

ANNUAL REPORT ISSUE:

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The SPARK

CELEBRATING SUCCESSES SPARKED BY YOU!



The 2018 Leaders for Literacy Luncheon commemorated the retirement of longtime Executive Director Don Block. Pictured are event chair Karen Bolden, board president Gary Singery, new CEO Carey Harris, Don, and board vice president Kathy Sullivan.

THE YEAR IN REVIEW

2017-18 defined by growth and change

This past year has been transformative for Literacy Pittsburgh thanks to the generosity of our donors, volunteers and partners. We expanded our footprint, forged new partnerships, brought on new organizational leadership, and, of course, we have a new name!

Many of these changes are a direct result of a strategic plan developed collaboratively by our board of directors and staff. This bold, three-year plan was adopted in 2016 and focuses on four areas: Partnerships, Culture, Reputation and Resources, and Advocacy.

Partnerships: Literacy Pittsburgh works with more than 200 community partners who provide tutoring space, refer potential students and help

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SPOTLIGHT ON SUCCESS: RONALD

Reaching his potential because of you.

People often ask “Who is a typical Literacy Pittsburgh student?” It is a difficult question to answer because each student has very different life experiences, needs and goals. However, one thing many Adult Basic Education students have in common is a complicated relationship with learning.

Ronald came to

Literacy Pittsburgh at the age of 19. Throughout his school career he was in the gifted program, but he also struggled to fit in. “Ever since I first had social interactions, I have been bullied,” Ronald explains. Eventually, the toll became too much for him. In 12th grade, he dropped out.

“I felt like I never learned much in



school anyway,” he explains. “I’ve always done better learning on my own.”

Literacy Pittsburgh

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NEWS FROM THE CEO

Building upon a legacy of success and leadership

I am honored to serve as Literacy Pittsburgh’s new CEO and gladly seize the opportunity to build upon the organization’s distinguished history. For 36 years, Literacy Pittsburgh has been improving lives through learning and working to ensure our students are essential and relevant to the region’s economic future.

Today’s tight labor market presents a remarkable opportunity for our students. Employers in nearly every industry need qualified workers. And our students need family sustaining jobs to achieve better lives. The challenge before us then, is defining how Literacy Pittsburgh will build upon its track record of providing high quality education and strengthen efforts to prepare students for jobs and training opportunities that lead to brighter futures. We have a responsibility to ensure that our students have a chance to be lifted by the rising economic tide.

If fortune does indeed favor the bold, then we must move forward with a boldness worthy of our students. For what could be bolder than leaving your home country, your family, your friends and the language you know and understand to come to the United States to build the American dream? What could be bolder than overcoming the challenges of your youth and starting over as an adult to improve your skills or attain your high school credential?

We are proud and privileged to work alongside the students we serve each day—students who are boldly striving to make their lives better through learning. Thank you for standing with us as tutors, investors, allies and supporters as we boldly seize the opportunities and challenges that lie ahead.

Carey A. Harris
Chief Executive Officer

SPOTLIGHT ON SUCCESS: FADILA

Mom, college student and new homeowner

Fadila came to the United States from Algeria three years ago with her husband and son. She spoke very little English. A few months after arriving here, a friend told her about Literacy Pittsburgh. She met with Najlaa Ebrahim, our Central City coordinator, and was matched with a volunteer tutor.

“It was hard to communicate in the beginning,” Fadila explains. Eventually, it got easier for her after a lot of hard work and practice.

Her tutor also helped Fadila to learn about life in Pittsburgh. “I asked so many questions!”

While Fadila was a primary school teacher in her home country, she wanted to do something different here. After meeting with our transitions manager, she chose to attend community college as a business major.

Fadila continues to meet with her tutor while attending college. She is working on grammar and writing as well as spelling, vocabulary and speaking.

“English is the key here. It opens all doors!” Fadila explains. “Without English you are like a statue, unable to do anything.”

Fadila and her husband look forward to building a life here in Pittsburgh and giving back to the community. In October 2018, they reached an important milestone: they became homeowners. Thanks to you, Fadila and her family are achieving the American dream. ●



Fadila and her family bought a house this fall! She balances college and being a mom to her 5-year-old son with tutoring sessions at Literacy Pittsburgh.

THE YEAR IN REVIEW

Continued from page 1

reduce barriers to learning. A key part of the strategic plan is to develop deeper relationships with partners to better serve the community.

Through a grant from The Heinz Endowments we expanded service in Hazelwood. A primary partner is Community Kitchen. We are providing math classes for students preparing for culinary careers.

