

# 2018-2019 Annual Report



*Literacy Changes Everything*



@literacychippewavalley



@literacycv



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[www.literacychippewavalley.org](http://www.literacychippewavalley.org)

# ORGANIZATIONAL OVERVIEW

## Dear Friends of Literacy Chippewa Valley,

The year is almost over and we're already excited for 2020. We're excited for next year because this year has been so successful!

In 2019 we served more people than we have in any year since 2013. As our student population has begun to increase so has the quality of our instruction and services. We learn from our students as much as they learn from us and we are able to use those lessons to inform on the services we provide. The diversity of understanding our students bring to us helps us continue to grow and improve, and even if they are not always aware of it, they help set the precedent for the experience of future students.



*Carlton K. Brumbelow II*

As we look toward the future I'd like to share with you all the vision Literacy Chippewa Valley has. Our mission as an organization is to empower adults and their families to reach their educational, employment, and life goals through free, learner-focused literacy programs. We envision a community where literacy training is accessible to everyone, and we endeavor to remove as many roadblocks as we can for those in need of our services.

An important step in making this possible is to recognize what we value. Our organizational values are the light that keeps us on the path. I'd like to take you through Literacy Chippewa Valley's organization values to help you better understand what drives us.

## Impact

We value impact because of the power it holds in long-term success. Our students already face multiple hurdles to success in our community because of the needs that bring them to us. In order to make their time with us valuable, we have to devise ways in which that time is most impactful. If students are bored or classes are moving too quickly for some, the impact we have is diminished, as are the long-term skills our students take away from their time with us. Our impact on our students must be positive and intentional.

## Learner-Focused

Our students are the reason we exist as an organization. While that's an obvious statement, what isn't always obvious are the things we do to ensure we're having the right impact on the right people. As we have grown we've expanded our services because of the needs our students have helped us recognize.

We offer family literacy programs because of the needs of whole families rather than individuals. We work in the jails of the three surrounding counties to help give inmates tools for success when they get out. We do both one-on-one tutoring and classroom learning because students all have different needs and learning styles. And then there are the smaller activities we perform as needed, like helping a young woman learn to better understand the language used in the test to become a Registered Nurse (she passed by the way!), or helping a local police officer improve his ability to write his reports.

We focus on the needs of our learners because it makes our community better and stronger.

# ORGANIZATIONAL OVERVIEW

## Community

Literacy Chippewa Valley can't exist in a vacuum. We impact the community and are also impacted by it. As such, we want to ensure the impact we have on the community is purposeful and powerful. We desire to be a healthy organ in the body of the Chippewa Valley, and to do so we must be mindful of where we can help.

The Chippewa Valley community is our tribe, and we have a duty to enrich the tribe with the skills we're able to impart. It's easy to get hyper-focused on just the areas of the community we interact with regularly, but everything touches everything. Our daily interactions are informed by thousands of other interactions we have no awareness of, and the quality of those interactions impact the quality of our interactions in the present.

When even one person in our community is enriched, we're all enriched.

## Good Stewardship

When we think of good stewardship most of us immediately think of finances. I'm happy to report that on that front Literacy Chippewa Valley is doing well. In the past year, we have reached a point of financial stability that we haven't seen as an organization for a number of years. The staff has done a fantastic job cutting costs and building efficiencies into their work, and while there are always unknowns that occur, their efforts have created a shield against changing currents.

Good Stewardship to us is about more than finances though. Every day we're entrusted with the livelihoods of dozens of people. If we fail them it puts their future prospects in jeopardy, and that is a responsibility we take seriously. Everyone deserves a chance to better themselves, and when they turn to us for help in doing so, we have to respond appropriately.

Our values are important and powerful. We chose them because they all relate to one another and they resonate with many of us on a personal level. We desire to have an impact on our local community, which we cherish, through learner-focused opportunities and good stewardship of that which has been entrusted to us.

