

Dear Friends of Literacy Network,

2020 was a challenging year for everyone, especially adult learners. Our mission expanded because the pandemic changed everything, and our students needed help with more than reading and writing.

When the pandemic caused us to close our doors in March 2020, our student services team contacted students to ask how they were doing and offered to mail them books. We learned that more than half of the students lost work, so our team made more than 1,200 connections to food pantries, income support and rent assistance. **We worked to build stronger connections with other organizations throughout the community to support students.**

Staff instructors, tutors and program managers collaborated on remote instruction and created a remote enrollment process. Most students continued attending programs throughout the year as we kept class times, instructors and tutors consistent. Most importantly, **we never missed a week in connecting personally with each learner.**

When we learned that 27% of parents were struggling to support their kids in virtual learning, we created Zoom support groups so parents could ask questions about their kids' assignments, understand their schedules, learn who to contact at the school, and talk to other parents about how to motivate their kids.

During this time, **all staff said they were highly engaged in their work and that they were contributing to an important mission.**

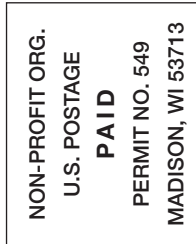
Many thanks for your continued support of adult learners. Together, we are making our community stronger.

With sincere gratitude,



Jeff Burkhart
Executive Director

Partnerships are
vital to our work



Literacy Network™
Improving Lives Through Literacy
www.litnetwork.org



"I really appreciate that they
truly want to help people.
IT'S NOT JUST A JOB FOR THEM.
YOU CAN SEE THAT."

Anabel, adult learner



Literacy Network™
Improving Lives Through Literacy

ANNUAL REPORT 2020



Students persisted through major challenges presented by the pandemic. In the words of student Yenni,
"TO KEEP TRYING IS HOW WE SURVIVE LIFE."

BY THE NUMBERS



725 students served



19,284 hours studied



48 students got promotions and **15** got raises
(more than half lost work as a result of COVID-19)



14 adult learners earned high school degrees (despite the temporary closure of Madison College's testing center)



20 students took their citizenship test and all passed and became citizens
(despite the three-month closure of US Citizenship and Immigration Services office)

57

citizenship graduates voted in November
(graduates were encouraged to make a plan and vote)



296 volunteers spent **10,767** hours supporting our work, an average of **36** hours per volunteer



fall enrollment was at **90%** of pre-pandemic levels



Learn more about Literacy Network's programs, classes and the adult learners. Electronic version and student profile available online:
www.litnetwork.org/2020annualreport/

STUDENT IMPACT STORIES



VALENTINA, a caregiver for people with special needs, is speaking more English at work to help build relationships.



JOHNNY, a construction worker and aspiring electrician, was hired at SubZero, a job he's dreamed of for a long time.



TANIA runs her own cake business and reported that using English has helped her reach a more varied clientele.



ASMERET, a single mother and business owner, wrote a business plan and applied for a grant to help with her business.



MARTIN, a custodian, dreams of opening his own restaurant. Empowered by taking English classes via Zoom, he started class online to learn how to start a restaurant.

GILMER is enrolled in business classes at Madison College.

ADULT LEARNERS TRUST LITERACY NETWORK



"They're not only working on English lessons. They are a trusted resource."

To have clients who trust you and build a relationship that many times lasts for years, that is quite an extraordinary thing for a non-profit to do. Literacy Network has very cleverly and soulfully understood that English lessons are simply a tool, a means to an end, and that end is all the priorities that their people are thinking of."

— Tom Linfield, Vice President, Community Impact, Madison Community Foundation

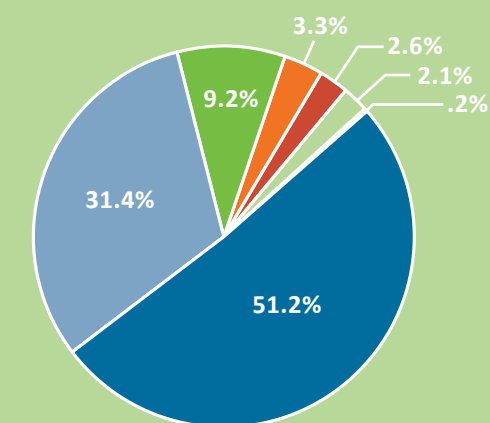


GuideStar
Platinum Seal



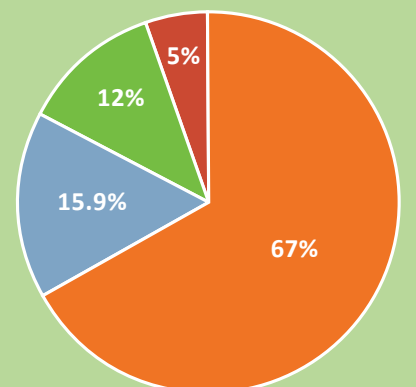
Top-Rated Nonprofit
by Great Nonprofits

FINANCIALS Fiscal Year 2020



INCOME: 1,416,481

- Contributions
- Grants
- Interest and Investment Returns
- Rental Revenue
- Special Events
- Program Services Fees
- Other Revenue



EXPENSES: 1,212,263

- ESL Services
- Adult Basic Education Services
- Management and General
- Fundraising