

# IMPACT REPORT 2025

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Communications  
Email & Cloud Migrations  
Website, Branding, & Digital Strategy  
Cybersecurity Services  
Data, AI, & Analytics Support  
Strategic Tech Planning & Assessments

TECH  
FORWARD  
CONFERENCE  
Transform  
Nonprofit  
Through  
Technology

TECHIMPACT  
QR CODE  
LOW-COST  
GUIDE

Managed IT Support & Voice Communications  
Email & Cloud Migrations  
Website, Branding, & Digital Strategy  
Cybersecurity Services  
Data, AI, & Analytics Support  
Strategic Tech Planning & Assessments  
Software & Database Selection



# A MESSAGE FROM OUR CEO



It is my privilege to present this year's report and reflect on a period of meaningful growth, innovation, and organizational progress for Tech Impact. Over the past year, we have expanded our reach, deepened our partnerships, and continued to help communities and mission-driven organizations use technology as a catalyst for lasting change.

These accomplishments are a testament to the commitment of our team, partners, supporters, and the communities we serve. As we look ahead, we remain focused on advancing our mission with purpose, strengthening the sector through technology, and delivering measurable impact. Thank you for your continued confidence in, and support, of Tech Impact.



**-Patrick Callihan**

Chief Executive Officer, Tech Impact

## OUR MISSION

Leverage technology to  
**advance social impact**



# MEET OUR LEADERSHIP TEAM

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Website, Branding, & Digital  
Strategy

Cybersecurity Services



**PATRICK CALLIHAN**

CHIEF EXECUTIVE OFFICER



**HEIDI ERPELDING-WELCH**

CHIEF PROGRAM AND  
ADVANCEMENT OFFICER



**ALYSSA FORD**

CHIEF OPERATING OFFICER



**MARCUS IANNOZZI**

CHIEF DIGITAL OFFICER



**FRANCIS JOHNSON**

CHIEF TECHNOLOGY OFFICER



**LINDA WIDDOP**

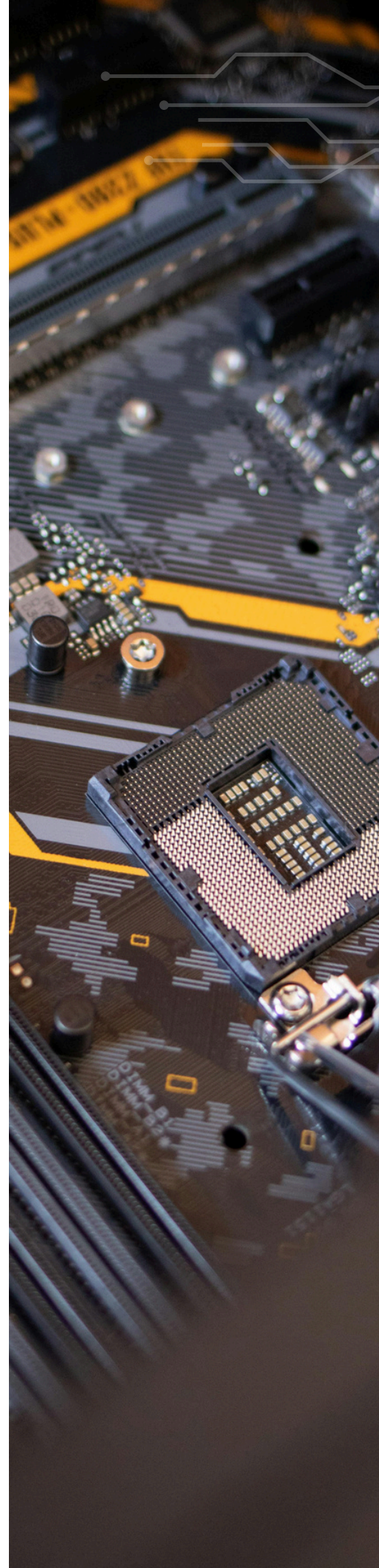
CHIEF INNOVATION OFFICER



# NONPROFIT TECH SERVICES

At the intersection of technology and purpose, Tech Impact's **technology services and advisory support** help nonprofit organizations strengthen their operations and advance their missions. We understand the complex challenges nonprofits face and provide scalable solutions that improve efficiency, collaboration, security, and long-term impact

