



2023 ANNUAL REPORT





MISSION & VISION



Mission

To help people realize economic stability through equitable, accessible, and inclusive opportunities in the tech workforce.



Vision

An equitable future where diverse individuals' potential and tech skills unlock opportunities and create thriving communities.





Tricia Canavan
Tech Foundry
Chief Executive Officer

EXECUTIVE MESSAGES

Throughout my career, I have been acutely aware of the need for results-oriented, agile and entrepreneurial workforce development efforts that could meaningfully support underrepresented people in accessing living wage jobs – while also increasing and diversifying the talent pipeline in our region. I could envision how a program like this would provide the framework for people to improve their lives – and help ensure that the Commonwealth has the talent to thrive economically.

In my eighteen months at Tech Foundry, I've seen how our program achieves this positive impact! Tech Foundry's solutions-focused approach to empowering people of all backgrounds to access opportunity creates amazing results for student-members and employers alike. Our motivated student-members change the trajectory of their lives, in partnership with our supportive staff team and amazing partners around Western Massachusetts.

We're proud to share the impact of Tech Foundry in this report. Thank you for your partnership and advocacy, which have made these opportunities possible for all in our community.

With gratitude and best regards,

CEO



Delcie Bean
Tech Foundry
Founder & Past Board Chair



Mike Walker
Tech Foundry
Board Chair

For Tech Foundry, the 2023 fiscal year was one of new growth, progress, and a return to in-person classes after several years of virtual instruction. These exciting changes included greatly increasing the number of student-members served, welcoming new staff members and completing a 3-year strategic plan – all critical foundational elements of our future growth and impact. In addition, the organization launched its first significant fundraising campaign since the pandemic, saw a notable uptick in the number of individuals applying for the program and forged valuable new partnerships that bolster the organization’s capacity and visibility.

With boundless ideas, programs in place and new faces leading the organization, we’ve personally felt the energy and witnessed the impact that a growing and passionate team can inspire! A simple glance at the staff directory serves as a true testament to Tech Foundry’s commitment to creating opportunities for its alumni. There is great momentum happening at our downtown Springfield headquarters - you sense it when you walk the halls, sit in on a class or chat with a student-member or instructor! The Tech Foundry staff and board are on a laser-focused mission to help people realize economic stability through equitable, accessible, and inclusive opportunities in the tech workforce.

Looking ahead, Tech Foundry is poised for continued growth! With the upcoming establishment of a new Tech Hub in Holyoke, Western Massachusetts residents can acquire digital literacy skills, access free technical support, and learn about career and training opportunities (including enrolling in Tech Foundry classes!) using their new skills.

Through this initiative, Tech Foundry is addressing the digital divide while also allowing our student-members and graduates the opportunity to work in the community, utilizing a service-learning model of continued skills development and community impact. Tech Foundry strongly believes that the best way to reinforce the skills learned in the classroom is to test that knowledge and skill in the real world.

In sharing the great progress we're making, on behalf of the board and staff, we want to take a moment to thank our many supporters who are making this impact possible. Whether you are a graduate of the program who's helping to spread the word, an employer partner offering internship and career opportunities, a donor who answered the call for our fall or spring fundraisers, or a foundation which believes in the work we are doing, your commitment to our mission makes Tech Foundry's work a success.

Lastly, we're off and running in the 2024 fiscal year, which will see new milestones: the opening of the Tech Hub, an increase in living wage job placements, vetting of possible program expansion opportunities and the celebration of Tech Foundry's 10th anniversary!

We value your partnership and look forward to continuing this important work with you... providing access to living wage jobs to all in our community, while also driving economic growth through the development of new talent pipelines.