I'm looking forward to another great year for Literacy Chippewa Valley and I hope you all will join us on our journey.

Greatest Regards,

Carlton K. Brumbelow II

# ORGANIZATIONAL OVERVIEW

## Our Board of Directors

**President:** Carlton Brumbelow, JAMF  
**Vice President:** Open  
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Jennifer Rust Anderson, Prairieview Law, LLC  
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Allison Shepard, Herrick & Hart

A special thank you to Past Board President Michael Ahrens and retiring board members Terri Hoepner, Leah Motschenbacher, Stacy Secker, and Jennifer Anderegg for their years of service.

**LEARNING  
SKILLS  
TEACHING  
ENGLISH  
OPPORTUNITIES  
EQUALITY  
CORRECTIONS  
EVERYBODY**

## Our Staff

**Executive Director:** Elizabeth Hart  
**Marketing Coordinator:** Libby Dannhoff  
**Eau Claire County Corrections Instructor:** Jim Jeffries  
**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

*Thank you to our former staff Louise Bentley, Sue Zoromski, John Tristan, Susie Santee, and Heather Larson for your service to this organization we wouldn't be able to be where we are today without your hard work and dedication.*

### 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  
715-233-5363

## 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

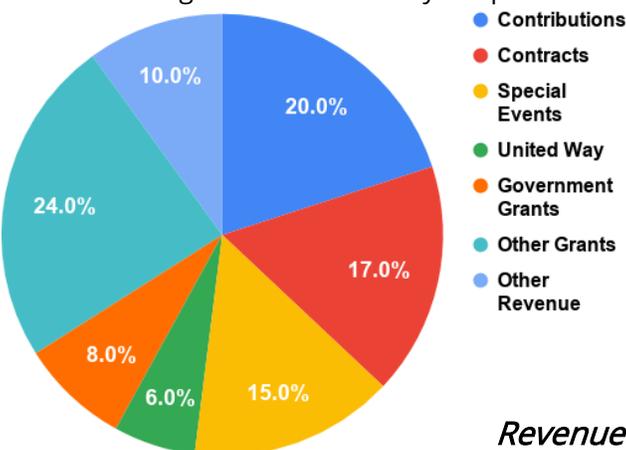
Literacy Chippewa Valley is grateful to the following partners who help us accomplish our mission in many ways.

