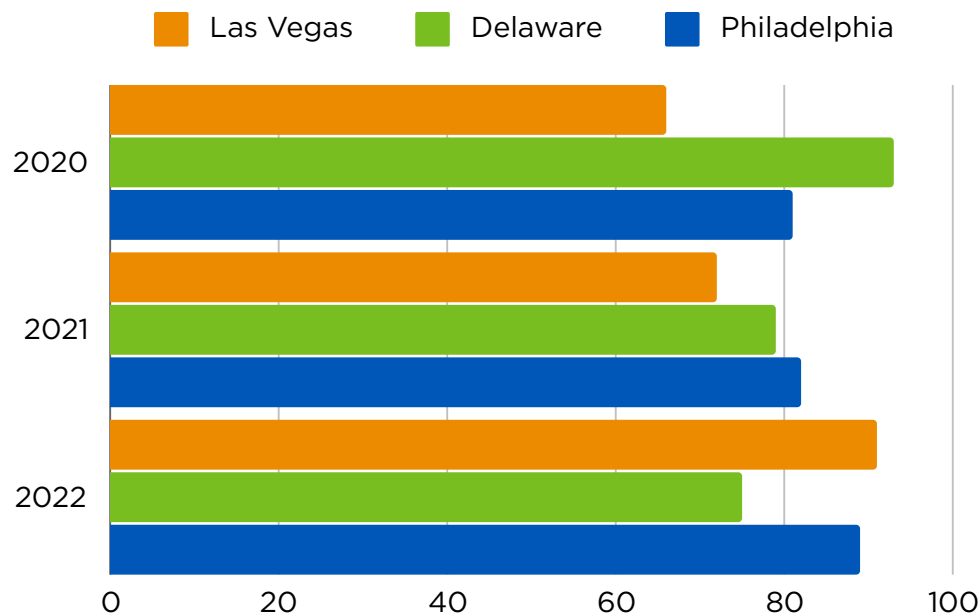
Daiaundrea discovered Tech Impact while browsing the internet for trade schools. She wanted to gain new skills and pursue a career that would allow her to flourish. When she was younger, her father exposed her to technology, and she quickly became successful in both experimenting and assisting others. Daiaundrea remarked, **"I was always known as the IT girl."** Before graduating in December, Daiaundrea finished a five-week paid internship at Gateway Charter School and obtained certifications in both CompTIA A+ and Cisco IT Essentials. Since then, she has been employed by Versalign as a Help Desk Technician. **"By being a part of this program, I can pursue my dream/goal to branch into technology".**



Job Placement

Here, you can see our year-over-year graduate trends in employment percentages categorized by location, graduate rate, and certification averages.

Employment Percentages by Location & Year



8/10



participants graduate from our programs.

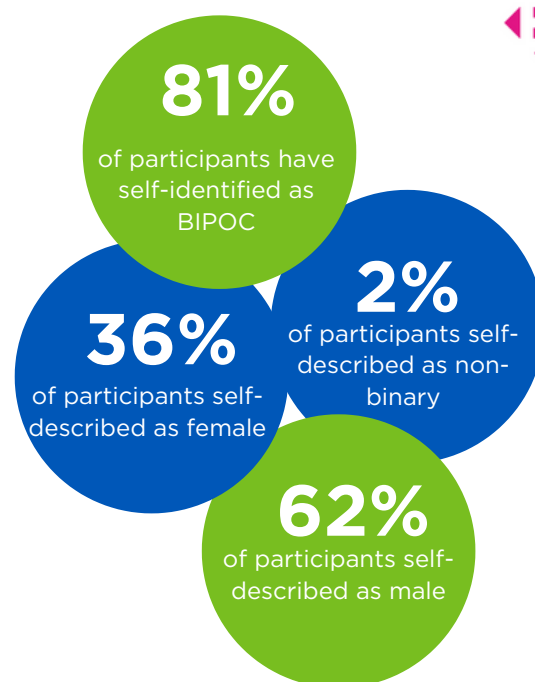
71%



graduates obtained an Industry-recognized certification.

100% of ITWorks students gain an internship opportunity.