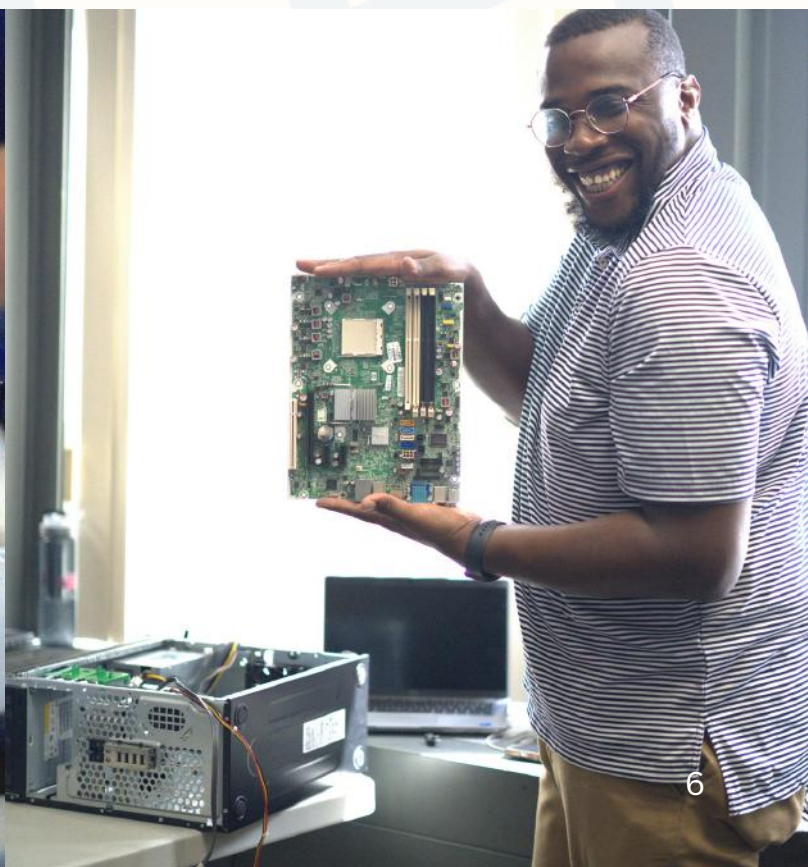
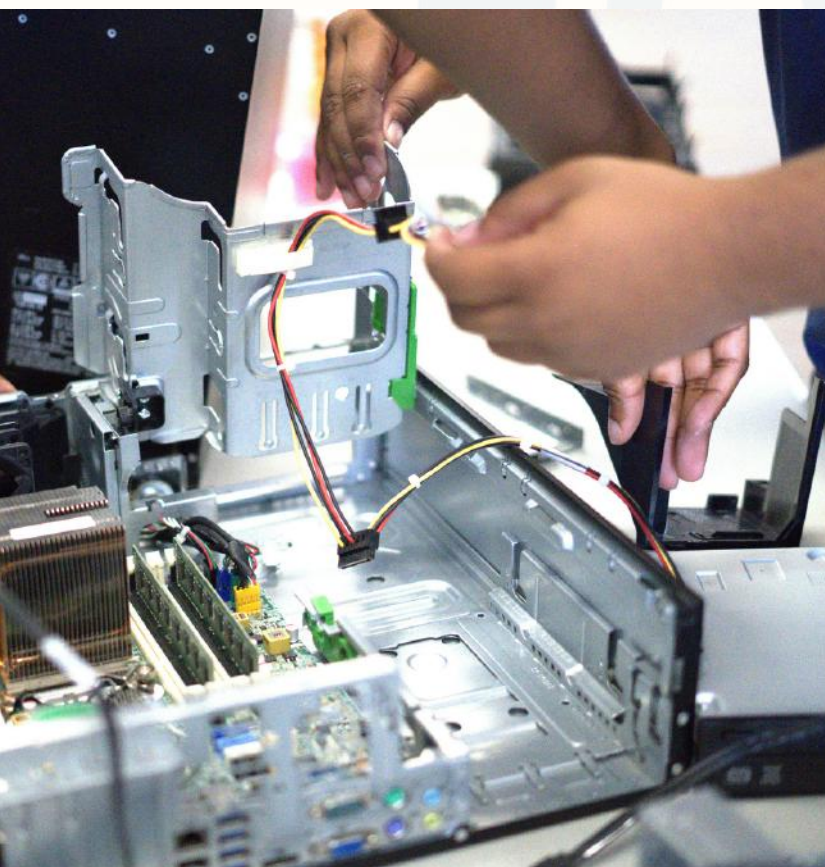
Delcie Bean
Founder and Past Board Chair



