

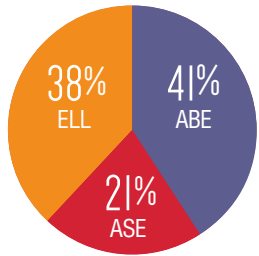
Thanks to your generous gifts of service and financial support during our 2017-2018 year, we have expanded the reach and impact of our services, empowering more adult learners to develop the literacy, educational, and employability skills they need to attain and retain better paying jobs. The end of our year* also marked the first anniversary of our merger with Milwaukee Achiever Literacy Services. Together, we are building a stronger, larger scaffold around adult learners in Milwaukee neighborhoods to help them build their skills and change their lives. Thank you for your support!

At Literacy Services, we believe that every learner is unique. Reaching their educational goals may vary depending on their learning styles, disabilities, barriers to employment, life schedules, and personal commitments to programming. Our model incorporates proven-effective, one-on-one instruction as well as learning labs and class-based formats. The one-on-one model matches each student to a specially-trained volunteer tutor to ensure learning is individualized, relevant, and aligned to the student's goals. Learning labs and classes are designed for students with the same purpose, to create a learning community where peer-based learning and teamwork skills are developed while pursuing skills training or educational credentials.

In August 2017, we formalized a new strategic plan for our organization. One of the six overarching goals included in the strategic plan is to “define and measure our impact on our mission.” In response to this goal, we are creating a Theory of Change (ToC); visually representing how activities are understood to produce a series of results that contribute to achieving the final intended impacts. The creation of this model will add clarity to what we are trying to achieve, aid in focusing activities on what is most productive, and help track progress and outcomes. Continuous improvement efforts like ToC mapping, coupled with your important support, will allow us to continue transforming lives through adult literacy education and creating ripple effects that will last for generations. Thank you for investing in an inspiring future for our students, their families, and our community. In the following impact measures, we hope that you'll find that our performance exceeds your expectations for your investment.

* Literacy Services changed from a calendar year to a June-July fiscal year.

Our Programs



- Adult Basic Education (ABE)
- Adult Secondary Education (ASE)
- English Language Learning (ELL)



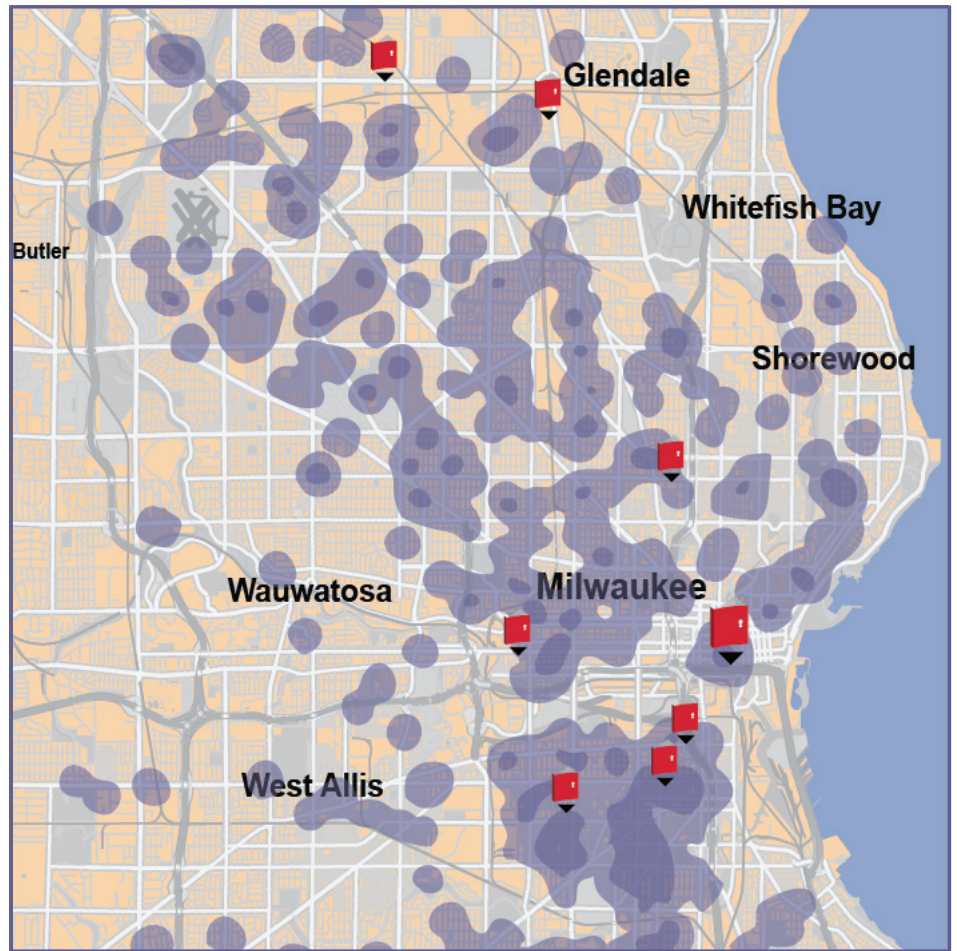
56 countries were represented by our 521 ELL students.