From tailored IT support and managed services to AI, digital services, and cybersecurity implementation, our solutions are designed specifically for the nonprofit sector. By aligning technology investments with organizational goals, **we help nonprofits maximize resources, empower their teams, and expand their capacity to serve their communities.**



# TECH SERVICES: CORE OFFERINGS

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FULL-SERVICE MANAGED IT



SECURITY & RISK MANAGEMENT



STRATEGIC PLANNING & ASSESSMENTS



MICROSOFT 365 OPTIMIZATIONS



DIGITAL & WEB SERVICES



DATA, AI, AND ANALYTICS

We provide technology services to **thousands of organizations and tens of thousands of nonprofit staff members** every day. Our team of Help Desk technicians, Tier 2 & 3 network engineers, data scientists, implementation experts, and strategists is here to connect nonprofits to **solutions and support they need to thrive.**



# TECH SERVICES: A YEAR OF IMPACT

1,396

STRATEGY  
CONSULTATIONS

398

MANAGED IT  
SUPPORT CLIENTS

122

DIGITAL SERVICES  
CLIENTS SERVED

436

PROJECT CLIENTS

10,700

END USERS  
SUPPORTED



## CLIENT FEEDBACK

83%

Client  
Satisfaction

92%

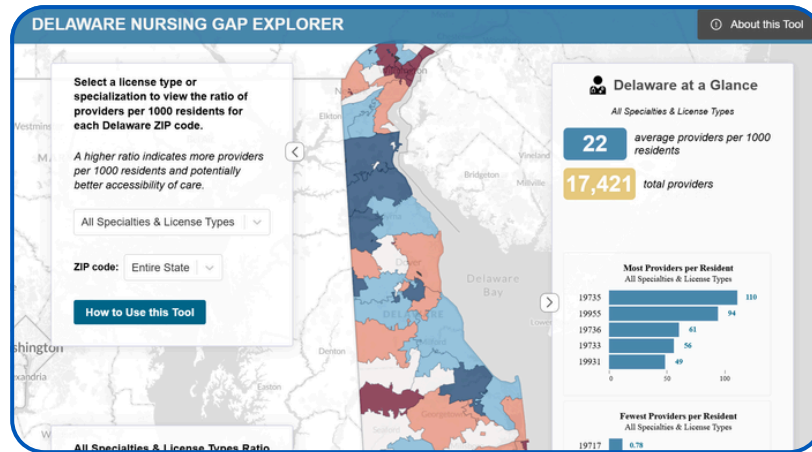
Client  
Retention

83%

Net Promoter Score

\*NPS score above 70% considered world-class, according to QualtricsXM

# TECHNOLOGY SERVICES: STORIES OF IMPACT



The aging of the U.S. population and the healthcare industry workforce coupled with an increase in chronic diseases brought to life what is now the [Delaware Health Force](#). By developing an initiative that takes a multi-faceted approach to healthcare workforce issues, DHF is helping to prevent the decline in healthcare workers in the state of Delaware through **predictive planning and comprehensive data sets** for better decision-making. But, providing that amount of complex data, and in ways that can be understood and acted on, comes with challenges. That's where Tech Impact's Data Lab came into play.

**“Our core is data,”** Tim Gibbs, Director and Principal Investigator explained. **“For a long-time, people had been talking in rather “unquantifiable terms” about shortages in primary care, but no one could go deeper to ask where they were or how bad they are because we didn’t have the data.”** Needing clean and concise data was crucial to illustrate how the decline in healthcare workers was affecting the care of chronic illnesses. **“The information we needed was scattered and disjointed, and specifics matter when your end result is creating maps that bring all this information together in a tangible way.”**

Together, the Data Lab team worked with Tim and his team to clean up information in order to create the maps they needed to know which providers were in which location at any given time. **“Could my team and I have made this fly? Yes. Could we have made it fly as elegantly and quickly? No way.”** In the end, DHF published an [interactive report](#) that mapped out the distribution of Delaware’s healthcare workforce against the needs of the population across the state. The award-winning project and deep partnership between the two organizations continue today with additional work developing triage systems for primary care to help ease the burden of provider shortage in Delaware.

