



Celebrating fifty-five years!



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.

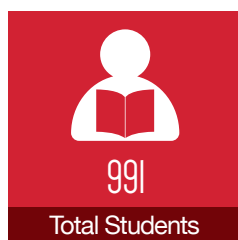
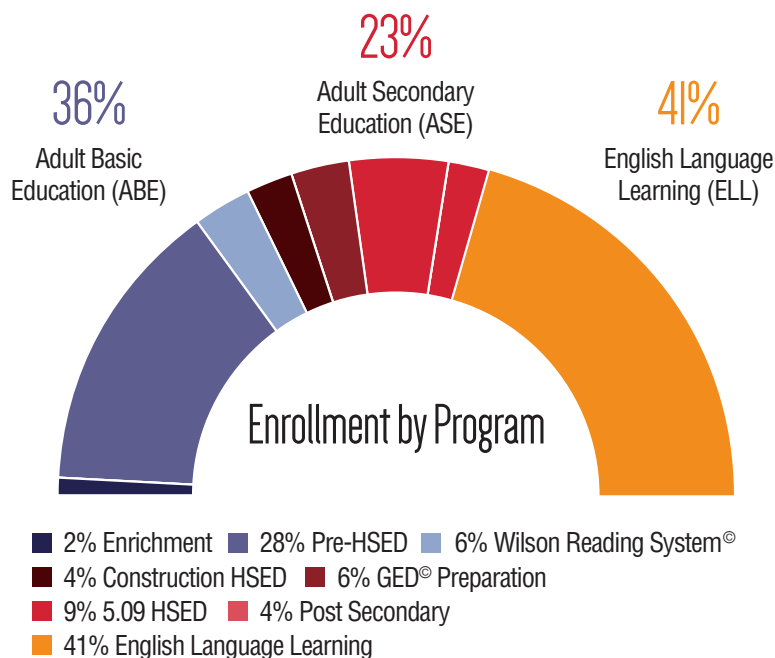


Just as the spring and summer of 2020 were dominated by COVID-19 throughout the rest of the world, Literacy Services was no exception, having been tremendously impacted by the pandemic. Many of our satellite locations, operating in a co-location model, were closed before the official Safer at Home order, 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.

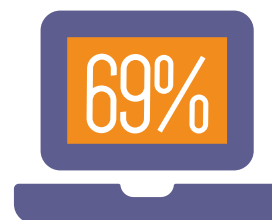
It is more important than ever that we invest in the development of the curriculum and infrastructure of our online programming. While face-to-face learning will always be central to our service delivery model, we need to ensure that students get the same level of education whether they are in our classrooms 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.

2019-20 IMPACT REPORT

STUDENTS & VOLUNTEERS



67 countries were represented by our 431 ELL students



69% of HSED students borrowed an LSW laptop



Fiscal year ending Jun 30, 2020

2020 Students of Inspiration



Priscilla Andaverde
Alumnae of Inspiration
2016 HSED Graduate

Priscilla is a leader in so many ways. Her patience, persistence and love of learning are always evident in her life. Priscilla graduated from (Milwaukee Achiever) LSW's HSED program in 2016. In January 2017, she enrolled in Milwaukee Area Technical College's Healthcare Customer Service Certificate program, which was a pilot Career Pathways program offered in partnership with LSW. Priscilla graduated from the certificate program during the summer semester, and submitted her petition for the medical assistant program. She graduated with Presidential Honors from MATC in 2018. During her internship, she fell in love with healthcare and they hired her on as a medical assistant when she graduated. During COVID-19, she has been one of our hometown healthcare heroes! She plans to go back to college in 2021 to become a Registered Nurse. Priscilla is also a dedicated mother. She was always a pleasure to have in class and we are thrilled to honor her extraordinary academic excellence.



