

**T**hank you for your generous gifts of service and financial support in 2016. Your contributions made a tangible impact on hundreds of vulnerable adults, empowering them to build their skills, gain confidence, and become stronger leaders in their families and communities. We help adults build these skills through our academic, digital, and workforce literacy programs. Every person who comes through our doors brings a unique life experience with them. We work to promote student success regardless of the challenges they have experienced along the way. Our mission is to educate, motivate, and inspire engaged adults to achieve greater independence and transform their lives. We are honored to have your support.

In 2016 we committed to craft a new strategic plan. Beginning in the summer our Board formed a Strategic Planning Task Force to guide the planning process. The Task Force encompassed an impressive list of current and former Board members, our Executive Director, a former Executive Director, and an experienced nonprofit leader in the community. This group quickly mapped out a process plan and identified a consultant team to guide us on the journey. Committed volunteers, Board members, and staff collectively drafted and refined organizational values, statements of purpose and mission, and the future vision of Literacy Services.

Your support has helped our community increase literacy; a springboard for our collective success; create a better place to live. Thank you for investing in an inspiring future for our students, their families, and our community.

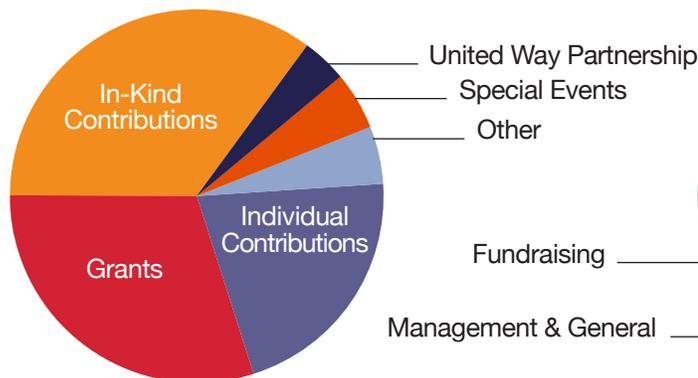


## Financials At a Glance

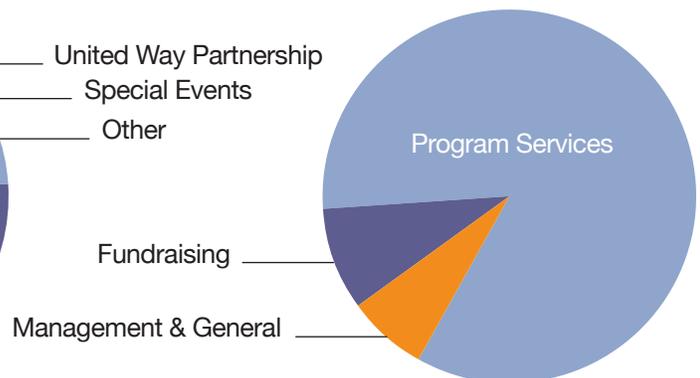
Your support makes student success possible. Thank you for your enthusiasm, generosity, and dedication to adult education.

For an in-depth look at audited financial statements, please visit [literacyservices.org/give/donate](http://literacyservices.org/give/donate). Complete donor listings can be requested by contacting Chad Knezel at 414-344-5878 or [chad@literacyservices.org](mailto:chad@literacyservices.org).

**REVENUE \$1,209,604**



**EXPENSES \$1,172,136**



# Accomplishments



442

Students



358

Volunteer Tutors

A total of 442 motivated students and 358 dedicated volunteer tutors from all walks of life came together in 2016 to do the difficult work of learning how to read, studying to get a GED or HSED, or learning how to communicate in English. Our adult learners overcame barriers like lack of transportation or childcare, changing work schedules, and limited personal support to reach their goals.



25,197 Hours

Volunteer Instruction



100% Improved

Workforce Skills

Our volunteer tutors come from teaching, counseling, speech pathology, nursing, accounting, and other professional fields and are trained to deliver our curricula. Tutor terms of service range from the new volunteer to 25 years of continuous service, and in 2016 this pool of dedicated tutors provided 25,197 hours of instruction. It is not possible to overstate the importance of our passionate volunteers.

All 442 students participated in workforce readiness skills training, with 100% showing increased workforce readiness skills.



Literacy Services was humbled to be certified as a Service Enterprise by Points of Light. A Service Enterprise is an organization that fundamentally leverages volunteers and their skills to successfully deliver on its social mission. During the certification process, we completed a comprehensive assessment, over twenty hours of training and consulting, and extensive internal planning and change to better integrate volunteers in our day-to-day operations. By achieving this level of excellence and certification, Literacy Services is now better equipped to leverage the time and talent of volunteers and therefore better meet our mission.

We created the Prepared Voter Challenge event in order to help learners acquire knowledge, resources, and the confidence needed to become an educated voter. The 14 students participating in the Challenge read articles covering topics such as reasons to vote, what we vote on, what to watch for in a debate, how to think critically about campaign advertisements, and much more. Registering to vote and procuring acceptable photo identification were also included in the Challenge.