We are deeply committed to diversifying the tech field, take our commitments seriously, and recognize the success of our program model, where our limited class size enables Tech Impact instructors to provide personalized attention to each participant and encourages a more collaborative and interactive learning environment. While acknowledging its significance, we are continuously striving to enhance our efforts to meet diversity targets. To this end, we have set a goal to serve more participants and have begun offering additional cohorts to expand our reach.



2023 Distinguished
Alumni



“Being in a stable financial and life position makes it easier to support loved ones, family, and friends which means so much to me.”

**-Brian Sarbaugh
ITWorks Alumnus**

At the time Brian came across ITWorks, he was spending his days doing landscape work for a friend, and in return, Brian was getting career counseling to find his next move. Coincidentally, an email chain from his neighborhood group was spotted by his mother that included an advertisement for the ITWorks program. Looking back now, it was one of the most life-changing decisions he has ever made.

An important aspect of the ITWorks curriculum is the 5-week internship that every program participant must undergo, collaborating with regional employment allies like Independence Blue Cross, where Brian was lucky enough to get placed. Emphasizing both interpersonal and technical skills and the process of marrying the two in real-life situations, the internship program allowed Brian’s hard-working attitude and creativity to shine. After graduating and passing his CompTIA+ exam, Brian was offered a permanent position at Blue Cross.

After multiple promotions and many different responsibilities, Brian emerged as a seasoned IT professional, a role he could have only dreamed of years before. **“Being in a stable financial and life position makes it easier to support loved ones, family, and friends, which means so much to me.”**

The prospect of growth and the desire for fresh challenges led him to explore opportunities beyond Blue Cross. Brian made the leap to a new company, embracing the uncertainty with the confidence gained from his time at ITWorks and Blue Cross over the years. Brian is now a part of the security team for Morgan Stanley, and his career has also given him the freedom and confidence to resume his college studies. Brian is enrolled part-time in a computer science program.

Brian is excited about his next chapters in both his personal and professional lives. His journey exemplifies what a mixture of determination, openness to new possibilities, and a little bit of luck can do.



“[Tech Impact] is one of those pillars of our community around workforce and education.”

-Maria Jose Gatti
MGM Resorts International

MGM Resorts International’s commitment to investing in community programs like Tech Impact’s ITWorks demonstrates the transformative power of strategic partnerships. This collaboration not only shapes individual careers but also contributes to the overall development of a skilled and diverse workforce, leaving an enduring legacy in the community. MGM is committed to investing in the community not just through one-time programs but through a lasting partnership with Tech Impact that has been addressing diverse community needs for several years.

The ITWorks program guides students through preparation for the Cisco IT Essentials and CompTIA A+ certification exams. Throughout the cohort, classroom volunteers and executive mentors who have bought into the program to enrich the learning experience are welcome to share their professional knowledge. Each student is carefully selected to complete an internship at the MGM field technology group, where they dismantle computers, identify components, and resolve issues alongside MGM employees. Upon completing their coursework, they can join MGM as full-time employees. These employees, once fully vested, may return to volunteer in the ITWorks classroom, completing a full-circle experience for the program participant.