In July, we took over adult literacy programming in Beaver County. We also forged a partnership with Goodwill of Southwestern Pennsylvania whose

The Jefferson office bolsters literacy programming along the Brownsville Road and Route 51 corridors. The Parkway West office serves Bridgeville, Coraopolis, Moon, Crafton and the surrounding areas.

Reputation and Resources: Our board of directors recognized that increasing awareness of the scope of our work was essential to attracting new partners, donors and volunteers. We spoke with stakeholders and developed a new name and brand statement that better communicates our impact. On May 2nd,



Jefferson area program coordinator Caitlin Griffiths (right) poses with Nara, a refugee from Bhutan who attended Caitlin's citizenship classes. Nara became a U.S. citizen this past year and is grateful that she now has a place to call home.

accessibility and flexibility.

Advocacy: Last fall, we hosted an "Educate & Elevate" information session for legislators. More than 600

board of directors. These exciting accomplishments were led by Executive Director Don Block who retired in October after 34 years. We are grateful for his leadership and vision. On November 1st, we welcomed Carey Harris as Chief Executive Officer. Carey has great respect for Literacy Pittsburgh's strong legacy and brings a fresh perspective.

None of this momentum would be possible without you! Thank you for your commitment to better lives through learning. We can't wait to see what the coming year brings! ●

A key part of the strategic plan is to develop deeper relationships with partners to better serve the community.

adult literacy program is now affiliated with Literacy Pittsburgh.

We debuted new workplace literacy programs with All for All, Jewish Family and Community Services, The Westin Convention Center and Paragon Foods.

We also opened two new offices to better serve students and volunteer tutors.

we became Literacy Pittsburgh.

Culture: Our culture sets the standard for interactions with everyone we reach. One of the most exciting outcomes to date is the development of a new tutor training model that combines in-person and online training to maximize

student letters and postcards were sent to lawmakers communicating the importance of funding for literacy programs

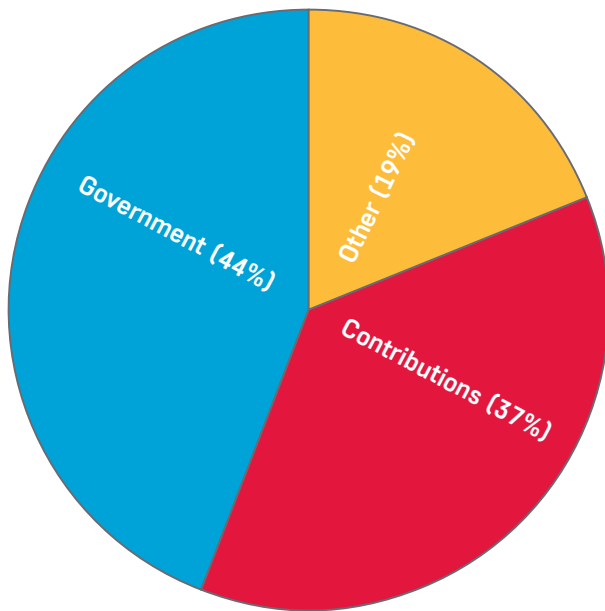
At the local level, staff members serve on the Immigrants & Internationals Advisory Council for Allegheny County, the Mayor's Task Force on construction trades and Partner4Work's



LITERACY PITTSBURGH FACTS & FIGURES

2017-18

REVENUE AND EXPENSES



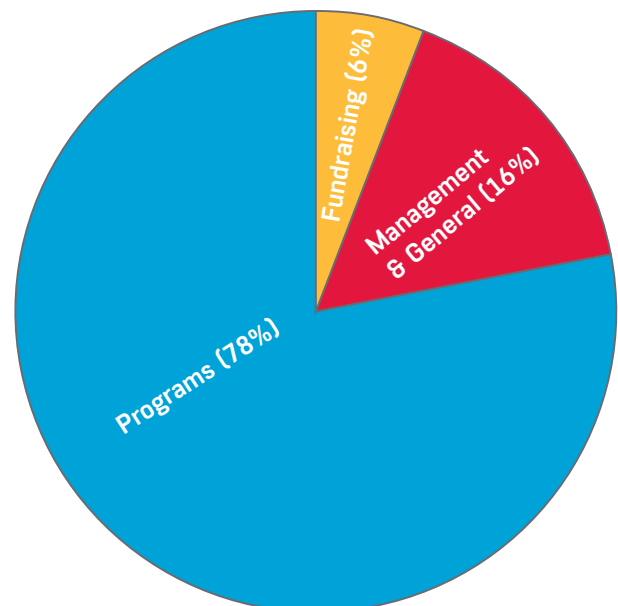
2017-18 REVENUE

Contributions*	\$1,210,162
Government Grants	\$1,463,461
Other	\$611,177
TOTAL	\$3,284,800

(*Includes gifts from individuals, corporations and foundations as well as special events.)

