



### ANNUAL REPORT July 1,2014-June 30,2015



www.lvcv.org 800 Wisconsin Street, MB 70, Suite 301 Eau Claire, WI 54703 (715) 834-0222

#### Dear Friend of Literacy Volunteers,

Since 1986, Literacy Volunteers Chippewa Valley (LVCV) has been committed to helping adults acquire the basic literacy and language skills needed to be self-sufficient and productive community members. From our earliest days, we have relied on volunteer tutors. Last year 163 volunteers provided nearly 8,000 tutoring hours! While our services are free, we employ highly-trained staff whose sole focus is educating a disadvantaged population. Our work not only improves the lives of individuals but economically and emotionally strengthens the community.

Today, we operate several programs to meet the needs of our adult learners -- one-to-one tutoring, Family Literacy, Corrections and Open Learning. Our students continue to work on a variety of skills from GED preparation, learning how to use computer technology, preparing to enter the workforce by learning job skills, obtaining their citizenship, or practicing their reading, writing, and speaking skills. We serve the changing needs of our community. By focusing on the unique needs of the learners in the Chippewa Valley area even as they shift, we help strengthen and sustain the community of which we are a part.

Now, more than ever, we need your support. We face a number of challenges:

- Funding for Adult Education programs has declined by 25 percent in real terms since 2002. Even if the new WIOA legislation is fully funded, we would still be below the level at which Adult Education was funded a decade ago.
- Our classrooms are full and we have a waiting list of students in most program areas.
- The funding model at the United Way Greater Chippewa Valley has changed and we no longer "fit". Unfortunately, literacy agencies across the state and the nation have been negatively impacted by this change.
- Costs of everything from textbooks, program supplies, rent and technology support have increased.
- To increase our capacity to serve more adults, we need to hire additional teachers.

We make education accessible for hard-working adults who are determined to create a better life for themselves and their families. Your donation will help us continue to provide support to over 450 adults and 28 children. Thank you for your commitment to our mission to provide flexible literacy programs to help adults and their families reach their education, employment and life goals.

Sincerely,

Laurie Klinkhammer President, Board of Directors

Many go Van Gompel

MaryJo VanGompel Executive Director

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A special thank you to past board President Paul Kulig, and board members Denise Hanson-Pabich and Karen Jones for their years of service.

#### **Our Services**

LVCV serves two populations: Adult Basic Education (ABE) students and English Language Learners (ELL). The core services include reading, writing, math, computer, GED, citizenship and workplace skills. We deliver these services in a variety of venues: open learning, one-to-one tutoring, Family Literacy, corrections, and in the workplace.

#### **Our Staff**



#### **Our Literacy Partners**

Literacy Volunteers is grateful to the following partners who help us accomplish our mission in many ways.

Altoona Public Library **Beacon House BMO Harris Bank Bolton House Career Development Center Casper Foundation** CCF Bank Chippewa County Department of Human Services **Chippewa County Jail** Chippewa Falls Chamber of Commerce Chippewa Falls Public Library **Chippewa Falls School District** Chippewa Valley Technical College **Christ Church Cathedral** Citizen's Employment & Training City of Eau Claire CliftonLarsonAllen, LLP **Community Foundation of Chippewa County Community Table Dollar General Foundation** Dunn County Department of Human Services **Dunn County Jail** Eau Claire Area Chamber of Commerce Eau Claire Area School District Eau Claire Community Foundation Eau Claire County Department of Human Services Eau Claire County Jail Eau Claire Family Resource Center Eau Claire Leader Telegram