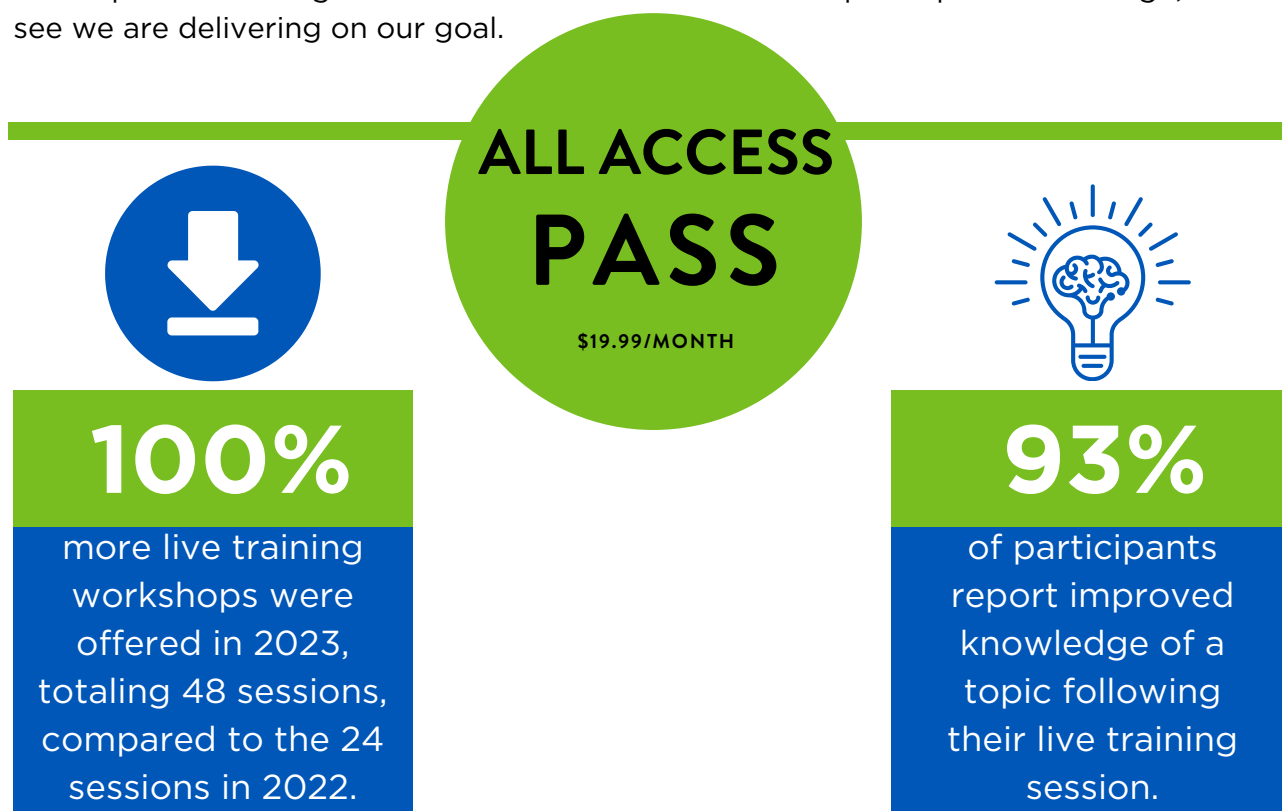
The collaboration, which began in 2017, has evolved into a significant pillar of the Southern Nevada community. Reflecting on this partnership, Maria Jose Gatti states, **“The partnership gives a little bit of bragging rights to say we were able to identify a program that actually worked within our community, and years later, we can see the results of what this looks like.”** Over 500 students have benefited from Tech Impact’s technical training, securing opportunities with various companies. MGM Resorts International and Tech Impact take pride in the tangible results of a program that has become integral to the workforce and education in the region.

MEASURING IMPACT: TECHNOLOGY LEARNING CENTER

The Tech Impact Technology Learning Center (TLC) specializes in providing training programs to nonprofit clients aimed at enhancing individual skills, organizational capacity, and effectiveness. Through live virtual training opportunities, the TLC covers a range of topics, such as fundraising solutions, leveraging Salesforce tools, utilizing cloud-based tools, and setting up social media kits, just to name a few. The unit also works in tandem with our nonprofit clients to develop targeted trainings to meet the direct needs of their workforce with customized sessions.

After taking a close look at our clients' needs, we developed an All-Access Pass, which offers individuals the opportunity to acquire new skills precisely when they need them, promoting continuous growth and adaptability. A subscription gives nonprofit professionals access to our in-depth courses and a library of on-demand education at a minimal cost. There is no limit to what materials can be utilized.

