



EXPANSION & ADAPTATION

It was truly a tale of two Literacy Services over the past fiscal year ending June 2020. We looked outward during the fall and winter of 2019, extending the reach and scope of our mission by bringing it to new service areas. Then, during the spring and summer of 2020, we pivoted 100% of our programming to a virtual format in response to the COVID-19 pandemic, focusing on the safety of our students and volunteers as the learning continued. It was through your financial support and your gifts of service that we were able to build on the momentum established early in the year and not only weather the unprecedented challenges of 2020, but do so while advancing an adult literacy education mission that is crucial for these times.

Unique to LSW, our adult educational services are offered directly in the neighborhoods and communities where our students live and work. During the latter part of 2019, we broadened the reach of those services into new neighborhoods in the city of Milwaukee and into new communities in Waukesha County. Literacy Services has maintained a long-standing partnership with Silver Spring Neighborhood Center (SSNC) and we were excited to expand that partnership this year, now offering comprehensive adult literacy programming at SSNC to increase capacity on the northwest side of Milwaukee. We also merged with Greater Waukesha Literacy during the year, expanding our mission's footprint into Waukesha County. We feel strongly that this merger will enhance the Waukesha community by providing equitable access to adult education services for a wider range of students.

Turn the page for more.

Silver Spring Neighborhood Center



Left to right: Betsy Kerns, Program Support Specialist; Mai Lee, Site Coordinator.

Waukesha Center



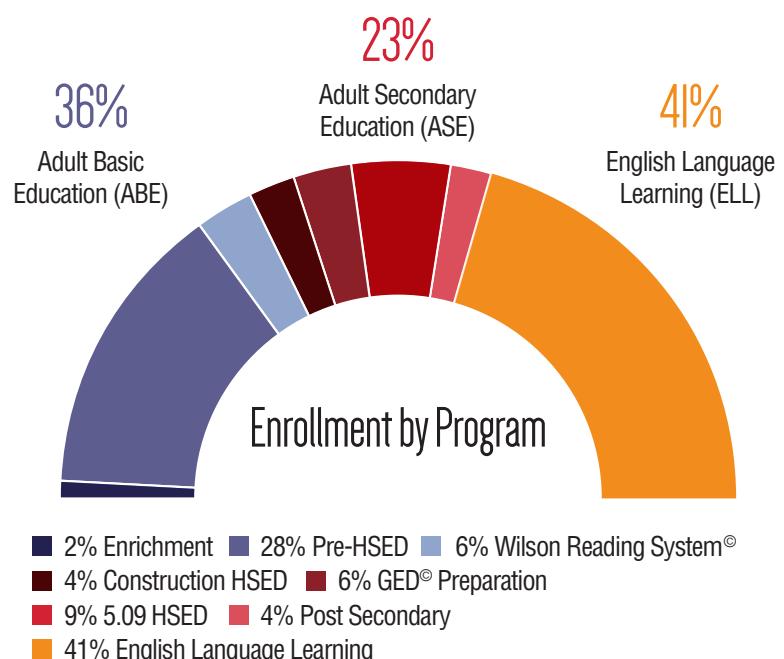
Left to right: Kelly Fox, Manager of Waukesha Programs & Organizational Evaluation; Heidi Friedrichs, Program Support Specialist.



STUDENTS & VOLUNTEERS

Just as the spring and summer of 2020 were dominated by COVID-19 throughout the rest of the world, Literacy Services was no exception, having been tremendously impacted by the pandemic. Many of our satellite locations, operating in a co-location model, were closed before the official Safer at Home order, leaving several of our staff displaced. This created the need to use our central location as a hub from which to run our other programs. Once the Safer at Home order was in place, we closed the remaining sites to staff, volunteers, and students alike. Fortunately, we were already in the process of working on online options for distance and remote learning prior to the building closures. Even before COVID-19, Literacy Services had infused the face-to-face and online elements of blended learning into almost all of our programming. Then, in the span of just a couple weeks, Literacy Services transitioned to a completely online and distance learning format. Our priority throughout the pandemic has been the safety, health, and well-being of our entire Literacy Services community.

It is more important than ever that we invest in the development of the curriculum and infrastructure of our online programming. While face-to-face learning will always be central to our service delivery model, we need to ensure that students get the same level of education whether they are in our classrooms or in their homes. The evolution of “each one, teach one” is increasingly important as we look towards the future. Thank you for supporting our students and their commitment to lifelong learning. In the following impact measures, we hope you’ll find that our performance meets, or even exceeds, your expectations for your investment.



67 countries were represented by our 431 ELL students.



69% of HSED students borrowed an LSW laptop