Tim is excited for what’s to come and sees data as something other than just numbers on a page. **“Data is a living thing, and a little like a dragon from the movie ‘How to Train Your Dragon’. People think data is something you need to beat into submission when in reality, it just needs to be tamed in order to become your partner and facilitator for your organization. The Data Lab’s courage to take on complex challenges that other groups may shy away from gives us tremendous admiration for all that they do to advance social impact.”**



# TECHNOLOGY SERVICES: SUCCESS

“

THE SUPPORT WE RECEIVED WAS **EXACTLY** WHAT WE WERE LOOKING FOR. FROM THE INITIAL SCOPING, TO ONBOARDING AND PROJECT MANAGEMENT, **WORKING WITH TECH IMPACT** WAS GREAT. **WE CAN'T WAIT TO KEEP EXPLORING** HOW WE CAN UTILIZE THIS PLATFORM FOR MORE BACKEND WORK!

”

“

I FEEL THAT I'VE BEEN LEAD IN THE **RIGHT DIRECTION** AND RETURNED TO WORK WITH A **CLEAR VISION** OF WHAT I WANT TO MAKE HAPPEN FOR MY ORGANIZATION.

”

“

ALL OF THE WORKSHOP PRESENTERS I SAW WERE **EXCELLENT**. THEY UNDERSTOOD HOW TO BE **INTERACTIVE AND WERE VERY CLEAR** IN THEIR PRESENTATIONS.

”

“

IT CAN BE REALLY UNNERVING TO HAVE A CYBER BREACH HAPPEN, AND IT IS JUST REALLY NICE TO HAVE SOMEONE NEXT TO US TO SAY '**HERE'S THE NEXT STEP, HERE'S WHAT WE'RE DOING, AND HERE'S WHAT YOU NEED TO DO**'. ”

”

“

WE WERE STRUGGLING WITH SILOED TEAMS AND DISJOINTED COMMUNICATION ACROSS THE ORGANIZATION. OUR INTRANET SITE WAS **THOUGHTFULLY BUILT TO REFLECT OUR NEEDS** AND IT SHOWS. A CENTRALIZED HUB IS WHAT WE NEEDED.

”

# WORKFORCE DEVELOPMENT

As the job market continues to evolve, **access to practical, career-focused training is essential to helping individuals build stability and long-term opportunity.** Tech Impact's workforce development program, **ITWorks**, bridges the gap between talent and opportunity by equipping participants with the technical skills, professional development, paid work experience, and support needed to launch successful careers in technology.

In 2025, Tech Impact advanced its commitment to expanding access to technology careers with the continued growth of the **Pathway to Middle Skills** program. Designed to build on the success of ITWorks, this next-level training model helps our alumni advance into middle-skill technology careers that offer family-sustaining wages.

Through a layered learning approach, Pathway to Middle Skills **creates clear steps for ITWorks alumni to continue building their skills and experience after entering the field.** The program provides a bridge from entry-level help desk roles to more advanced opportunities in networking and cybersecurity, helping alumni strengthen their credentials, increase their earning potential, and pursue long-term career growth.



