



ANNUAL REPORT 2024

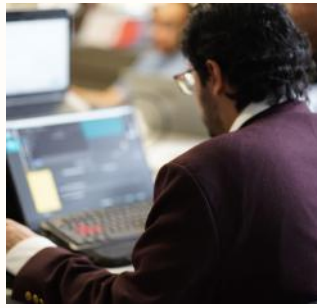
*Celebrating a Decade of
Workforce Development
Innovation and Impact*



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www.thetechfoundry.org



MISSION & VISION



Mission

Tech Foundry helps people realize financial stability through equitable, accessible, and inclusive opportunities in the tech workforce while supporting economic growth through the development of new talent pipelines.



Vision

Tech Foundry aims to create an equitable future where diverse individuals' potential and tech skills unlock opportunities and create thriving communities.

Serving the 413



Holyoke



Springfield

LEADERSHIP MESSAGES



Tricia Canavan

Tech Foundry
Chief Executive Officer

As Tech Foundry celebrates ten years of impact, it is clear that the Commonwealth of Massachusetts has many significant opportunities and assets - and also faces challenges. Tech Foundry addresses these dynamics by driving positive change that benefits people, businesses, and institutions, especially in Western Massachusetts. In looking forward, the Tech Foundry team is excited to build on the past decade of innovation to foster equity, opportunity, and economic growth throughout our region.

When I joined Tech Foundry two and a half years ago, I was drawn to its unique approach of combining workforce and economic development to support underrepresented individuals and catalyze the state's economy. I remain committed to this vision and its positive impact for residents and employers in Western Massachusetts - and beyond!

This work is made possible with the support of an exceptional team, board, partners, donors, volunteers, and funders. Together, we empower our student-members through training, coaching, internships, and jobs - helping them to access new career pathways which create economic stability for them, and their families.

In the 2024 fiscal year, we have achieved some significant milestones which we are excited to share, including the opening of our digital equity-focused Tech Hub, investments in student coaching services and the establishment of our Tenth Anniversary Innovation Fund to support new initiatives.

The last 10 years have built incredible momentum, which we are dedicated to leveraging for even greater impact. In the coming year, we are committed to expanding further, strengthening partnerships, and implementing innovative workforce and economic development strategies to serve the people, businesses, and organizations of Massachusetts.

With both thanks to all that have supported us on this journey so far, and excitement for what's to come,

A handwritten signature in black ink that reads "Tricia Canavan".

Tricia Canavan



Mike Walker

*MassMutual Executive
Retired
Board Chair*

Ten Years of Growth and Impact!

I've been privileged to witness astounding organizational and transformative individual development at Tech Foundry. With a growing instructional staff, dynamic programming, and caring career coaches, Tech Foundry creates an environment where student-members, unsure of their next career, and sometimes their next personal step, have blossomed into ready and eager IT support professionals.

Unfortunately, during those 10 years, I've also witnessed the burgeoning increase of a digital divide that's threatening a skilled but strained IT workforce in Massachusetts. Skill gaps, skill mismatches and a lack of access to IT training for in-demand jobs are crippling both our state's and nation's workforce - our most valued economic assets.

But, with close to 500 student-members trained, over 100 employers engaged to date, and a focus on a vision where diverse individuals' potential and tech skills unlock opportunities and create thriving communities, Tech Foundry has worked tirelessly and collaboratively to build capacity and close the IT skills gap for in-demand roles in our community.

Throughout this report, as we share program, member, and service highlights that have shaped this most memorable year, we recognize that Tech Foundry's vital work would not be sustainable without the ongoing generosity and unwavering support of our business, employer, community, donor and funding partners. Your confidence in Tech Foundry's mission has been an inspiration to the student-members, staff and board alike.

So, as we look back on the 2024 fiscal year, please join us in celebrating Tech Foundry's 10 years of milestones, growth, impact... and, likewise, share our excitement for Tech Foundry's continued future as a community-focused, IT workforce development difference-maker!

Mike Walker



TENTH ANNIVERSARY

Ten years ago, the founders of Tech Foundry envisioned a future where well-paying tech careers were accessible to all. Since then, we have:

- Trained nearly **500** residents for tech roles.
- Partnered with **100+** employers to fill open tech positions within their organizations.
- Launched the **Tech Hub** in Holyoke, offering digital literacy and tech support across Western MA, and providing hands-on learning opportunities for Tech Foundry student-members through co-op projects, internships and a Digital Fellowship program.
- Implemented a comprehensive **coaching program** to support student-members through our 18-week IT support training and beyond as they launch their careers.