Mike Walker
Board Chair



www.thetechfoundry.org



PROGRAM HIGHLIGHTS

Tech Foundry's 2023 fiscal year was a period of exponential growth and impact! With support from our generous donors, funders, employer and community partners, Tech Foundry achieved some critical milestones this year. These include:

- Doubling the number of classes offered and the number of staff.
- Increasing the number of employer partners who volunteer, host interns and hire our graduates from 20-45.
- Expanding the support offered for student-members' professional and personal goals with the hiring of a full-time coach.
- Launching a service-learning pilot program, through which Tech Foundry student-members and alums provide technical support and digital literacy training to community organizations and residents.
- Expanding our diversity, equity and inclusion focus and training opportunities.
- Increasing the fiscal strength of the organization through the engagement of both new and existing donors and funders, returning the organization to financial stability after weathering the pandemic.

The future is bright for Tech Foundry, the people we serve and the partners with which we work. With critical support from so many throughout Massachusetts and beyond, we look forward to building on the strong foundation established during the 2023 fiscal year. We will continue to work towards an equitable future where diverse individuals' potential and tech skills unlock opportunities and create thriving communities.

PROGRAM HIGHLIGHTS

Fall 2022

Over the course of the 2022-2023 fiscal year, Tech Foundry was proud to graduate two cohorts of student-members. The ceremony for the Fall 2022 class was held on Thursday, January 12 at Tech Foundry's office in downtown Springfield. Guest speaker Adriana Dawson, Community Engagement Director at Verizon, a Tech Foundry funder and partner, shared her inspiring story with our graduates and encouraged them to pursue their passions.



Spring 2023

On June 22, we celebrated the graduation of the Spring 2023 cohort, once again at Tech Foundry's headquarters. Tech Foundry board member and former Holyoke Community College president, Dr. Christina Royal, addressed the crowd and asked the student-members to reflect on their past selves and envision a bright future ahead.



STUDENT-MEMBER HIGHLIGHTS

Anelson Delacruz



Anelson Delacruz (Spring 2023 graduate) was born in the Dominican Republic and is a first-generation college graduate. As an officer in the Springfield Police Department, Anelson was looking for opportunities to grow personally and professionally and came to Tech Foundry after being referred to the program by his brother.

“I really appreciate how [Tech Foundry’s program] allowed me to apply its teachings to various aspects of my life, enhancing my chances of success. I especially enjoyed the Resume Writing Workshops.” Anelson plans to stay involved at Tech Foundry and is currently helping to launch the new Tech Hub in Holyoke. “I’m very excited to help out [with this project] because it will allow me to transfer information that can help others be more tech friendly.” In addition to his work at the Tech Hub, Anelson is a recurring donor to the program. “I donate to Tech Foundry because it has provided me with invaluable information at no cost and I feel it can be valuable to others as it was to me. Others should consider donating if they want to be part of their community and give back; this is a great way to do that.” Anelson’s future is bright as he continues to use his tech skills in his law enforcement career.

STUDENT-MEMBER HIGHLIGHTS

Catherine Germain

Catherine Germain was born in Haiti and came to the U.S. in July of 2022. A family member introduced her to the Tech Foundry program, and she enrolled in the 2022 Fall Cohort. She readily admits that she was not an IT person before she joined the program. “Tech Foundry helped me discover how technology works so that I am no longer dependent on others to solve my computer problems... After working for the same company for 20 years, I forgot how to be confident in an interview. Tech Foundry helped me regain this confidence.”

Overall, Catherine says that she had a very positive experience in the program. “The best part, besides the IT curriculum, was the coaching sessions with Philip Borrás (Tech Foundry’s Recruitment and Career Services Coordinator). It was important to help keep me motivated. I especially liked the mock job interviews and the way the staff helps prepare you for the job market.” Catherine completed her internship at the Springfield Museums and had this to say, “My mentor, also a Tech Foundry graduate, was such a great person. He motivated me to pursue my IT education, which I plan to do.” Catherine currently works at Davies Life and Health as an IT Support Specialist, managing their ticketing system and assisting people with their IT needs. “IT support is very focused on customer service. If you enjoy helping people, it is a great career path.”