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

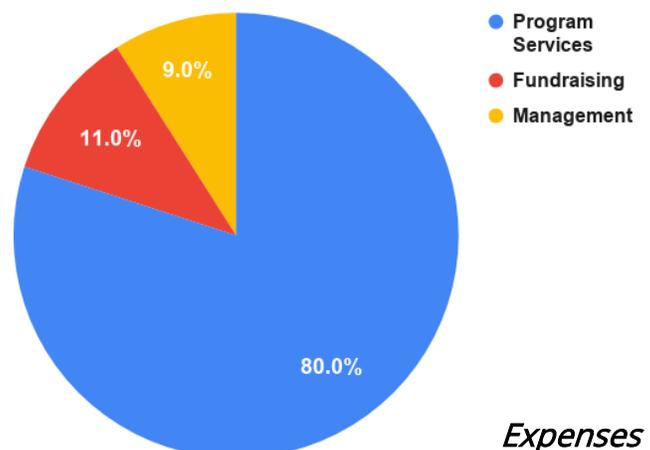
## Our Financial Recap

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*



*Expenses*

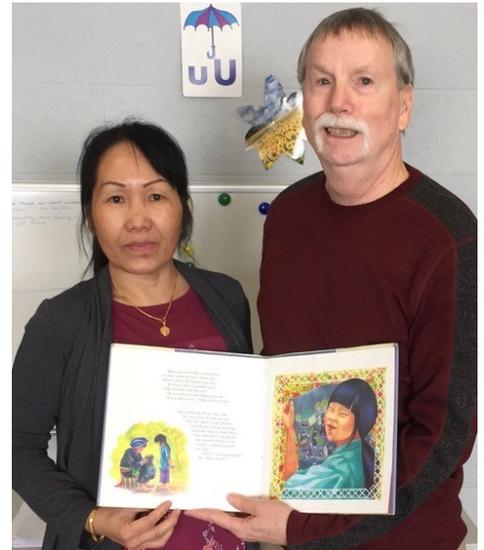
# OUR STUDENTS AND TUTORS



*Maiya Dulal Banjara in her dress from Nepal.*

## Our Students

During the 2018-2019 year we served 534 adults in Chippewa, Dunn and Eau Claire counties. This was an increase from the previous year. Our students came from 19 different countries with a majority coming from the U.S., followed by Puerto Rico and Mexico. We served a slightly larger population of men (288) than women (246). Caucasians made up the largest ethnic group (55%) with Asians a distant second (10%). Our students worked on literacy 9,211 hours in either the Family Literacy, 1-to-1 Tutoring or Corrections programs.



*Song Lee Yang and her tutor David Dial*

## Our Tutors

This year we had 82 tutors provide 1727 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

2018-2019 was a great year for the Literacy CV Tutor program. We had a large fleet of talented returning tutors as well as a high number of new volunteers. In an attempt to streamline the process, we now have volunteers interested in tutoring complete the Tutor Data Form and then schedule an individual orientation at their convenience.

The new procedure allows tutors to enter into the process faster and yet gives them an orientation tailored to their background and questions. We have many new tutors now out in the community as well as assisting in the classroom. Our tutors really are the heart and soul of Literacy.

We are fortunate to have a vast library of resources for our tutors and students here at the office. The community is also very supportive of our efforts in allowing space for tutoring pairs and the libraries work to assist in any way they can. Literacy really is a team effort.

Immediately after orientation, the new tutors are invited to sit in on the ELL classes just to get a feel for the whole process and the atmosphere that comes with it. No matter where the pairs meet, there is a special connection that comes from learning and sharing together and everyone leaves better because of the experience. Literacy Chippewa Valley is a place where everyone is accepted and appreciated.

### ***"My Bucket List" - Miranda Kapbardi (Celebrate Writing 2019)***

*I am Miranda Kapbardi and I came from Albania. My family is my husband, my two sons, and myself. My family is important to me and is important on my Bucket List.*

#### *My Bucket List:*

- 1. My dream for the future is to open a restaurant that our family would own. I want to do this because I like to cook and see my customers happy with the food I make.*
- 2. I want my sons to go to college and get degrees. This will help them to get good jobs they like.*
- 3. When my sons are ready, I hope they will get married and have a family. I want a big, round dining table where my children and their families will share meals and fun times together with my husband and me.*
- 4. I want to pass on some of our Albanian traditions to my future grandchildren.*
- 5. My husband and I would like to take our sons to Albania to visit our family, friends, and our beautiful country.*
- 6. I hope my family and I continue to be happy in our new country, the United States.*

# 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 2018-19 Fiscal Year, 86 students participated in the educational and vocational literacy programs. Two students successfully passed their GED tests. There were 24 students who earned certificates in Customer Service and 22 students earned certificates in Manufacturing 101. In Chippewa County, 9 students completed the Job Readiness class and increased their job search skills and 6 students completed the computer skills course.

In Dunn County, there were 130 students who participated in Adult Basic Education and vocational literacy classes in the corrections program. There were 8 GED tests taken in the Dunn County Jail with 2 students completing their GED. We had 63 students complete the financial literacy course taught by RCU. There were also 27 students that completed their certification in Customer Service and 25 complete their certification in Manufacturing 101 through Workforce Resource. Dunn County Corrections had 17 students complete a certification in creative writing, 51 students completed an Ipad course, and 5 students earned 10 certificates through the WISC Online computer system. Three students also completed the nationally recognized certificate from Servsafe. 8 students completed the job-readiness class. We started a new certificate this year called Parenting from the Inside and had 14 students complete the certificate for this new program.