To further mark our tenth anniversary, in January we launched our **Innovation Fund**, with the goal of raising **\$325,000** to catalyze growth of impact through the creation of new curriculum, expansion to additional locations and the establishment of new partnerships to better address community needs and opportunities. As of June 2024, we have achieved **75%** of our fundraising goal. Moving forward, we are steadfast in our commitment to:

- Introduce new training modules in **high-demand fields** to diversify career opportunities and drive economic growth.
- Expand **coaching services** to boost job retention and career advancement.
- Launch additional Tech Foundry training programs and Tech Hub projects in underserved areas for **equitable access** to transformative, community-based services.



2014

FOUNDED IN 2014
TO FOCUS ON
CLOSING THE TECH
WORKFORCE GAP

2015



GRADUATED
OUR FIRST CLASS



APPLE CO-FOUNDER STEVE WOZNIAK
AND GOOGLE CAMBRIDGE DIRECTOR
STEVE VINTER VISITED OUR OFFICE AND
MET WITH THE STUDENT-MEMBERS

2016

2017

HIRED OUR FIRST
EXECUTIVE DIRECTOR



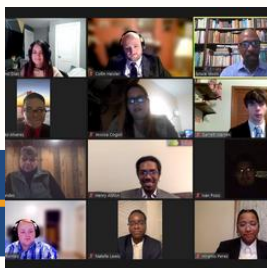
2018



2019



2021



2020

PIVOTED TO
FULLY VIRTUAL
SERVICES

2022

DOUBLED NUMBER OF
STUDENT-MEMBERS
TRAINED



2023



2024



PROFESSIONAL COACHING SERVICES
AND TECH FOUNDRY'S TECH HUB LAUNCHED

CELEBRATING 10 YEARS AND
PLANNING FOR INCREASED IMPACT

THE STRATEGIC PARTNERSHIP BETWEEN TECH FOUNDRY & MASSMUTUAL

As Tech Foundry marks its tenth anniversary, we celebrate a decade of innovation and impact in workforce development. A cornerstone of our success is the strategic partnership with MassMutual and the MassMutual Foundation, a multi-faceted relationship that exemplifies the power of collaboration in driving meaningful change.

A Partnership Rooted in Shared Vision

The foundation of Tech Foundry's partnership with MassMutual is our shared commitment to increasing access to opportunity to help create strong communities. Both organizations prioritize the elimination of barriers to the achievement of financial resilience, family economic stability, and career growth for all in the Commonwealth. MassMutual's and the MassMutual Foundation's philanthropic investment practices – both financial and otherwise – support Tech Foundry's mission, creating ongoing and expanding circles of positive impact.

Madeline Landrau, Program Engagement Manager for Strategic Giving, Community Responsibility at MassMutual, noted "MassMutual was a founding partner when Tech Foundry was created in 2014. We've been pleased to strengthen our partnership in the last two years, creating equitable opportunities and new talent pipelines through collaborative and aligned efforts."

MassMutual's commitment to Tech Foundry's work is a model of corporate community leadership. The impact of employee volunteerism, donations of office furniture and technical supplies, and the access provided to Tech Foundry student-members and alumni through field trips, internships, and job opportunities has been magnified by



the MassMutual Foundation's grant investments, including a multi-year grant renewal beginning in the 2025 fiscal year. These multiple forms of support align seamlessly with Tech Foundry's mission, fostering a partnership that is mutually beneficial.

Driving Workforce Development

MassMutual's support of our workforce development efforts empowers Tech Foundry student-members to explore new career opportunities. The consideration and hiring of Tech Foundry students for internships and entry-level positions in information technology and cybersecurity exemplifies how corporate and nonprofit partnerships can promote economic mobility while also creating new talent pipelines for employers. In addition, exposure to MassMutual and employees' various roles within the company via the volunteer program presents new perspectives and experiences that define the Tech Foundry program.

Damon DePaolo, Information Security Director at MassMutual, has been a champion of Tech Foundry's program for several years, and recently joined the Board of Directors. He is joined on the Board by Cindy Knowles, a Strategy Enablement & Analytics Consultant at MassMutual, whose mix of IT and social service experience allows her to bring a dual lens to her Tech Foundry volunteerism.



