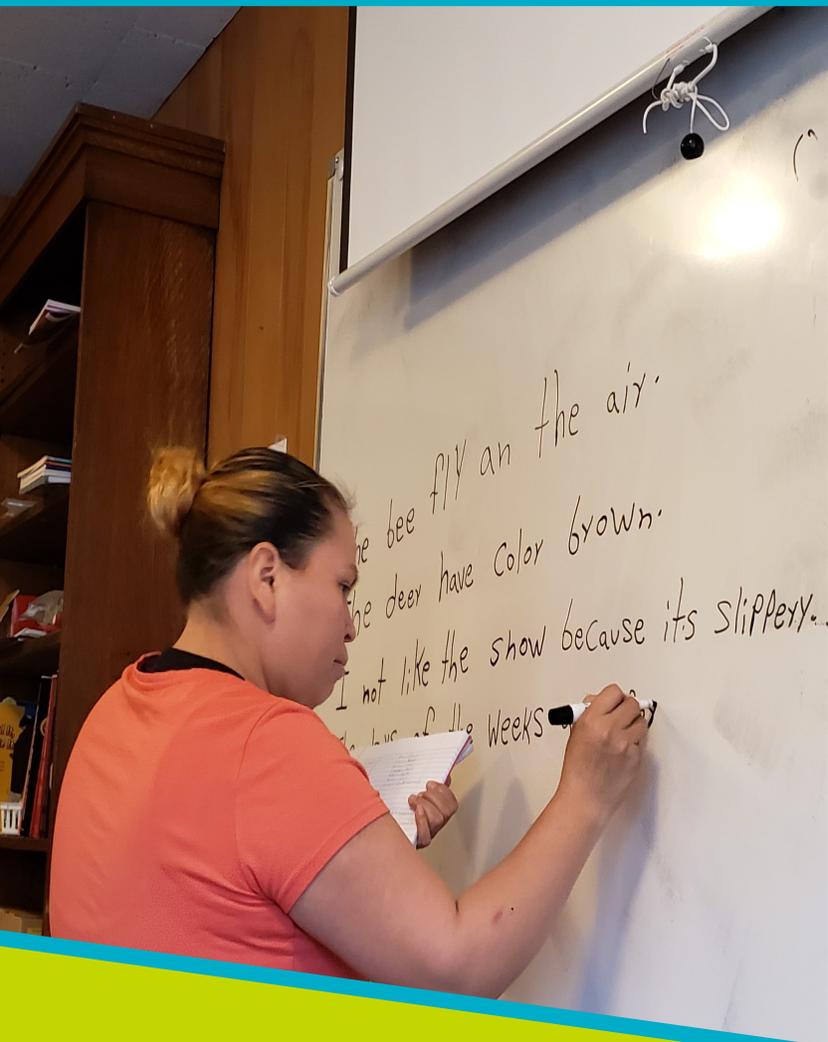


2019-2020 Annual Report



Literacy Changes Everything



ORGANIZATIONAL OVERVIEW

Dear Friends of Literacy Chippewa Valley,

As we rang in the New Year, none of us had any idea what 2020 would have in store for us. If you're anything like me, you made a bunch of resolutions, most of which would be forgotten in the next few days. Maybe you made a goal to read a few more books this year. Maybe you decided to actually use that gym membership. Maybe you decided to learn a new language. Maybe you said to yourself, "This is going to be my year!"

Well, hindsight is (pun intended) 20/20. At Literacy Chippewa Valley, we were gearing up for another successful Scrabble Bee. We had big plans for expanding our partnerships. We wanted to reach more learners than ever. As March rolled around, and the Safer At Home order went into effect, we at Literacy Chippewa Valley quickly realized that this year wasn't going to be anything like we planned.

In those first confusing, scary weeks, Literacy Chippewa Valley quickly sprang into action to ensure that there would be a continuation of as many services as possible. Our staff, volunteers, and learners embraced remote learning and virtual one-to-one tutoring. The LCV staff began working remotely.

Personally, I was still committed to making 2020 "my year." I was going to come out of the quarantine having mastered sourdough bread. I was going to read so many books! I was going to find ways to "make fitness fun" at home.

Despite our hopes that the pandemic would quickly blow over, we realized that we were going to start making some significant and sustainable changes to how Literacy Chippewa Valley would operate and provide services on a longer-term basis. Sadly, the Scrabble Bee scheduled for April was postponed.