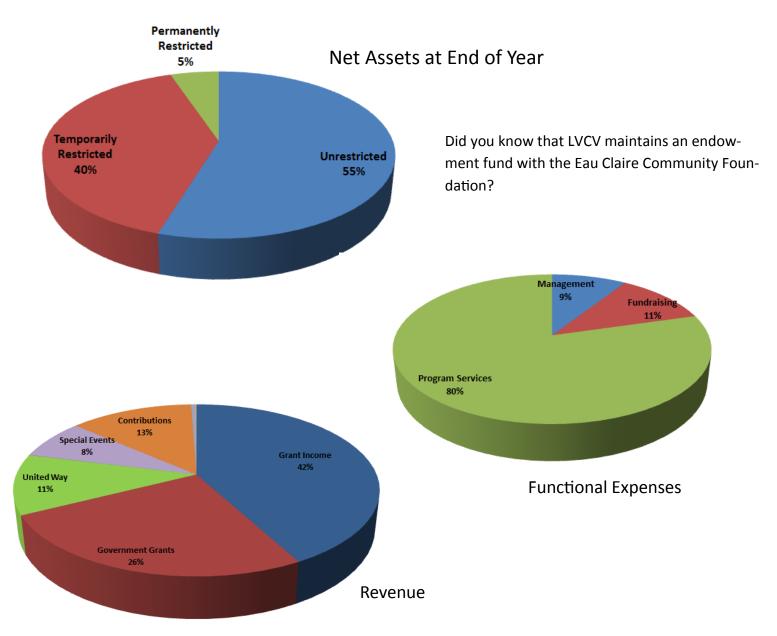


Eau Claire YMCA eBay Foundation Feed My People Greater Menomonie Area Community Foundation Jamf Software L.E. Phillips Memorial Public Library Lois & Arnold Domer Foundation Lutheran Social Services Manpower Menomonie Public Library Menomonie School District Minnesota Wire & Cable Nodolf Flory, LLP Northwestern Bank **Otto Bremer Foundation** People's Bank ProLiteracy **Royal Credit Union Rutledge Foundation** Senior Review Student Transit-Eau Claire United Way Dunn County United Way Greater Chippewa Valley University of Wisconsin Eau Claire University of Wisconsin Extension University of Wisconsin Stout VolumeOne Magazine WAYY Radio 790 WEAU TV 13 Western Dairyland Head Start Wipfli,LLP Wisconsin Department of Public Instruction Wisconsin Job Service Wisconsin Literacy Wisconsin Public Radio Wisconsin Technical College System Wisconsin Department of Workforce Development WQOW TV18 **Xcel Energy** 

#### **Our Financial Highlights**

Literacy Volunteers Chippewa Valley is supported by donations from individuals, businesses, foundations, and community groups. This past year we had two main fundraising events which help to support programs and operations. Although we utilize volunteers wherever possible, we still need a professional staff to train and support these volunteers.

We are ethical, transparent and accountable in our financial matters. At the end of each fiscal year, LVCV invites an independent auditor to review our financial reporting. This year CliftonLarsonAllen, LLP conducted our audit. The results of the audit are presented at our November Board meeting. Our financial statements are available at the Banbury office for review by the public.

