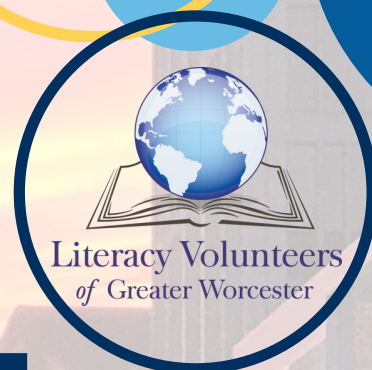


ANNUAL REPORT

JULY 1, 2022-JUNE 30, 2023



Prepared by:
**LITERACY VOLUNTEERS OF
GREATER WORCESTER**

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WWW.LVGW.ORG



About Us

Since 1973, Literacy Volunteers of Greater Worcester has provided the free English language education necessary for adult learners to thrive in our community.

To fulfill our mission, LVGW relies on a small staff, including qualified ESOL teachers, and a vast network of trained volunteers who serve as one-to-one ESOL (English for Speakers of Other Languages) and ABE (Adult Basic Education) tutors.

Over the last 50 years, we have served nearly 12,000 students from 120 different countries.

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Sunset on Front St.
in downtown,
Worcester.
Photo by:
Iris Delgado

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MISSION

To provide social and economic empowerment through culturally compassionate English language education.

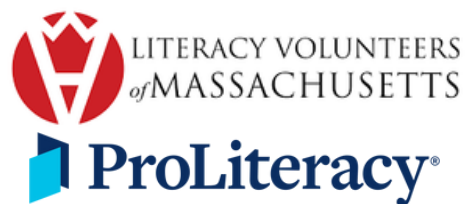


VISION

A society free of literacy and language limitations.



LVGW is an affiliate of Literacy Volunteers of Massachusetts and ProLiteracy Worldwide



info@lvgw.org

Executive Director's Message



In FY23, with strong support of the LVGW board, LVGW's dedicated teachers, tutors, and staff delivered 41 ESOL classes and provided tutoring services to 566 adult learners from 50 countries.

Virtually 100% of LVGW students surveyed reported their English language proficiency improved with the help of our programming. This has allowed them to succeed in the workforce and thrive in our community.

In late 2022, LVGW experienced severe staff turnover. To ensure stability of the organization, the board acted quickly to contract an Interim ED, Patrice Keegan. In May 2023, I had the privilege of becoming the new Executive Director.

To revive and sustain the organization and its mission, with the support of the board and funding from Mass Humanities, we have successfully built a team that is passionate, diverse, and knowledgeable. Staff members include our program manager, Amanda Andrews, a former board member and ESOL tutor, our senior admin assistant, Raquel Mota-Hays, a returning staff member and former tutor, and our admin assistant, George Gurbanov, a first generation Russian American and recent college graduate.

Rebuilding the LVGW team has allowed us to see our organization with fresh eyes. By leveraging our new team's constellation of skills and experience, we hope to further evolve our programs, refresh partnerships, streamline operations, upgrade data systems, and redouble

the support of and for our students, teachers and tutors.

Over the last year, LVGW has seen a significant increase in students, including those who have moved to the US within the last 3 years, who have little to no English skills whatsoever. Some have the added challenge of being unable to read or write in their native language.

Adult literacy and English language education is an essential first step in the path to economic security and self-sufficiency. Whatever students' goals may be, LVGW is here to provide the English language education required to help them survive and thrive as self-reliant and engaged members of our community.

With your continued support, Literacy Volunteers of Greater Worcester can continue to champion the survival and success of Worcester area families from around the world.