Eventually, we realized that an in-person Scrabble Bee wasn't going to be possible this year. Like many other social events, we moved online. On September 10, 2020, we hosted a Virtual Scrabble Bee. Although the game was played a little differently this year, as all the games were of the traditional (or "Tortoise") variety, the spirit of the Scrabble Bee was virtually streamed into homes across the Chippewa Valley. For me, the only thing that could have made it better would have been if pizza had virtually appeared in my living room.

As the months have gone by, and we've adapted to our new normal, the staff and volunteers of Literacy Chippewa Valley have been working hard to continue their service to our community. Despite all the challenges we've faced due to the Covid-19 pandemic, 2020 has also brought new partnerships. Literacy Chippewa Valley will be joining with Workforce Resource and the Inn Towne Hotel to work with individuals seeking employment. We continue our partnerships with the Eau Claire County, Chippewa County, and Dunn County Jails.



Allison V. Shepard

ORGANIZATIONAL OVERVIEW

During the 2019-2020 year, we served 396 learners. While this number was down from recent years, in light of the pandemic, it is remarkable. Our pre-pandemic learner numbers were on-track to rival last year. Additionally, despite having to change the format of our biggest fundraising event of the year, we remain in a financially stable position. We are kicking off our 2020-2021 year with nearly all of our programs staffed and with students.

Although we've had to adapt and change, one thing has remained consistent: our vision to provide a community where literacy training is accessible for everyone. Literacy Chippewa Valley continues to strive to empower adults and their families to reach their educational, employment, and life goals. Whether that's happening with in-person classes, or with virtual learning, Literacy Chippewa Valley has continued to focus on our current learners, as well as ensuring our continued success for our future. The quick action and commitment of the Literacy Chippewa Valley staff and volunteers is a testament to its achievements.

The pandemic has forced us all to figure out new ways to connect and engage. Literacy Chippewa Valley offers numerous opportunities to engage with our community. If you're not already involved, I'd encourage you to volunteer for a position on the Board or as a literacy volunteer. Our continued success depends on people like you. We're so very excited about what the future holds.

My 2020 New Year's resolutions and goals are (mostly) long forgotten. Despite my best efforts to come out of the quarantine with a thriving sourdough starter, I quickly discovered that home fermentation brought me no joy. However, slowing down and staying put helped me focus on different aspects of my life and different goals that I wanted to achieve. I realized that even though 2020 wasn't anything like I'd planned, it *was* my year.

Our learners come from all walks of life; some learners are incarcerated, some are learning English as a second language, some are working towards new life goals like getting a GED or passing their citizenship exam. So many of these learners are working toward an important goal to improve their lives. Literacy Chippewa Valley provides the programs and resources to help our learners meet the challenges they face. And despite all the challenges that 2020 has brought us, with your support, there's no reason why 2020 can't "be our year."

Stay Well,

Allison V. Shepard

ORGANIZATIONAL OVERVIEW

Our Board of Directors

President: Allison Shepard, Herrick & Hart

Vice President: Open

Treasurer: Open

Secretary: Open

Past President: Carlton Brumbelow, JAMF

Members:

Jennifer Rust Anderson, Prairieview Law, LLC

Ashley Holmes, JAMF

Emily Cinquegrana, HSHS Western Wisconsin

Angie Wald, Citizens State Bank of Cadott

A special thank you to Past Board President Carlton Brumbelow and retiring board members Lori Krings, Leah Langby, and Jim Shroeter for their years of service.

LEARNING
SKILLS
TEACHING
ENGLISH
OPPORTUNITIES
EQUALITY
CORRECTIONS
EVERYBODY

Our Staff

Executive Director: Elizabeth Hart

Marketing Coordinator: Chee Vang

Eau Claire County Corrections Instructor: Open

Family Literacy Coordinator: Deb Erwin

Family Literacy Adult Instructor: Chee Vang

Tutor Student Coordinator: Teresa Pleger

Chippewa County Coordinator: Jennifer Sherbinow

Dunn County Coordinator: Stacy Martin

Work Study: Kevin Xiong

Contact Us:

Eau Claire County

510 S. Farwell St.

Eau Claire, WI 54701

715-834-0222

Family Literacy

715-835-0610

Chippewa County

770 Scheidler Rd.

Chippewa Falls, WI 54729

715-738-3857

Dunn County

403 Technology Dr. E

Menomonie, WI 54751

Thank you to our former staff James Jefferies, Teresa Pleger and Libby Dannhoff for your service and dedication to this organization.