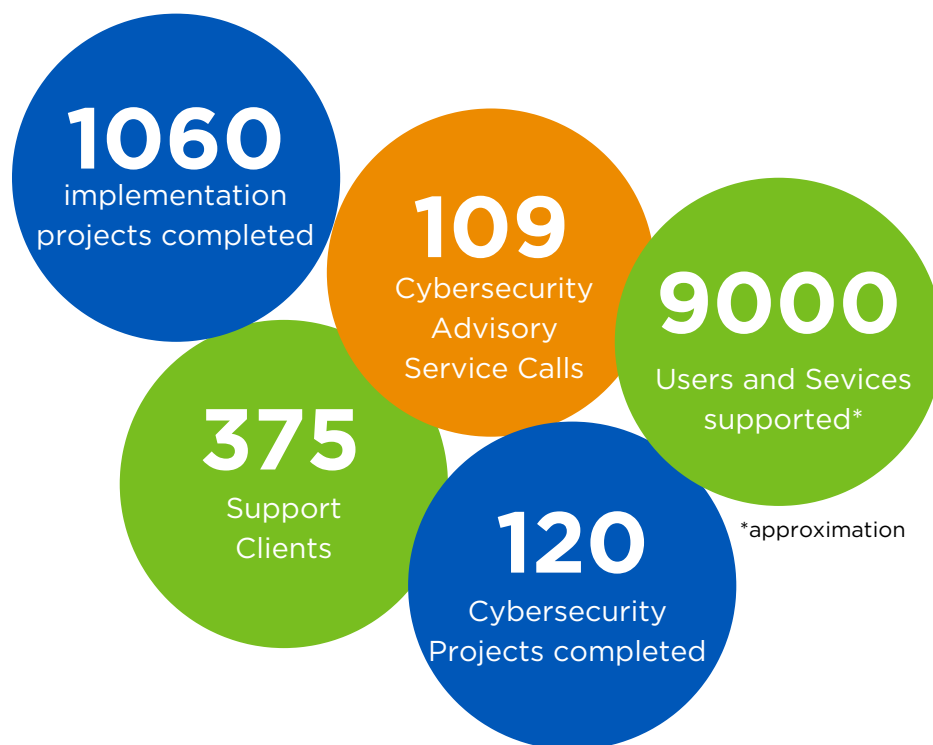
Our robust offering equips individuals with the tools they need to enhance their expertise and excel in their careers. Our trainers carefully oversee every session, ensuring that every participant departs with practical skills for their everyday work. The notable rise in the number of training sessions and the upgrade of our on-demand library reflect our dedication to offering additional chances for professional development. Through the demonstration of increased participant knowledge, we can see we are delivering on our goal.



MEASURING IMPACT: TECHNOLOGY SERVICES

Technology services are the backbone of nonprofit organizations, enabling them to streamline operations, expand outreach, and maximize impact in their communities.

Tech Impact understands the constraints nonprofit organizations face with tight budgets and limited resources. We understand the most important focus of our nonprofit clients is to remain committed to their missions and communities. By outsourcing their IT management to our qualified associates, each of our nonprofit clients can focus their resources on their core missions rather than diverting too much time and energy on technology issues. We have the capability to provide monitoring and maintenance, reducing downtime, increasing operational efficiencies, and protecting them from cyberattacks and data breaches. We create a safe and functioning technological atmosphere, giving our nonprofit partners the opportunity to maximize their impact and achieve their goals effectively.



26,721 *total help desk tickets resolved in 2023.*



“We wanted more peace of mind that our systems and equipment were being monitored, because we didn’t have the resources to take it on ourselves. Knowing Tech Impact had expertise and software made it an easy add-on to bolster our confidence in our security.”

-Erin Miller

Midwest Assistance Program, Inc.

The Midwest Assistance Program (MAP) has focused on helping rural utilities and tribal nations in the Midwest build financial, managerial, and operational capacity. Without a dedicated IT department, MAP turned to Tech Impact in 2019 to help manage their IT infrastructure and tech needs by becoming a managed service client. **“We knew we needed help managing this environment, and Tech Impact was able to be that resource for our team.”**

MAP utilized Tech Impact’s Help Desk and monthly Account Management meetings to ensure reliable and efficient technologies and procedures. MAP added security services to their contract to address increasing cyber-attacks and ransomware threats, allowing Tech Impact to provide crucial monitoring and threat protection.


Then, in August 2023, MAP was approached by Tech Impact’s security team due to the discovery of questionable login activity on one of MAP’s employees’ Microsoft accounts. Following a brief phone conversation to ensure the worker was not using their account from another state, the security team proceeded in accordance with its breach protocol, which included closing down hacked accounts, evaluating any data loss or damage, looking into how and where the vulnerability originated, and giving the MAP team specific instructions on how to avoid future problems. **“It can be really unnerving to have this happen, and it is just really nice to have someone next to us say, ‘here’s the next step, here’s what we’re doing, and here’s what you need to do,’”** said Miller.

