



# Annual Report

2015-2016

 **LITERACY  
VOLUNTEERS**  
*of Rochester*

## 2015-2016 LVR Supporting Literate Citizens in Our Community

The 2015/2016 program year continued LVR's transformation into the digital age. In addition to the growth of our digital literacy program, serving 6 sites for over 70 hours per week by year's end and the development of our first tutor training workshop which included on-line instruction, we have continued to meet the needs of both our literacy students and our digital literacy customers in a changing world.

For many years we have talked about a definition of functional literacy. This was a term that was initially defined for UNESCO by William S. Grey in 1956 in his work, The Teaching of Reading and Writing, as the training of adults to "meet independently the reading and writing demands placed on them."

In a world that has changed so much since 1956, we are increasingly asked to integrate information, data and digital components into everyday tasks including employment, shopping, health care, parenting, or participating as a citizen in our community. Sixty years ago many in our community went right from HS classes (often without a diploma) into well-paying jobs at thriving local companies and into middle class lives—today it is a different story.

In 2016, a fully literate individual is one who has the spoken language, written text, numeracy and digital literacy skills to fully participate in their community as a citizen, consumer, worker and parent. Regardless of

employment and economic status, literacy skills are needed to access information at your child's school, visit your doctor, cast your vote, or shop at the grocery store. Many of the paper access points such as a newspaper, job application or even a phone book are disappearing in lieu of a digital format. And long before the digital age, there was information—and lots of it! Facts, figures and forms have become a way of life, and they are an even bigger challenge for those in our community with literacy challenges.

In 2016 LVR and our volunteers remain committed to helping meet those challenges one by one. This report gives an overview of just a sampling of the impact made by the work of 304 volunteers who contributed 16,453 hours and served 1,024 individuals in this community. From the student achievements in literacy instruction guided by tutors and classroom instructors, to the immediate needs met by digital literacy navigators, LVR remains as a voice and leader in the cause of adult literacy in Rochester. Thanks to all our volunteers, students, and participants for your efforts and support.



Margaret Sánchez  
President, Board of Directors



Robert Mahar  
Executive Director

**Literacy Volunteers of Rochester, Inc., assists adults in improving their reading, English language, math and digital literacy skills through trained volunteers. We advocate for the ability of all people to attain these skills so that they can fully participate in their community as citizens, parents, consumers and workers.**

During the last program year **304 volunteers** tutored, helped customers with computer needs, operated our in-house library, helped in the office, assisted in fundraising efforts, and guided the organization with **16,453 hours of service!** This is roughly equivalent to 411 workweeks. The value of these hours as determined by Independent Sector is \$453,938! This is 20% greater than our annual operating budget, which includes operations of our library, tutor recruitment and training, testing and materials, in addition to the very basic costs of opening the doors and turning on the computers.

## 2015-2016 LVR Achievements

- 71% of LVR reading and math students demonstrated “literacy gain” as defined by standardized testing scores.
- 95% of Digital Literacy customers learned new skills, completed essential tasks, or became more marketable for employment.
  - 1,024 individuals were served by LVR programs (this includes tutoring, classes, Digital Literacy, and Family Literacy).
  - 16,453 volunteer hours were contributed.

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**LVR Instructional students** obtained 4,050 Student Achievements in both one-to-one and small group classes, as reported by LVR volunteers (tutors and classroom instructors), based on NYS secondary benefits of improved literacy. These achievements include, but are not limited to, improvements in the following areas:

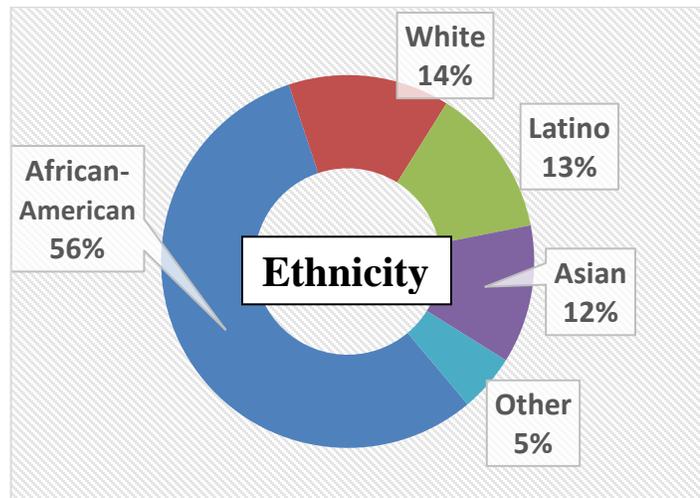
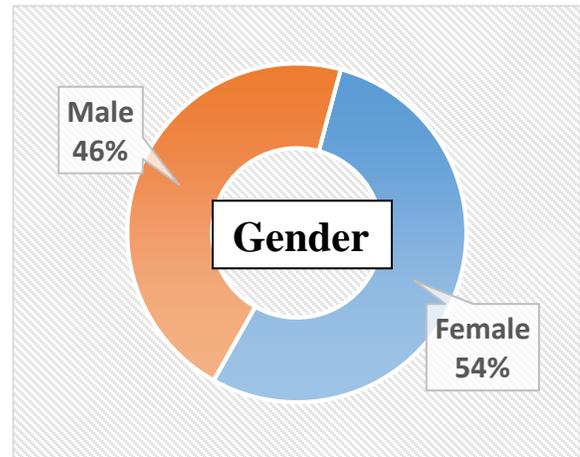
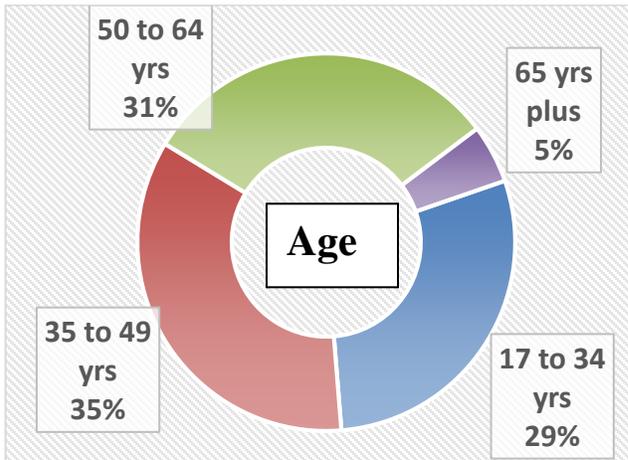
- **Employment Services** – obtaining, retaining or being promoted, at work
- **Financial Literacy** – paying bills, opening checking account, computing
- **Family well-being** – improved home literacy, increased involvement in children’s education
- **Civic Engagement** – citizenship, voting, accessing community services
- **Health Literacy** – understood medical forms, completed insurance applications, understood medication instructions
- **Education Services** – enrolled in HSE program, educational gain and access to vocational/educational programs
- **Technology** – use of common software programs and technology

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**Digital Literacy (navigators)** assisted 642 customers and had 1,090 contacts, providing assistance in areas such as:

- **Learning computer skills** – utilizing hardware, accessing on-line platforms
- **Completing on-line tasks** – filling out online applications for jobs and benefits
- **Creating online accounts** – for email, employment and benefits
- **Accessing community resources** – employment, benefits, consumer, education
- **Becoming more marketable for employment** – developing resumes and cover letters

# Participant Demographics 2015-2016



## Financial Information

2015-2016 Income		2015-2016 Expenses	
Contributions	\$108,740	Program Services	\$251,205
United Way	\$15,058	Management and General	\$77,947
Grant revenue	\$179,191	Fundraising	\$46,034
Fundraising events	\$24,023		
In-Kind Revenue	\$24,500	Total Expenses	\$375,186
Workshop fees	\$1,240		
Interest and dividends	\$1,795		
Other income	\$49		
Investment Income (loss)	(\$7,353)		
Total Income	\$347,243		
Change in Net assets (\$27,943)			

## Board of Directors

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<i>Treasurer</i>	Kimberly Emilo, CPA
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*Ruth J. Colvin*  
*Photo credit to Tony Curtis*

*“Age is just a number.  
It’s what you do with your number that counts.”*

In 2016 we celebrated the 100<sup>th</sup> birthday of the founder of the Literacy Volunteers movement, Ruth J. Colvin. The quote above is one that she has used often and which speaks to her dedication to making a difference in so many lives. It is to Ruth and the example she has set that we dedicate this report. While we take great pride in the number of individuals served, the volunteers, and the thousands of hours they contribute, we take even greater pride in what Literacy Volunteers of Rochester does with those numbers.

*Thank you, Ruth!*

## Members of the Staff

Shelley Alfieri	Administrative Assistant
Susan Brayer	Development Director
Jennifer Eaton	Program Coordinator
Brian Kane	Digital Literacy Coordinator
Alice Lewis-Hickey	Accountant
Robert Mahar	Executive Director
Mellissa Woodhams	Services Coordinator



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