



A community where literacy is attainable for everyone.

2019 Annual Report

LITERACY COUNCIL FREDERICK COUNTY, MD

EMPOWERING ADULTS THROUGH ENGLISH LANGUAGE SKILLS

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Econo Lodge Frederick General Manager Rupali Luthra (center) celebrates her housekeeping staff's completion of Literacy Council workplace classes.

Workplace and Parent Literacy Programs Expand

As a new United Way of Frederick County Community Impact Partner, the Literacy Council's new Workplace and Parent Literacy Programs expanded operations during this past year by building new collaborations to reach employees in the hotel industry and parents of elementary school children. Both these programs benefit the whole community in a number of ways.

The goal of the Workplace Literacy Program is to help employees with limited English proficiency find and keep employment. This

contributes to the financial stability of the employees and their families and also benefits employers, who find they have reduced rates of employee turnover and a more accomplished workforce. Kim Brown, the Literacy Council's Workplace Program Coordinator, worked with instructor Victoria Dos Santos to develop a curriculum to meet the goals of Econo Lodge Frederick. 12-week class sessions were conducted for housekeeping staff, focusing on English speaking and comprehension, workplace vocabulary, workplace skills, interaction among staff, and

basic conversation skills. General Manager Rupali Luthra scheduled the classes during her employees' work time and was enthusiastic about the results: "Our Guest Survey scores have improved tremendously. The women are confident in their interactions with the guests, which has boosted their morale and the quality of work. The teamwork within the department has improved and the housekeepers seem much happier. They feel a sense of belonging to the organization and their community at large."

Expanded cont. page 2

The Parent Literacy Program helps parents of young children served by the Frederick County Judy Center and three Frederick County Public Title I Elementary Schools. Based on referrals from the Judy Center or family liaison coordinators, Literacy Council volunteer tutors are matched with parents who need literacy and English language instruction. Led by Holly Bohman, the Literacy Council's Parent Literacy Program volunteer coordinator, volunteer teams attended Family Literacy events, helped parents fill out school forms, conducted parent workshops, and provided weekly tutoring or class instruction for parents. The program works to improve family literacy skills and children's readiness for school, as well as to



Holly Bohman, volunteer Parent Literacy Program coordinator, conducts parent/child reading playgroups.

familiarize parents with positive approaches to early childhood development.

We've felt privileged to be part of this multi-system structure of

improving literacy through strategic collaboration with community and public school resources.

Our first literary magazine

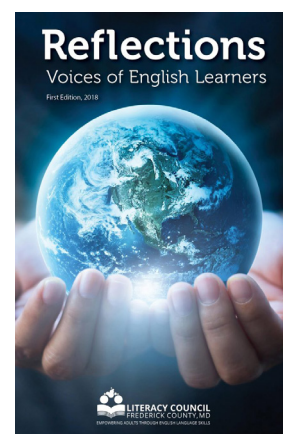
Reflections—Voices of English Learners

*R*eflections is a compilation of stories and poems written by Literacy Council students using their newly learned English skills. It features their photographs and artwork, too.

Our students come from all corners of the world and all walks of life, and they have amazing stories to tell. By the time they walk through the doors of the Council for the first time, they have overcome many obstacles. Hearing in class the hope, wisdom, and integrity in her students' words, Catherine Coundjeris, volunteer writing class instructor, felt that they deserved to have their voices heard. She was especially touched when one of her students shyly revealed her aspiration to write and publish her own memoir. This

student's aspiration and the stories and hard work of her other students inspired Catherine to give them the concrete encouragement that publication of their own words would bring.

Catherine was joined in this effort by volunteer tutor and author Julie Heifetz, who was excited about the opportunity to help produce a literary magazine that would include works by both ESL and native English-speaking literacy students. Graphic designer Betsy Gaymon contributed the design of the magazine. Stella Henson wrote and directed a play for Backyard Kids' Theatre – which provides children in downtown Frederick a summer time opportunity to take part in the production of a play, from acting to costume design –



and donated profits from ticket sales to cover our publishing costs as well as a donation from the Frederick Writers Salon.

In September 2018, Curious Iguana bookstore hosted a book launch, giving student authors the opportunity to read from their work before an audience of their volunteer tutors and community members. Many, many thanks to Marlene and Tom England, and the whole staff at Curious Iguana!

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Coordinator*

Message from The President of the Board & Executive Director



Catherine Cox
President, Board Directors



Laurie Fisher
Executive Director

This was a year of innovation and growth for the Literacy Council of Frederick County! While our tutors continued to tutor individual adults in reading and writing or speaking English, we have found ways to reach more adults in the community through our new Workplace Program for hospitality workers and the new Parent Literacy Program we have pioneered in cooperation with three Title I Frederick County elementary schools and the Judy Center. Additionally, students pass through our doors every day to attend our growing classes in beginning literacy, conversation, pronunciation, writing, computer literacy, and U.S. civics.

In order to support our tutors, their students, and these new programs, we brought Jennifer Szabo on board as Program Manager. Very quickly we couldn't remember how we'd functioned without her. And early in 2019, Laurie Fisher became our Executive Director full time – previously she'd worked part time as our ED.

We are grateful beyond words to our generous donors and supporters, to all the people in our community who have made this growth possible. As we move into the end of the decade, we look forward to further expansion of our efforts to give every adult in Frederick County the opportunity to attain English literacy. We know from experience that acquiring these skills changes our students' lives forever. And as our students grow in confidence and prosperity, their accomplishments benefit all of us. A more literate, English-speaking population contributes to the prosperity and civic life of the whole community.