Sincerely, *Pingsheng Chen*



Board of Directors

Vittoria Buerschaper

President

Eric Collier

Vice President

Kelsey Miller

Treasurer

Mitchell Gaumond

Frank Callahan

Laila Mhirig

Michael Mills

Ilka Kostka

Our Office Team



Amanda Andrews

Program Manager, MA



Raquel Mota-Hays

Senior Admin. Assistant, BS



George Gurbanov

Administrative Assistant, BS



Iris Delgado

Senior Admin. Assistant, MLS



TEACHERS

ALEXANDRA WADE

AMY WEST

BJ HILL

DARRELYN PASKAVITZ

FAITH LANDRINE

HOSSAM ELSAYYAD

MAUREEN KENEFICK

ROBERT PETERS

SUSAN PALIS



OFFICE VOLUNTEERS

ADRIANA SANSONE

BEULAH GRIFFE

BRUNA ARAUJO

KARINA WHEELER

PETER JIANG

THI HUE BARBINI



Programs & Services

- **ESOL & CITIZENSHIP CLASSES**
- **TUTORING SERVICES**
- **CO-CURRICULAR ACTIVITIES**

LVGW offers 10-week ESOL classes in Spring, Summer, and Fall. Three levels of English classes including Survival, Beginner, and Intermediate are taught by experienced ESOL teachers.

We train ESOL and basic literacy volunteer tutors, match them with students, conduct standard assessments upon intake and annually, and provide continuous support and resources for tutors.

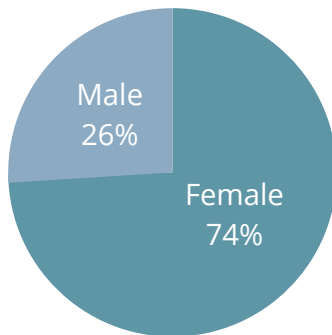
Career prep workshops, book clubs, English learning labs and conversation circles are offered all year long.

LVGW by the Numbers

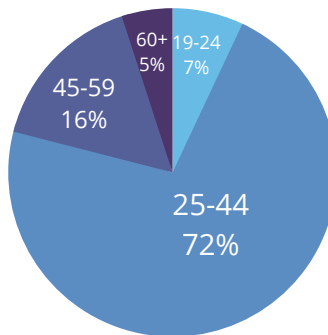
July 1, 2022- June 30, 2023

In FY23, LVGW served 566 students.