“During my career, it’s become clear to me that talent exists in many different communities – and that access to opportunity is critical in ensuring equity to build strong families, neighborhoods, and regions,” said Damon. “As I learned more about Tech Foundry, and started volunteering as a guest speaker, I could see how MassMutual could be an impactful partner to the organization – while also benefitting from relationships with the motivated tech professionals graduating from Tech Foundry’s IT support program. Starting the field trip program, and now hiring interns and full-time staff from Tech Foundry, has been a win-win for all involved.”

For Tech Foundry student-members and alums working at MassMutual, the team support and technical training they receive helps position them for future career growth.

Edelgrabiél Quinones, hired into MassMutual's Cybersecurity Rotational Program, commented, "Getting into cybersecurity has been a dream of mine, but determining how to gain the skills and opportunities to achieve that goal had been tough. When the opportunity to apply for the cybersecurity rotational program was shared by the Tech Foundry staff as I was completing the training program, I jumped at it. The fact that the MassMutual team would take a holistic view of my qualifications, and consider me as a Tech Foundry graduate, created the access I needed."



Positive Outcomes and Future Directions

Tech Foundry's partnership with MassMutual exemplifies how corporate and nonprofit partners can collaborate to create impact for individuals, families, and the larger community while also helping organizations thrive by building talented teams representing the Commonwealth's diversity. Tech Foundry, MassMutual, and the MassMutual Foundation anticipate that our shared work will continue to create impact, drive innovation, and create equitable, accessible, economic growth throughout Massachusetts.



PROGRAM UPDATES

Tech Foundry's IT support training program's achievements and contributions in the 2024 fiscal year include:

Program Growth and Success

- We attracted a record-breaking **239** applicants for our Fall 2023 and Spring 2024 cohorts, accepting 106 candidates and enrolling 92 in our competitive program.
- The staff has become certified in EMPATH's research-based coaching methods, and **3** part-time coaches have been hired to enhance the support of student-members.
- The program team re-launched field trips for student-members, participating in the New England Regional Developers' Conference and spending **2** days at MassMutual.

Graduate Outcomes

- **68** student-members graduated from the program in the 2024 fiscal year, with 70% of graduates employed in the tech sector to date.
- All graduates completed **4-week+ internships** with a diverse range of local companies, educational institutions and non-profits.

Career Advancement

- We launched semi-annual **job fairs** to connect student-members and alums to employers.
- Partnerships were established with **Alexander Technology Group** and **Stroud International** for resume and interview preparation support, including ongoing access to technology to support job-hunting goals.
- We created partnerships with **20** additional employers.



NOTABLE HIGHLIGHTS: GRADUATION

FALL 2023

On February 1, Tech Foundry celebrated the graduation of the Fall 2023 cohort of student-members at the Community Music School of Springfield. Meghan Martinez, Director of Cyber Range Programs at CyberTrust Massachusetts, delivered the keynote address, praising the graduates' dedication and trust in the program. CEO Tricia Canavan acknowledged the student-members' hard work and the importance of community support of the program's success.



SPRING 2024

On June 18, we celebrated the graduation of the Spring 2024 cohort of student-members. William Medina, Tech Foundry's Tech Hub Director, underscored the importance of equitable access to knowledge and training for personal and career success. Dianne Fuller-Doherty, Tech Foundry board member, praised the graduates for their readiness for IT careers and recognized their bright futures ahead.



NOTABLE HIGHLIGHTS: STUDENT-MEMBERS

LUIS BARRIOS



Luis, a student-member of the Spring 2024 cohort, embarked on his digital literacy journey during the inauguration of Tech Foundry's Tech Hub, sparked by a morning news segment in October 2023. Overcoming initial tech challenges with dedication and support from the Tech Hub's staff, he earned multiple certificates through the NorthStar online training program. Empowered by this knowledge, Luis enrolled in Tech Foundry's 18-week IT Training Support Program, achieving a Google Technical Support Fundamentals Certificate with guidance from Tech Foundry's team. Luis returned to Tech Hub as an intern determined to give back by supporting others as he launches his IT career. His dedication embodies the spirit of mentorship and growth fostered by Tech Foundry.

JAYMEE QUINN



Before joining our Spring 2024 cohort, Jaymee faced challenges in finding her footing in the professional world. Despite setbacks, her unwavering passion for computers fueled her ambition to pursue a career in IT. Inspired by her stepmother's success with Tech Foundry, Jaymee enrolled in the program and thrived. During her tenure at Tech Foundry, Jaymee not only completed the rigorous IT training support program but also secured a position as an IT Operations Specialist at a local wholesale distribution company before graduation—a testament to her dedication and the program's effectiveness in launching successful IT careers.



