



One in ten Frederick County adults is functionally illiterate.
Together we can end illiteracy.

2016 Annual Report

LITERACY COUNCIL FREDERICK COUNTY, MD

EMPOWERING ADULTS THROUGH ENGLISH LANGUAGE SKILLS



Dertzbaugh Recipient of Seligmann Award

At the Literacy Council's 3rd Annual Celebration of Achievements, volunteer tutor Denise Dertzbaugh was the Council's eighth Elizabeth H. Seligmann Award recipient. Established in honor of Betty Seligmann's 33 years of service to the cause of literacy, the award is to be given to volunteers who demonstrate similar dedication and who have made sustained and significant contributions furthering the goals of the Literacy Council.

Denise has volunteered for the Council since completing tutor training in March, 2007. Since that time, she has tutored one or more students continuously, was a regular office staff volunteer for several years, served on the Board of Directors and several committees for three years, designed and conducted weekly conversation and pronunciation classes for several years, conducted in-service training, assisted the tutor/student coordinators, helped with outreach to potential students, and in the last year has taken the lead in developing curriculum for and conducting restaurant workplace classes.

Dertzbaugh – cont. page 4

New Programs and Alliances Highlight 2016

LCFC and FCC Partner to Reach More Adults

The Literacy Council and Frederick Community College (FCC) have been developing ways to work together to serve the needs of adults challenged with low literacy skills. FCC coordinates Frederick County Government's adult education and literacy services program for both native English speakers and speakers of English as a second language. The shared initiative is to provide individualized or small group tutoring support to people who are unable to qualify for classes at FCC; provide additional tutoring support to students already enrolled at FCC to help them progress and be successful in their classes; develop workplace literacy programs for small groups of employees; and coordinate with other social service providers in support of clients that they refer. Some of these goals resulted from gaps that were identified in a needs assessment report conducted this year.

Literacy in the Workplace

The Literacy Council held additional workplace classes for employees of Fountain Rock Management restaurants this year. The seven week classes were instructed by Literacy Council instructors Denise Dertzbaugh and Marianne Dacey at Ayse Meze Lounge. The workplace literacy pilot program is among several organizational initiatives to work with local business owners to help provide literacy programs that benefit employees and businesses. Dertzbaugh and Dacey both experienced educators developed the curriculum with input from the restaurant chefs and owners.

Fountain Rock's Nezh Pistar spoke at the Council's annual Celebration of Achievements event about Building a Stronger Community Through Literacy. "Learning how to speak English not only helps employees on the job, but opens the door to education and economic opportunity, benefiting the entire community." Lisa Wheelock, Ayse Meze restaurant manager, spoke about the positive impact of the class on the employees. Mr. Pistar was honored with the Literacy Council's Business & Industry Partners in Literacy Certificate of Appreciation for his leadership and support.



LCFC instructors Denise Dertzbaugh and Marianne Dacey, and LCFC Executive Director Laurie Fisher are seen with restaurant owner Nezh Pistar and his employees at a celebration held at the conclusion of the class.

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Basic Literacy
English as a Second Language
Workplace Literacy • Citizenship
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Conversation Classes



“This is Worthwhile”

Advice From a New Tutor and His Student

They began working together this March, but Walt and his student Louisa interact with the ease of old pals. Both credit ESL Coordinator Freida Pryor for pairing them.

When I asked Walt what drew him to volunteer for the Literacy Council, he said, matter-of-factly: “This is worthwhile.” I had to prod him a bit for details. He retired 18 years ago from Frederick Community College where he was a professor of mathematics. Despite his educational and professional achievements, Walt is a humble gentleman. “I’m old and tired,” he added, chuckling, “I want to do something fun.” Walt explained that Freida had encouraged him to sign up for the tutor training. “We have lots of opportunities for guys like you,” she told him.

Louisa is Walt’s first student. She immigrated to the United States from Bangladesh over 20 years ago. She and her children moved to a tiny New York City apartment while her husband finished his job in the hotel industry in Dubai. Not surprisingly, the first year was difficult for Louisa. She didn’t know a word of English when she left Bangladesh. A customer service agent at the airline ticket counter

assisted her by making a small sign that read: “I don’t know English.”

But Louisa wanted to learn the language. Realizing her opportunities for formal language education were limited, she approached her children’s school principal for help. “I need help to learn English” she said. The principal suggested that Louisa volunteer at the school where she could pick up on little bits of language. And that’s exactly what she did. Voicing her desire to learn English was a considerable triumph, as Louisa, like other young Bangladeshi women, hadn’t graduated from high school. The cultural expectation of her country was that she would marry and begin a family around 16-17 years of age.

