



**2022–2023**

# **ANNUAL REPORT**

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Our Mission: To improve the reading, math, English language, and digital literacy skills of adults.

**[www.LiteracyRochester.org](http://www.LiteracyRochester.org)**

# Message from Executive Director



**Joshua Stapf**  
**Executive Director**

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!**

# Message from Board President

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!**



**Debra Martin**  
**President, 2023-2024**



## STAFF & BOARD

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### LR Staff

**Joshua Stapf**  
Executive Director

**Jennifer Eaton**  
Program Director

**Audra Surman**  
Instructional Coordinator

**Lisa Roe**  
Digital Literacy Coordinator

**Abby Holloway**  
Student Coordinator

**Jeanette Burk**  
Community Engagement Coordinator

### Board of Directors

**Debra Martin**  
President

**Ragni Mehta**  
Vice President

**Fred Crilly**  
Treasurer

**Dave Pecora**  
Secretary

**Dave Adams**

**Meghan Palumbo**

**Diane Cecero**

**Andrew Phillips**

**Justin Chantra**

**Glenn Schieck**

**Jordan Eich**

**Terance Walsh**

**Ethan McKenney**

**Ray Warrick**

**Richard Nangreave**

**Cathleen Zdyb**

**David Wyman**





# INSTRUCTIONAL SERVICES

## Program Highlights

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