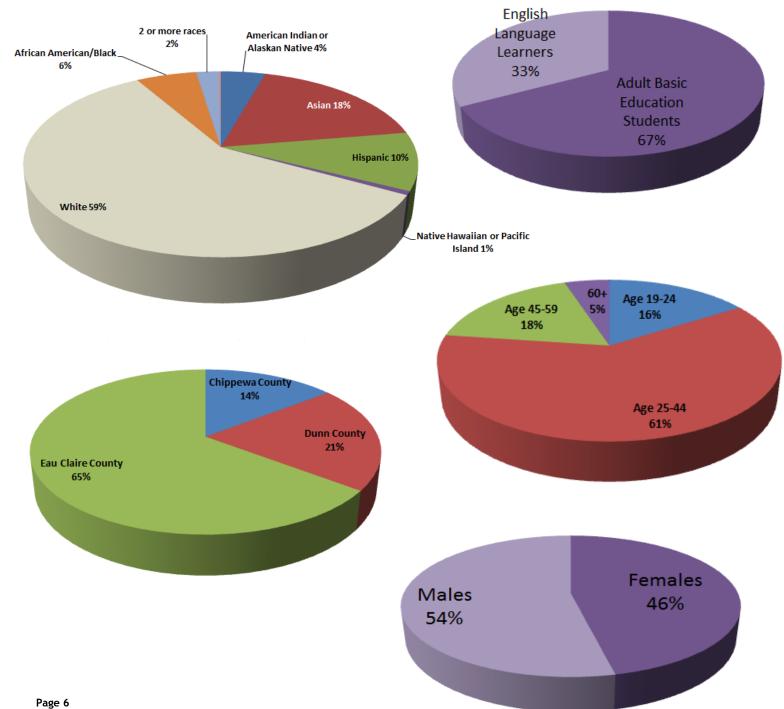


### **OUR STUDENTS**

#### **Our Students**

During the 2014-2015 year we served 456 adults in Chippewa, Dunn and Eau Claire counties. A majority of the students served live in Eau Claire County (296). Our students came from 30 different countries including the United States. Although we served slightly more men than women, men far outnumbered women among the incarcerated population. Caucasians made up the largest ethnic group with Asians in a distant second (18%). LVCV's fastest growing population is Hispanic (10%).





# What Are You Reading?

### **CELEBRATION OF THE STARS**

We held our annual "Celebration of the Stars" on Tuesday, May 19, 2015 at Lake Street United Methodist Church. Over 90 tutors, students, staff and board members attended this important event recognizing students for their important literacy accomplishments.

The recently published 2015 Celebrate Writing book was also released at Celebration of the Stars. This year's theme was entitled *What are You Reading?*, and contained stories written by LVCV adult learners. Eight students read their entries. The Celebrate Writing Book was published with funding from the Anne Marie Foundation.

The Celebration of the Stars was made possible in part by donations of prizes from the Eau Claire Community Service Program, Cascades, Boys & Girls Club of the Chippewa Valley, and Dollar General.



Left to Right:

Kellie, instructor Deb Erwin , Carol, Bao, Mercedes, Maria & instructor Marge Beebe



**Tutor John Murphy and student Fred** 

### **OUR VOLUNTEERS**

#### A Special Thank You!

A special thank you to our many volunteers! Volunteers helped us in many different ways.....

- 163 Volunteer tutors provided 8,548 hours of educational instruction for a value of \$197,202.36 (\$23.07 per hour)
- 44 new volunteers completed tutor training
- Volunteers wrapped children's books for our Parents Sharing Books program



• Board members volunteered over 1,000 hours attending meetings and events, planning and fund raising.



• Volunteers from Chippewa Sand Transport painted our office, cleaned our carpeting and assembled ScrabbleBee games

• Volunteers from Nestle painted the halls and the Learning Lab

• Volunteer photographer Bill Hoepner donated numerous hours of his professional services by taking pictures of students, board and staff. He also attended all of our events to help us tell our story. Many of the pictures in this year's Annual Report were taken by him.

#### 2014 Jefferson Award Winner—Jim McConnell

Volunteer tutor Jim McConnell was a winner of the 2014 Jefferson Awards of the Chippewa Valley. Jim was one the 12 recipients honored at the Jefferson Awards Banquet last spring (see photo below). Jim has been an LVCV tutor the past six years, and has helped more than a dozen individuals take next steps in their literacy goals including writing, conversation, citizenship, computer, and math skills. "What I like about LVCV is that there is so much variety," Jim said. He stresses the importance of listening to students and working side-by-side with them, and he added that it is "delightful to watch people grow".

Jim became a tutor after retiring from 30 years as an RN. He helped 10 students in the Bridges2Healthcare Program study either medical terminology or Certified Nursing Assistant (CNA) content while helping them gain confidence by going back to school. Jim explains that he is happy to pass on what he knew as a nurse and understands the important relationship between RNs and CNAs. Jim's efforts in improving the literacy skills of so many individuals have greatly impacted our community. The Jefferson Awards, sometimes called,

"The Nobel Peace Prize for Volunteerism" was pioneered more than 30 years ago and recognizes dedication and volunteer service of those who transform lives and strengthen communities across the U.S. WQOW TV and Marshfield Clinic bring the Jefferson Awards to the Chippewa Valley.