Our Mission

Our Mission is to empower adults and their families to reach their educational, employment, and life goals through free, learner-focused literacy programs.

ORGANIZATIONAL OVERVIEW

Our Literacy Partners

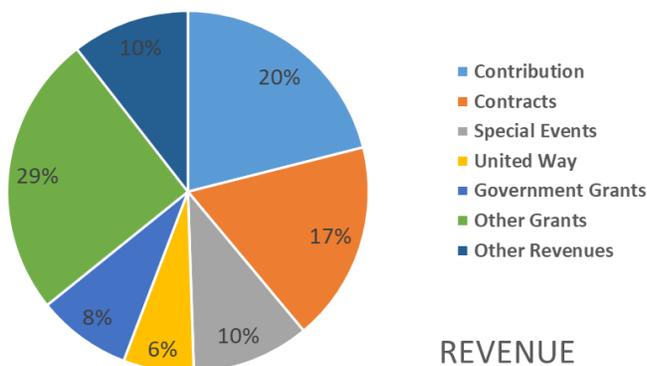
Literacy Chippewa Valley is grateful to the following partners who help us accomplish our mission in many ways.

- | | |
|-------------------------------------|---|
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| Beacon House | Family Resource Center |
| Bolton House | Feed My People |
| Career Development Center | L.E. Phillips Memorial Public Library |
| Chippewa County Jail | Lois & Arnold Domer Foundation |
| Chippewa Falls School District | Lutheran Social Services |
| Chippewa Falls Chamber of Commerce | Menomonie Public Library |
| Chippewa Falls Community Foundation | Otto Bremer Foundation |
| Chippewa Valley Technical College | Pro Literacy |
| Citizen’s Employment and Training | Rutledge Foundation |
| City of Eau Claire | United Way of Dunn County |
| Community Table | University of Wisconsin—Eau Claire |
| Dollar General Foundation | Volume One |
| Eau Claire Area Chamber of Commerce | Western Dairyland Head Start |
| Eau Claire Area School District | Wisconsin Department of Workforce Development |
| Eau Claire Community Foundation | Wisconsin Department of Public Instructions |
| Eau Claire County Jail | Wisconsin Job Service |

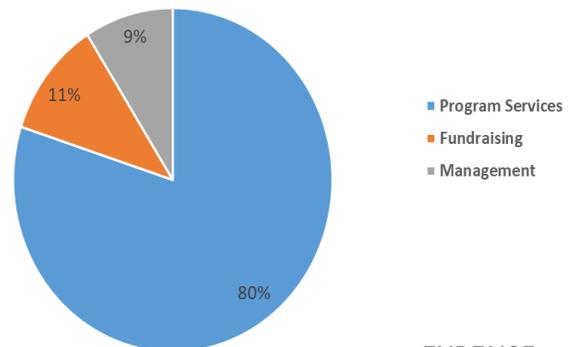
Our Financial Recap

Literacy Chippewa Valley is supported by donations from individuals, businesses, foundations, and community groups. This past year we again held ScrabbleBee, our main fundraising event, which helps to support programs and operations: Although we utilize volunteers wherever possible, we still need a professional staff to train and support these volunteers as well as to teach classes.

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



REVENUE



EXPENSE

OUR STUDENTS AND TUTORS

Our Students



Naly Yang and her Tutor

During the 2019-2020 year we served 396 adults in Chippewa, Dunn and Eau Claire counties. This was an decrease from the previous year. Our students came from 26 different countries with a majority coming from the U.S., followed by Mexico and Laos. We served a slightly larger population of men (288) than women (246). Caucasians made up the largest ethnic group (58%) with Hispanic or Latino a distant second (11%). Our students worked on literacy 6,240.75 hours in either the Family Literacy, 1-to-1 Tutoring or Corrections.



Yan Dong and her Tutor

Our Tutors

This year we had a total of 94 tutors providing 1975.25 volunteer hours to students. Tutors were instrumental in the success of our students in 1-to-1 Tutoring, Family Literacy, and in the Corrections programs in the county jails. We could not provide all of these services without the help of our tutors.

