Our Mission: To improve the reading, math, English language, and digital literacy skills of adults.
As I look back at program year 22-23 and recount the successes, challenges, and ideas of things to come, I am proud of the work that Literacy Rochester accomplished last year. After a few years with low student numbers, digital literacy sites closed due to Covid, or people still getting comfortable with the world reopening, we were ready for our comeback and that happened in 22-23 as you will see throughout this report.

Some highlights from our Instructional Program that focuses on reading, math, and English language include:

- Growing English as a New Language classes from one class at Irondequoit Library, to seven classes between Irondequoit Library, Henrietta Library, Pittsford Library, and online through Zoom.
- 28 students gained eligibility into community college or other training programs.
- 15 students obtained or improved employment.
- 13 students enhanced their citizenship skills.

Highlights for the Digital Literacy Program that focuses on bridging the digital divide include:

- Started providing services at nine new locations in Monroe County.
- Helped 36 people set up email accounts.
- Helped 82 people complete online benefit forms.
- Helped 80 people create resumes and helped 60 people apply for jobs.

Brain Game 2022 was back in-person, and it was wonderful to see everyone and be able to feel the excited and competitive energy as everyone vied for the title of Brain Game Champion. For the fifth year in a row, we were able to meet and surpass our fundraising goal and look forward to continuing that trend this year.

Many exciting things are in store for the Literacy Rochester Community in the 23-24 Program Year as we continue to expand both our programs and increase the impact that we have. Also, we will be celebrating 60 years of Literacy Rochester, so be on the lookout for more about that.

As always our success is based on three things, the COURAGE of our STUDENTS, the DEDICATION of our VOLUNTEERS, and the SUPPORT of our COMMUNITY, like YOU!
I am pleased to report that Literacy Rochester (LR) continued to grow in response to the community’s recovery from the pandemic! Our volunteers continue working with language learners and basic-education students. The LR office has also re-started group instruction and testing. We even updated our offices to include handicap accessibility for students and volunteers!

Our Digital Literacy Program had nearly 3,000 interactions between the volunteers and people needing assistance creating email accounts, designing resumes, applying for jobs, making online appointments, and searching the internet. We continue to move our Digital Literacy Program into surrounding counties to provide similar services. As an added service, the LR website provides access to local employers and job boards to assist people in finding employment.

Our reading, math, and English language services are providing native and non-native students with valuable tools to improve their personal and professional lives. One positive effect of the pandemic was to move LR into using more virtual programming to reach learners anywhere and at convenient times. Tutor training is now done virtually, too, so volunteers can learn at their own pace. LR is developing remote learning programs for organizations that have groups of students who may not be able to travel to a location for in-person classes. There seems to be no end to the creativity of the LR staff in bringing literacy assistance to the folks who need it!

We see the coming year full of opportunity and are so appreciative of the generosity of our donors, governmental partners, volunteers, tutors, learners, and staff. If you are looking for ways to get involved, please contact us, check out our website, and join us at Brain Game, our annual trivia event that successfully returned as an in-person event in October 2022.

If you are already part of our LR “family,” thank you for your support!
LR Staff

Joshua Stapf  
Executive Director

Audra Surman  
Instructional Coordinator

Abby Holloway  
Student Coordinator

Jennifer Eaton  
Program Director

Lisa Roe  
Digital Literacy Coordinator

Jeanette Burk  
Community Engagement Coordinator

Board of Directors

Debra Martin  
President

Fred Crilly  
Treasurer

Dave Adams

Diane Cecero

Justin Chantra

Jordan Eich

Ethan McKenney

Richard Nangreave

Ragni Mehta  
Vice President

Dave Pecora  
Secretary

Meghan Palumbo

Andrew Phillips

Glenn Schieck

Terance Walsh

Ray Warrick

Cathleen Zdyb

David Wyman
INSTRUCTIONAL SERVICES

Program Highlights

Highlights and Statistics reflect program fiscal year July 2022 through June 2023

One-to-One Tutoring
Trained tutors provide instruction for adults, 18 and up, seeking assistance with reading, math (below 9th grade reading level) or English as a New Language.

Through individualized plans, students and tutors meet in a public place in Monroe County.

Pre-testing 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. Pre-testing is required before a student can sign up for small group classes.

English Conversation Groups
Weekly gatherings of 5-10 students and two tutors to practice their English-language speaking skills. These groups provide an opportunity for English as a New 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, and casual spoken English.

Top Five ZIP Codes Served:
14623, 14534, 14606, 14620, 14626
Carol works with adult learners, tutoring in English and Mathematics. The sense of independence and absence of pressure within Literacy Rochester truly resonates with Carol. She engages learners in subjects of their interest, a dynamic that evolves from week to week. Whether involved in extended conversations or delving into articles, her sessions are often punctuated with laughter. This environment enables an organic process of cultural exchange, exemplified by Carol’s time spent with Chun, an English as a new language student.

“It’s really true; I get more out of tutoring than I put in.”