15 Years of Service Sheila Sorenson with staff member Mary Ward



Celebrating 10 years of service: (left to right): Bob Langer, Luanne Shea and Jackie Young.



Celebrating 5 Years of Service (left to right): Emma Brockman, Linda Aaseng, Sara Armstrong, and Lori Johnson

#### Also celebrating special years of service but not able to attend:

- 15 Years: Yvonne Zwiefelhofer
- 10 Years: Ruth Crouse, Toni Janssen, Dave Martineau, Jim Oliver
- 5 Years: Chuck Gorecki

#### Tutor Workshops

Thanks to a generous grant from the Eau Claire Community Foundation, we were able to offer additional training sessions for our tutors. We held 4 separate "Essentials of Reading" workshops in spring 2015 covering topics such as Reading Comprehension, Reading Fluency, Reading Vocabulary, and Reading Alphabetics/Phonics. Additional tutor workshops were held in "English Forward" and "Learning to Achieve" Learning Disabilities Training.

### **OUR PROGRAMS**

Our literacy programs serve two types of students: Adult Basic Education (ABE) and English Language Learners (ELL). Services are provided in corrections, family literacy, one-to-one or small groups, and in the work-place.

#### Corrections

With the assistance of volunteer tutors, we offer basic education and GED tutoring four mornings per week at the Eau Claire County Jail. In the spring of 2015, we began offering Vocational Literacy classes at the Huber Center one evening per week. Plans for the upcoming year include an expanded Vocational Literacy schedule along with financial literacy and book club.

The new GED is challenging for most students. In Dunn County, the Menomonie Noon Rotary Club partnered with the Greater Menomonie Chamber of Commerce, Kwik Trip and Goodwill to offer a GED incentive program. For every GED test passed, students receive a \$50 gift certificate from one of the partners. This means that a student could earn up to \$200 in gift certificates by the time they pass all 4 test components. This past year, Dunn County Jail had their first student pass all four tests and earned his GED.

In Chippewa County, GED and adult basic education is held two afternoons a week. Nine GED tests were taken during 2014-2015, with one student completing all four of her tests and earning her GED. A Vocational Literacy Class for Huber inmates was held in the spring of 2015, in partnership with the Chippewa County UW-Extension office. A Job Readiness class is planned in the Huber Center various times throughout the upcoming year.

#### **Parents Sharing Books**

For the past 11 years, we have held a wonderful event in partnership with the Chippewa, Dunn and Eau Claire county jails, *Parents Sharing Books*. Inmates who are parents and are incarcerated for Christmas, have the opportunity to share something special with their child – a personalized reading of a book.

We receive donated children's books from the L.E. Phillips Memorial Library and the Chippewa Falls High School Honors English Class. LVCV staff members and jail tutors bring a variety of books to the jails for the



inmates to review. The inmate selects a book for each child and reads the book aloud. We record the reading, burn it to a CD and then mail it to the child along with their individual book and special bookmark in a wrapped package. In December 2014, 52 inmates participated in Parents Sharing Books, and 96 children received a book from an incarcerated parent in time for Christmas.

### **OUR PROGRAMS**

#### **Family Literacy**

In 2014-15 the Family Literacy program served 62 adult students in 4 classrooms divided by English Language Learning level. The students attended classes for more than 5,875 hours and met 70% of their goals. Teachers and students were supported by 26 volunteer tutors during this time.