NOTABLE HIGHLIGHTS: WORKFORCE PANEL

Tech Foundry hosted the **Innovation in Workforce Development Panel** on May 23, 2024, convening leaders from throughout the Commonwealth to discuss strategies for enhancing economic stability and growth in Massachusetts. The event emphasized workforce innovation as a strategy to bridge employer needs with targeted training to prepare residents for careers in high-demand fields like IT, healthcare, and education.

Panelists included:

- **Jay Ash**, CEO of Mass Competitive Partnership
- **Lauren Jones**, Secretary for the Executive Office of Labor and Workforce Development
- **Meghan Martinez**, Director of Cyber Range Programs at MA CyberTrust
- **Jason Pacheco**, Director of Workforce Planning, Analytics, and Compensation at Baystate Health
- **Dr. George Timmons**, President of Holyoke Community College

Together, they highlighted the importance of collaboration and scaling successful programs to foster economic opportunities across Western Massachusetts and throughout the Commonwealth. Tech Foundry CEO Tricia Canavan underscored Tech Foundry's commitment to driving regional economic growth through transformative workforce training.



NOTABLE HIGHLIGHTS:

TECH HUB

Launched in October 2023 at Holyoke Community College's Picknelly Adult and Family Education Center, Tech Foundry's Tech Hub offers digital literacy workshops and help desk services, providing free technical skills, devices, and support to ensure digital equity in our region.

Tech Foundry's Tech Hub offers both internships and digital fellowships to student-members and graduates of the Tech Foundry IT Support Training Program. During the first year of operations, seven Digital Fellows, six interns and one AmeriCorps Fellow gained hands-on experience while serving the community through technical support, teaching, and workshops. Additionally, Tech Foundry's Tech Hub provides "pop-up" classes and tech support across Western Massachusetts to broaden access to services.

This initiative is supported by key funders and partners, including Holyoke Community College, Comcast NBCUniversal, Massachusetts Broadband Institute, Massachusetts Executive Office of Economic Development, The Ceres Foundation, Accelerate the Future Foundation, Bulkley, Richardson & Gelinas, LLP, Grow with Google, the Western MA Alliance for Digital Equity, and AmeriCorps.



Shanice McKenzie
Digital Fellow



William Medina
Tech Hub Director



Juan Torres Jr.
Digital Fellow



Leon Victor Uy
Digital Fellow



Lasharie Weems
AmeriCorps Member



231 | Workshops



142 | Free laptops distributed



1700 | Community Members served



14 | Partners

TESTIMONIALS



From left to right: Mustafa Rahimi (Community Member), Juan Torres Jr. (Digital Fellow), Mujtaba Rahimi (Community Member), and Murtaza Rahimi (Community Member)

Mujtaba Rahimi, and his two brothers, Murtaza and Mustafa, recently arrived in Western MA to join their mother, who had immigrated here from Afghanistan in 2021. With big goals ahead, including strengthening their English skills, enrolling in high school and pursuing nursing and business careers, the three young men needed tech skills – and computers – to pursue their dreams. The Tech Hub provided that support, with Mujtaba, Murtaz and Mustafa taking multiple tech classes and earning computers which will support their continued growth in, and contributions to, our region.



Juan Torres Jr.
Digital Fellow
Fall 2023 Graduate

“My time as a digital fellow at Tech Hub has been a life changing experience. Accepting the digital fellowship at Tech Hub was one of the best decisions I have ever made. I never thought I would be put in a position where I could positively impact lives and affect change. I am super proud of the work I have done in the last 6 months, and I plan on continuing that work in one form or another once my fellowship ends.”



Leon Victor Uy
Digital Fellow
Fall 2023 Graduate

“Since joining Tech Foundry, I have been impressed by the quality of education and the supportive environment. The hands-on experience and real-world applications of the curriculum have been instrumental in preparing me for the challenges ahead. Currently being at the Tech Hub allows me to pay it forward by sharing my knowledge with the community and helping them help themselves through continued learning and upskilling their basic digital foundations.”

