



**LITERACY
ROCHESTER**
2018-2019

ANNUAL REPORT 2018-2019

LiteracyRochester.org



EMPOWERING LIVES THROUGH LITERACY

Earlier this year I was honored to be chosen to take on the role of Executive Director. A role my predecessor held for 18 years and made a tremendous impact for Adult Literacy, during his tenure, before retiring this past July.

When asked by the selection committee why I wanted this position, I shared with them my personal story about how, unbeknown to me, my mother did not know how to read. Sharing this secret, she kept so well-hidden, had an impact on me.

The common thread here, as I have come to realize, is that my mother was not alone in her inability to read. The opportunity to work for an organization that has helped so many adults discover the joy of reading, has been such an inspiration to me.

Thank you for your continued support. Through your generosity, we will continue to empower lives through Literacy.

May Peace Be With You Always
Charles Reaves, Executive Director



**CHARLES
REAVES**
Executive Director



**RICHARD
NANGREAVE**
Board President

Over the years Literacy Rochester has continued to grow and evolve as an agency. As such, the services we offer to our learners and the communities we serve have grown and advanced. With this as our impetus, the board of directors made the decision to officially change our name from Literacy Volunteers of Rochester to Literacy Rochester.

It is through the generous contributions of all our donors, coupled with the significant contributions of the staff, tutors, volunteers, and board members we can serve our learners and make a positive difference in one's life. It is through these combined collaborative contributions of all involved our learners and community benefit. As Literacy Rochester continues to grow and flourish, we will continue to evolve our programs and our outreach to best meet the needs of our learners and the Rochester community.

To all who have supported Literacy Rochester, I personally want to say thank you.

Sincerely,
Rick Nangreave, Board President

After 18 years of servant leadership, Bob Mahar retired from Literacy Rochester. Bob's vision of bridging the digital divide in our community for those without computers or internet access, launched our Digital Literacy Program. Bob was instrumental in securing grant funding from the State to provide instructional educational programs to increase levels for adults in English language skills, reading, and math. The results of the programs Bob initiated, helped countless of individuals who lacked the necessary skills to fully participate in the community as citizens, apply for health care and employment.

The success stories and testimonials shared by individuals whose lives have changed through Literacy Rochester can be attributed to Bob's vision. It was through his leadership that the foundation and legacy of Literacy Rochester will continue to grow and evolve into the future. We wish Bob the very best in his retirement.

JOB WELL DONE!



B O B M A H A R



Bob Mahar & Ruth Colvin

STAFF

Bob Mahar
Executive Director

Shelley Alfieri
Office Manager

Jennifer Eaton
Instructional Director

Marion Heaton
Administrative Assistant

Sarah Heiermann-Walker
Partnership Marketing Manager

Denise Smith
Service Coordinator

Joshua Stapf
Development Director

Brenda Zornow
Digital Literacy Director

BOARD

David Adams

Mark Buonaugurio

Kesha Carter

Fred Crilly

Robb Delisanti

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Chris Dobson

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BOARD OF DIRECTORS

Richard Nangreave
President

John Roman, Jr
Vice President

Kimberly Emilo, CPA
Treasurer

Sara Stout Ashcraft, Esq
Secretary

Margaret A. Sánchez
Past President

PROGRAM ACHIEVEMENTS

DIGITAL LITERACY

Digital Literacy is a free, one-to-one drop-in service that teaches adults basic computer skills.

Help is provided at various community sites throughout Monroe County in partnership with the Office of Adult Career and Education Service. Services include:

Navigate the internet
Search for jobs/complete job applications
Access online resources
Find a bus schedule
Locate community agencies or services
Set up a profile/complete online forms

Create and access an email account
Connect to friends and family
Open a savings or checking account
Submit healthcare forms/access patient portal
Obtain school information/apple for student loans
Recover password and more!