Louisa’s current goal is to pass the General Educational Development (GED). She and Walt meet twice a week to work on grammar, using Louisa’s favorite ESL textbook Side by Side. They also study mathematics, a subject in which Walt says Louisa is gifted. Indeed, Louisa seems to excel at critical thinking. Though she had no advanced education, she landed her first job in assembling at Pico Electronics.

Even with strong determination, though,

Worthwhile – cont. page 4

Literacy Council Mission Statement

To teach adults in Frederick County the reading and other English language skills they need to provide for their families and contribute to the well-being and prosperity of our community.



President's Message

Beth Lowe
President of the Board of Directors

As I've finished my first year as President of the Literacy Council of Frederick County, a few themes have risen to the top of my mind. These are themes that help to define where we are headed. They are:

Growth Change Fundraising

Growth –

Growth is intertwined with opportunities for the Literacy Council. The number of potential students continues to expand as Frederick County continues to grow. More and more individuals walk through our door, seeking help. And we're hearing from a growing number of businesses who are interested in workplace literacy offerings or other programs to help them better serve their customers and our community.

Change –

See above, "growth." LCFC has been working in Frederick County for over fifty years. We've evolved to match the needs of the community, and the need for continued change and growth isn't slowing.

Fundraising –

Fundraising is an important part of the foundation of LCFC's success and our ability to grow and continue to evolve to meet the needs of our students and our communication. Please consider making a contribution today to support the Literacy Council of Frederick County! You can do so at: www.frederickliteracy.org

Thank you for your interest and support of the Literacy Council of Frederick County!

bethlowe@frederickliteracy.org



Executive Director's Message

Laurie Fisher
Executive Director

My second year as Executive Director of the Literacy Council has been personally and professionally about growth, inspiration and community support.

Growth - Experiencing the daily coming and going of the Council's 127 volunteers who supported our more than 255 adult learners this year is a constant reminder that teaching and learning is an ongoing process to meet the needs of the students and the community. Throughout its 53 years, the Literacy Council's programs and services have continued to evolve and this year is no exception. If you haven't stopped by the office recently, please do. It is a beehive of activity most days. The new upstairs classroom has been transformed from former desk space and now offers daytime and evening conversation and beginning writing classes. Tutor information sessions take place twice a month, and in-services are gearing up as regular offerings. Our third cycle of restaurant workplace literacy begins in January.

Inspiration & Community Support – We are exploring new avenues of collaboration in our community to identify and serve more adults whose literacy skills make it challenging for them to access other community programs, and by offering what we do best with tutor-led individual and small group sessions.

Investing in adult literacy is about investing in Frederick County's future. Thanks to our volunteers who gave over 12,000 hours of their time this year, to our donors and community members who make it possible for the Council to carry out its work, to our fellow nonprofits with whom we join together to meet the basic needs of our neighbors, and to our students and the families they support who are a constant inspiration for our work.

lauriefisher@frederickliteracy.org



A Letter of Thanks

Linda Crough
Basic Learner Program Coordinator

We hear so many good things about our ESL program, students, and tutors (and rightfully so), but less is written about our Basic (native English speaking) students and tutors. Our Basic students are very shy about their reading difficulties. It is many times a secret they have kept from friends, employers, and even family members. For them, it is an act of bravery to walk through the door and seek help. In addition, quite a few have learning disabilities they are working to overcome.

Sometimes the stories are heartbreaking. Because of this, whenever we ask a Basic student if we can share some of their successes or progress with the community, they invariably say no. So most times, the success stories don't go further than among our team in the office, who marvel at the work of those student-tutor duos.

So this is a note of thanks to our sometimes unsung heroes, the Basic Literacy Tutors. I have referred to you as "angels that just fall from the sky." It's amazing to me how often I've had a student with a very special situation or need, and suddenly get a phone call, or a visitor to the office from someone who wants to tutor just such an individual.

Just like our ESL tutors, our Basic tutors become mentors assisting their students far beyond the scope of what is expected of them. This can include teaching job skills, helping to identify learning disabilities, setting up a phone or computer, and even socialization within the community.

So whether they have been working long term with a student, or have more recently come on board, we want to say thank you. We do know you are out there, and we do know how hard you work. Many, many thanks!



New Classroom Launches Expanded Programs

Thanks to the Carroll Manor Chapter of the Daughters of the American Revolution for painting the Literacy Council's new classroom for their Day of Service Project. The new classroom is now hosting daytime and evening conversation, beginning writing classes, tutor information sessions, in-services and multiple committee meetings.



Unity Campaign for Frederick County

This year's Unity Campaign (September 14-25) brought together 19 nonprofits working together to raise awareness of basic needs in the community and to raise funds for programs and services. The Literacy Council fielded a team during the Unity Olympiad to celebrate. Thank you to everyone who made a donation!