TECH FOUNDRY BY THE NUMBERS



465 | TOTAL MEMBERS TRAINED



65% | BIPOC MEMBERS, MOST FROM GATEWAY CITIES



\$40,000+ | AVERAGE STARTING SALARY
(63%+ increase in annual income, on average)



70%

Graduation rate



70%

Average job placement
rate within 6 months



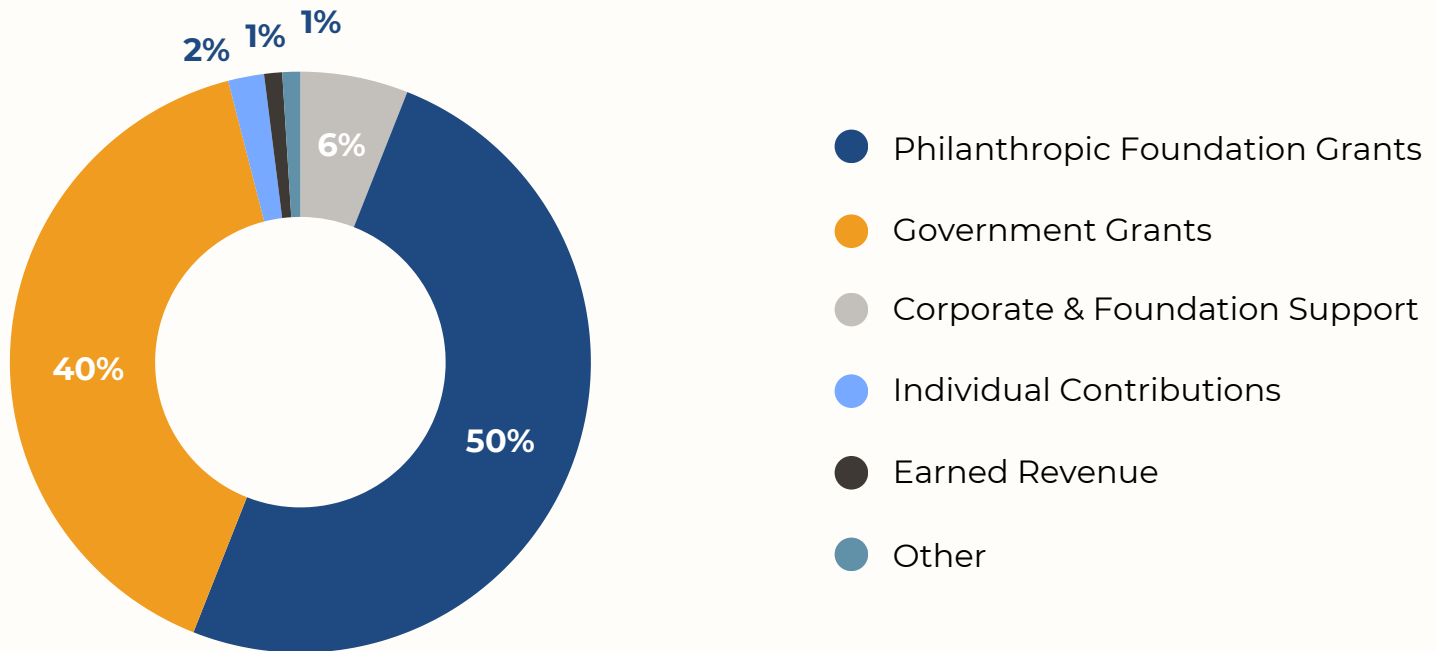
80%

Job retention
at 6 months

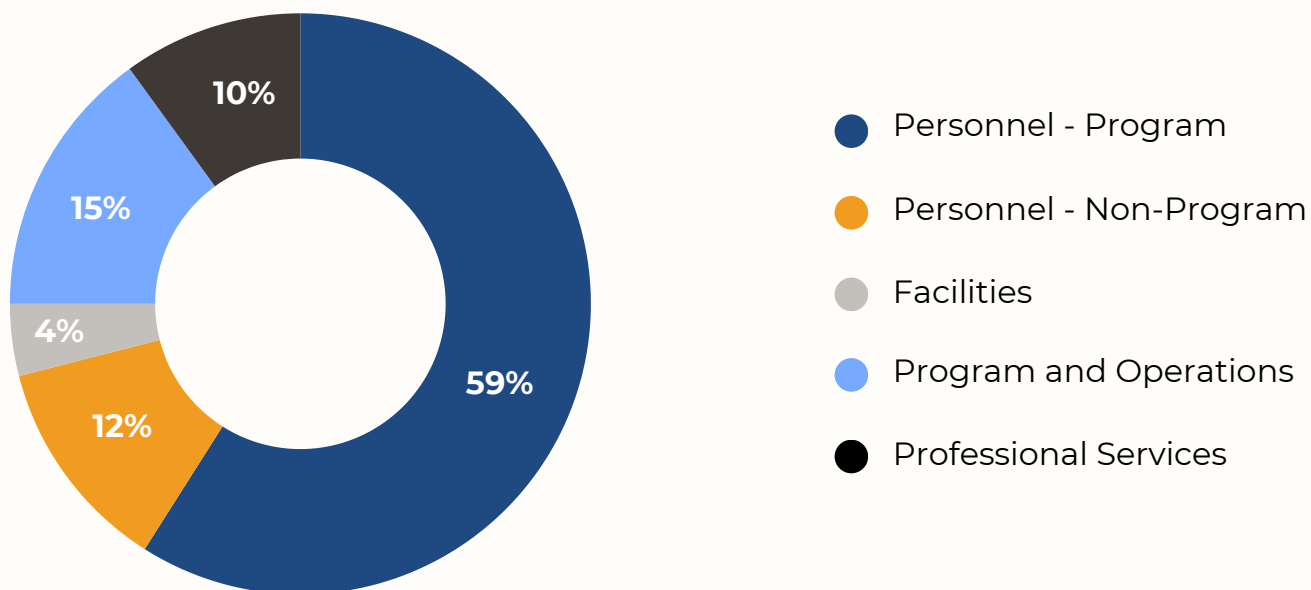
FISCAL YEAR 2024

FINANCIALS

OPERATING REVENUE ALLOCATION:

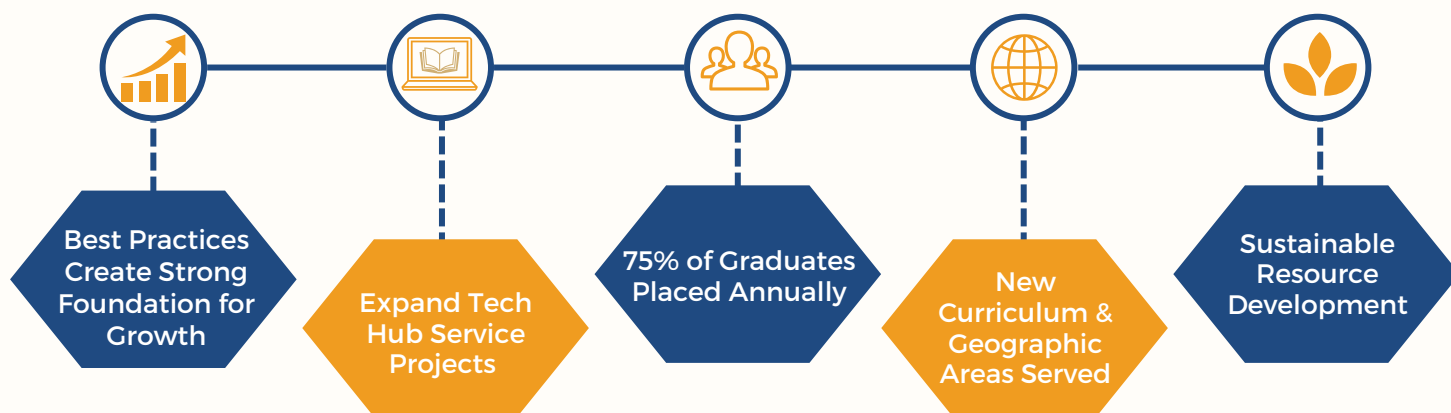


OPERATING EXPENSE ALLOCATION:



STRATEGIC PLANNING: FOCUS ON THE FUTURE

2025 OUTCOMES



ANNUAL MILESTONES

- ✓ Build a strong foundation for operations and growth
- ✓ Expand and strengthen programs and measurable impact
- ✓ Launch community-based Tech Hub: training and tech support for all
- ✓ Place 75% of graduates in living-wage jobs
- ✓ Increase resource development to scale impact
- ✓ Expand Tech Hub training and tech support services for community members
- ✓ Research and evaluate the implementation of new curriculum focus and geographic reach
- ✓ Place 75% of graduates in living-wage jobs
- ✓ Increase revenue to fund growth and ensure sustainability
- ✓ Launch additional tech training curriculum
- ✓ Open new geographic location
- ✓ Place 75% of graduates in living-wage jobs