# WORKFORCE DEVELOPMENT: A YEAR OF IMPACT

4

ITWORKS  
LOCATIONS

148

ITWORKS 1.0  
2025 GRADUATES

90%

LOW-TO-MODERATE  
INCOME STUDENTS

9/10

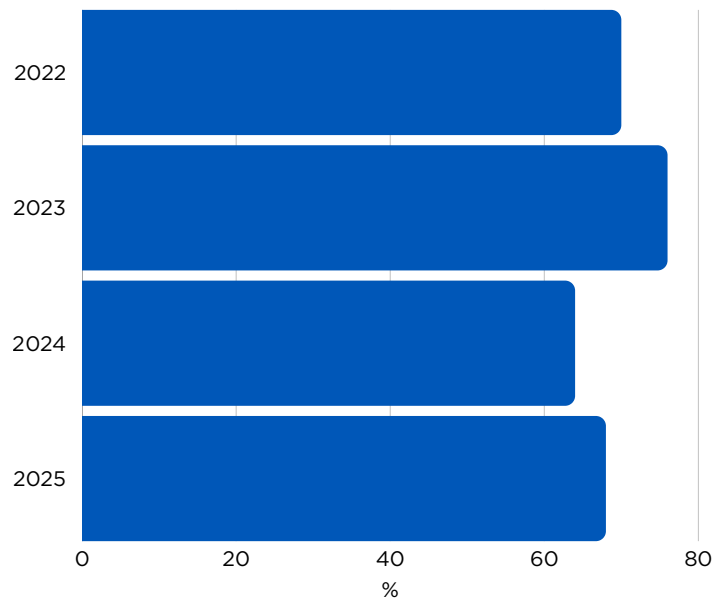


PARTICIPANTS GRADUATE  
FROM OUR PROGRAMS

100%



GRADUATES OBTAINED AN  
INDUSTRY-RECOGNIZED  
CERTIFICATION



Employment Outcomes  
By Year

## VOLUNTEER IMPACT

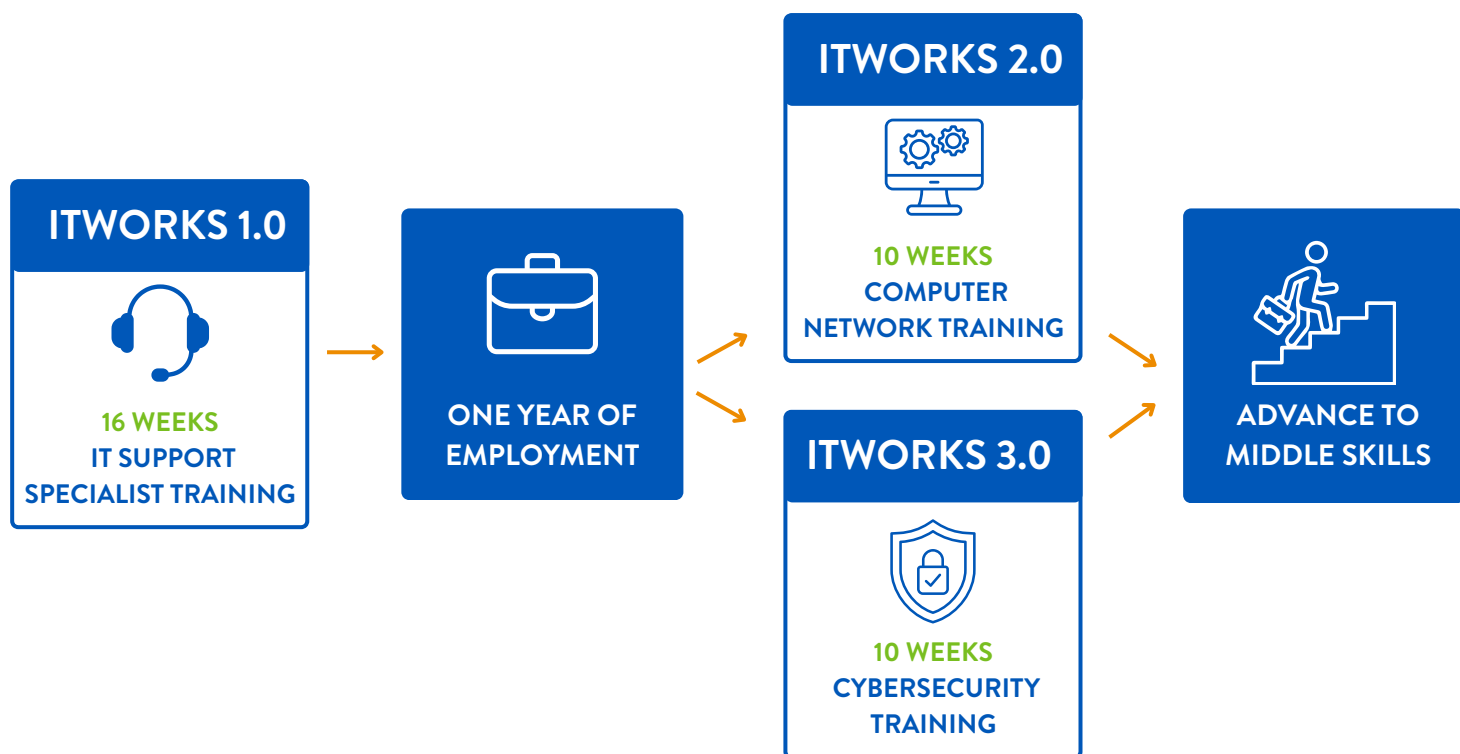
Volunteers are at the heart of our programs. In 2025, **365 individuals volunteered a collective 3,449 hours** to support students in the program. Each hour accounts for **\$36.14\***, equating to over **\$124,000 in value to the organization.**