Edwin Gonzalez
Student of Inspiration
English Language Learning

Edwin enrolled in the ELL program at our downtown location in fall of 2019. He moved to the United States from his home country, Panama, about two years ago to start a new chapter with his wife in Milwaukee. Since he started, Edwin has been one of ELL's most dedicated students, attending small group classes three to four days a week on top of his one-on-one tutoring lessons. He can always be seen taking diligent notes, asking questions, and helping his classmates during activities. He is a friendly face whose sense of humor and warm demeanor make everyone around him feel welcome and at ease. Edwin has stated that his time spent at LSW is making a big difference in his life. He feels more confident in conversations outside of class and at his job, where he works as a barista and regularly has to interact with English speakers. Edwin has a background in photojournalism, and his recent improvement in English came in handy when he was approached by two local publications that were seeking to use his work. Since then, photos of his have been published by many different newspapers and websites around the world!



Courtland Bowens
Student of Inspiration
Adult Basic Education

Courtland has been a part of the Literacy Services family since 2009. Over the past decade, he has grappled with maintaining his connection with LSW due to a lack of confidence in his skills. His memories of struggling to keep up in high school affected his commitment level at LSW. In September 2019, he restarted the ABE program with a concrete goal to make this his last enrollment. As a dad of six young children, Courtland knew he had to change his mindset to trust his ability to move forward and to give his family the best example of perseverance. He completed the ABE program in December and transferred to our Silver Spring HSED program in January. Courtland describes it best: "The hard stuff builds character, self-esteem, and courage." He successfully completed the HSED program in May! Courtland is not only the best role model for his children, but also to every student at Literacy Services. You can succeed if you give yourself a chance.



Patty Varela
Student of Inspiration
Adult Secondary Education

This past year Patty overcame tremendous challenges to complete her GED. Since achieving this long-held goal, she has also gone on to become a Certified Nursing Assistant and is now preparing to enter a Certified Medical Interpreter program. These achievements are testaments to Patty's commitment to continue learning and growing despite facing incredible obstacles along the way. Organic to Patty is her love of and deep desire to care for people. She often goes out of her way to offer a listening ear and words of encouragement to those who she sees are struggling. Well-liked by fellow students, volunteers, and staff, Patty's warmth and genuine concern for the well-being of others stand out as enduring qualities. Ultimately, she wants to become a nurse, an occupation in which her inborn passion to care for others can find its perfect expression. Patty's commitment to learning and growth, persistence in the face of obstacles, and deep and abiding love for others serve as inspiration for all of us.

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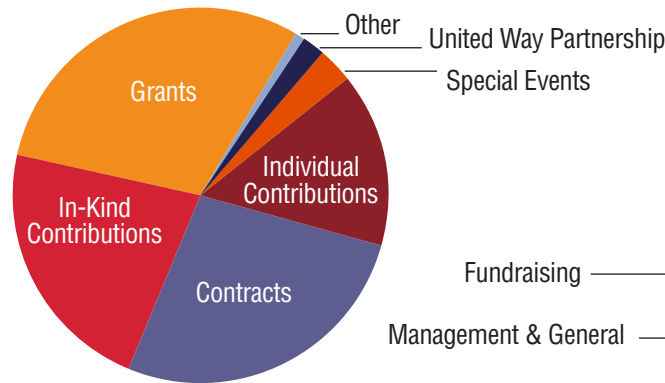
Financials at a Glance

For year-end June 30, 2020.

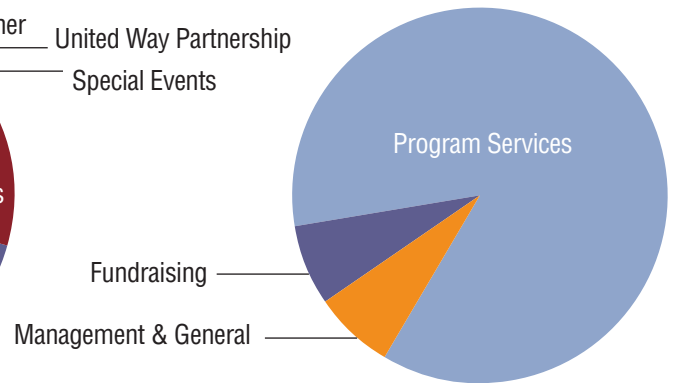
Your support makes student success possible.

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.

SUPPORT & REVENUE \$1,604,789



EXPENSES \$1,814,887



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.

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Tammy Knutson
Director of Finance & Operations
Dustin Slane
Director of Marketing & IT

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

LIVE UNITED



Greater Milwaukee
& Waukesha County