



Meet the New LSW!

By: *Ginger Duiven, Executive Director*

It has been quite a whirlwind here at the “new” Literacy Services of Wisconsin since our last newsletter. I said “new” because since we last wrote you in April, Literacy Services has merged with Milwaukee Achiever Literacy Services. I said “new” because as of August 17, our board of directors has approved our strategic plan for the next three years. I said “new” because we have added six new leaders to our board of directors this year. I hope you have been tracking our progress through our website, stories in the news, and a special mailing earlier this summer, but if you haven’t this newsletter will catch you up. The Syllabus is typically printed in black and white to conserve your financial contributions. I thought that for a minimal increase in printing cost you can better “meet” our new team and see our new locations. This issue of the Syllabus is dedicated to the merger with Milwaukee Achiever Literacy Services and our new strategic plan. With so much going on here it has taken us a little



Meet the whole staff!! On August 23 and 24, the “new” team met for a much needed retreat at the gorgeous Prairie Springs Environmental Education Center. Learn more about the people and programs that are offered at the “new” LSW on page 3.



longer than usual to put together this issue and I hope you find it was worth the wait.

After a year of due diligence, number crunching, and relationship building, Literacy Services and Milwaukee Achiever agreed to merge. On July 1 we became one big, happy family...on paper. Then the real work of merging began. The staff teams gathered for a celebratory lunch on Friday, July 7 and we scheduled a two-day, all-staff retreat for the end of August. We knew it was important to carve out time to get to know each other better and

work on integrating our systems and processes.

We gathered in the Paul Fleckenstein Research Laboratory at Carroll University’s beautiful Prairie Springs Environmental Education Center in Genesee Depot and spent the two days learning, sharing, planning, and laughing. I think everyone would agree that after those two days, we are well on our way to being one big, happy family in reality. Our staff team is an amazing group of diverse, dedicated, and delightful professionals. They have all the skills, experience, and passion for adult education needed to realize the promise we saw in this merger of equals. As our lives become intertwined through our work, I can see how we are building an abundant community that will lead to the mutual flourishing of our staff, students, volunteers, board members, supporters, and our whole community.

Thanks to the thoughtful, generous participation of over one hundred people during our strategic planning process, we have an updated set of “Commitment Statements.” These statements capture the essence of our shared purpose, mission, values, and vision for the future. I hope you will read them over and take away a sense of

Our Commitment

Purpose

Adults face obstacles when they lack basic knowledge, education credentials, and English language skills. Access to education and training breaks down barriers and opens opportunities to provide for themselves and their families.

Mission

Literacy Services of Wisconsin partners with motivated adults to provide access to quality basic education and skills training so they can improve their lives, enrich their families, and strengthen our community.

Vision

We envision a future in which all adult learners have the tools to create success for themselves, a better future for their children, and a thriving community for everyone.

The Sylla·bus

Literacy Services of Wisconsin Newsletter

The Syllabus is the quarterly newsletter of Literacy Services of Wisconsin, the merged 501(c)(3) nonprofit organization.

Board of Directors

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Volunteer Photographer

Sara Risley

Volunteer Editor

Jim Schacht

Founded in 1965, Literacy Services serves adult learners with quality education programs - Adult Basic Education (ABE), General Education Development (GED) test preparation, 5.09 High School Equivalent Diploma (HSED), English Language Learning (ELL), Workforce Training and Career Pathway Bridges and integrated and personalized Functional Literacy instruction.

Literacy Services of Wisconsin is grateful for the broad support of our community, including over 500 volunteers and financial support from 1000 individuals; 196 foundations, corporations and organizations; The United Way of Greater Milwaukee & Waukesha County; and Adult Education and Family Literacy Act. We are grateful for our partnerships with ResCare and Milwaukee Public Schools.

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New LSW

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the spirit of our LSW community and our ambitions for the future.

Our Strategic Plan has six goals:

1. Deliver quality programming to make the greatest impact.
2. Define and measure our impact on our mission.
3. Build a successful business model for long-term sustainability.
4. Communicate our identity and story to engage the community & supporters.
5. Develop a culture of philanthropy to support our mission and vision.
6. Promote a vibrant governance structure for organizational longevity.

These goals each have several objectives and each objective has many tactics to meet that objective. There is a person, a champion, and a timeline for completion connected to each tactic. We have begun the implementation of our plan and it is exciting

to report that we have already completed some of those tactics.

