

Tech Goes Home Services and Support

Modeled after the national, award-winning Tech Goes Home program, [Tech Goes Home Chattanooga \(TGH CHA\)](#) launched in 2015, as The Enterprise Center's digital inclusion program for residents across Hamilton. We expanded regionally into Southeast Tennessee counties (Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Rhea, and Sequatchie), with a focus on older adult programming. Our newest initiative, Tech Goes Home Tennessee (TGH TN) will see our programmatic footprint reach all counties statewide, in 2022.

TGH CHA partners with senior centers, public libraries, churches, nonprofits, schools, and other organizations across our footprint to help people of all ages safely access and use smart technologies to connect to 21st century opportunities. Our classes for older adults promote successful aging and combat social isolation. Other TGH CHA classes prepare participants for job searching, remote work readiness, managing finances, small business management and entrepreneurship, distance learning and school engagement, and the use of accessibility technologies. We use a train-the-trainer model - identifying trainers among our partners, training them in [digital skills development modules](#) and relevant, open-source curricula (e.g. [senior-specific curriculum](#)), and working with the trainers to develop new curricular resources, when necessary. Class participants receive: 1) fifteen hours of classroom training that the trainer customizes to provide fundamental digital skills development, access to essential services (e.g. telemedicine, job searching, online banking, etc.), and quality of life-focused online use (e.g. videoconferencing, social media, online library services, etc.); 2) the option to purchase a new Chromebook or tablet for \$50, upon completion of the course, although that fee can be waived, if covered by grant funding; and 3) assistance in evaluating low-cost home Internet options, provided through 1:1 counseling by the TGH CHA team.

TGH CHA team members also consult on digital inclusion programs design and delivery for older adults, related curriculum development, as well as low-cost internet solutions for such programs and program participants.

Tech Goes Home Fee Structure

Per 15-participant class, we average \$5,000 in expenses. This rate includes the cost of devices for each participant, the purchase of hotspots to augment partner/host organization internet infrastructure, and staff time and overhead related to providing a 2-hour training for the class trainer(s), curriculum consultation, advising participants' regarding internet options, and necessary logistics for device delivery, program implementation, and evaluation.

TGH CHA team members' consultation rate is \$75/hr.