2023

2024

2025



FUNDERS

INDIVIDUAL DONORS

Government Grants

- Commonwealth Corporation's Workforce Competitiveness Trust Fund (WCTF)
- Executive Office of Economic Development
- The Innovation Institute at Mass Tech Collaborative
- MassHire Hampden County Workforce Board, Inc
- The Massachusetts Broadband Institute, a division of the Massachusetts Technology Collaborative

Corporate Gifts and Foundations

- All States Material Group
- Bulkley Richardson and Gelinas, LLP
- Burkhart Pizzanelli
- Citizens Charitable Foundation
- Comcast NBCUniversal
- Greenfield and Northampton Coop Bank
- Grow with Google
- MassMutual Foundation
- OMG, Inc
- PeoplesBank
- Sourcepass
- Verizon Foundation
- Wellfleet Insurance

Philanthropic Foundations

- Accelerate the Future
- Amelia Peabody Foundation
- Community Foundation of Western Massachusetts
- The Ceres Foundation
- The Irene E. and George A. Davis Foundation
- Mass Humanities

- Jay Ash
- Gregory Bialecki
- Ann Burke
- Patricia Canavan
- Keyla Centeno-Diaz
- Aditya Chaubey
- Andrew Churchill
- Andrew Davis
- John & Robyn Davis
- Anelson Delacruz
- Marie-Ange Delimon
- Jean Deliso
- Dianne Fuller Doherty
- Amy Dopp
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- Jeffrey Hayden
- Daniel Hodge
- Samalid Hogan
- Candace Holman
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- Scott Webster
- Keon Wedderburn
- Michelle Wilson
- Jean Zimmer
- Katie Zobel

Every effort has been made to recognize all donors; please contact Michelle Wilson (michelle@thetechfoundry.org) if your name has been unintentionally left off this list.



STRONG PARTNERSHIPS

Thank you to our employer and community partners for your commitment to enhancing the overall support system for our student-members.

413 Cares	Follow My Steps Foundation
Agawam High School	Franklin County Resource Network (FCRN)
Alexander Technology group	Frontier Regional High School
All Inclusive Support Services (AISS)	Gandara Health Center
Alternative Telecom	Gray House
American International College (AIC)	Greenfield Community College - Workforce Development
Aspen Square	Greenfield Public Library
Bay Path University	H. L. Dempsey Co. Inc
Baystate Health	Hampden County Sheriff's Department
Behavioral Health Network (BHN)	Health New England
Big Y	Holyoke Community College (HCC)
Boys and Girls Club - Springfield	HCC - Career Services / Workforce Development / Division of Business and Community Services
Brattleboro Retreat	HCC - English for Speakers of Other Languages (ESOL)
Brick House Community	HCC - Project Train
Center for Human Development (CHD)	HCC - WCCH Radio
Chicopee Public Library	Holyoke Chicopee Springfield Headstart
Christina's House	Holyoke Media
City of Holyoke	Holyoke Public Libraries
City of Springfield	Holyoke Public Schools
Clinical & Support Options (CSO)	Holyoke Safe Neighborhood Initiative (HSNI)
Comcast NBCUniversal	Home City Development
Community Foundation of Western Massachusetts	Homework House
Community Legal Aid	Hope for Youth and Families - Futures Program
Compuworks	Integrated IT
Cooley Dickinson Hospital	Jewish Family Services of Western Massachusetts
Department of Youth Services (DYS)	Latino Economic Development Corporation
Dress for Success of Western Massachusetts	Lead For America (LFA) - American Connection Corps
DTA Works-IT Tracks	Lighthouse Holyoke
DTA-Holyoke	Marketing and Cupcakes
DTA-Springfield	Martin Luther King Jr. Family Services (MLKFS)
EforAll	MassAbility
Economic Development Council of Western Mass	Mass Humanities / Clemente course
Elms College	MassHire Holyoke
Entré Technologies	MassHire Springfield
Experis Life Sciences	MassHire-Franklin Hampshire Career Center
Farm Credit Financial Partners, Inc.	MassHire-Youthworks
FIT Staffing	