10 ELL students passed the U.S. Citizenship Test.

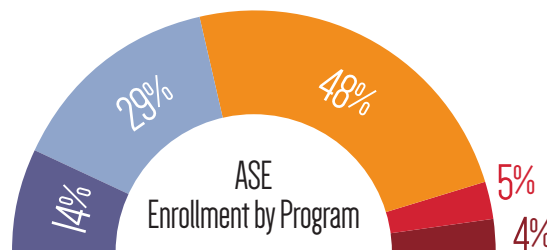


123 ABE program completions; most of those students went onto secondary education programs like HSED or GED® Preparation.



The above map indicates the proximity of currently enrolled students to the 8 locations that LSW offers services.

33% of the graduates honored at the city-wide Spring 2018 MATC Commencement Ceremony were students of Literacy Services.



- Skill Building (WRTP/BIGSTEP)
- GED® Preparation
- 5.09 HSED
- Career Pathway HSED
- Construction HSED

Our Volunteers



As a certified Service Enterprise by the national nonprofit, Points of Light, our volunteer program is comprised of a diverse group of respected and engaged volunteers who increase our capacity to fulfill our mission with their gift of service. The rigorous Service Enterprise certification process ensures that a nonprofit is employing best practices in volunteer recruitment, evaluation, and support.

2018 Students of Inspiration



Tiffany - Adult Basic Education

Tiffany was motivated to improve herself because she believed her daughter deserved a mother with the best skills to nourish her growing mind. She enrolled at Literacy Services with one goal: to become a better reader. As she builds her skills, she frequently exclaims how valuable her learning experience is to both her and her daughter, Darii. Each week Tiffany faithfully sets the best example for Darii, to be sure she has the best opportunities ahead. Just after she completed the Wilson Reading System®, Tiffany welcomed her second daughter, Tiana, into the world, with a future made brighter by her own perseverance and hard work.



Misael - Adult Secondary Education

When Misael came to the United States from the Dominican Republic, he knew his first priority had to be to improve his English Language skills. He found our English Language Learning program, where he developed and strengthened those skills. Knowing he needed a secondary credential approved of by employers in the United States, he then entered our GED® program. Though English is not his first language and there is a Spanish language GED® option, Misael wanted to earn his high school credential in English. While working two jobs, he completed the tests in what, for him, is a second language and is now considering his post-secondary options.



Dilshad - English Language Learning

With limited education experiences as a young girl in her native Pakistan, Dilshad came to us with almost no English skills. She has been diligent in her studies and advanced quickly. A mother of four, she has managed to care for her family, study English and get a job as a child care worker through her mosque. She often reads children's books in English to the 3-and 4-year olds in her care. Her success in English and her joyful spirit have also prompted her to bring many other students into our program. She continues to take a strong leadership role in her local community and is making a positive impact on Milwaukee.

2018 AWARDS DINNER SPONSORS

Thank you for connecting people
and creating possibilities!

Presenting Sponsor



Gold Sponsor



Silver Sponsors



Bronze Sponsors



Table Sponsors



Flowers & Decor Underwriter



Video Production Underwriter



2018 Tutor of Inspiration



John Shefchik - Adult Secondary Education

When John Shefchik was still working at Briggs and Stratton, a coworker and former LSW board member, Joyce Mielke, would encourage him to consider tutoring at LSW. John would always respond with, "When I retire." When he eventually did retire, he followed through by joining Literacy Services of Wisconsin as a volunteer tutor in the GED program. That was over 8 years ago.

John has since developed into a highly requested tutor, capable in any subject area. His engagement with students is characterized by warmth and great emotional intelligence. Beyond tutoring, John's commitment to support LSW's mission has led to his work in curriculum development/organization, data/admin support, and providing/supporting training for other volunteers. He spends more than nine hours per week volunteering at LSW. Thanks, John!