Cyber threats and attacks are common issues in small to midsize nonprofits, but MAP’s robust security posture and help from Tech Impact’s security experts were able to stop the damage before any major data loss or ransomware threats occurred. For now, MAP’s team can go back to doing what they do best—focusing on serving their project communities and supporting their staff.

MEASURING IMPACT: NONPROFIT CONSULTING


Our consulting and strategy teams work with nonprofit clients who are unfamiliar with where to start tackling their technological deficiencies. Our expert team completes an assessment to gain a clear understanding of the client's needs and grasp where they desire to be. We then create a plan for smooth implementation, with an assigned team member available for the client's project. Again, we, the experts, take the reins of the technology planning and support while our clients reap the benefits of diverting their resources to delivering on their mission. We maintain a high level of communication to ensure all projects are closed with our partners more advanced than where they began.





HOW WELL DO WE MEET CUSTOMER NEEDS?

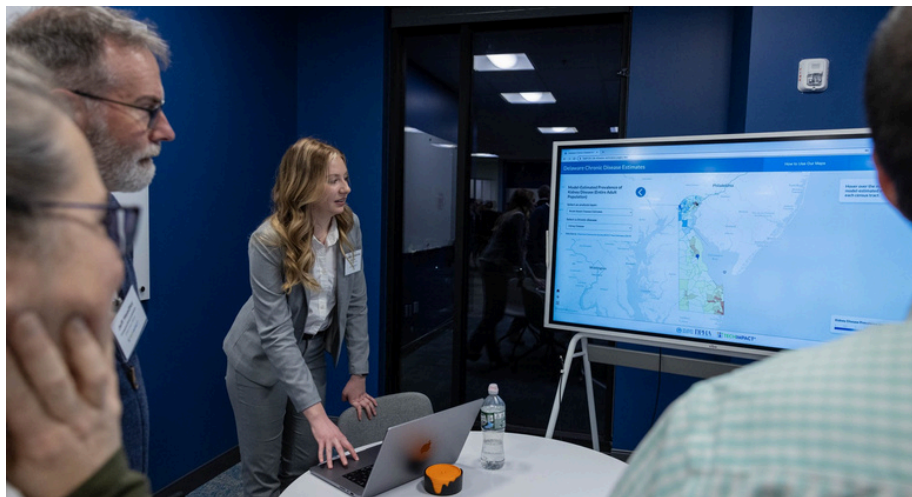
A Net Promoter® Score (NPS) tells how well we meet customer needs by asking “the ultimate question,” according to Bain & Company. We send a survey to all customers to understand how likely they are to recommend our services. Our NPS is above 70, which is considered **‘World Class’** indicating exceptional customer loyalty and satisfaction.



78 NPS

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MEASURING IMPACT: DATA INNOVATION LAB