EMPLOYER PARTNERS

Tech Foundry's employer partners are critical to the success of our program. Their engagement with student-members, volunteerism, hosting of interns and enthusiasm for hiring Tech Foundry graduates serve as invaluable connections to the tech industry. One of our long-term employer partners, Pixel Health, regularly hosts interns and has hired several alums to their full-time workforce.

Can you please tell us a bit about Pixel Health?

Headquartered in Holyoke, Massachusetts, Pixel Health has provided IT consultation and support services to over 45 healthcare institutions over the past 13 years, and currently supports more than 25,000 endpoints and 30,000 users for day-to-day support needs. Pixel Health is a healthcare-centric consulting practice that is uniquely equipped to assist in successfully charting a course through transformational processes of many types, including outsourcing IT support. Our services combine a unique mix of high-level strategic leaders alongside our technical engineers and specialists to provide an unparalleled level of support to our healthcare clients.

How did Pixel Health first become involved with Tech Foundry?

Pixel Health (previously known as Vertitech IT) was introduced to Tech Foundry through our long-standing relationship with Baystate Health. Over the years, we have worked closely with Baystate Health leadership, one of whom had been a Tech Foundry board member since its inception. As a technology services company, there was a clear match between the work we do and Tech Foundry's training curriculum. We hosted our first intern in 2017 and have continued almost every year since. In total, seventeen Tech Foundry graduates have worked at Pixel Health.

Can you talk about Pixel Health's commitment to diversity and inclusion in your hiring practices? How does your relationship with Tech Foundry aid in these efforts?

At Pixel Health, we embrace differences as an integral part of our culture. Diverse backgrounds, opinions, and ideas drive our success. Tech Foundry provides guidance and structure to students of all backgrounds, helping them build the foundation they need to thrive in the IT field. From deep technical training, to polishing soft skills needed for presentation and customer service, Tech Foundry produces well-rounded graduates that are ready to integrate seamlessly with any support team. Without the excellent training and networking provided by Tech Foundry, we likely wouldn't have been connected with many of the shining stars in our organization over the years.

Can you give examples of Tech Foundry alums who have excelled in their internships/positions at your company? What positions do they hold?

Sasha Cruz - Sasha came to us early in her career in 2019 and had already graduated from the Tech Foundry program in 2015. Her interpersonal skills, professionalism and confidence truly impressed us, and she easily landed a role on our Service Desk. Sasha has grown immensely over the years and is one of the top performers on our Service Desk today. She regularly takes on special projects, mentors newer staff and provides exceptional service to our partners.

Moses Gonzalez - Moses joined us as an intern in late 2022 and quickly integrated with the Field Service team. He showed such enthusiasm and confidence in his abilities, that it quickly became clear that we needed to bring him on full-time. Ultimately, Moses was hired to fill a specialty role supporting Baystate Health's mobile cart fleet, which requires a hybrid technical and mechanical skillset. He replaced a senior technician that had been in the role for close to 15 years prior to his retirement. Moses has absolutely hit the ground running and didn't skip a beat taking on a unique and difficult role.



TECH HUB

Opening in October 2023 in partnership with the Western MA Alliance for Digital Equity and Holyoke Community College, Tech Hub Western Mass is a project of Tech Foundry which is part of a broader, statewide initiative organized by the Mass Broadband Institute.

Tech Hub Western Mass is designed to expand our impact by bridging the digital divide and creating new opportunities for residents of the region. The Hub will be located at the Picknelly Adult and Family Education Center in downtown Holyoke and run by Tech Foundry staff, including Tech Foundry graduates who are serving one-year digital fellowships, with additional support from current Tech Foundry student-members. Tech Hub will offer free, weekly tech support services, device distribution, and digital literacy classes to all in our community, while providing current student-members opportunities to practice their tech skills.