STRONG PARTNERSHIPS

MassMutual
Men of Color Health Awareness (MOCHA)
Mental Health Association (MHA)
MGM Springfield
Mount Holyoke College (MHC)
Networks Strategic Services, LLC
New North Citizens Council (NNCC)
New Valley Bank and Trust
Northampton Public Library
Northeast IT (NEIT)
Nuestras Raices
Open Pantry
Paragus Strategic IT
Parent Villages
Partners for Community
PeoplesBank
Pixel Health
POST Computer Systems
Rediker Software
Revitalize Community Development Corporation
ROCA
Simply IT LLC
Six Flags
Smith College
Smith College-Project Coach
Smith Vocational and Agricultural High School
SourcePass
Springfield College
Springfield Empowerment Zone
Springfield Housing Authority
Springfield Museums
Springfield Public Libraries
Springfield Rescue Mission
Springfield Works
Springfield Partners for Community Action
Springfield Public Schools (SPS)
SPS - Chestnut TAG / Discovery High School
SPS - Family Liaison
Springfield Technical Community College (STCC)
STCC - LEADS program
STCC - Miles Program
STCC - WTCC Radio

Square One
Standout Truck
Suit Up Springfield
Tech Connect
Tech MD
The Care Center (Holyoke)
Travelers Insurance
Union Capital Springfield (UCS)
United Way of Pioneer Valley - Thrive
Urban League
Valley Communications Systems
Valley Opportunity Council (VOC)
Veritas Prep Charter School
Verizon
Veterans' Health Administration (VHA)
Viability
Wayfinders
Wellfleet Insurance
Western Massachusetts Alliance for Digital Equity
Whalley Computer Associates (WCA)
Working Fields
Y-AIM
YWCA



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Mass Competitive Partnership

Delcie Bean

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CEO
Paragus Strategic IT

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Redgate Capital Partners

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Travelers

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MassMutual

Dianne Fuller-Doherty

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MA Small Business Development
Center Network's Western MA Office

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Dr. Marie-Ange Delimon

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Eric Maldonado

Coach

William Medina

Tech Hub Director

Charlie Mihalak

Technical Instructor

Johannes Romatka

Manager of Curriculum & Instruction

Hilda Santa

Coach &
Administrative Assistant

Juan Torres Jr.

Digital Fellow

Linh Tran

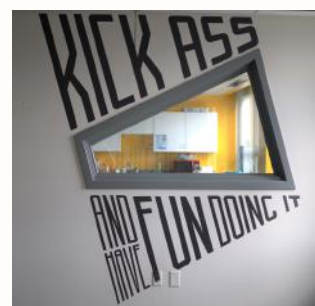
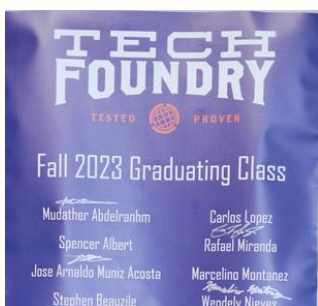
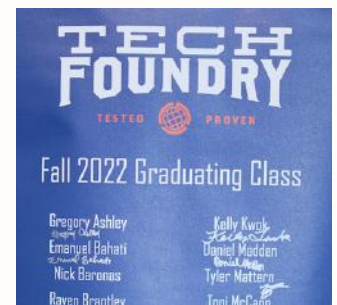
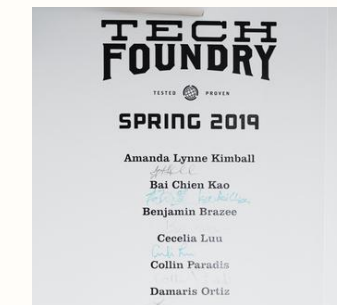
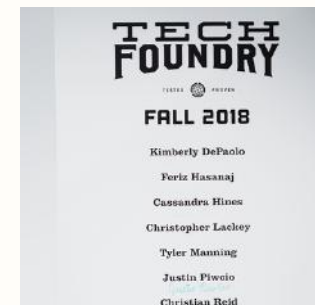
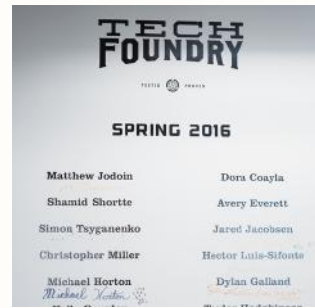
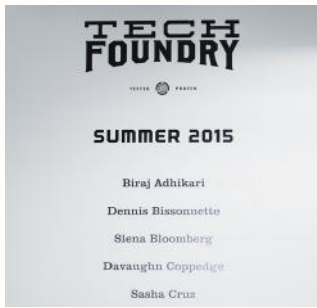
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Coordinator

Leon Victor Uy

Digital Fellow

Michelle Wilson

Deputy Director



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