



Annual Report

FY 2018-19

2018-19 IMPACT REPORT

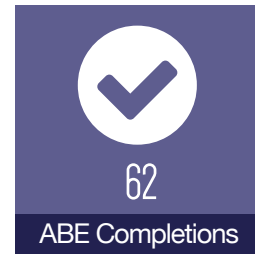
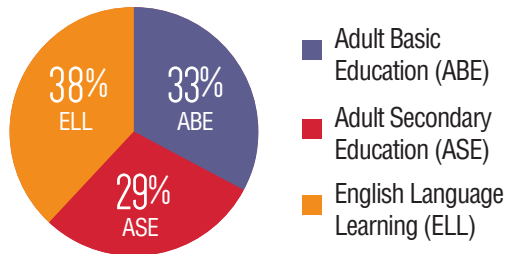
Literacy Services is reimagining what literacy is and what it can be!

Thanks to your financial support and your gifts of service during our 2018-19 year, our students not only built literacy skills, but also completed college/vocational training, gained high school credentials, and elevated their workplace skills. Importantly, by reaching toward these goals, the students' families are enriched and our community is strengthened.

Our definition of Literacy is broad and far-reaching, highlighting how interconnected adult literacy is with all areas of growth and success for individuals, families, and communities. The impact of our mission extends throughout our community, and we strive to demonstrate this in increasingly visible ways. Thank you for investing in an inspiring future for our students who are committed to life-long learning. In the following impact measures, we hope that you'll find that our performance exceeds your expectations for your investment.



OUR STUDENTS & VOLUNTEERS



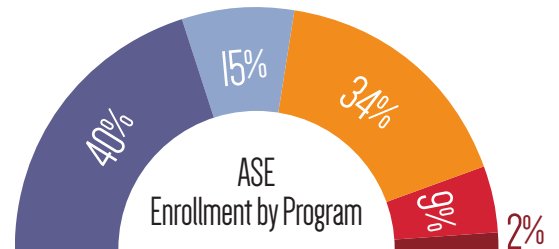
62 ABE program completions; most of those students went onto secondary education programs like HSED or GED® Preparation.



59 countries were represented by our 423 ELL students.



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



■ Post secondary Skill Building ■ Construction HSED
■ GED® Preparation ■ 5.09 HSED ■ Career Pathway HSED



33% of the graduates honored at both MATC Commencement Ceremonies were students of Literacy Services.



2019 Students of Inspiration



Theresa - Adult Basic Education

From her first day in ABE, Theresa studied hard and worked diligently to overcome the challenges that had always held her back. As a parent to five young children, Theresa is highly involved in their education and often volunteers in their classrooms when assistance is needed. While attending tutoring in ABE, Theresa started a business and built a website to advertise her services. In the summer of 2018, one year after starting in ABE, she began working towards her HSED. Halfway through the program, a medical condition made her extremely ill. Still, Theresa persisted; she completed the program and earned her HSED. Theresa was still ill at the graduation in December, but she made it across the stage so that her kids could see that moment and be proud of her accomplishments. Thankfully, Theresa has since recovered. Her business is doing well, the kids are doing well in school, and she has plans to grow her client base. Theresa has inspired her peers and the staff and tutors of LSW since arriving in ABE, and she continues to inspire us as she moves her life forward.



Donna - Adult Secondary Education

Donna has worked to improve her skills for two years, experiencing small victories and major setbacks, and continues to this day with steadfast determination. In addition to studying for her GED, Donna works, raises a family, volunteers for cancer fundraising efforts, and advocates for those who struggle with a certain visual disorder (herself included). Every day, Donna arrives early to mingle with and provide cheerful words of encouragement to other students. Then she buckles down and gets to work, pushing through the frustrations of math anxiety, to work towards the goal of mastering this elusive content. If the frustration becomes daunting, Donna takes a break, hugs a staff member or a friendly tutor, wipes away the tears, takes a deep breath, and gets right back to it. She works through the moments of self-doubt with rock-solid determination, and her peers and tutors witness it every day. Donna's tenacity and perseverance remain a deep source of inspiration to students, volunteers, and LSW staff.



Yannick - English Language Learning

Yannick arrived in the United States from Cameroon a few years ago. He was hired to work on the floor at Penzey's Spices, but as a native French speaker, he had trouble with the speed and content of American speech, so he enrolled at LSW. Yannick has a degree in Engineering, as well as experience in computer science, and he and his tutor began to explore what he could offer his employer beyond the job description for which he was hired. Yannick was eventually promoted to an IT position and now he has an office! He is currently enrolled at UWM and studying for a degree from a U.S. college. In addition to work and school, Yannick and his wife recently became homeowners, and they are expecting an addition to their family. On working with Yannick, his tutor remarked, "We often learn as much from our students about many things beyond the lessons in a book."