Instructional  
Volunteer Hours

**2,756**



Students  
Helped

**188**



Student Instructional  
Hours

**6,564**

### 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



# INSTRUCTIONAL SERVICES

## Spotlight: Carol and Chun

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**





# LITERACY ROCHESTER

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## LitVol Society

**LitVol Society is made up of households that contributed \$250 or more during the last program year.**

**Anonymous 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**

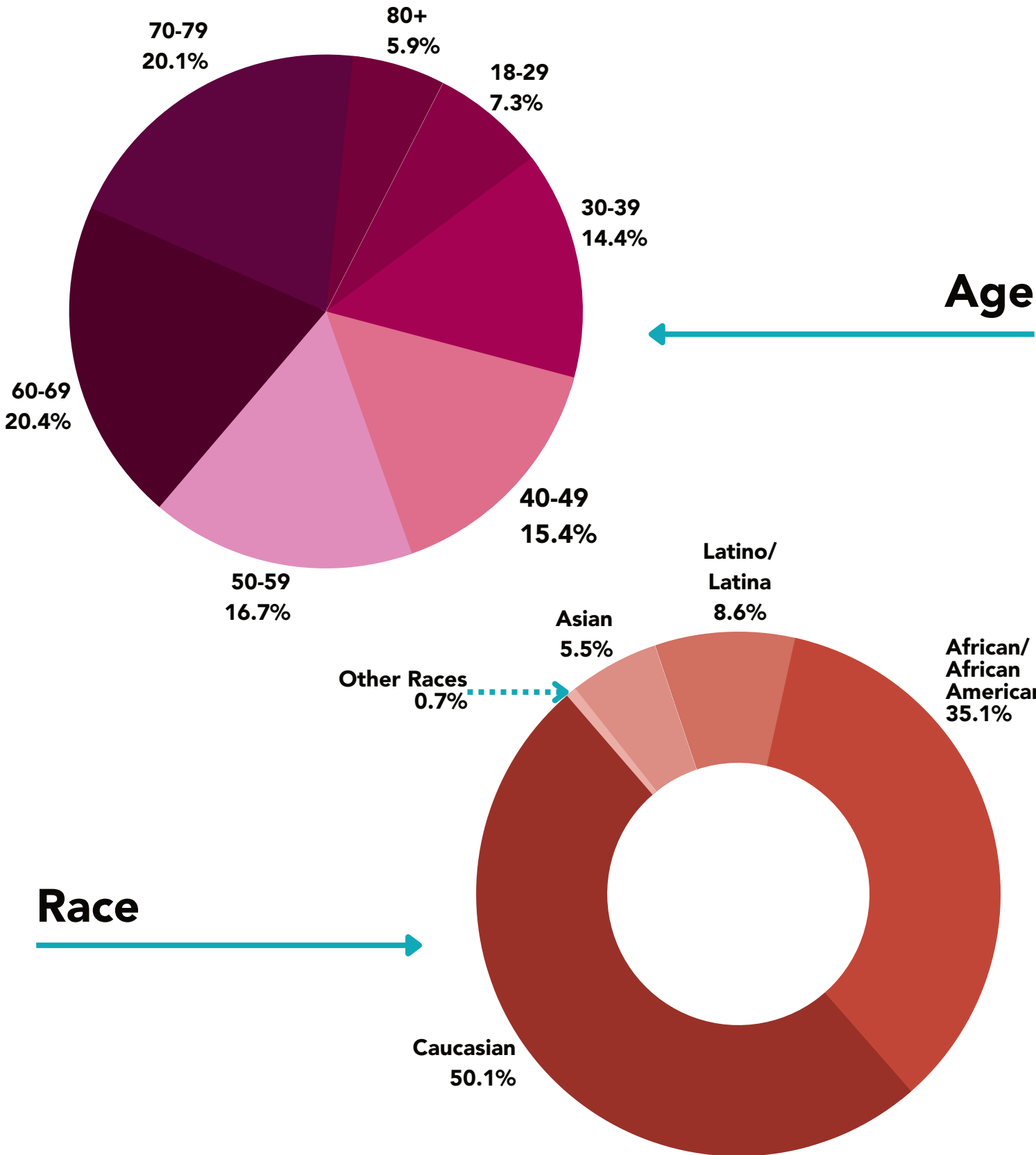
**Christina Kolbash**

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



# LITERACY ROCHESTER

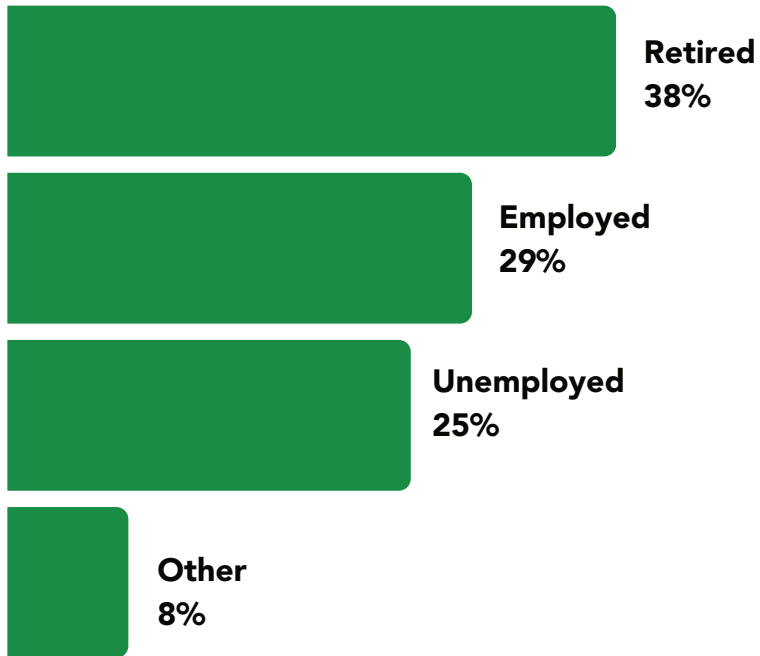
## Those We Help





# LITERACY ROCHESTER

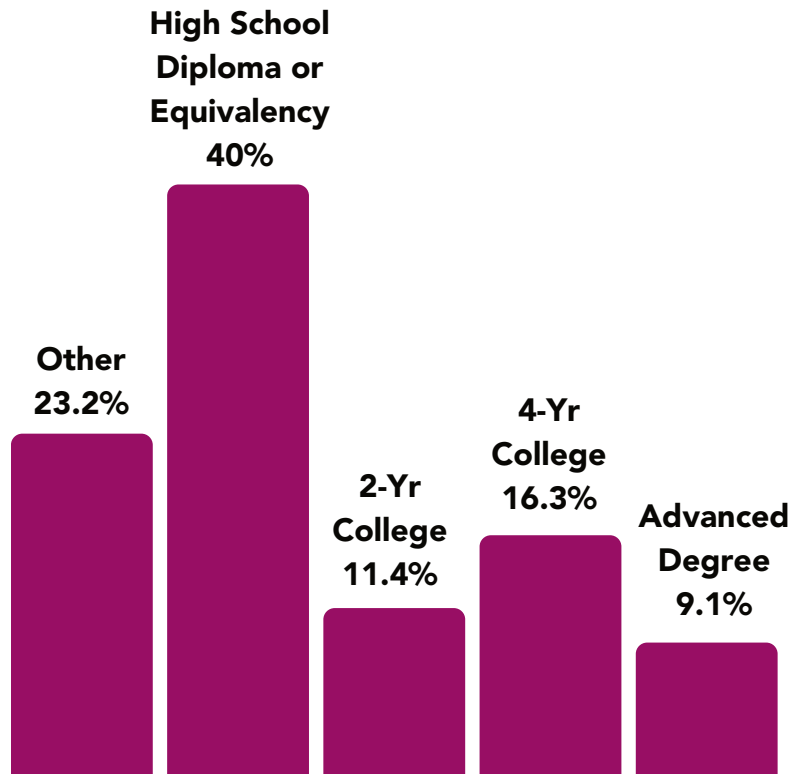
## Those We Help



## Employment Status

## Education

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





# LITERACY ROCHESTER

## LitVol Society

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**Kathy & Keith Kurz  
Cheryl LaBonte  
Joseph & Mary Louise Lapczenski  
Deb & Gary Leary  
Bonnie Martin  
Ethan McKenney  
Bruce & Eleanor McLearn  
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 Schultz  
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