In Eau Claire County Jail, 174 students participated in adult education. Of those students who completed certification requirements through Workforce Resource online courses, 14 were earned in Customer Service and 14 were earned in Manufacturing 101. There were also 23 learners who earned certificates in Financial Literacy taught by RCU. 21 students completed the computer skills course offered.

## Parents Sharing Books

Literacy Chippewa Valley again provided the Parents Sharing Books program in the three jails in Chippewa, Dunn and Eau Claire counties. One hundred and two children received a book, bookmark and CD recording from 53 incarcerated parents. Books for the program were donated by the Chi-Hi Honor Society and the LaCrosse Diocese of Catholic Women.

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.



*Thank you to the La Crosse Diocese of Catholic Women*

# 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

Family Literacy started the year off with Susie Santee-Buenger as our English Language adult instructor and ended the year with John Tristan as the instructor! These instructors both brought their own creativity into the classroom. Susie was able to connect us with Volume One and shared some design principles with our students. John understanding of some Spanish, some Thai and some Lao, from his 6 years of teaching in Thailand, brought forth valuable knowledge into the classroom. His love of music and ability to play the guitar allowed for music to be brought forward into the classroom for a new dynamic teaching method, as music can be understood by anyone.

We had 30 students with 5 being male and 25 being female throughout the year. They were from 8 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, and Guatemala.

There was a total of 2,940 hours, which is lower than previous years due to weather interference. The weather interference we had resulted in us having 12 days off from school classes due to snow and school delays. This resulted in a loss of 1000 hours according to calculations based on 30 students with 3 hour class periods for 12 days.

Within our population we had 4 people seeking jobs with many of the others already working full and part time. Out of our 30 students 13 of them have no interest in job searching as of yet.

We collaborated with UWEC and CVTC to assist students' in successfully completing their service learning, work study and volunteering hours during the year. One of the UWEC professors had her class do a rotation in our childcare room to experience the diversity within our organization.

At the L.E. Phillips Career Development Center we did a lunch and learn where we were able to share on citizenship. During this past year one of our students received their citizenship.

Through continued collaboration with the L.E. Phillips Memorial Public Library we were able to do many things. We collaborated with them and had a table at their Baby Bonanza where we networked with other community partners. We also did a field trip with our students to the L.E. Phillips Memorial Public Library to introduce them to the maker space within the library and how they are able to obtain a library card. Collaboration also ensued with the Talking is Teaching initiative within the Chippewa Valley by implementing many of their ideas and materials into our Family Literacy childcare practices. By getting them library cards we were able to expose them to the great children's literature available and to the many elements of talking is teaching, the more we connect with our children by using words, songs, reading books and playing with them, the more language they will hear and that will further connect them to their world.



*Students from the Family Literacy Class are shown with Family Literacy Coordinator Deb Erwin (back left) as they receive certificates for their achievements at the 2019 Celebration of the Stars.*

# OUR PROGRAMS

During the year, the YMCA hosted a parenting program for students in Family Literacy specifically covering the topic of HALT-times, which covers parents taking a step back and accessing the situation at hand, when they are Hungry, Angry, Lonely, and/or Tired. This program focuses on patience and the importance of it for parenting along with other ways to handle this and how to combat those times.

During the year we decided a new curriculum was needed and perused several before deciding on the Step Forward series, which Chippewa Valley Technical College (CVTC) also utilizes. Within this decision we chose books 1 and 3 as our concentration while CVTC concentrates on books Intro, 1, 2, and 4.

Volume One's Tom Giffey came and presented to our students about the writing process taken at Volume One and how the magazine is put together. We were also able to participate in the Keys to Success for parents and educators of special needs children in Eau Claire County seminar. Eau Claire Area School District (ECASD) stepped up to come and assist Family Literacy with students who were trying to register for summer programs offered by the district. Through their hands on approach we were able to see many students successfully register for the summer programs.