Tutor Program and Training

Our last fiscal year started off strong. We had many students from the English Language Learning class here and from CVTC, as well as Adult Basic Education students from CVTC and the greater Eau Claire community seeking tutor assistance. We were fortunate to have a solid group of tutors with many new people joining the Literacy family, all were ready to jump in and tutor.

Our Family Literacy classes were well attended. The ability to accommodate all these students of differing languages and levels is highly dependent on our volunteer tutors. This year we were fortunate to have tutors leading groups of students as well as taking students on an individual basis.

It is apparent based on the number of student requests that nothing compares to having a tutor work individually with a student. Our students value our services and embrace the opportunity to have one person work with them and focus on where they are at and what they need. Our generous tutors stepped up and we saw some really wonderful accomplishments including students enrolling in and passing their first college course, obtaining Citizenship, passing RN boards, moving up the levels in job programs—all accomplished with the assistance of tutors.

While the year was abruptly interrupted by the onset of the COVID virus, volunteers nonetheless logged in 1,332 hours with their students and we had around 85 pairs working on various areas of Literacy throughout the community.

Moving forward, we are looking for safe methods to continue our endeavors, some pairs have already eased into meeting on Zoom or using Google Meet. We will have to be flexible as safety will always be our priority, we realize some students and tutors do not have access or feel comfortable with technology. Change and challenges are evident this year, but this will push us to be more creative and innovative in the work we do.

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, and One-to-One Tutoring.

One-to-One Tutoring

One-to-One programming provides weekly tutoring services specific to the interests and abilities of learners based on individual learning goals. The One-to-One program benefits from the skillful dedication of over 80 volunteer tutors in Chippewa, Dunn and Eau Claire counties. Within the One-to-One program, student abilities span pre-literate to high school skill levels. Each learner is assessed and matched with a volunteer tutor. Matched pairs work on job skills training, health literacy, English language skills for a variety of contexts, and preparation for further education at a pace that is appropriate to each learner.

The One-to-One program celebrates learner accomplishments that include acquiring various job skills certifications, obtaining citizenship, developing GED test-taking skills, earning a driver's permit, securing employment and gaining skills necessary for pursuing further education and accessing CVTC programs.

We are grateful to our tutors, and we sincerely appreciate their time and dedication to helping learners in our communities reach their learning goals.

Corrections

Literacy Chippewa Valley is contracted to work in the Eau Claire, Dunn and Chippewa County jails. LCV teaches adult basic education, workforce and job readiness classes, and GED education. In addition, LCV teaches financial literacy, creative writing, and assists students with applying to Chippewa Valley Technical College.

In Chippewa County Jail, during the 2019-20 Fiscal Year, 27 students participated in the educational and vocational literacy programs. One student attempted their GED tests. There were 3 students who earned certificates in Customer Service and 3 students earned certificates in Manufacturing 101. In Chippewa County, 2 students completed the computer skills course.

In Dunn County, there were 97 students who participated in Adult Basic Education and vocational literacy classes in the corrections program. There were 21 GED tests taken in the Dunn County Jail with 2 students completing their GED. We had 33 students complete the financial literacy course taught by RCU. There were also 11 students that completed their certification in Customer Service and 11 complete their certification in Manufacturing 101 through Workforce Resource. Dunn County Corrections had 46 students participate in creative writing, 36 students completed an iPad course, and 2 students earned 15 certificates through the WISC Online computer system. We also had 3 students complete the nationally recognized certificate from Servsafe. 6 students also completed the job readiness class.

In Eau Claire County Jail, 121 students participated in adult education. Of those students who completed certification requirements through Workforce Resource online courses, 10 were earned in Customer Service and 4 were earned in Manufacturing 101. There were also 5 learners who earned certificates in Financial Literacy taught by RCU. 19 students completed the computer skills course offered. 18 also completed the nationally recognized certificate from Servsafe.

Parents Sharing Books

Literacy Chippewa Valley again provided the Parents Sharing Books program in the three jails in Chippewa, Dunn and Eau Claire counties. In Dunn county, 31 Parents Sharing Books were sent to the children of inmates. Eau Claire county had 27 and Chippewa had 25.