2017-18 EXPENSES

Programs	\$2,491,505
Management & General	\$505,615
Fundraising	\$189,266
TOTAL	\$3,186,386



OUTCOMES



67% of adult students advanced one or more educational levels on standardized testing after 60 hours of instruction.



82% of adult students expressed more self-confidence in their reading, writing or English skills.



92,320 hours of instruction were provided to students by volunteer tutors and professional instructors.



707 volunteers shared 74,331 hours. They tutored students, taught classes, provided job coaching or served on committees.



4651 unduplicated individuals received free instruction or counseling through our programs.

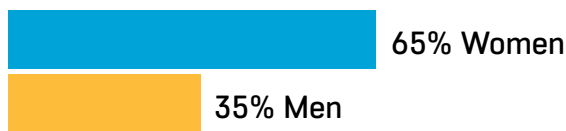
LITERACY PITTSBURGH PROGRAMS

Individuals Served in 2017-18

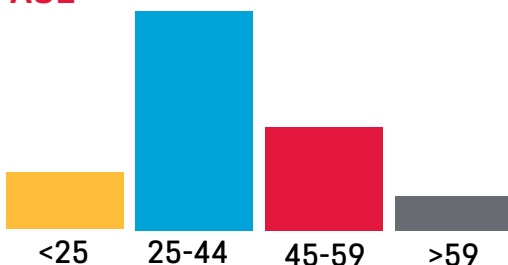
- 588** Adult Basic Education and High School Equivalency Prep and Testing
(reading, writing, math)
- 1081** English as a Second Language
(language skills and American culture)
- 293** Career Transitions
(career exploration, resume prep, college application help)
- 204** Immigrant Services and Connections
(helping immigrants access community resources)
- 132** Family Literacy
(teaching children and parents)
- 308** Workplace Literacy
(on-site classes to boost productivity)
- 341** Oasis Intergenerational Tutoring
(K-4 students in three districts)
- 2907** Compass AmeriCorps
(increasing partner capacity)

STUDENT DEMOGRAPHICS

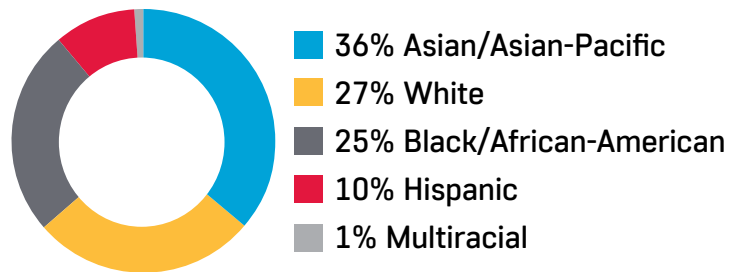
GENDER



AGE



ETHNICITY



EMPLOYMENT & INCOME

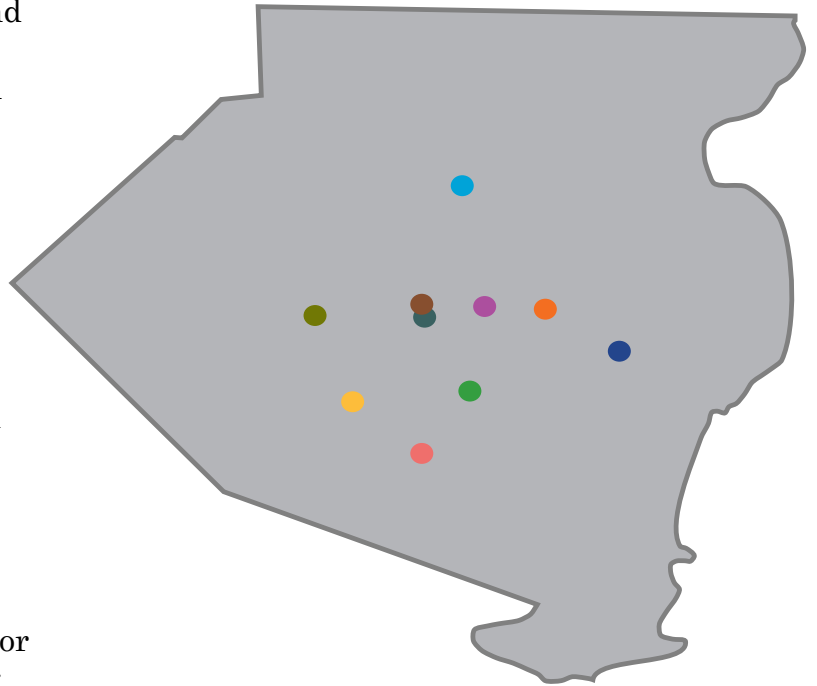
Only 23% of students are employed full-time upon enrollment.