Family Literacy offers a full range of learning and activities for families participating in the program. Families are not only asked to improve their literacy skills but also focus on other aspects of their family. This involves bringing their children when



they are in class so the children can be involved in Early Childhood Education; participating in structured parent/child activities; and actively participating in Parent Education. This year our families include 4 children at home; 28 attending Birth to 3; 17 attending Head Start; 60 in elementary school; 15 in middle school; and 14 in high school. Some of the projects this year centered around school, parenting skills and the community:

**School:** Parents learned how to participate in fall conferences, establish goals for their children in school, communicate with teachers via notes and folders, learn new math curriculum for 2<sup>nd</sup> graders and the importance of checking backpacks. Staff also worked with parents to help them understand the school calendar and about the U.S. school system.



**Parenting Skills**: Staff helped students understand how to use behavior modification charts with elementary age children who were having trouble in school. We also worked with parents on how to set up routines for their children to assist with issues that may occur at bedtime. Parents learned what to bring with their children to daycare, and when to keep children home because of illness. We also taught them how to know when to take their children to the doctor and what immunizations are required.

**Community**: Parents learned how to read books to their children and what ages they

should use picture books, board books, etc. We also took families on a field trip to the public library where parents applied for a library card and participated in a parent/child group. Parents borrowed books from our book cart and read to their children. Some parents brought home books to read over the summer with their children. Teachers shared information about free or inexpensive things to do with their children during the summer (i.e. ECASD bike rodeo, Wisconsin Youth Sports summer program at UWEC) and gave them ideas of games to play with children of different ages. We also established an area designated as free, so parents could take advantage of some of our giveaways including books, games, clothes, and snacks.

### **OUR PROGRAMS**

#### **Open Learning**

Open Learning in Eau Claire is offered on Tuesday evenings and Thursday mornings. Dedicated tutors come to the learning lab each week to help students with anything from basic reading and math to computer skills and algebra. There are many learners who attend regularly, and there are often drop-ins for whom Open Learning is their first introduction to LVCV. During this past fiscal year, 40 new students came to LVCV at Open Learning sessions.



Chippewa County Open Learning is held at the Chippewa Falls Public Library on Monday evenings. Twentytwo new students participated in open learning.



#### 1-to-1 Tutoring

Students and their tutors meet once or twice a week in public locations and at times suitable for the student and tutor. The pace and content are arranged to work best for the student. Typical goals include improving reading skills from elementary to middle/high school level, assisting one's children to be successful at school, building writing and computer skills for home or job use, and achieving skills necessary for GED study. Cross-generational and cross-cultural friendships can result from pair tutoring, as well as from other LVCV pro-

grams. Last year we had 129 students and more than 80 tutors working in pairs across our three counties. Within these numbers, 18 tutors were supported by staff to help 20 CVTC students succeed in English classes or program classes at the technical college.

"Thank you for all the help you give to so many in our Eau Claire, Chippewa and Dunn counties. I'm so grateful that I can be a small part of such an excellent organization as a tutor."

- Sister Diane Boehm

#### **Workforce Education**

Every year workplace education adjusts to meet current needs and utilize opportunities for community partnerships. Delivered at local businesses, students can learn computer navigation and keyboarding skills, gain fundamental math skills, develop resume and interviewing skills, and discuss employment options among other literacy skills. Their literacy development is contextualized, meaning transferrable literacy skills needed for work, family, and community membership are both the focus of learning and stem from using relevant study materials.

Students this past year had these workplace opportunities:

- ServSafe Food Handler's Certification, focusing on safe storage and preparation practices, preventing cross contamination, using correct time/temperature controls, and proper cleaning and sanitizing;
- CPR/AED Certification, developing skills in the basic techniques of adult, child and infant CPR; learning how and when to use an automated external defibrillator and practicing first aid for choking;
- Business Speech, familiarizing students with the oral communication process, practicing the art of speaking with confidence in front of a group, critiqueing one another's speeches, and exploring effective job interviewing techniques;
- Forklift Certification, including the terminology and physics of smooth, safe forklift operation demonstrating those skills in a warehouse setting; and
- Workforce Resource/CVTC Academies, where displaced workers explored either manufacturing or healthcare careers while LVCV supported them with math, medical terminology, or study strategies.