We started the conversation with the folks at Milwaukee Achiever after our strategic planning process was already underway last year. At the time, we considered whether we should “pause” the strategic planning effort to explore the merger. The board and staff determined that we should keep both efforts moving ahead. When it became clear that the merger was a good idea, we invited folks from Milwaukee Achiever into the planning team so that the strategic plan we were creating would benefit from the wise voices of our future colleagues. So the strategic plan really is Our Plan. In the following pages you will meet our new combined team of amazing staff. You will learn about our programs at 8 different locations. In the end I hope you are as excited as we are about where we are headed. I also hope you will help us with your gift of support to keep the momentum going. We can't do it without you!

Education: We believe that everyone can learn and has the right to a quality education.

Organization Values

Equality/Respect: We treat every person with dignity and respect.

Engagement: We believe that by engaging community members through volunteerism we can efficiently and effectively meet the basic education and training needs of adult learners.

Quality: Working as a team, we provide volunteers and staff with the training, support, and resources necessary to ensure adult learners attain their goals.

Continuous Improvement: We are committed to providing effective programs for all types of learners. We evaluate and measure our outcomes to identify ways to improve on past successes and communicate to others.

Stewardship: We are committed to being trustworthy stewards of our human, financial, and community resources.

Partnership and Leadership: We are committed to meeting community needs. Guided by our mission, we work as partners and leaders in service to our community.

Locations & Services

Literacy Services provides programs at 8 locations around Milwaukee. Below we introduce you to those locations, the staff at each site, and what programs are offered. We hope that this information helps you become familiar with the “new” Literacy Services team and operations. With our combined reach we will serve more than 1000 adults in the neighborhoods near where they live, work, and raise their families.

Downtown Center

Prominently located on the corner of Michigan Street and Plankinton Avenue, our LSW headquarters is in the heart of downtown. Services include GED/HSED preparation, Adult Basic Education (beginning to intermediate reading, language, and math), English language learning, digital literacy programming, and workplace readiness training.

The Downtown Center is open Monday through Thursday from 8:30 a.m. to 7:00 p.m. and Fridays from 8:30 a.m. to 12:30 p.m.

Amanda Dawabsheh



Julie Clark



Robin Brisco



Ginger Duiven



Kelly Fox



Edwin Huertas



Chad Knezel



Tammy Knutson



Theresa Liu



Bianca Ortiz



David Peters



Dustin Slane



Aaron Goyette



Mai Lee



Ger Lor



Onika Lowe



Holly McCoy



Layton Center

The Layton Center currently provides Adult Basic Education (reading, language, and math skills), GED/HSED preparation, HSED evening courses, English language learning, MATC minilabs, basic computer classes, and the Warehouse Worker Forklift Training program. The center is open Monday through Thursday from 8:30 a.m. to 8:00 p.m. Located at 1545 South Layton Boulevard, our Layton Center is in the garden level of the School Sisters of St. Francis Sacred Heart building on the southwest side of Milwaukee.



Carol Josten



Adriana Vazquez



Steve Barron



Jami Racette

MPS Family Resource Centers

Literacy Services partners with Milwaukee Public Schools to engage parents as they pursue their continued educational goals. Throughout 2016, the two parent learning labs reached parents from 67 different MPS schools.

North Division High School Learning Lab

North Division currently provides Adult Basic Education (reading, language, and math skills), GED/HSED preparation, HSED daytime courses, English language learning, and basic computer classes. The lab is open Monday through Friday from 8:00 a.m. to 4:30 p.m. Located at 1011 West Center Street, our North Division location is in the Parent Center of the high school, on the northeast side of Milwaukee.

South Division High School Learning Lab

South Division currently provides Adult Basic Education (reading, language, and math skills), GED/HSED preparation, English language learning, citizenship preparation, MATC minilabs, and basic computer classes. The lab is open Monday through Friday from 8:00 a.m. to 4:30 p.m. Located at 1515 West Lapham Boulevard, our South Division location is in Room 111 of the high school, on the southeast side of Milwaukee.

ResCare Learning Lab

ResCare is the FoodShare and Employment Training (FSET) provider for the Milwaukee area. ResCare partners with Literacy Services to offer on-site services to their participants needing to increase educational skill levels or obtain a high school credential to improve their employability skills.

The ResCare Learning Lab currently provides Adult Basic Education (reading, language, and math skills), GED/HSED preparation, HSED daytime courses, English language learning, and basic computer classes. The lab is open Monday through Friday from 8:00 a.m. to 4:30 p.m. for FSET participants only. Located at 6111 North Teutonia Avenue, our ResCare learning lab is on-site at this northwest side location.