Holiday Book Drive

The Holiday Book drive has been a favorite activity of the Literacy Council since it began in 2008 as a Holiday Market for Children in cooperation with Dancing Bear Toys and Gifts. It has grown tremendously in the past three years in partnership with Dancing Bear's twin, The Curious Iguana (12 N. Market St.), and also Barnes & Noble Booksellers where books are purchased and donated at the Literacy Council or the bookstores. Each fall the Council picks an agency that serves children to be the recipient of the books from the drive. Thanks to this program, thousands of books have been provided to Head Start, the YMCA's Early Learning Center, Children of Incarcerated Parents and Toys for Tots. This year's effort benefits the children served by "Blessings in a Backpack," an organization that provides weekend food for 1,500 children in Frederick County. The Literacy's Council program helps feed the mind as well as the body!

Worthwhile – cont. from page 2

it can be difficult for immigrants to learn English. Louisa has lived here for many years, but still speaks predominately her native language, Bangla, with her immediate and extended family. The support family members give to one another can be especially helpful during the transition to a new country, but in some circumstances, it can pose obstacles to learning a new language. It takes considerable effort to find opportunities to practice English.

For this reason, Louisa and Walt are both thankful for the Literacy Council. And it's not just English learning that bonds them, but an emotional connection. When asking Walt what advice he has for prospective tutors, he said that they should know that, "[being a tutor requires] more than just English language skills. There's an emotional component."

Louisa confirms this fact when she describes how she's benefited from tutoring. She says that "[Walt] is my teacher. He's a model for me. I can tell him how I feel." Like her teacher, Louisa presents with humility. She advises that new students, "be patient and [work to] understand the teacher. Concentrate. Be patient."

*by Britta Kallevang
Volunteer Tutor*

Dertzbaugh – cont. from page 1

Denise's work has contributed significantly to furthering the goals of the Council. She has worked with over 50 students in individual tutoring and multiple conversation and pronunciation classes over the years, encouraging them toward their goals and helping to bring in more, always with a kind and welcoming attitude. Denise is always the first one to step up and offer a helping hand to both new tutors and students alike. Her guidance and advice are invaluable and her enthusiasm is contagious. The joy in what she does and how much she appreciates and cares for her students simply radiates from her.

Denise's hard work and dedication to the Council for so many years more than fulfill both the criteria and the spirit of this award. The Literacy Council presents this award with great pleasure and thanks.

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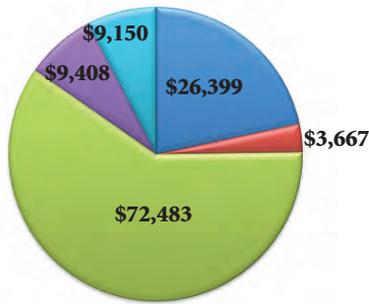
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Your Contribution is Our Community's Future

Consider supporting a cause that is important to you with a planned gift. Create your legacy by giving the Gift of Literacy. The Community Foundation of Frederick County can help you with planned giving resources. Consider a gift to the Literacy Council's Betty Seligmann Literacy Endowment Fund.

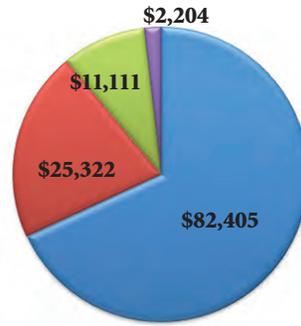
2015-2016 Finances

Revenue - \$121,048



Donations	Amount
Individuals	\$26,399
Businesses	\$3,667
Grants	\$72,483
Special Events	\$9,408
Investment	\$9,150
Total	\$121,048

Expenses - \$121,043



Expense	Amount
Program	\$82,405
Administration	\$25,322
Fundraising	\$11,111
Special Events	\$2,204
Total	\$121,043

Who We Served 2015-2016

Basic Literacy Adult Learners: 24
 English as a Second Language (ESL)
 Adult Learners: 231

Growth in Volunteers & Students 2010-2016

98-127 volunteers (29%)
 116-255 students (119%)

All Literacy Council direct services are provided by volunteers. Last year our 127 volunteers contributed over 12,200 hours of their time, equaling approximately 300 40-hour work weeks, equating to a monetary value of \$287,833 (based on a standardized hourly rate of \$23.56).

Literacy Council Mission Statement

To teach adults in Frederick County the reading and other English language skills they need to provide for their families and contribute to the well-being and prosperity of our community.



110 East Patrick Street • Frederick, MD 21701

Return Service Requested



FUNdraiser Returns March 4

Join in the fun by participating in this great event Saturday March 4, 2017, 2:00-5:00 p.m., Dutch's Daughter!
 Interested players and sponsors contact Diana Halleman, staff@frederickliteracy.org or www.frederickliteracy.org