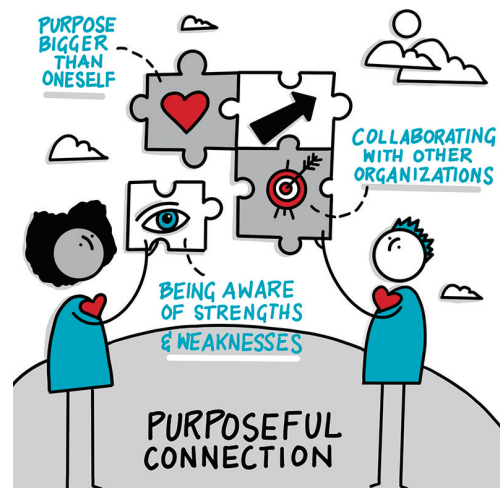
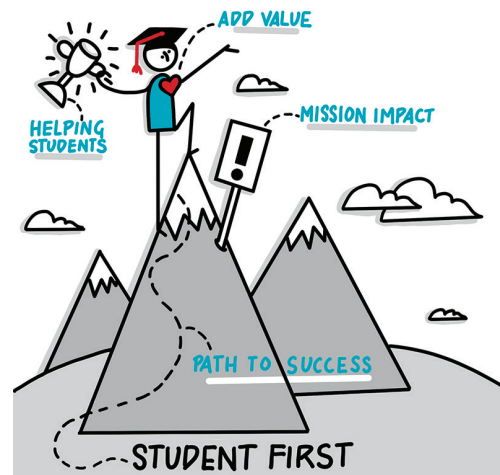


## 2020-21 ANNUAL REPORT

**V**irtual learning in 2020-21 proved highly effective in breaking down barriers for many students as they navigated their academic goals and still prioritized their jobs and families. Now as we turn the page to a new year and slowly reopen our doors for in-person learning, we are also restructuring and reorganizing our approach to accommodate certain pandemic-era adaptations that require lasting commitment and should be sustained into the future. For instance, one-on-one tutoring is and always will be a necessary part of programming, but now we will offer both in-person and virtual options going forward. LSW must consider hybrid options for programming that incorporate both modes and extend beyond our previous digital literacy curriculum. We have received generous donations to bolster access to technology for students and staff from many LSW supporters and the United Way of Greater Milwaukee & Waukesha County. We strive to continue to find as many opportunities as possible to put technology in the hands of our students.

Adult literacy education will continue to be a critical factor in addressing K-12 outcomes, higher education enrollment, and the unemployment rate. Recently released data from the Programme for the International Assessment of Adult Competencies (PIAAC) indicates that 15% of Wisconsin residents are reading at or below a third grade level. In Waukesha, that figure is slightly lower at 8%. In Milwaukee, it is closer to 25%. There are literally hundreds of thousands of friends and neighbors in our communities who could potentially benefit from LSW's services. Our commitment is to keep growing, improving, and adapting to the academic needs of our students, meeting them wherever possible and individualizing instruction to help them with whatever is next. Adult education is our only priority, and we appreciate everyone who has supported us as we continue to pivot accordingly.

In the spring of 2021, LSW undertook a project to refresh our four foundational Guiding Principles as part of an organizational strategic plan review. Our most loved and mission-focused principle is **Student First**. Every decision we make should start with student success in mind. We understand the importance of collaboration and **Purposeful Connection** with other community organizations. True excellence is reflected in diverse environments and perspectives. As such, mutual acceptance and respect are at the forefront of all that we do as we **Honor Diversity and Foster Inclusion** within our agency. Lastly, we have learned that we need to think beyond what is and embrace what will be. This is why we identified **Courageous Thinking** as our final guiding principle. Our Guiding Principles align with who LSW is as an organization and where we want to be after five years of ongoing program growth, expansion, and refinement.

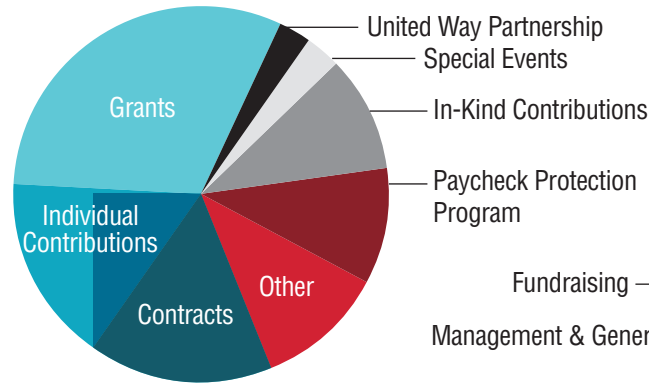


# Financials at a Glance For year-end June 30, 2021.

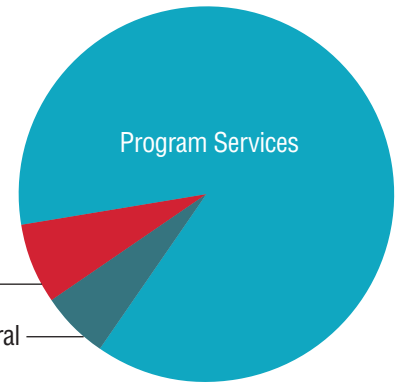
## Your support makes student success possible.

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](http://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](mailto:chad@literacyservices.org).

### SUPPORT & REVENUE \$2,132,831



### EXPENSES \$1,795,863



## Special Thanks to our Virtual Trivia Sponsors

#### Presenting Sponsor



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#### Virtual Trivia Master Underwriter

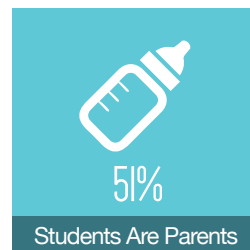
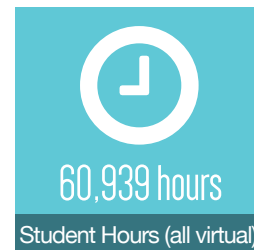
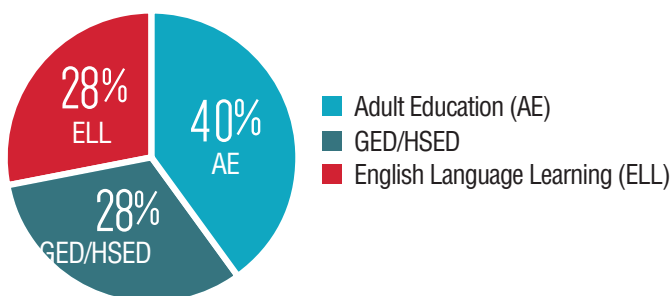


#### Virtual Trivia Platform Underwriter

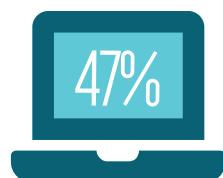


## Students & Volunteers

### Enrollment by Program



61 countries were represented by our ELL students.



47% of HSED students borrowed an LSW laptop

### Board of Directors

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### Executive Director

**Holly McCoy**  
414-344-5878  
[holly@literacyservices.org](mailto:holly@literacyservices.org)

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