49

CUSTOMERS

created an email account to be better accessible to prospective employers, family and friends, and community groups



88%

CUSTOMERS ACHIEVED THEIR OBJECTIVE

(e.g., learned new computer skills or became more marketable for employment)



2,911

INTERACTIONS

between
volunteers and
customers



11

COMMUNITY SITES



601

Job applications submitted



\$153,556

VALUE of time donated by volunteers

PROGRAM ACHIEVEMENTS

INSTRUCTIONAL PROGRAM

One-to-One Tutoring

Trained tutors provide instruction for adults, 18 and up, seeking assistance with reading and math (below 9th grade reading level) or English as a Second Language. Through individualized plans students and tutors meet in public places in Monroe County to work to achieve success at a speed that works for the student. Pre-registration is required before a student is matched with a tutor.

Small Group Instruction

Classes with 5 to 10 students reinforce basic math and reading skills for students seeking access to basic literacy, high school equivalency, or vocational training programs. Classes are held at the Literacy Rochester office or at other community sites in Monroe County. Pre-registration is required before a student can sign up for a small group class.

English Conversation Groups

Weekly gatherings of 5 to 10 students and two tutors to practice their English-speaking skills. These groups provide an opportunity for English as a Second Language students to improve their speaking confidence and meet other adults who are learning English. Topics of conversation include American culture, idioms, daily life situations, casual spoken English. All adults looking to practice their English-speaking skills are welcome, registration is not required.



2,579

HOURS
in small group
reading and math
classes



7,304

HOURS
of instruction



4,200

HOURS
in one-to-one
tutoring



130

VOLUNTEERS
supported
instructional
services



245

STUDENTS
were served



525

HOURS
for drop-in and
conversation groups

FINANCIAL PARTNERS

AmazonSmile Foundation
 Ashcraft Franklin & Young, LLP
 Barnes Noble – Pittsford
 Bonadio & Co., LLP
 Bond, Schoeneck & King, PLLC
 Brighton Securities
 Canandaigua National Bank & Trust
 Cause Wash LLC
 Charter Communications – Spectrum
 Cortese Ford
 Daisy Marquis Jones Foundation
 Davenport-Hatch Foundation, Inc.
 Dollar General Literacy Foundation
 EFPR Group, LLP
 ESL Charitable Foundation
 Excellus BlueCross BlueShield
 ExxonMobil Foundation
 Fairport Library
 Friends & Foundation of the
 Rochester Public Library
 Harris Beach PLLC
 Harter Secrest & Emery LLP
 Heveron & Company CPAs, PLLC
 The Glennon Law Firm
 Highland Family Medicine
 Immanuel Evangelical Lutheran Church
 iV4
 Literacy New York

Mengel Metzger Barr & Co, LLP
 MicroWorx Serviceland
 Monroe Community College
 MVP Health Care
 Nazareth College
 NYS Education Dept
 Nixon Peabody LLP
 O'Connell Electric Co.
 Paychex, Inc.
 Phillips Lytle LLP
 Pivot Point Security
 Senator Joseph Robach
 Rochester Area Community Foundation
 Rochester City School District-OACES
 Rochester Institute of Technology
 Roofing Innovations LLC
 St. John Fisher College
 Stantec
 Martin L. Suter and Suzanne S. Suter Family Fund
 Technology Executive Network of WNY
 Thomson Reuters
 Toshiba Business Solutions
 Underberg & Kessler LLP
 Wegmans Food Markets, Inc.
 Fred & Floy Willmott Foundation
 Wolters Kluwer
 Woods Oviatt Gilman LLP



The opening of the Spectrum Learning Center

LITVOL SOCIETY

Individual donors who give \$250 or more become members of the LitVol Leadership Society. The name originates from LR's early days, when founding volunteers called themselves "litvols".