Lasharie Weems - Spring 2023 Cohort - American Connection Corps Fellow (Left)
Shanice McKenzie - Fall 2022 Cohort - Tech Foundry's Digital Fellow (Right)

TECH FOUNDRY BY THE NUMBERS

401

Student-members
served since 2014

Less than

\$25,000

Average annual income of Tech Foundry
student-members before training

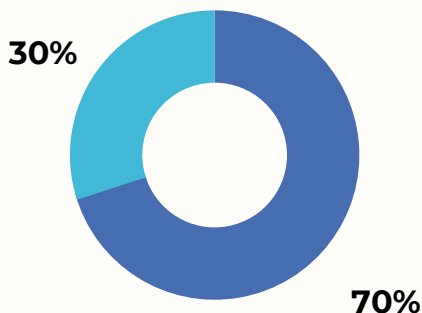
\$40,000+

Average starting salary for Tech
Foundry graduates,
creating access to living wage roles
with benefits and career growth

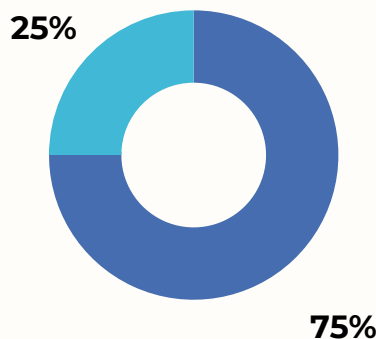
60%

of Tech Foundry student-members are
BIPOC and the majority live in Gateway
Cities

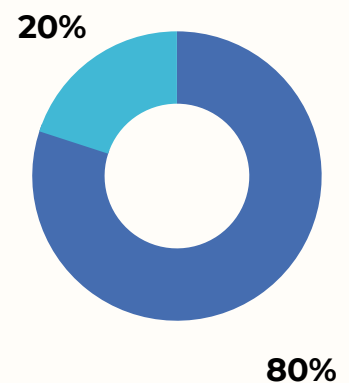
■ Milestone achieved
■ Milestone not reached