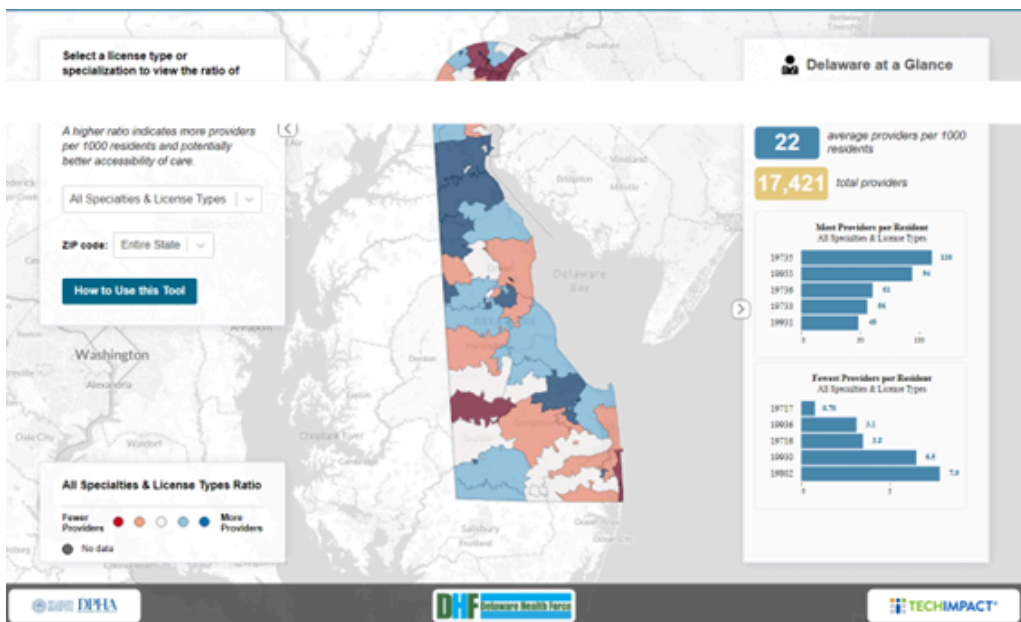


Tech Impact's Data Innovation Lab (DIL) accelerates the use of data insights and intelligence to address societal issues. Through our suite of services, we provide support for nonprofit organizations regardless of their level of data maturity. We work alongside our clients to compile their data in a way that can be used to make decisions. We also develop dashboards by creating key performance indicators and showcasing them using Power BI and Tableau. Evaluating, automating, and helping our clients understand what data systems and tools are best suited for them not only enhances operational efficiencies but also provides real-time, digestible information on how each client is meeting its mission and adding value to their community.

Our data fellows embark on projects without designated clients, yet each project is intricately aligned with the organization's overarching objectives. These endeavors often evolve into comprehensive research initiatives and fruitful collaborations with other organizations to further harness the power of data for strategic planning and ultimately address the diverse needs of the communities they serve. In the next few pages, we showcase the tangible outcomes of a number of projects we completed last year and the impact they have had on communities.

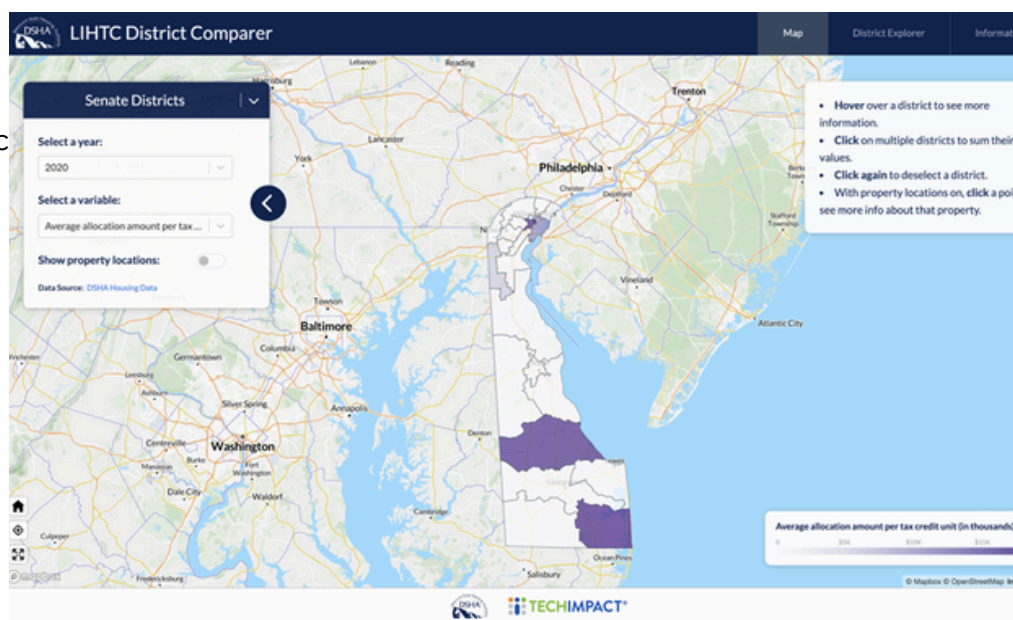
DE Public Health Association Academy of Health (DPHA/AOM)

The majority of Delaware's healthcare workforce is made up of nurses, since the state lacks a medical school of its own. We developed a mapping of the different providers in the state in order to identify nursing provider "deserts" for care. The goals are to ascertain the existing status of nursing care in Delaware and create projections for the state's future provider demand across specializations and zip codes.