- Carol, Instructional Volunteer

Chun came to the US from China with his family in 2015. Because of his language barrier, Chun could not communicate with those around him and be more independent. In 2018, Chun was paired with Carol, an instructional volunteer tutor, to work on his English reading and vocabulary skills. Due to Carol’s encouragement and support, in 2020, Chun was able to secure a higher-applying job to support his family. Carol and Chun have been working hard to reach Chun’s goals. They still meet weekly to review pronunciation and unfamiliar vocabulary.

“Many thanks to Literacy Rochester for the learning opportunities, and even more thanks to Carol for her selfless dedication.”

- Chun, ENL Student
LitVol Society is made up of households that contributed $250 or more during the last program year.

Anonymous
David Adams
Mr. Richard Barrett & Ms. Anne Zimmer
John & Mary Bartholomew
Lois Benedict
Richard W. Black & Jappie King-Black
Jeremiah J. Casey
Diane Cecero
Justin and Michele Chantra
Peter Collinge and Carol Thiel
Mrs. Ruth Colvin
Robert J. Craig & Julianne Crisante
Frederick Crilly
Joann Dale, M.D.
Allison & Richard DiMarco
Chris and Nicole Dobson
Jordan Eich
Charles & Naomi Erdmann
William Frankenstein
The Estate of Linda Robins Franklin
Mr. and Mrs. James & Mary Franzek
Amanda Gallipeau
Grant & Bette Gillette
Peter Giopulos, Ph.D.
Deborah G. Goldman
Collin Hayes
Patricia Haynes
Miranda Heyward
Audrey W. Holly
Mary Lou Huff
Ms. Nora Jones
Cheryl Kingston
Rose-Marie B. Klipstein
Christina Kolbash

LitVol Society is named for early Literacy Rochester volunteer tutors and supporters who called themselves "LitVols."
LITERACY ROCHESTER

Those We Help

Age

Race

70-79 20.1%
60-69 20.4%
50-59 16.7%
40-49 15.4%
30-39 14.4%
18-29 7.3%
80+ 5.9%
60-69 20.4%

Caucasian 50.1%
African/African American 35.1%
Asian 5.5%
Latino/Latina 8.6%
Other Races 0.7%

Literacy Rochester Annual Report 2022-2023
LITERACY ROCHESTER

Those We Help

Employment Status

Retired 38%
Employed 29%
Unemployed 25%
Other 8%

Education

Highest level of education obtained by our students prior to our services

High School Diploma or Equivalency 40%
Other 23.2%
2-Yr College 11.4%
4-Yr College 16.3%
Advanced Degree 9.1%
LitVol Society is made up of households that contributed $250 or more during the last program year.

Kathy & Keith Kurz
Cheryl LaBonte
Joseph & Mary Louise Lapczenski
Deb & Gary Leary
Bonnie Martin
Ethan McKenney
Bruce & Eleanor McLear
Richard McNeary & Sarah White
Ragni Mehta & Andre Blaakman
Lynn Moulton
Richard Nangreave & Olga Mendez
William J. O'Connor, Jr.
Meghan Palumbo
David & Nancy Pecora
Jason Redman
Susan M. Rogers
John Roman, Jr.

Glenn R. Schieck
Jane & Fred Schulitz
Christina & Jeffrey Sickelco
Brenda J. Smith
Ms. Claire Stein
Richard & Judith Steinheider
Dr. Brandon Lebow & Mr. Jason Stevens
Terance Walsh
Ray & Peg Warrick
Amy & Brent Williams
John Williams
Sue Ellen Windsor
Ms. Meaghan Wright
Jo A. Wrona
David Wyman
Cathleen Zdyb
Jules Zysman & Nadette Jacob

LitVol Society is named for early Literacy Rochester volunteer tutors and supporters who called themselves "LitVols."
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, Ontario, Wayne, and Yates Counties.

Highlights and Statistics reflect program year July 2022 to June 2023

Digital Literacy Program Highlights

Digital Tasks Performed
- Operate Devices
  - Use a desktop, laptop, smartphone, or tablet
  - Upload a document to a USB flash drive or cloud.
  - Connect to a wireless network
- Use Software
  - Write a resume in Microsoft Word or Google Docs
  - Track finances in Microsoft Excel or Google Sheets
- Navigate the Internet
  - Create and use an email account
  - Find and apply for jobs online
  - Navigate healthcare and social services portals
  - Complete school work or attend classes

Basic Computer Skills Workshop
Our Basic Computer Skills Workshops in Monroe County has been very successful. Over the past years we held four workshops around the county. Two of them are ongoing weekly workshops at Community Resource Collaborative (CRC) and Central Library of Rochester & Monroe County.

The workshop is designed for adults who are interested in learning how to use a computer and investing in their digital literacy skills. Participants learn how to use a computer, understand a desktop, use the internet, access, and use email, learn about online safety and privacy, and apply their skills to real-world tasks.