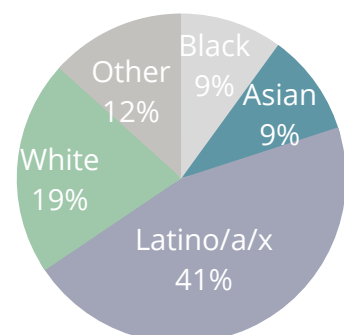
Gender



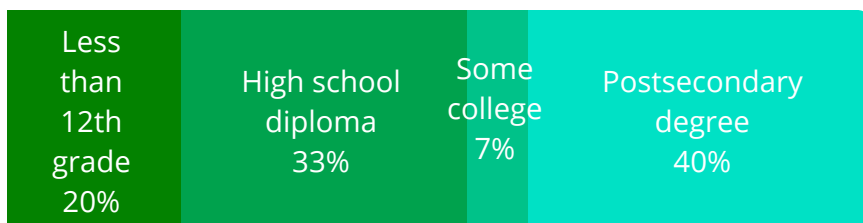
Age



Race

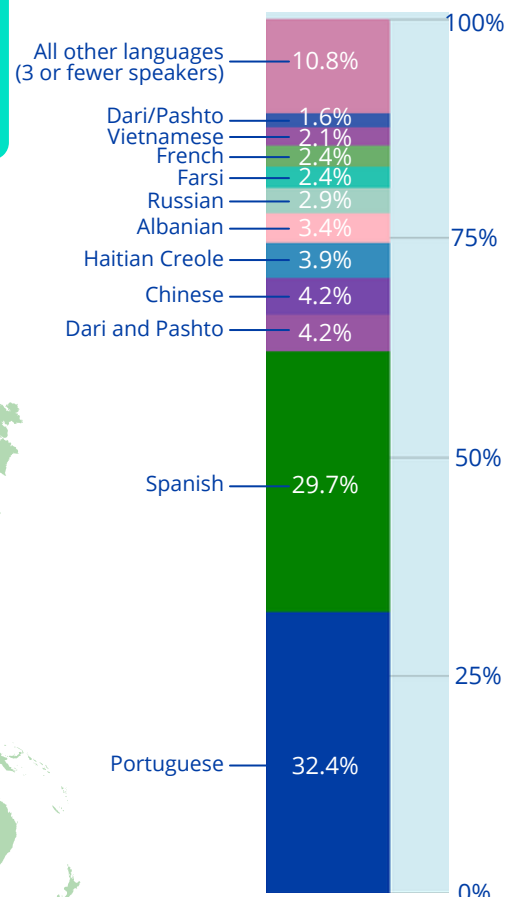


Education Level



Language

38 languages spoken

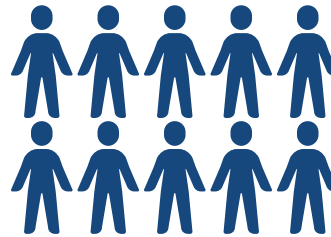


Country of Origin

Our students are from 50 countries.



FY 2023 Results



100% of students' English language improved significantly.

65% of students reported that their speaking, reading, writing, listening and confidence improved



60% of students improved their work and/or educational prospects



50% of students improved their health literacy and communication with their health care provider



Eleven students have become U.S. Citizens!



1 to 1 Tutoring

Records indicate 84 matches over the course of the year including 25 new students served by a dozen newly trained volunteers.

In FY23 alone, our team of volunteer tutors met with students for a total of over 3,500 hours.

PURPOSE

English language literacy remains integrally linked to quality of life. Unfortunately, the Barbara Bush Foundation has reported 17% of adults in Massachusetts have low literacy, and in Worcester County 17% of adults lack basic literacy skills. According to ProLiteracy, data from federal and national sources indicates low adult literacy costs the US several hundred billion dollars annually in non-productivity, crime, and loss of tax revenue due to unemployment. More than 40% of adults with the lowest literacy levels live in poverty and healthcare costs linked to low adult literacy are estimated to be \$232 billion per year.

We know increased adult English language proficiency benefits families, the community, and the economy. LVGW provides students with a pathway to social and economic independence that begins with free English language education. Based on City of Worcester 2022 population estimates, Worcester is currently home to over 45,000 foreign-born individuals from 85 countries, constituting 22% of our city's total population (205,918). As the number of New Americans in our community continues to grow, the free English language education services our organization provides have become more essential to the survival and success of an even greater number of adults in the Worcester area.

STUDENT CENTERED LEARNING

The educational and professional backgrounds of our students are as diverse as the places they come from and the languages they speak. Some never learned to read or write in their native language whereas others may have been skilled tradespeople or even teachers, lawyers, and medical professionals in their home country. We provide student-centered services to truly honor the uniqueness of our adult learners.

Students surveyed have identified the following motivations for improving English proficiency:

- obtain a (better) job
- improve employability
- enter other education or training
- obtain a driver's license
- improve communication abilities for community services
- increase civic engagement
- obtain U.S. Citizenship

Corporate Giving & Foundations



Alden Trust
Believe in Reading
Berkshire Bank
Bernatchez Family Foundation
Cornerstone Bank



Country Bank
Ellsworth Foundation
Fletcher Foundation
Fred Harris Daniels Foundation
George F and Sybil H Fuller Foundation



Greater Worcester Community Foundation
Hoche-Schofield Foundation
Literacy Volunteers of MA
Mass Humanities
McEvoy Foundation



National Book Fund
National Grid
Reach out for Schools
Rice Foundation
Robert Treat Paine Foundation

Corporate Giving & Foundations



Rockland Bank
Rollstone Bank
Schneider Electric
Schwartz Foundation
Secondary Education



Stoddard Charitable Trust
Town Fair Tire
Unibank
United Way of Central MA
Walmart



Webster Five Bank
Wyman Gordon Foundation

*Thank
You*

STUDENT TESTIMONIALS

"The online classes are excellent, as they make it easy for us to participate."

"The classes were wonderful! We had the opportunity to speak and learn more about Americans and other cultures!"

"I liked this course because we were able to share our opinions and discuss each topic presented in the class."

"I met a lot of wonderful people in my group. Thank you very much for this opportunity for free."

"In LVGW I have learned a lot. I can already communicate with native people who speak English and I have used it in my work to cope better."

"Now I feel good about myself because I learned the history about United States."