Delaware State Housing Authority (DSHA)

Evidence-based legislation and/or public affairs decision-making have the potential to advance collaborations, leading to effective community-level interventions. We utilized DSHA to illustrate the timeseries of legislative dollar distributions among senators and house representatives about Low-Income Housing Tax Credit (LIHTC) funds and units. We created a digital solution that automates interactive reporting and replaces a legacy approach with paper documents.





“I want people who are a part of this organization to look at these reports and see not just metrics, but themselves, as individuals, and as a team. Data can seem intimidating, but all those facts and figures and charts come down to people, and that’s what we can celebrate”.

Dave Ford,
Reach Riverside

The team at REACH Riverside works to transform the Wilmington, Delaware, Riverside neighborhood into a healthy, vibrant place to live and thrive. They knew they were collecting a lot of important data points surrounding their work with the local community but were struggling with how to understand and then present this information in a way that was actionable, presentable, and digestible for their different audiences.

The organization subsequently submitted a request in search of standardized data assessments to evaluate its data collections and tell the story of its impact. **“It boiled down to that idea that we wanted to be data-driven, not just data-justified, because behind the numbers and outcomes are real people, real lives, and real stories”.**

REACH Riverside contracted with the DIL to help them assess and plan for a data culture overhaul to take place over two engagements. The first engagement focused on creating a meaningful dashboard to pull key data points together in a concise and easy-to-view way. The second engagement involved assessing internal processes and capacity around data collection, storage, and management.



The DIL helped REACH map out their entire ecosystem, ensuring they had the right resources in place to support their work. The dashboard results depicted above will help REACH create better efficiencies in data collection and use, leading to more effective programs, better support for community members, and increased empowerment for volunteers and supporters.

LEADING BY EXAMPLE

At Tech Impact, we believe significant change in the world can be fueled by strategic partnerships and demonstrating innovation. Since we are industry leaders, we know how important it is to set the bar for accessible services, ethical practices, and social responsibility. Through our commitment to thought leadership, we inspire others, foster collaboration, and shape the future of technology for greater impact. We encourage individuals to join us in our pursuit of a more just and sustainable future by demonstrating through our programming how committed we are to our purpose and delivering on our mission. In the past year, we have contributed much to the technology industry. Below, you will find a few highlights of our commitment in action.

01

Tech Impact partners with Australian based nonprofit

Infoxchange is a nonprofit social enterprise that has been supporting Australia's social sector for more than 30 years by offering digital solutions. Tech Impact and InfoXchange collaborated to implement Articulate/Rise 360, a new curriculum-building platform. By immediately sharing material, the platform saves development labor and increases our library of educational resources for both companies. Since its launch, Tech Impact has increased the number of projects for which we provide orientation by utilizing the Rise 360 and Tovuti platforms. In addition to saving time and effort, this method will give clients consistent quality throughout this project phase by preparing them for tasks like email migration and SharePoint file migrations, among others. InfoXchange is considering implementing this strategy and utilizing Tech Impact materials for their own project introductions.

LEADING BY EXAMPLE

02 Tech Impact supports White House mandate

The Biden-Harris Administration is collaborating with the US Department of Health and Human Services to develop the Hospital Cyber Resiliency Initiative Landscape Analysis, aiming to improve rural healthcare and cybersecurity practices. Tech Impact developed TechCheck and SecCheck services, which combine an assessment platform with a consultation to produce a report to help organizations meet industry standards and business needs. Expanding on our 20-year partnership with Microsoft Philanthropies and bringing the latest Microsoft technologies to the nonprofit sector, we are now working to deliver up to 750 SecChecks to critical access hospitals in rural areas as part of the White House mandate.



2023 Award Winners

03 Tech Community Leaders of the Year — Ryan Harrington and Hec Maldonado-Reis, Tech Impact's Data Innovation Lab

These two technologists oversee Tech Impact's Data Innovation Lab, which uses technology and data to advance social good.