HSED-Only Sites

Silver Spring Neighborhood Center

Located at 6460 North 64th Street, Silver Spring Neighborhood Center is on the northwest side of Milwaukee. Literacy Services utilizes a classroom and computer lab to deliver daytime HSED courses. MATC partners to provide instructors for this site.

MATC Walker Square Campus

Located at 819 West National Avenue, the Walker Square campus is in the hub of workforce development near downtown Milwaukee. This site hosts a daytime HSED program that provides students the opportunity to earn college credits in a career pathway while earning their high school credential.

WRTP/BIGSTEP

Located at 3841 West Wisconsin Avenue, WRTP/BIG STEP is the home base for our new Construction Trades HSED Program. This site hosts a daytime HSED program that provides students the opportunity to earn their High School Equivalency Diploma while earning a nationally recognized MC3 certification from North America's Building Trades Unions.



Tiny Updates, Big News

Abdi gained the confidence to start asking questions in English during class.

Damaris used her developing English skills to get a job, but still finds time to come to class.

John nailed his first GED test, scoring higher than he anticipated.

HwangJae, successfully defended his thesis in Engineering at UWM.

Marie Paule passed her CNA exam.

Trinh got her Wisconsin Cosmetology license.

Mehrnaz and **Dafinka** both earned their driver's licenses.

Cheryl, an ELL tutor, wrote a short article about her tutoring experience for her church newsletter.

Olu passed the Accuplacer test required for him to take the next step in joining the Sheet Metal Workers Union.

Steven passed the Accuplacer test required for him to take the next step in joining the Plumbers Union.

Dimetris passed his math test and has entered pre-apprenticeship preparation at WRTP/BIG STEP to become a carpenter.

Keep up the good work!

2017 GED/HSED Graduation

Congratulations, Class of 2017!

There were so many graduates this year (164!), we simply could not feature every student who crossed the stage on June 7 for the city-wide MATC & Community-Based Organizations Commencement for GED and HSED graduates. Instead, we hope you will enjoy a selection of quotes from some of this year's grads. Congrats to the students and tutors who worked so hard to reach this milestone!



"I couldn't stand here without your help. My life started from Literacy Services."

-Pau



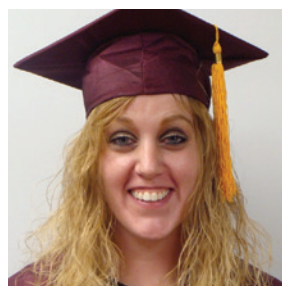
"I can now pursue my dreams of becoming a nurse."

-Kamisha



"I am ready to go to college and feel like I'm at the same level with other students from high schools."

-Patrick



"Having my HSED means that it is going to be the beginning of not only a new chapter of my life, but a beginning of a new life for me and my son."

-Kelly 5

2017 Inspiration Awards

Meet the 2017 Awardees



Jasper

ABE Student of Inspiration

As a kitchen worker at a high-end restaurant for nearly a decade, Jasper longed to enroll in culinary school to advance his career. First he had to get a high school diploma. He came to Literacy Services in early 2015 and it was immediately apparent that Jasper was extremely bright, highly motivated, and a very fast learner. Jasper finished the entire Wilson Reading program in less than two years and has shown dramatic, remarkable improvements in reading and writing. Now a confident reader, Jasper is closing in on his goal of entering a high school diploma program in pursuit of his culinary dreams.



Jessica

GED Student of Inspiration

Jessica enrolled in LSW's GED program after an unsatisfactory experience in another one. With her determination, LSW's one-on-one delivery model, and the support from her tutors, Jessica persisted in her studies despite hardships and the many demands of motherhood and family. Her hard work paid off when she completed her GED in January 2017. Since then, she has begun taking preliminary course work to become an AODA (Alcohol and Other Drug Addictions) counselor. Her success at LSW has helped her progress toward realizing her lifelong goal of working to help people who are in crisis.



Tony

ELL Student of Inspiration

Tony grew up in Yuriria, Guanajuato, Mexico. He came to the United States in July 2015 and within a month enrolled as a student at Literacy Services. Initially his English speaking skills were quite limited, but he never missed a class and always attended conversation groups. His motivation enabled him to improve his skills at a rapid pace. As his language skills grew, so did his confidence. It was not long before he was able to seek employment and handle job interviews. Tony now works in one of the businesses at the Milwaukee Public Market. His natural curiosity and motivation drive him to continue to take on more responsibilities in his job.



