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

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!
**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**

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- Melissa Kubiak
- Deborah Leary
- Honorable Debra Martin
- Dave Pecora
- Brian Roth
- Glenn Schieck
- Alvin Scott
- Anthony Simmons

**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
**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!

**CUSTOMERS**
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.
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.

PROGRAM ACHIEVEMENTS

INSTRUCTIONAL PROGRAM

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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
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iV4
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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
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)
David Adams
David and Kathy Allen
Bob and Jody Asbury
Richard and Anne Barrett
Lois Benedict
Mr. and Mrs. Joseph C. Briggs
Anita F. Brown
Mark Buonaugurio
Frances E. Cafarell
Jeremiah J. Casey
Kevin and Alicia Conheady
Anne C. Coon and Craig J. Zicari
Tristan S. Crouse
Kristine Curto
Stewart D. Davis
Stephen Deal
Robb Delisanti
Alex Devens
Jennifer DiMarzio
Chris and Nicole Dobson
Dr. Eric M. Dreyfuss
Kim Emilo
Josephine Fitzgerald
Elmar & Catherine Frangenberg
Laura Garrison
Grant and Bette Gillette
Peter Giopulos, Ph.D.
Deborah G. Goldman
Peter and Louise Greaves-Tunnell
Marjorie Grinols
Jacki and Michael Hagelberg
Peg Heminway
Miranda Heyward
Sabra Hickam
Audrey W. Holly
Norman Horton
David and Norah Howland
Donald and Polly Hunsberger
Brian Jacek
Nora A. Jones
Edith Jordan
Richard and Wendy Kane
Diane Kassmann
Cheryl Kingston
Rose-Marie B. Klipstein
The Klipstein Family
Kathy and Keith Kurz
Melissa and Steven Kubiak
Joseph and Mary Louise Lapczenski
Deborah Leary
Austin and Doris Leve
Deborah Lyon
Mary M. Marones
Bonnie Martin
Steve Martin and Family
Jeannie and Ray Martino
Richard McNeary and Sarah White
Glenn and Barbara Miller
Dr. Laura Morrissey
Richard Nangreave and Olga Mendez
William J. O’Connor Jr.
Katharine Parsons
David Pecora
Alexander Piccirilli
The Porterfield Family
William and Elizabeth Powell
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John Roman, Jr
Brian Roth
Harry and Regina Salis
Margaret Sánchez
Brenda J. Smith
Mrs. H. Allen Spencer
Richard and Judith Steinheider
Betty Strasenburgh
David and Maura Sykes Family Fund
Peg and Ray Warrick
Thomas C. Weiler
Jerome Alan Weiss
Sue Ellen Windsor
David Wyman
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

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$66,052</td>
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<tr>
<td>United Way</td>
<td>$17,858</td>
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<tr>
<td>Grant Revenue</td>
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<tr>
<td>Fundraising Events</td>
<td>$49,624</td>
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<tr>
<td>Other Income</td>
<td>$1,907</td>
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<tr>
<td>Investment Income</td>
<td>$26,723</td>
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**Total Income** $455,179

#### 2018/2019 EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<td>Program Services</td>
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<td>Mgmt</td>
<td>$84,175</td>
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<tr>
<td>Fundraising</td>
<td>$79,493</td>
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</tbody>
</table>

**Total Expenses** $535,116

Change in Net Assets ($79,937)