Anonymous (7)	Edith Jordan
David Adams	Richard and Wendy Kane
David and Kathy Allen	Diane Kassmann
Bob and Jody Asbury	Cheryl Kingston
Richard and Anne Barrett	Rose-Marie B. Klipstein
Lois Benedict	The Klipstein Family
Mr. and Mrs. Joseph C. Briggs	Kathy and Keith Kurz
Anita F. Brown	Melissa and Steven Kubiak
Mark Buonaugurio	Joseph and Mary Louise Lapczenski
Frances E. Cafarell	Deborah Leary
Jeremiah J. Casey	Austin and Doris Leve
Kevin and Alicia Conheady	Deborah Lyon
Anne C. Coon and Craig J. Zicari	Mary M. Marones
Tristan S. Crouse	Bonnie Martin
Kristine Curto	Steve Martin and Family
Stewart D. Davis	Jeannie and Ray Martino
Stephen Deal	Richard McNeary and Sarah White
Robb Delisanti	Glenn and Barbara Miller
Alex Devens	Dr. Laura Morrissey
Jennifer DiMarzio	Richard Nangreave and Olga Mendez
Chris and Nicole Dobson	William J. O'Connor Jr.
Dr. Eric M. Dreyfuss	Katharine Parsons
Kim Emilo	David Pecora
Josephine Fitzgerald	Alexander Piccirilli
Elmar & Catherine Frangenberg	The Porterfield Family
Laura Garrison	William and Elizabeth Powell
Grant and Bette Gillette	Susan M. Rogers
Peter Giopulos, Ph.D.	John Roman, Jr
Deborah G. Goldman	Brian Roth
Peter and Louise Greaves-Tunnell	Harry and Regina Salis
Marjorie Grinols	Margaret Sánchez
Jacki and Michael Hagelberg	Brenda J. Smith
Peg Heminway	Mrs. H. Allen Spencer
Miranda Heyward	Richard and Judith Steinheider
Sabra Hickam	Betty Strasenbourg
Audrey W. Holly	David and Maura Sykes Family Fund
Norman Horton	Peg and Ray Warrick
David and Norah Howland	Thomas C. Weiler
Donald and Polly Hunsberger	Jerome Alan Weiss
Brian Jacek	Sue Ellen Windsor
Nora A. Jones	David Wyman



LITERACY ROCHESTER 2019 AWARDS CEREMONY

On June 13, 2019, LVR held our Annual Awards Ceremony to recognize people who have had a major impact on not only Literacy Rochester but on the cause for literacy. Also recognized were volunteers with 10 year or more of service the organization.



AWARDS INCLUDED:

Friends of Literacy

Charter Communications/Spectrum

Action for a Better Community, Focus on Self Sufficiency Program

Chris Edgar, Literacy Volunteers Wayne County

President's Award

Kim Emilo, LVR Treasurer
Millie Sefranek, Library Coordinator, REOC
Nancy Bernola, Digital Literacy Volunteer

Going to Bat for Literacy

Paul Burke, Director of OACES

Volunteer Service Pins

Mary June Dowd, 30 years
Cathy Pospula, 10 years
David Heinsler, 10 years

Ruth Colvin Founder's Award

Dee Jones
Bonnie Martin
Dorothy Holmes

Judy Dauphinee Volunteer of the Year Award

Peg Warrick



100 YEARS OF LITERACY LUNCHEON

On May 2, 2019, LVR held the 100 Years of Literacy Luncheon at the Country Club of Rochester. At the Luncheon we celebrated two things: 45 years of service to literacy by a dedicated volunteer, Rose-Marie Klipstein and 55 years of LVR empowering members of Monroe County to be fully engaged citizens. This luncheon helped to raise \$17,000 to support the newly renamed Rose-Marie Klipstein Fund.

LITERACY ROCHESTER FINANCIAL INFORMATION

2018 / 2019 REVENUE

Contributions	\$ 66,052
United Way	\$ 17,858
Grant Revenue	\$ 277,875
Fundraising Events	\$ 49,624
Other Income	\$ 1,907
Investment Income	\$ 26,723

Total Income **\$ 455,179**

2018 / 2019 EXPENSES

Program Services	\$ 371,448
Mgmt	\$ 84,175
Fundraising	\$ 79,493
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Total Expenses	\$ 535,116

Change in Net Assets (\$79,937)



**A N N U A L
R E P O R T
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C O N T A C T U S

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