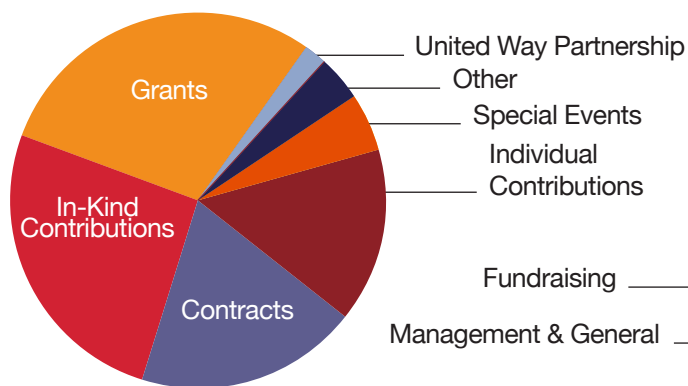
Financials at a Glance

For year-end June 30, 2018.

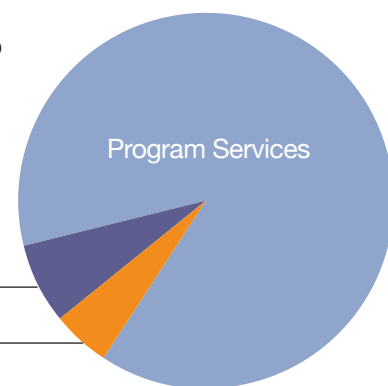
Your support makes student success possible. Thank you for your enthusiasm, generosity, and dedication to adult education.

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

REVENUE \$2,098,301



EXPENSES \$1,922,288



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

Questions about giving? Call Chad Knezel at 414-344-5878.



Online

www.literacyservices.org



Phone

(414) 344-5878



Mail

555 N. Plankinton Ave.
Milwaukee, WI 53203

BOARD OF DIRECTORS

OFFICERS:

David Hanson, President; **Mary Tobin**, Past-president;
Daniel M. LaFrenz, Treasurer; **Rebeca Heaton-Juarez**, Secretary.

BOARD MEMBERS:

Dan Brenton, **Gil R. Cubia**, **Sharon Ellestad**, **Dr. Patricia Ellis**, **Lori Hanes**, **Colin Hutt**,
Robert C. Lawton, **Grace LoCoco**, **Katie Mertz**, **John Miller**, **Jim Paetsch**, **Joshua Palleon**,
David Pritchard, **Kevin Scott**, **Susan Walker**, **Marie Weiss**.

STAFF

Steve Barron, Program Director/Instructor - North ResCare Learning Lab; **Robin Brisco**, Assistant Operations Director - Downtown; **Julie Clark**, ELL Program Director - Downtown; **Brian Engling**, Assistant Program Director/Instructor - North ResCare Learning Lab; **Kelly Fox**, Director of Specialized Education & Program Evaluation; **Aaron Goyette**, Senior Director of Programs; **Edwin Huertas**, Capacity Development Manager - Trinity Fellow; **Bianca Johnson-Ortiz**, ABE Program Director - Downtown; **Carol Josten**, Program Director/Instructor - North MPS Learning Lab; **Chad Knezel**, Director of Development & Volunteer Engagement; **Tammy Knutson**, Director of Finance & Operations; **Mai Lee**, Assistant Program Director - Layton Center; **Theresa Liu**, ELL Assistant Program Director - Downtown; **Ger Lor**, Assistant Director of IT; **Onika Lowe**, Assistant Program Director - South ResCare Learning Lab; **Holly McCoy**, Executive Director; **David Peters**, ASE Program Director - Downtown; **Caitlin Petersen**, Assistant Program Director/Instructor - South MPS Learning Lab; **Dustin Slane**, Director of Marketing & IT; **Adriana Vázquez**, Program Director/Instructor - South MPS Learning Lab

SPECIAL THANKS

Ginger Duiven stepped down as Executive Director in May 2018. We are grateful for Ginger's leadership over the past 4 years and know she will continue to "do-gooder" in her new pursuits.

Locations

Downtown Center

555 N. Plankinton Ave, Milwaukee
(414) 344-5878

Layton Center

1545 South Layton Blvd, Milwaukee
(414) 643-5108

North Division High School Learning Lab

1011 West Center St, Milwaukee
(414) 267-5171

South Division High School Learning Lab

1515 West Lapham Blvd, Milwaukee
(414) 902-8509

ResCare Learning Lab

6111 North Teutonia Avenue

Silver Spring Neighborhood Center

6460 North 64th St., Milwaukee

MATC Walker Square Campus

819 West National Avenue

WRTP/BIG STEP

3841 West Wisconsin Avenue