Chris

Tutor of Inspiration

Chris has been a tutor at LSW for over nine years. Prior to this, he spent 30 years as a corporate trainer, primarily with GE, designing and conducting training sessions for the use of medical equipment. Beyond his top-notch work as a tutor, Chris has leveraged his professional knowledge to make valuable contributions to curriculum, content delivery, and tutor training in the GED program area. A veteran of putting together courses for thousands of people, Chris describes his LSW experience of working with one student at a time as "luxurious." We are fortunate to be able to take advantage of his considerable expertise in the service of helping our students meet their goals so that they may more fully engage in the community of which each of us is a part.



(Pictured from our awards & fundraiser event on June 8; clockwise from top left)
 Tutor Janet Hogan and ABE Student of Inspiration Jasper.
 Tutor John Peters and ELL Student of Inspiration Tony. GED graduate, Saw, honoring Tutor of Inspiration Chris Colby along with fellow GED grad Eric.





Charles

Alumnus of Inspiration

Though Charles Grant enjoyed school, he was not fully committed. He said, "I was there, but I wasn't there." His dad wasn't there either, and the other "role models" in his life only shared with him their experiences with drugs and gangs. His grandmother was doing all that she could, but what he really needed, he said, was a positive male role model. He dropped out of high school to deal drugs and eventually ended up in prison. Happily, Charles' story doesn't end here.

In prison, Charles came to a spiritual enlightenment that brought him a determination to succeed. After prison, Charles, his brothers, and a close friend

started the Milwaukee Flyers tumbling team for youth. The program emphasizes the importance of both body and mind; school studies and mentoring in life are as important, if not more so, than coaching in tumbling. But to truly make the organization successful, Charles knew he needed more education.

Charles came to LSW to complete the GED in 2012. He approached his education with a focused zeal. He earned his high school credential and crossed the stage at the city-wide GED graduation in 2014. Upon completion, he enrolled at MATC and is working towards a degree in business. Charles turned his life around and became a leader and role model for kids in his community. "I'm trying to be an inspiration, to show people that they can succeed through education."

(Right) Alumnus of Inspiration Charles Grant, receiving award from previous board president David Hanson.

(Below) The Milwaukee Flyers invigorated the room with their acrobat skills and took a moment to pose with their mentor Charles and ASE Program Director, David Peters.



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Thank You!

In the space below we recognize all of the donors who made gifts or pledged support between April 1 and July 21, 2017. Many of the donors listed below generously supported our 2017 Inspiration Awards Dinner through monetary gifts as well as donations of silent auction items. Thank you for this important support that helped us raise funds over and above our own lofty goals for the 2017 event.

All the donors listed serve as conduits for empowering adult students to read and write their way to a better future. We promise to put your gifts to good work! It is our commitment to recognize every donor based on the donor's wishes. If your name does not appear as you would expect, please contact Chad Knezel by phone at 414-344-5878 or via email at chad@literacyservices.org.



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Literacy Services is pleased to welcome **Dan Brenton**, Vice President - Wintrust Commercial Banking at Town Bank; **Gil R. Cubia**, Director of Global Community Involvement at Johnson Controls; **Sharon Ellestad**, Infrastructure Manager at We Energies; **Katie Mertz**, Assistant Director of Pro Bono & Public Service at Marquette University Law School; **Jim Paetsch**, Vice President of Milwaukee 7; and Independent Evaluation Consultant **David Pritchard** as the newest members of our Board of Directors. Welcome aboard!



**Anne
Kramer-Haag**

Special thanks to **Anne Kramer-Haag**, Director of Human Resources at Zilber Ltd., who stepped down from the board earlier this year. We are grateful for all you have done for LSW and for all of your many generous contributions to the success of this important work. We miss you!



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Brenton**



**Gil R.
Cubia**



**Sharon
Ellestad**



**Katie
Mertz**



**Jim
Paetsch**



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- 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

Milwaukee Achiever and Literacy Services have thrived for a total of 86 years combined, thanks to generous donors who have made a monetary donation, or donated textbooks, or purchased tickets to a fundraising event, or gifted shares of stock, or worked with their employer to match their own donations, or remembered LSW in their wills. Contact Ginger Duiven if you would like more information or to make a contribution.

Together we are changing lives and our community!