*\*According to Independent Sector calculations*



# WORKFORCE DEVELOPMENT: PATHWAYS TO MIDDLE SKILLS

Designed to remove barriers to upskilling and career mobility for ITWorks alumni, Pathway to Middle Skills offers free advanced training that prepares alumni for industry-recognized, stackable certifications in the high-demand areas of networking and cybersecurity.



60

ITWORKS 2.0 & 3.0  
STUDENTS

92%

COURSE  
COMPLETION RATE

67%

COMPTIA CERTIFICATION  
PASS RATE

12 MONTHS POST-GRADUATION, ALUMNI SAW  
AN AVERAGE SALARY INCREASE OF \$10,658

# WORKFORCE DEVELOPMENT: STORIES OF IMPACT



## Tyger Wilson, ITWorks LV Fall 2025 Graduate

Tyger was working part-time at an Apple Store when his friend encouraged him to apply to ITWorks. Realizing he needed more training for a career beyond sales, Tyger enrolled in the ITWorks Las Vegas Fall 2025 cohort.

Over 11 weeks Tyger completed the intensive technical instruction and earned two industry recognized certifications, Cisco IT Essentials and CompTIA A+, while also developing critical professional skills. Tyger then applied his training during a paid five-week internship with Clark County IT Department working as IT Support. The internship was extended, and upon graduation, Clark County hired Tyger as a PC Technician earning a bigger salary than ever before.

In his graduation speech, Tyger said, “When we started this program sixteen weeks ago, I don’t think any of us fully knew what we were getting into. I’m sure most of us thought it was a scam or maybe just too good to be true like, **“Wait... free training, career support, and snacks? What’s the catch?”** But here we are, sixteen weeks later, realizing it was one of the best decisions we could’ve made.”



## Richard Yuen, ITWorks PA Fall 2022, ITWorks 2.0 Spring 2024, ITWorks 3.0 Summer 2024

Prior to joining Tech Impact, Richard was unhappily working as a server in a restaurant in South Philadelphia. He heard about ITWorks from his brother, a 2019 graduate of the program, and decided to enroll.

Richard completed over 250 hours of Cisco IT Essentials: PC Hardware and Software training and more than 100 hours of corporate-level professional development before beginning a five-week internship at PHMC (Public Health Management Corporation). Upon graduation, PHMC hired Richard as a Service Desk Technician.

In 2024, while still working at PHMC, Richard completed both ITWorks 2.0 and ITWorks 3.0 and received a promotion.

**“ITWorks 2.0 and 3.0 helped immensely with securing my promotion. I feel that the knowledge I was taught and shown in both programs helped a lot. Getting my CompTIA Sec+ certificate really set me apart from other candidates. My annual salary was raised, and after a six-month period, it will increase again”** said Richard.