Nearly 50% of students self report as low-income.

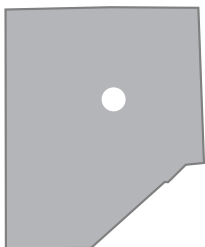
IN YOUR NEIGHBORHOOD

Literacy Pittsburgh provides service throughout Allegheny and Beaver Counties at multiple locations. Below is a list of our office locations as well as a small sampling of activities and collaborations in your neighborhood during the past year.

- **NORTH HILLS** Offers English as a Second Language classes at Allegheny Center Alliance Church for immigrants living in Northview Heights.
- **PARKWAY WEST** New office, housed at Allegheny County Library Association, established in August 2018 serving 106 students.
- **DOWNTOWN LEARNING CENTER** Career transitions hub for students from throughout our service area. Some 400 students per week attend high school equivalency and English as a Second Language classes.
- **CENTRAL CITY** Coordinates student-tutor pairs at our Downtown Learning Center; assists with connecting immigrants to needed services.
- **SOUTH HILLS** Co-hosts a monthly tea with Mt. Lebanon Library for students to practice English with native speakers.
- **JEFFERSON** New office established with assistance of the Jefferson Regional Foundation to serve the Brownsville Road and Route 51 corridors.
- **FAMILY LITERACY** New partnership with 412 Food Rescue teaches parents nutrition and exposes children to new foods.



- **EAST END** Partnerships include Job Corps, Homewood Children's Village, FamilyLinks and Chatham University's Bonner Program.
- **SQUIRREL HILL/OAKLAND** Training and tutoring offered through Islamic Center of Pittsburgh; coordinates distance learning program.
- **EAST SUBURBS** Served 55 students in Hazelwood through programming established with a grant from The Heinz Endowments.



BEAVER COUNTY

On July 1, 2018, we expanded our footprint into Beaver County. This area reaches nearly 200 people through classroom teaching and a jail program. New initiatives include offering English as a Second Language classes and expanding our volunteer tutoring program.

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WORDS FROM OUR STUDENTS

“In the short time I have been in this school, I can tell that learning is extraordinary. The teachers and staff are friendly, smart collaborators and respectful. Thanks for helping us to better our lives.”

“I entered the high school diploma preparation program about a year ago and I can see my progress. I work, plus I take care of my mother. The organization helped me to see my self worth. I’m so happy that my friend introduced me to such a nice place to learn.”

“Literacy Pittsburgh far exceeded my expectations in helping me to accomplish my goal. I appreciate this organization so much.”

“I had an awesome experience at Literacy Pittsburgh! I want to thank all the staff that were kind, courteous, respectful and so much more. It was a delight to study there. Thank you!”

Read more at
www.greatnonprofits.org

STUDENT SUCCESS: RONALD

Continued from page 1

provided Ronald with the support and structure he needed to finally earn his high school equivalency

needs and concerns and do what they can to meet those needs.”

Ronald is an accomplished multi-

“I feel that Literacy Pittsburgh has given me an opportunity to complete the rest of my life.”

diploma. Not surprisingly, he did so in record time and with honors in two of the four test subjects.

“I feel that Literacy Pittsburgh has given me an opportunity to complete the rest of my life,” he explains. “I also feel that they really listen to my

platform artist and will be working on several business ventures in 2019. He recently took the placement test for community college and completed his financial aid application with the assistance of Literacy Pittsburgh’s



Ronald Butler, a gifted student and artist, dropped out of high school due to bullying and health issues. Because of your support of Literacy Pittsburgh, he recently earned his high school equivalency diploma and will soon start college with an eye toward eventually earning a doctorate.

transitions manager. He plans to study biology and graphic design, with a goal to eventually earn a PhD in neuroscience and

become a researcher. “My family has faced medical and mental health issues so I’ve always had an interest in the physical aspects of the brain. My goal is to combine both science and graphic design into a career.”

One only needs to talk to Ronald for a few minutes to know the promise that awaits him in the future. We are honored that Literacy Pittsburgh could be a part of his journey. ●

LITERACY PITTSBURGH

OUR MISSION

Better lives through learning.

OUR VISION

A more inclusive and productive community driven by access to education.

OUR VALUES

We believe that all people deserve the opportunity to learn in a place where their strengths are celebrated.

We respect all people and their ability to shape their own lives.

We have a duty to earn the trust of everyone we work with.

Our collective well-being depends on welcoming diverse cultures and perspectives.

As a leader, we embrace the responsibility to innovate, model best practices, and grow.



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