The ability of the parents to give this gift to their children during the holidays would not be possible without the help of our volunteers, and book donations from the Chippewa Falls High School Honor Society, and the La Crosse Diocese of Catholic Women.



Teresa Pleger and others wrapping Parent Sharing Books

OUR PROGRAMS

Workforce Education with Workforce Resource

One hundred seventeen students in the three jails earned certificates in Manufacturing 101 and Customer Service skills through LCV's collaborative efforts with Workforce Resource. Workforce Resource provides the vocational online training, and LCV staff and volunteers assist students with learning math skills and workplace jargon. In addition to the webinar training, students learn job readiness skills in how to draft a resume and cover letter, interview skills, and about federal bonding.

Financial Literacy with RCU and UW-Extension

Royal Credit Union (RCU) is a partner in delivering financial literacy in the jail with LCV. This year RCU Community Financial Education Coordinator, Melissa, joined us in the jails in Eau Claire and Dunn counties; and 23 students completed the class in Eau Claire County and 63 in Dunn County. Curriculum was tailored towards the needs of incarcerated persons. The class offers budgeting basics, credit information, and the importance of saving, but it also provides instruction on paying off debt, judgments, child support, and how predatory lenders should be avoided. Chippewa County partners with the UW-Extension Family Living Agent and had 22 complete financial literacy sessions.

Family Literacy



Students, Staff, Tutors, and Volunteers at the Annual Christmas Potluck 2019

Family Literacy began its 2019 school year with instructor Chee Vang. Inheriting this position from previous instructors, Chee understood his role and impact teaching to students in the Chippewa Valley area. Chee's innate ability to work with students from all levels allowed for a diverse learning experience. Chee comes from an English major background and is very skilled in multimedia and filmmaking. Learners liked his blend between using digital media and his old school usage of writing and reading on the white board, which enhanced their learning experience. The pedagogy consisted of understanding the importance of inferences, reading, writing, comprehension, social skills, language and pronunciation, interpretation, speaking and conversation. In addition, class period was dedicated to helping students navigate common websites, product research before purchasing items, and job searching and resume building.

Instructor Chee created a learning environment that allowed learners to feel comfortable, learners were given options and often their preferences were met and accommodated. They also had the opportunity to break into smaller groups or individual sessions with tutors and volunteers. Many of the volunteers were students from UW-Eau Claire. They assisted the teachers and tutors and paired with students for in depth learning on grammar and reading. We collaborated with UWEC and CVTC to assist students in successfully completing their service learning, work study and volunteering hours during the year.

This year Family Literacy continued its teachings using the Step Forward series. We also transitioned into using the Journey to Success series which worked very well with individual sessions and small groups. Both series consisted of books from many levels which was well received by learners and tutors. For beginning levels, they felt the books helped ease into the English Language. More advanced levels took advantage of the comprehension that came with readings and often had group discussions to expand their knowledge on the content.

We also recognized the hard work and dedication tutors and teachers put into preparation before every class. This is why Instructor Chee allowed for more time and opportunities that teacher Ruth and others could have with learners. The classroom was open for improvement and suggestions and this allowed the environment to consistently be learner-centered.

OUR PROGRAMS

We had 36 learners with 6 being male and 30 being female throughout the year. They were from 15 different countries and 50% of our students were Asian and the other 50% were Hispanic. The countries represented were: Laos, Thailand, Japan, China, Mexico, Honduras, Vietnam, Puerto Rico, Argentina, Syria, El Salvador, Jordan, USA, Ukraine and Arabia.

We were heading towards record attendance and hours up until March of 2020. With the mandatory Safer at Home restrictions, we were unable to hold any face-to-face classes. Instructor Chee converted his classroom to an online format that allowed for distance learning. The classroom continued to run four days a week for remote learners.

Within our population we had many people seeking jobs with others already working full and part time. Before the Safer at Home restrictions 2 of our learners started new jobs working part time and full time.

Recognizing Excellence From Tutors and Teachers As We Transition Into Distance Learning

Before the Safer at Home restrictions our organization understood it was necessary to begin converting our classroom to Distance Learning. We gave ourselves enough time to assist teachers, tutors, and student with Learning Management Systems and it allowed us to continue our classroom throughout the restrictions. We also helped neighboring programs with suggestions on how to use Distance Learning because of our successful practices.