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- Lois Liners
In honor of Ginger Duiven
- David Delgado
- Nancy Duiven

- Mary Meehan
In honor of Mick Dwyer & Tom Raimann
- Stephen Mueller
In honor of Ed Hanlon
- Mary Stearns
In honor of Rebeca Heaton Juarez
- Benjamin Juarez
In honor of Holly McCoy
- Clare Da Silva
In honor of Mary Tobin & John Healy's Wedding
- Ginger Duiven
- Maureen & Bill Warmuth
In memory of Dr. D.S. Bruno
- Barbara Bruno
In memory of my Grandma Trudy Cayo- A longtime MPS Teacher!
- Scott Cayo
In memory of Bernie Denomme
- Linda Ciske
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In memory of Virginia Harmon
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- John G. Maher
- Mary Ellen & Bruce Pindycks
In memory of Nancy Holz
- Mary Stearns
In memory of Dr. Bill Millington
- Lynda Fleming
In memory of Mary Lade-Pfaff
- Robert & Theresa Muselman
In memory of Charles Thunander
- Dolores Thunander
In memory of Elmer & Louise Witt
- Ms. Julie Disseler

Calendar Bookmarks

Student Enrollment

Accepting new students! Signup for our Initial Assessment Sessions. Call **414-344-5878** for available dates and times.

September

20th - Volunteer Orientation 5:30-6:30pm

October

3rd - Fall Honors Celebration

Downtown - 5:30-7:00pm

5th - Volunteer Orientation 9:30-10:30am

17th - Volunteer Orientation Noon-1:00pm

November

1st - Volunteer Orientation 9:30-10:30am

16th - Volunteer Orientation 5:30-6:30pm

23rd & 24th - Thanksgiving Break

Agency Closed

December

7th - Volunteer Orientation 9:30-10:30am

8th - Winter Honors Celebration

Downtown - Noon-1:30pm

Winter Break

Agency Closed - December 22nd - January 1st

No Classes - December 22nd - January 5th

Classes resume on Monday, January 8th

2018 Inspiration Awards & Fundraising Dinner

Save the date!
Tuesday, May 15, 2018

New location: The Garage at the Harley-Davidson Museum®

Please mark your calendar to join us! Formal invitation to follow. Sponsorship and underwriting opportunities are available now. Contact Chad Knezel to learn more about supporting our event. Call **414-344-5878** or email chad@literacyservices.org.

Announcements

In Tandem Theatre Book Drive

In Tandem Theatre is collecting books during the comedy, "All The Great Books (Abridged)". Illiteracy is no laughing matter, but donating great books can be a fun way to help support LSW. Check out the show, and remember to bring your books! (Books for all ages welcome.)

In this hilarious, high-energy comedy, an English class eagerly awaits graduation until they realize they haven't passed their final exam! The drama professor, student teacher, and gym coach team up to get them through all the great works of literature – in 90 minutes flat as the literary canon explodes in this crash course in comedy. More info at: www.intandemtheatre.org.



All The Great Books (Abridged)

By Reed Martin and Austin Tichenor

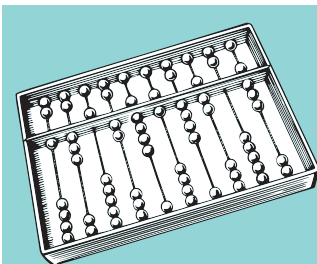
October 5 - October 29

Introducing "The Abacus"

Each day, something newsworthy happens at Literacy Services, thanks to you. We want to keep you up to date, but everything just won't fit in this quarterly newsletter.

This fall we are adding a monthly e-newsletter as another way for you to connect to the amazing stories **you** make possible.

You will automatically receive this new monthly feature, **The Abacus**, if you already get a digital copy of **The Syllabus** in your inbox. Visit www.literacyservices.org and click on the "sign up" button on the lower right to be added to our e-newsletter email list.



What is an Abacus?

Before the numbers we use today were invented, people used "Counting Frames" composed of beads or stones that slid along wires to assist with calculations like addition and multiplication. We chose to name our additional e-news source after this ancient computing device. After all, we teach more than just language and The Abacus & The Syllabus sound pretty good together, right?

The Syl·la·bus

Summer/ Fall 2017

Literacy Services of Wisconsin Newsletter

Special Merger Edition!

In this issue:

- Introducing the “new” LSW
- View all the “new” faces, places, and programs
- Inspiration Award Winners
- 2017 GED/HSED Graduation
- And more!



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We hope you enjoy reading about our mission, but we understand if you would prefer not to receive our mailing. To be removed from our mailing list, simply send a message to chad@literacyservices.org or call us at **414-344-5878**.



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