Average program
graduation rate



Average job placement
rate within 6 months



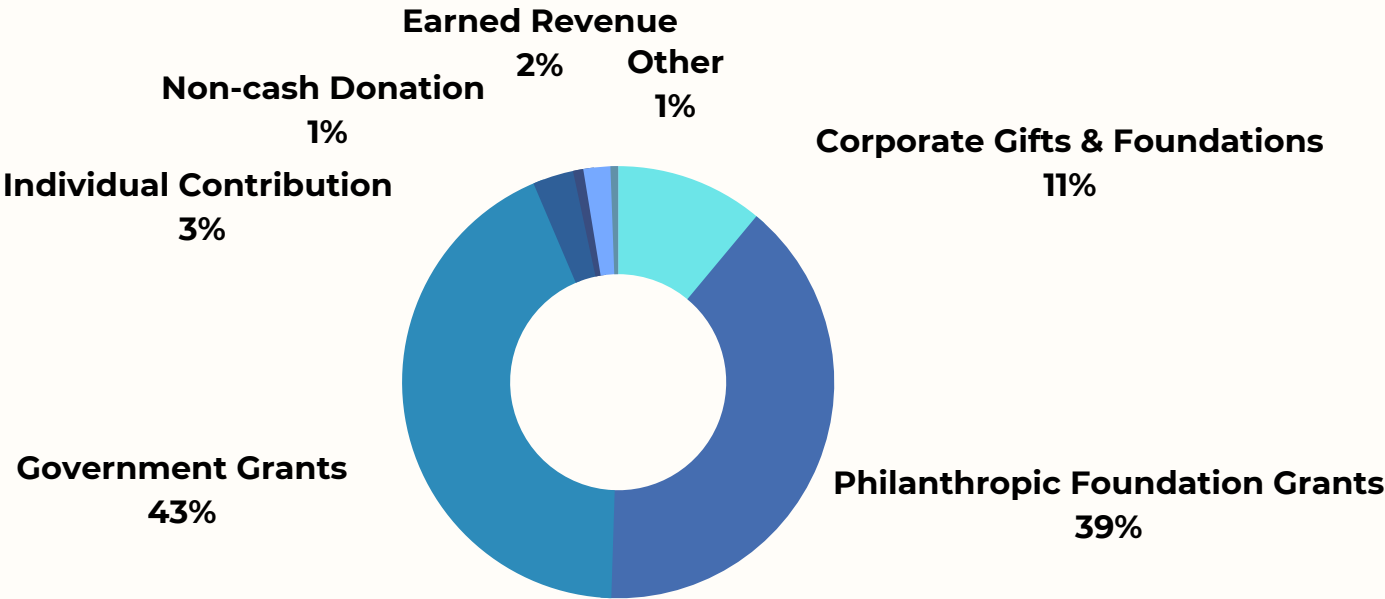
Job retention
at 6 months

FISCAL YEAR 2023

FINANCIALS

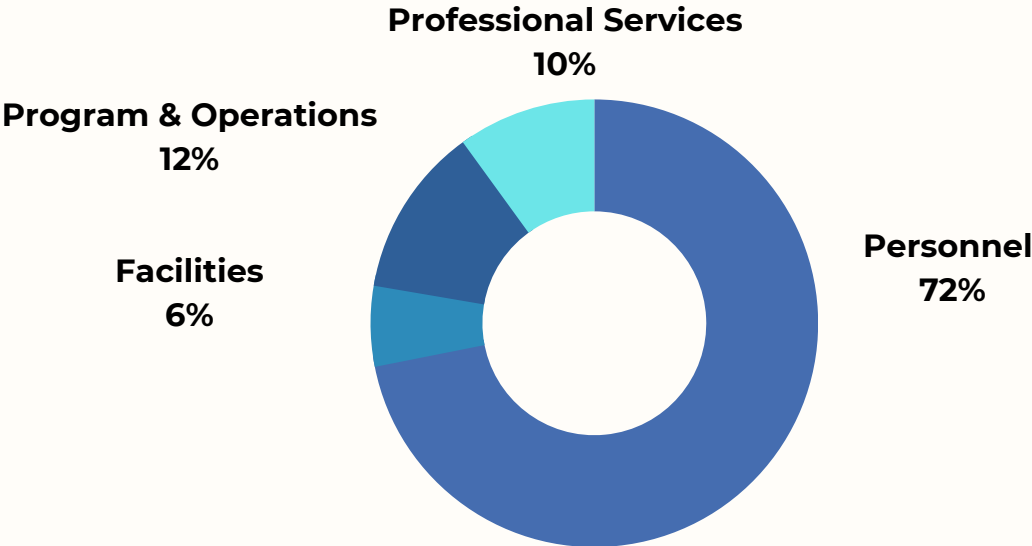
Operating Revenue*

\$1,033,532



Operating Expenses

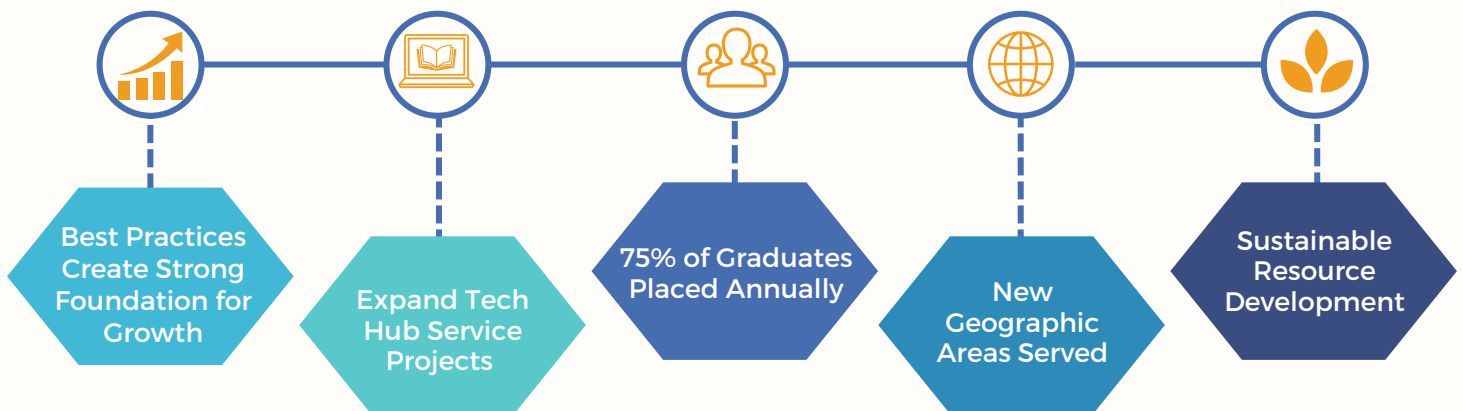
\$814,832



* The MassMutual revenue was awarded in 2023 fiscal year and will be utilized in 2024 Fiscal Year

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 program
- ✓ Open new geographic locations
- ✓ Place 75% of graduates in living-wage jobs

2023

2024

2025



FUNDERS

Government Grants

- Commonwealth Corporation's Workforce Competitiveness Trust Fund (WCTF)
- Commonwealth of MA Skills Capital Grant
- The Innovation Institute at Mass Tech Collaborative
- MassHire Hampden County Workforce Board, Inc

Corporate Gifts and Foundations

- All States Material Group
- Berkshire Bank Foundation
- Citizens Charitable Foundation
- Comcast NBCUniversal
- Country Bank
- Economic Development Council of Western Massachusetts (EDC)
- Greenfield Northampton Coop Bank
- Hope for Youth and Families Foundation
- The M&T Charitable Foundation
- The Markens Group
- MassMutual Foundation
- OMG, Inc
- PeoplesBank
- Rapid7 Cybersecurity Foundation
- TD Charitable Foundation
- Verizon Foundation

Philanthropic Foundations

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

DONORS

Individual Donors

Elizabeth Appelquist
Jay Ash
Delcie Bean
Elizabeth Beauzile
Julie Bermant
Gregory Bialecki
Cindy Bisner
Matthew Blumenfeld
Phillip Borrás
Alisa Brewer
Ann Burke
Andrea Canavan
Patricia Canavan
Andrew Churchill
Dawn Creighton