Going into our 2020 Fall schedule we understood that we needed to continue Distance Learning and allow our learners to learn from their homes. Luckily we have the passion and support of our teachers and tutors who constantly want to be involved in this process.

Along with the Family Literacy team, Instructor Chee was able to do training sessions with our tutors and teachers in order to get them ready for the fall schedule. Many of our tutors and teachers were beginners but were able to learn how to use Distance Learning through our live training and training videos.

We thank our teachers and tutors for their dedication as we continue to explore this new way of learning. Many of them are retired and continue to teach at our institution for the unselfish reasons of seeing others succeed. They are essential building blocks of our foundation and without them we would not be able to stand as tall as we do. Many go out of their way to contribute to the learning environment and make life long friendships with our learners. All we can do is continue to encourage these practices and build on this learning environment as we move forward. From all of us at Literacy Chippewa Valley we have the utmost appreciation for everything they do and we look forward to continuing this journey together.



Students, Teachers and Tutors

OUR EVENTS

2020 Buzz on ScrabbleBee

ScrabbleBee was postponed this year due to COVID-19. Our usual April event attended by 400 was modified to an online version. Participants viewed a 30 minute video montage with prerecorded speeches from the Executive Director, board members and students. They played Scrabble online with a member of their team to generate high scores. There were 19 teams and over 35 attendees. Over 20 businesses donated items for a virtual silent auction. The event was emceed by long-time tutor, John Murphy from 98.1 fm.

The winners with the highest scores this year were:

Winners:

First Place: Wisconsin Public Radio

Second Place: Dark Iron Dwarves (Great Lakes Borrowers)

Third Place: Word Wizards (Chippewa Falls Public Library)



John Murphy dressed up for the Online Fundraiser

Record pledges and donations came from Calvin's Cadre, the team of Kathy Schneider. (Calvin is her seeing eye dog.) All in all it was a fun evening with over \$20,000 being raised for Literacy Chippewa Valley.

Special Thanks:

Silent Auction: Barb Tanner/Chee Vang

Emcee: John Murphy

Judges: Libby Dannhoff

Multimedia: Chee Vang

All of our members, players and other volunteers

Literacy Chippewa Valley would like to thank:

Major Sponsors:



Event Sponsor: Anonymous

Game Sponsors:

Chippewa Valley Technical College

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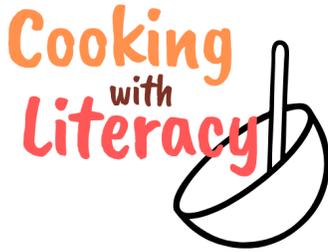


Celebrate Writing Book:

Each year Literacy Chippewa Valley students are given the opportunity to be published in a book of student writings.

“Cooking with Literacy” was the theme for this year’s book. Students were given the chance to tell us what their favorite recipes are and why. A second section of the book contained poems on food and a third section contained articles written from the heart by inmates who participated in a creative writing class.

Our book contains articles written by over 45 learners, several of whom included photos of themselves or that compliment their story. Pick up your copy of the book now at one of our locations.



Community Table

Tutors and staff prepped and served lunch at Community Table in Eau Claire in September of 2019 in celebration of Literacy Month. Nearly 100 guests enjoyed a delicious meal of French toast, turkey bacon, garden salad and fruit. Many of them said "Thank you Literacy Chippewa Valley!" and we in turn reaped the benefits of the camaraderie and "warm fuzzies" of volunteering in our community.

Fred Winger (Celebrate Writing 2019)

I would like to go to the Hawaiian Islands. But not for the reason that you think I would.

I was born on June 23, 1942, six months after the attack on Pearl Harbor. My dad was in the Army and was at the second invasion of Normandy. My mother was at Baraboo making shells for the army. My grandma and grandpa raised me until I was about six years old.

I was (and still am) interested in all the battle ships, and all the men and women that lost their lives there, and the memorial to them in Hawaii. Don't get me wrong, I would like to see the pineapple fields, coconut trees, and the land and beaches. I am curious about the volcano too, we don't have anything like that here.

I am also a fan of Hawaii Five O and Magnum P.I. I like getting to see what Hawaii might be like watching these shows.

Of course, it would be nice to be in all that sunshine, and they don't have winter there either.



Fred Winger and his tutor John Murphy

OUR INVESTORS

Literacy Chippewa Valley is thankful for the generosity of our Investors. 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.

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