2019 Awards Dinner Sponsors

Presenting Sponsor



Silver Sponsors



Bronze Sponsors



Table Sponsors



Event Audio & Video



Video Production Underwriter



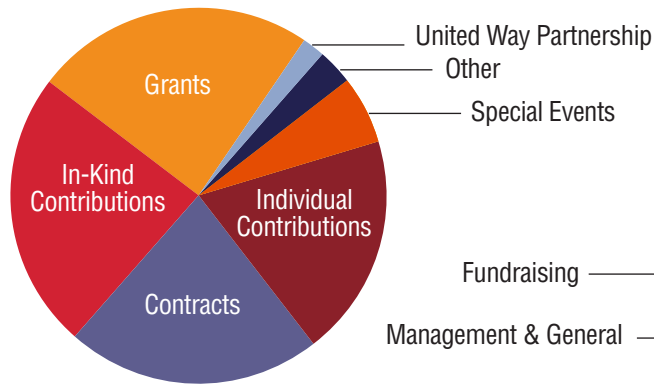
Financials at a Glance

For year-end June 30, 2019.

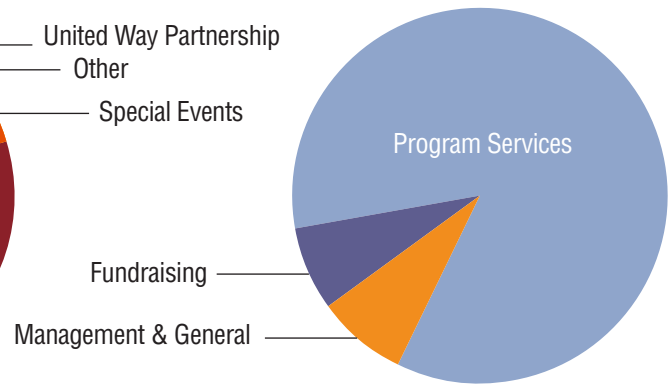
Your support makes student success possible.

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. Request a complete donor list by contacting Chad Knezel by phone at 414-344-5878 or via email at chad@literacyservices.org at 414-344-5878.

REVENUE \$1,908,332



EXPENSES \$1,809,878



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



Phone

(414) 344-5878



Mail

555 N. Plankinton Ave.
Milwaukee, WI 53203

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

BOARD OF DIRECTORS

OFFICERS:

David Hanson, President; **Jim Paetsch**, President-elect;
Daniel M. LaFrenz, Treasurer; **Jenny Littmann**, Secretary

BOARD MEMBERS:

Dan Brenton, **Gil R. Cubia**, **Lori Hanes**, **Colin Hutt**, **Katie Mertz**, **Joshua Palleon**,
Flavio Piowarczyk, **David Pritchard**, **Gabriella R. Saenz**, **Kevin Scott**, **Mary Tobin**, **Marie Weiss**.

STAFF

Steve Barron, Director of HSED Programs; **Margarita Blandon**, ELL Assistant Program Director - Downtown; **Mikelle Bloechl**, Assistant Program Director; **Robin Brisco**, Assistant Operations Director; **Kelly Fox**, Director of Specialized Education & Program Evaluation; **Aaron Goyette**, Senior Director of Programs; **Bianca Johnson-Ortiz**, ABE Program Director - Downtown; **Carol Josten**, Program Director/Instructor - North MPS Learning Lab; **Corrie Kennedy**, Volunteer & Development Coordinator; **Betsy Kerns**, Assistant Program Director/Instructor - Silver Spring Neighborhood Center; **Karina Kim**, ELL Instructor & Curriculum Advisor - South MPS Learning Lab; **Ginger Kinyon**, HSED Instructor - Racine; **Bryant Kimbrough**, Front Desk Representative - Downtown; **Chad Knezel**, Director of Development & Volunteer Engagement; **Tammy Knutson**, Director of Finance & Operations; **Mai Lee**, Program Director - Silver Spring Neighborhood Center; **Ger Lor**, Assistant Director of IT; **Holly McCoy**, Executive Director; **Charlotte Newgord**, Youthbuild HSED Instructor - WRTP/BIG STEP Milwaukee; **David Peters**, ASE Program Director - Downtown; **Caitlin Petersen**, Program Director/Instructor - South MPS Learning Lab; **Sherry Prescott**, Lead Front Desk Representative - Downtown; **Dustin Slane**, Director of Marketing & IT; **Adriana Vázquez**, Program Director/Instructor - Layton Center; **Patrice Vnuk**, ELL Program Director - Downtown; **Pa Nou Xiong**, Assistant Program Director - South MPS Learning Lab

Locations

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

Gateway Technical College
1001 S. Main St.
Racine, Wisconsin

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

North Division High School Learning Lab
1011 West Center St.
Milwaukee, Wisconsin
(414) 267-5171

South Division High School Learning Lab
1515 West Lapham Blvd.
Milwaukee, Wisconsin
(414) 902-8509

Silver Spring Neighborhood Center
5460 North 64th St.,
Milwaukee, Wisconsin

WRTP/BIG STEP
3841 West Wisconsin Avenue
Milwaukee, Wisconsin