Chief Technology Officer of the Year — Francis Johnson, Tech Impact

Francis oversees all Tech Impact support services, cybersecurity, compliance, and technological infrastructure projects. His work is centered on assisting nonprofits to effectively and safely serve a greater number of constituents and communities.

LEARNING THROUGH EXPERIENCE

Tech Impact understands that evaluation and learning are critical to advancing our mission. We recognize that in the rapidly evolving fields of technology and social impact, ongoing education and iterative design are crucial to remaining relevant and effective. By embracing a culture of continuous learning, we can adapt faster, innovate better, and ultimately serve our communities more effectively. As we explore the significance of experiential learning, let's now delve into how we have applied this principle and witnessed our accomplishments over the past year.

01

EQUITABLE EVALUATION

Through our participation in the Evaluation Capacity Building Initiative with the Pew Research Center and ImpactED, we have learned the importance of equitable evaluation and developing methods that ensure all voices are heard and valued, leading to more inclusive and representative decision-making processes. By prioritizing equity in evaluation, we can uncover systemic biases, promote fairness, and develop deeper connections and sustainable solutions for the communities we serve.

02

IMPACT MEASUREMENTS

Providing concrete proof of the success of our work to our wide range of stakeholders helps direct resource allocation and strategic decision-making. By quantifying outcomes and assessing the real-world effects of our initiatives, we can demonstrate accountability to you. We can also keep improving our strategy to optimize social impact. In the past, we haven't shown off all our victories since we have been busy fulfilling our objectives. Presenting our impact and pushing ourselves to improve is now a top priority.

LOOKING AHEAD

Exciting times lie ahead. Here you will find a glimpse into our newest initiatives, services, and programs. We are excited to share our vision for a more robust organization and expanded reach.

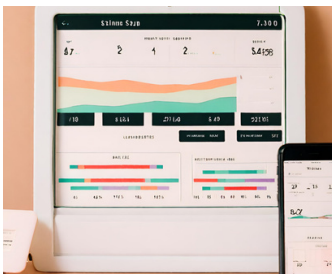


DIGITAL SERVICE OFFERINGS

Message Agency became a division of Tech Impact in August 2023 and was known to revolutionize digital solutions for mission-based organizations. The merger aims to offer a broader array of technology services to nonprofits and their clients.

STACKABLE CREDENTIALS

Tech Impact has developed ITWorks 2.0 and 3.0 for graduates with at least one year of experience seeking additional education in networking and security, addressing the demand for middle-skill IT roles by offering stackable credentials and higher wages.



IMPACT DASHBOARD

Tech Impact is launching our new impact dashboard, providing the public with transparent access to real-time insights and outcomes of our initiatives, furthering our commitment to accountability, and empowering stakeholders to engage with our mission.

Stay tuned for updates and opportunities to engage with our endeavors in 2024 and visit our website to explore ways to get involved.

IN CLOSING

As we draw to a close on this report, let's reflect on the incredible work reflected on these pages and celebrate the progress we have made together. We remain steadfast in our vision to promote prosperity and diversity in the IT field while also enhancing nonprofits to deliver greater impact to communities.

In 2024 and beyond, these priorities will continue to inform our work as we strive to further enhance our workforce development programs, ensuring they remain responsive to the evolving needs of the technology sector. Through our targeted service offerings, we will continue to equip and empower nonprofit organizations with the skills, capacity, and resources they need to thrive in their mission areas.

Equitable evaluation and impact reporting will remain a cornerstone of our work as we seek to ensure our efforts are making a meaningful contribution to the lives of those we serve. We have set the stage for our next phase. As we look ahead, let us carry forward the spirit of data-informed decision-making, collaboration, and innovation that has brought us this far. May these pages serve as a continuous reminder of what we can accomplish when we work together with purpose and dedication.

We extend our heartfelt gratitude to all our many partners who have contributed to our success over the last 20 years. Your unwavering support, dedication, and collaboration have been instrumental in driving positive change and making a meaningful difference in the lives of those we serve. As we step forward into the next three years, we look forward to continuing our journey toward greater impact, equity, innovation, and sustainability in the future.

*We thank you for your continued support
in our efforts to leverage technology for
social impact.*

WANT TO KNOW MORE?

www.techimpact.org