Andrew and Lauren Davis
Anelson Delacruz
Marie-Ange Delimon
Jean Deliso
Keyla Centeno-Díaz
Dianne Fuller Doherty
Lisa Doherty
Joshua Encarnacion
Owen Ferrini
Scott Foster
Ellen Freyman
Irene Friedrichs
Joe Gensheimer
Jeffrey Hayden
Collin Heisler
Christopher Howell

Bill Johnson
Christopher Kingston
Darkeith Lofton
Daniel Madden
Camila Maldonado
Lynne Mills
Daniel Montagna
Dara Nussbaum
Jay O'Brien
Jesse Olsson
Michael Paquette
Richard Plaut
Christina Royal
Cesar Ruiz
Mary Ellen and Roy Scott
Paul Scully
James Silkworth
Elizabeth Sillin
Joy Silvey
Bill Spier
Jeffrey Sullivan
Nancy Urbschat
Siva Vittala
Michael Walker
Mike Walker
Garrett Warren
Scott Webster
Keon Wedderburn
Michelle Wilson
Jean Zimmer
Katie Allen Zobel

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Technical Instructor

Phillip Borrás

Recruitment & Career Services Coordinator

Tricia Canavan

Chief Executive Officer

Jessica Cogoli

Assistant Technical Instructor

Marie-Ange Delimon

Community Impact Manager

Shannon Mumblo

Tech Hub Manager

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Ann Burke

Dawn Creighton

Tinsae Erkailo

Scott Foster

Clerk

Dianne Fuller-Doherty

Lynne Mills

Treasurer

Christina Royal

Mike Walker

Chair

"I am forever grateful to Tech Foundry...Everyone on the Tech Foundry team is there for you. They are there to not only help you learn, but be an ear if you need help, a coach when you need a pep talk, or a cheerleader when you have accomplished something amazing!

Kate Campion

(Spring 2023 Tech Foundry Graduate and IT Support Technician at TechMD)





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