## Program Highlights

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



Customers  
Helped

**1,546**



Digital Tasks  
Completed

**2,824**



Locations in  
the Community

**24**

### 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

### 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.

### 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.

#### Monroe County

##### Top Five ZIP Codes Served:

14608, 14619, 14617, 14606, 14613

#### Finger Lakes Region

##### Top Five ZIP Codes Served:

14564, 14522, 14513, 14502, 14424



# DIGITAL LITERACY

## Spotlight: Susan



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**





# LITERACY ROCHESTER

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## Financial Partners

Al Sigi 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 Sinclair Foundation  
Johnson & Johnson Family of Companies  
Manning & Napier, Inc.  
Mengel Metzger Barr & Co, LLP  
Monroe Capital, Inc.  
Nixon Peabody, LLP  
NYS Education 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!*



# Brain Game - Trivia Event

October 20, 2022

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/>



## Brain Game 2022 Champion

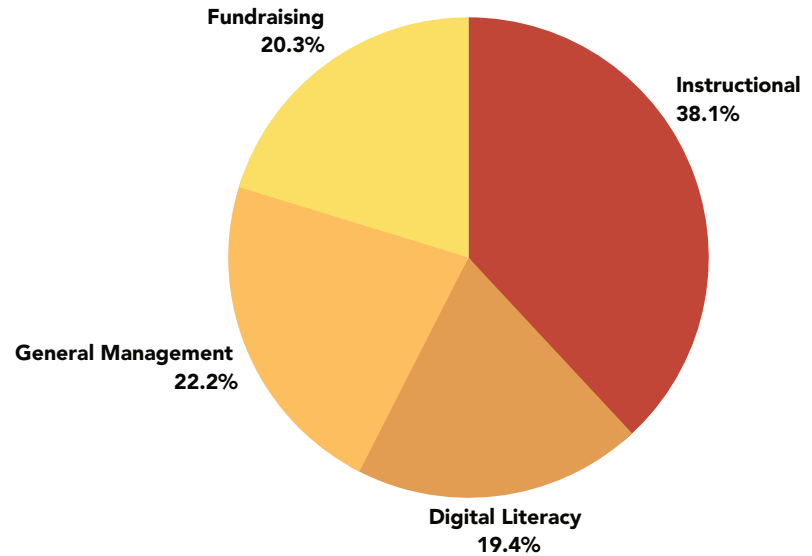
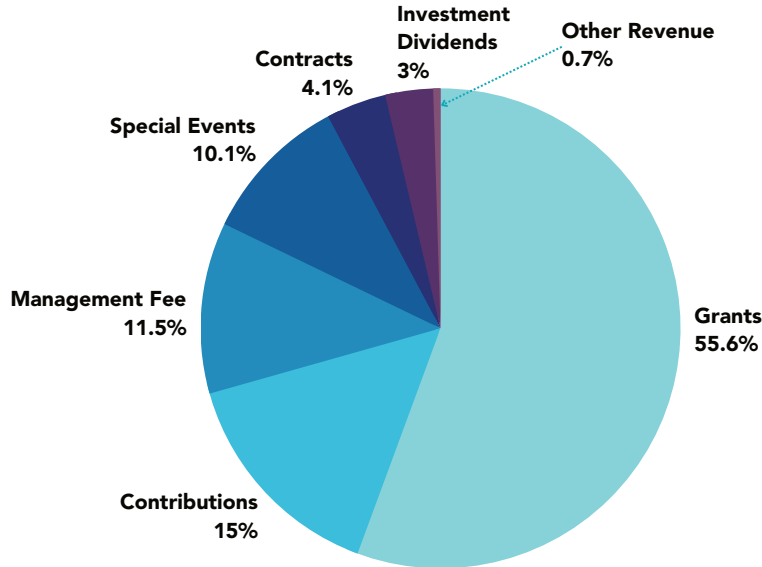




# Financial Statement

## Revenue and Expenses

Unaudited



Revenue	
Grants	\$260,266.00
Contributions	\$70,174.31
Management Fee	\$54,000.00
Special Events	\$47,135.00
Temporary Restricted	\$31,953.12
Contracts	\$18,975.00
Investment Dividends	\$15,080.89
Other Revenue	\$2,300.00
<b>Total Revenue</b>	<b>\$499,884.32</b>

Expenses	
Instructional	\$229,414.33
General Management	\$134,026.93
Fundraising	\$122,094.43
Digital Literacy	\$177,099.16
<b>Total Expenses</b>	<b>\$602,634.85</b>

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



**[www.LiteracyRochester.org](http://www.LiteracyRochester.org)**

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