# WORKFORCE DEVELOPMENT: SUCCESS

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“

IT FELT LIKE I WAS **BREATHING LIFE INTO MYSELF** FOR THE FIRST TIME. I KNEW THIS WAS THE FIRST STEP TOWARD **GIVING MY KIDS A BETTER FUTURE.**

”

“

TAKE THE CHANCE TO BETTER YOUR LIFE. **INVEST IN YOURSELF, LEARN ALL YOU CAN,** AND YOU TOO WILL BE LOOKING BACK IN A FEW YEARS AND SEEING **HOW FAR YOU HAVE COME.**

”

“

I CREDIT MY TIME IN ITWORKS WITH HELPING ME GRASP THE IMPORTANCE OF **MAXIMIZING EVERY OPPORTUNITY**--I TRIED TO LEAVE NOTHING ON THE TABLE.

”

“

ITWORKS DIDN'T JUST GIVE ME A CAREER—**IT GAVE ME A PURPOSE,** I'LL ALWAYS BE PART OF THIS FAMILY.

”

“

**EVERYONE WAS WILLING TO JUMP IN** AND ASSIST IN MY JOURNEY, FROM MENTORS AND TECH IMPACT STAFF TO MY FELLOW CLASSMATES, WHICH MADE ME FEEL **CONFIDENT** THAT TECHNOLOGY WAS THE RIGHT FIT FOR ME.

”

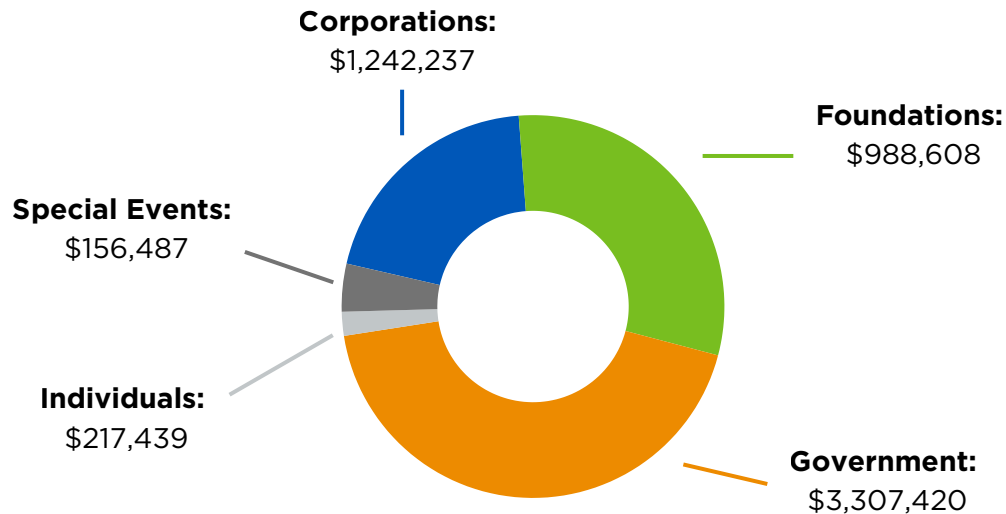


# FINANCIALS

Platinum  
Transparency  
2026

Candid.

## FY26 CONTRIBUTED REVENUE



**Earned Revenue:** \$11,008,123 (65%)

**Contributed Revenue:** \$5,975,242 (35%)

**Total Revenue:** \$17,075,999

## DONATIONS IN ACTION

**\$75**

MONTHLY  
TRANSPORTATION

**\$250**

CERTIFICATION  
TESTING  
VOUCHER

**\$450**

WEEKLY  
INTERNSHIP  
STIPEND

**\$1,200**

PARTICIPANT  
LAPTOP

100% OF TECH IMPACT BOARD MEMBERS DONATE ANNUALLY



# BEYOND 2025: OUR PATH FORWARD



**In 2025, Tech Impact was proud to partner with nonprofits as they advanced their missions, strengthened their communities, and used technology to create meaningful change. Alongside our nonprofit community work, we supported hundreds of individuals on their path to stable and thriving IT careers with family-sustaining wages.**

**This progress was made possible through the commitment of our stakeholders, whose support and funding continues to fuel our work and expand our reach. As we look ahead, we remain focused on growing our impact, advancing innovation, and building a future where technology empowers people and organizations to create lasting, positive change.**





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[WWW.TECHIMPACT.ORG](http://WWW.TECHIMPACT.ORG)

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