The success of adults in all our workplace areas results from staff modifying curricular materials and offering support to both the students and to the range of community partners and tutors who are critical to our delivery of services. Thank you, Partners and Tutors! Together we're addressing key employability factors impacting our community.



Student: Naotou Lor

**Tutor Charlotte Lee and Student Miae** 



### **OUR EVENTS**

#### 14th Annual ScrabbleBee

Our annual ScrabbleBee was the buzz of the valley, raising nearly \$40,000 for LVCV. Nearly 40 teams strategized to win prizes, bid on silent auction items, purchase raffle tickets, and have a honey of a good time. The event was held April 23, 2015 at the Sleep Inn Conference Center in Eau Claire. Teams of 5 or 6 players work together to build words. Games are played and the team achieving the highest point total is declared the winner. The winners this year were:

#### **Hare Division**

First place: Nestle Second place: Weld, Riley, Prenn, & Ricci Third place: Applied Data Consultants

#### **Tortoise Division**

First Place: Clearwater Kiwanis Second Place: Luna's Ladies Third Place: Rotary Club of Menomonie

#### Literacy Volunteers would like to thank

- The ScrabbleBee Committee, especially cochairs Marianne Klinkhammer and Terri Hoepner
- Silent Auction, Raffle Basket, and Prize Donors
- Emcee Amie Winters of WQOW
- Judges Carla Leuck and Al Jones
- Visit Eau Claire for the photo booth
- Gator Garb for the T-shirts
- Photographer Bill Hoepner
- And all of our Word Waiters and other volunteers.

#### **Major Sponsors**



Game Sponsor: CVTC



#### **ROYAL CREDIT UNION**





Tile Sponsors: Festival Foods, Mason Companies, RB Scott, Nodolf Flory, LLP, and Wipfli, LLP



Highest fundraising team: Luna's Ladies

**Top three individual fundraisers** First Place: Katherine Schneider Second Place: Joan Voigt Third Place: Sheila Sorensen

Best Team Costume: CVTC (pictured below)



VolumeOne



### OUR EVENTS

#### **Literacy Speaks**

Literacy is a hidden issue. People do not walk down the street wearing a sign that says "I am illiterate". Literacy Speaks is an annual event meant to bring awareness of the issue of illiteracy in our community. The luncheon was held January 15 at the Florian Gardens in Eau Claire. Students and tutors shared their personal stories. Special guest and local author John Hildebrand said, "None of us would be here today without a passionate relationship to reading that goes beyond just acquiring information."

Literacy Volunteers' student presenters gave their personal perspectives on what it means to live with low literacy skills. "You do not know what it is like not being able to read. Because of (my tutor) and Literacy Volunteers, I have been able to start a new life. Now I have at least some of the tools to read and write. I no longer have to use only my memory to put some-

a fundraiser to support literacy services in the Chippewa Valley.



Author and Keynote Speaker John Hildebrand thing together," one student said. Literacy Speaks also serves as



Student Nahla Sakar

"...Because of (my tutor) and Literacy Volunteers, I have been able to start a new life. Now I have at least some of the tools to read and write." -- LVCV Student



**Sponsored by:** 



Left to Right: Mary Ward, Nabil Elnashar, Thna Said and Mary Ciresi

### **OUR DONORS**

Literacy Volunteers Chippewa Valley is thankful for the generosity of our donors. We strive to accurately recognize our donors. If we have omitted or incorrectly spelled your name, please do not hesitate to contact our office so that we can ensure correct recognition in the future.

#### LEGACY

#### \$25,000 & ABOVE

Eau Claire Area School District Edward & Hannah M. Rutledge Charities Otto Bremer Foundation The Diocese of Eau Claire Inc. United Way of Greater Chippewa Valley Wisconsin Technical College System

#### VISIONARY \$10,000-\$24,999

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#### SUSTAINING

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## Literacy changes EVERYTHING