## Adult Basic Education (ABE)



84% of ABE students taking the TABE reading tests improved their scores



100% of students taking the TABE language tests showed improvement

Completed the full-year rollout of our new Computer-Assisted Learning (CAL) program. This computer-based, audio-visual course helps students build sound-letter correlations in partnership with a tutor. The course has proven to be a better way to prepare students for success in our Wilson Reading System reading program.

Launched the Language Mechanics (LM) program. The LM program is a bridge for students who have completed our Wilson program but need to build language skills before entering the Accelerated Pre-GED program.

## English Language Learning (ELL)



More than 40 countries were represented by our 188 ELL students



93% of ELL students taking the TABE tests improved their scores

Experiential learning and workforce readiness training is embedded in the overall ELL curricula. 72% of students responding to an employment survey reported they had maintained or improved their employment status during 2016.



6 students earned their GED or HSED



90% of GED subject matter tests were passed on the first attempt



37 GED subject tests were passed in 2016

## GED Preparation & Training Readiness

We began work to create a competency-based High School Equivalency Diploma (HSED) program to provide adults with an alternative credential to the GED. This new program is being designed to provide contextualized instruction for those interested in construction and skilled trade careers. The program will provide participants with a path into construction training programs, post-secondary programs or directly to jobs. This program will fill a gap in the education offerings in the Milwaukee area at a time when employers are in need of skilled workers to fill family-supporting jobs.

# 2016 Students of Inspiration



## Andrew - Adult Basic Education

The version of Andrew who enrolled in ABE in the autumn of 2012 was quiet and aloof; he kept to himself to hide his literacy challenges. As his reading and writing improved, Andrew let down his guard and revealed his thoughtful, compassionate nature. Andrew's personal growth has mirrored his academic development and fostered a deep sense of pride and inspiration among all who know him. Today's version of Andrew isn't afraid to dream; above all else, he has learned to believe in himself.



## Lorenzo - GED Preparation

Lorenzo came to us in August 2014 without a single day of high school experience. With determination and unwavering attendance, he was able to push through all four GED exams in a matter of a year and a half. He traveled two miles by foot every morning through pouring rain, flurries of snow, or blazing heat to meet his 4-day-per-week schedule. After receiving his diploma, he completed a job-training program and is now on the hunt for a career where he can apply all of his newly refined life skills.



## Mehrnaz - English Language Learning

Mehrnaz, who is from Iran, has been a student at Literacy Services since April of 2015. Her primary goal in coming to LSW was to be comfortable in speaking English combined with hopes of attending a local university. Mehrnaz received a Masters Degree in Biology in Animal Development as a university student in Iran. She is currently considering a doctorate program in neuroscience. Since enrolling in our program, she has demonstrated a desire to learn that sets her apart. In addition to her studies, Mehrnaz has reached out to find opportunities to become a volunteer herself. She is presently working as a volunteer at Aurora Mount Sinai hospital.

## You are changing lives and our community!

There are many ways to support our students' hard work and transform lives:

- Gifts of cash
- Online one-time or recurring donations through our website
- In-kind gifts such as furniture, books, or office supplies (check out the wish list on our website for current needs)
- Employer matching programs
- Gifts of stock, mutual funds, and other securities (may be additional benefits for supporters over 70 ½ years old)
- Deferred income gifts, including charitable gift annuities and charitable remainder trusts
- Bequests to Literacy Services as part of a will and last testament



### Online

[www.literacyservices.org](http://www.literacyservices.org)



### Phone

(414) 344-5878



### Mail

555 N. Plankinton Ave.  
Milwaukee, WI 53203



### Questions about giving?

Call Chad Knezel at 414-344-5878

## 2016 AWARDS LUNCHEON

Thank you for connecting people  
and creating possibilities!

Presenting Sponsor



Media Sponsor



Silver Sponsors



Bronze Sponsors



Table Sponsors



### STAFF

Robin Brisco, Assistant Director of Operations  
Ginger Duiven, Executive Director  
Chad Knezel, Director of Development  
Dustin Slane, Director of Marketing & IT

### Adult Basic Education

Kelly M. Fox, Director  
Bianca Ortiz, Assistant Director

### English Language Learning

Julie Clark, Director  
Amanda Pierce, Assistant Director

### GED® Preparation

David Peters, Director  
Mai Lee, Program Coordinator

### Board of Directors

Officers: Mary Tobin, President;  
Joshua Palleon, Treasurer;  
David Hanson, Past-President  
Board Members: Dr. Rodney A. Chapman,  
Dr. Patricia Ellis, Ann Kramer-Haag, Lori Hanes,  
Rebecca Heaton-Juarez, Robert Lawton, Grace  
LoCoco, Kim Metcalf-Kupres, John Miller,  
Kevin Scott, Susan Walker, Marie Weiss



Greater Milwaukee  
& Waukesha County