Finger Lakes Region
The Digital Literacy program is running strong in Wayne, Ontario, and Yates Counties. Over the past year we have been in 8 locations and were able to assist about 350 customers with over 550 digital tasks. We continue to look for partner locations in those counties where our services would benefit the community.
Susan is a Monroe County Digital Literacy Volunteer at the Maplewood Library, starting this year (2023). Her backstory inspired her to help others by volunteering and returning to college. For many years, Susan has been working various jobs that were not satisfying her career path. She wanted to end one chapter and start a new journey in her life. Susan returned to college to strive for a better living wage and work doing something she loves. Helping others tops her list.

Susan is a human service major at Monroe Community College (MCC). She appreciates all the different ways MCC and being a volunteer for Digital Literacy Rochester have helped her achieve her career goals. Susan met many unique and wonderful people volunteering and being an MCC student.

Susan’s journey as a Digital Literacy volunteer started at the Maplewood Library, helping individuals to fax, make copies, email (send and receive), upload website documents, and guide college students through their homework questions. Susan’s volunteer experience with Digital Literacy of Literacy Rochester allowed her to assist others through a program called Community Resource Collaborative (CRC), where she stressed the importance of learning basic and intermediate computer skills.

“These volunteer experiences, especially with Digital Literacy Rochester, have been wonderful. They have made a positive impact on my heart and life. I enjoy immensely the hands-on assistance, which is why I chose social work for my next career,” Susan stressed.

Susan looks forward to broadening her horizons within the social work field, and she is forever grateful for the volunteer opportunities that catapult her further along the way.

“I get great satisfaction from successful results when assisting others to better their lives,” Susan says.

- Susan, Digital Literacy Volunteer
Al Sigl Community of Agencies
AmazonSmile Foundation
Benevity Community Impact Fund
Bond Benefits Consulting
Bond, Schoeneck & King, PLLC
Buckingham Properties
BXI Consultants, Inc.
Canaltown Insurance Agency, Inc.
Church Women United
Colliers Engineering Foundation
Daisy Marquis Jones Foundation
Dollar General Literacy Foundation
EFPR Group, LLP
Empire Valuation Consultants
ESL Charitable Foundation
ESL Federal Credit Union
Friends & Foundation of the Rochester Public Library
Friends of Fairport Public Library
General Code
Give Lively Foundation, Inc.
Great Tie Consulting
Heveron & Company CPAs, PLLC
John and Margaret Sinclaire Foundation
Johnson & Johnson Family of Companies
Manning & Napier, Inc.
Mengel Metzger Barr & Co, LLP
Monroe Capital, Inc.
Nixon Peabody, LLP
NYS Educaton Department
O’Connell Electric Co.
Phillips Lytle, LLP
Rochester Institute of Technology
Rochester Regional Library Council
Rush-Henrietta Rotary Foundation, Inc.
SPX Foundation
The Davenport-Hatch Foundation, Inc.
Underberg & Kessler, LLP
United Way of Greater Rochester and the Finger Lakes
Vision Financial Group
Wegmans Food Markets, Inc.
William C. and Elizabeth W. Powell Family Literacy Fund

Thank You!
In its 22nd year, Brain Game took place at the Hyatt Regency Rochester on Thursday, October 20. We successfully raised over $45,000 with 230 people in attendance. Another year is in the books, thanks to the hard work and dedication of our volunteers and support of our sponsors. A special thank you to our Title Sponsor, Vision Financial Group, for their generous support.

This year’s event included trivia categories, such as world leaders, Marvel vs. DC, and cover songs. After seven rounds of trivia, the Monroe County Library System took home the Brain Game Champion Trophy.

Along with trivia questions, Literacy Rochester held a raffle, online auction, and wine pull. We even did a pastry raffle with the winner taking home the illustrious red velvet "Brain Cake."

Please join us on Thursday, October 19, 2023, for the 23rd Annual Brain Game. To learn more and register, visit https://LiteracyRochester.org/braingame/
# Financial Statement

## Revenue and Expenses

Unaudited

### Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td>$260,266.00</td>
</tr>
<tr>
<td>Contributions</td>
<td>$70,174.31</td>
</tr>
<tr>
<td>Management Fee</td>
<td>$54,000.00</td>
</tr>
<tr>
<td>Special Events</td>
<td>$47,135.00</td>
</tr>
<tr>
<td>Temporary Restricted</td>
<td>$31,953.12</td>
</tr>
<tr>
<td>Contracts</td>
<td>$18,975.00</td>
</tr>
<tr>
<td>Investment Dividends</td>
<td>$15,080.89</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>$2,300.00</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$499,884.32</td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructional</td>
<td>$229,414.33</td>
</tr>
<tr>
<td>General Management</td>
<td>$134,026.93</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$122,094.43</td>
</tr>
<tr>
<td>Digital Literacy</td>
<td>$177,099.16</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$602,634.85</td>
</tr>
</tbody>
</table>

**Net Revenue: ($102,750.53)**