Through these partnerships we were able to bring forth many positive happenings for our students.

## Literacy Chippewa Valley Celebrates Star Students, Tutors and Ruth Peterson

The annual Celebration of the Stars was held in May 2019 in the Great Hall at Christ Church Cathedral, Eau Claire. This annual event recognizes the accomplishments of students and tutors taking part in Family Literacy and one-to-one pair tutoring.

This year's recipient of the Eric J. Wahl "Making a Difference" Award was Ruth Peterson. Ruth Peterson is an LCV tutor and received the award at Celebration of the Stars.

Ruth is a retired educator for the ECASD who taught English as a Second Language to elementary students for many years. After she retired, she started to volunteer with Literacy as a tutor. Eventually, she ended up at Family Literacy where she presents phonics-the sounds of the letters and how to sound out English-to our EL students. She is such a great asset to our organization as she gives of herself to Family Literacy three days a week! We felt that Ruth embodies a great example for her role at Family Literacy and that is why we nominated her and then presented her with the Eric J. Wahl "Making A Difference" Award during our Spring Celebration of the Stars in May of 2019.



*Ruth Peterson*

The Eric J. Wahl "Making a Difference" Award was created in memory of the late Eric J. Wahl who understood the importance of literacy in the lives of adults and their families. The award recognizes an individual in our community who is passionate about literacy and has demonstrated a significant commitment to the mission of Literacy Chippewa Valley.

The Celebration of the Stars Banquet this year took place in conjunction with the Family Literacy End of the Year Awards Ceremony and Potluck. Jim McConnell was honored for 10 years of Service as a Tutor for LCV. As of late he has been in demand as a tutor for students who are seeking help obtaining degrees in the medical field such as CNA, RN, and LPN. The Celebration of Writing booklet, Bucket List, was presented and distributed and we had the framed Paj N Taub we were given by Chong and Song Yang on display for all to see along with his story of coming to America.

# OUR EVENTS

## 2019 Buzz on ScrabbleBee

The 18th annual ScrabbleBee buzzed with excitement on Thursday, April 19, 2018 as over \$40,000 was raised for LCV. Thirty-nine teams gathered together for a fun-filled, fast-paced evening of Scrabble in the Hare and Tortoise divisions. The event was held in the Pablo Center in downtown Eau Claire with the game competition beginning at 6 pm. Savanna Tomei from WQOW TV served as the master of ceremonies.

The winners with the highest scores this year were:

### Hare Division

First Place: Royal Credit Union

Second Place: Xcel Energy

Third Place: Chippewa Valley Technical College

### Tortoise Division

First Place: Northwoods Therapy

Second Place: Holiday Vacations

Third Place: UW-Eau Claire Luna's Ladies



*Best Costume Winner: Leinenkugels*

Special thanks to the ScrabbleBee Committee, this wouldn't have been possible otherwise.

Silent Auction, Raffle Basket and Prize Donors

Emcee: Savanna Tomei

Judges: Laurie Boettcher and John Kleven

Photographer: Leah Motschenbacher

Geno's Pizza

Spectrum Reach

All of our Word Waiters and other volunteers

**SAVE THE DATE!**

**19th Annual ScrabbleBee  
April 16, 2020**

Literacy Chippewa Valley would like to thank:

Major Sponsors:

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 *Where People Matter*  
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## Celebrate Writing Book: "What's On Your Bucket List?"

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



"What's On Your Bucket List?" was the theme for this year's book. Students were given the chance to tell us what they want to accomplish in their lives. A second section of the book 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

*Board members, tutors and staff prepped and served lunch at Community Table in Eau Claire in September of 2018 in celebration of Literacy Month. Nearly 100 guests enjoyed a delicious meal of BLT's, roasted potatoes, corn on the cob, 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.

## LEGACY

### \$25,000 & ABOVE

Otto Bremer Foundation

## VISIONARY

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Eau Claire County  
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## SUSTAINING

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