MISSION

The Literacy Council of Frederick County (LCFC) teaches adults the reading and other English language skills they need to provide for their families and to contribute to the well-being and prosperity of our community.

VISION

A community where literacy is attainable for everyone.

PROGRAMS AND SERVICES

Basic Literacy | English as a Second Language | Workplace Literacy
Parent Literacy | Computer Literacy
Writing, Conversation & Pronunciation Classes



Welcome New Board Member Martin Lapera

We are delighted to welcome Martin Lapera to our board. He brings a wealth of professional experience and leadership in the Frederick County community. He is the former President & CEO of Frederick County Bank and is active throughout the Frederick County community through his volunteer work with many organizations and his extensive board leadership.



New Program Manager Jennifer Szabo

To increase our capacity to manage a robust tutoring and class instruction program, support a growing cadre of over 160 volunteers and 260 adult learners, and implement new workplace and parent literacy initiatives, the Literacy Council created the new position of Program Manager. This is the organization's first full-time staff position. Jennifer Szabo joined the Literacy Council's staff in November 2018. She brings over fourteen years of teaching and six years of management experience in English as a Second Language and basic literacy programs. Jennifer holds a Bachelor of Science degree in Linguistics with a Spanish minor, and a Master's of Education degree in Teaching English to Speakers of Other Languages.

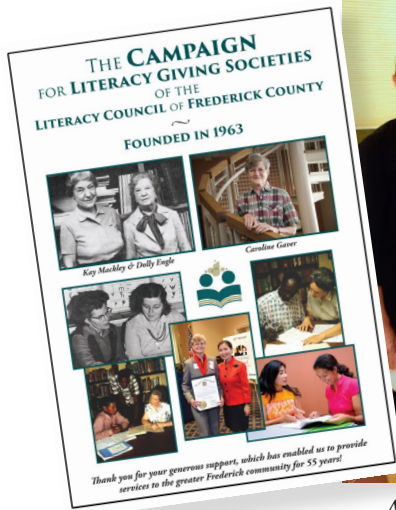
Council Supports Blessings With Summer Books



Seen left to right: Hermine Bernstein, Barbara Dillon (BIAB), Heather Wandell, Kris Nammalwar, Laurie Fisher (LCFC), Jessica El-Zeftawy (FCPS).

The Literacy Council partnered with Blessings in a Backpack, Curious Iguana Bookstore and Frederick County Public Libraries to collect and distribute over 500 donated new books just before the school year ended. The books included information about the FCPL Summer Challenge resources and events, as well as tips for parents on the benefits of reading to their children from the Literacy Council's new Parent Literacy Program.

Thank you for everyone's generous support of this new initiative to help combat "summer slide," the decline that can happen when school is not in session.



Adult learner “Reflections” authors share their personal stories and Literacy Council experience. They are accompanied by Catherine Coundjeris (R), “Reflections” Co-Editor.

Giving Societies Inaugurated at Anniversary Reception

The Literacy Council celebrated its 56th year with a reception and the introduction of its new program of Giving Societies on October 29, 2018 at the Delaplaine Visual Arts Education Center. During the event, the Council’s friends and supporters were acknowledged and thanked for their contributions to the organization’s adult literacy programs. Board of Directors Vice President Richard Haney announced the new initiative: In honor of three remarkable women, Dolly Engle and Kay Mackley, who founded the Literacy Council of Frederick County in 1963, and Caroline Gaver, our long-time President, now Board Member-Emeritus, the Board of Directors recently established The Campaign for Literacy Giving Societies.

These Giving Societies recognize the generosity of individuals, businesses, foundations, and other community organizations without whose support we could not have helped over 8,500 adults learn to read, write, or speak English. Attaining literacy has improved our students’ quality of life and has also contributed to the overall economic vitality of our community – higher

literacy rates mean a more highly qualified local workforce, a sturdier tax base, better public health, and many other benefits.

The Board also announced the new Leadership Giving Society, honoring donors for their lifetime giving, and the Legacy Giving Society, honoring those who have designated the Literacy Council in their estates.

Inaugural members were inducted into each of the Giving Societies in recognition of their financial gifts and their roles as goodwill ambassadors for the Council. Supporters who contributed to the Betty Seligman Literacy Endowment Fund through the Community Foundation of Frederick County were also thanked. Their examples encourage and inspire others to join our effort to end illiteracy in Frederick County. Each inductee received a copy of the Literacy Council’s new literary magazine *Reflections* – *Voices of English Learners* in recognition of this honor. Prior to presenting *Reflections*, eight Literacy Council students read from their published work, sharing their personal stories and connection with the Council.

- **The Caroline Gaver Giving Society** recognizes individuals who have given \$500 or more. Caroline has been a guiding presence for the LCFC for more than four decades.
- **The Dolly Engle Giving Society**, named after one of co-founders, recognizes businesses that have given \$500 or more.
- **The Kay Mackley Giving Society**, also named after the co-founders, recognizes foundations and organizations that have given \$1,000 or more.
- **The Leadership Giving Society** recognizes individuals, businesses, foundations, and other community organizations who have given \$5,000 or more over their lifetimes.
- **Recognition Giving Society** recognizes individual, businesses, foundations, and organizations who have supported the Literacy Council through financial gifts over many years and have given \$500 or more over their lifetime.

The Literacy Council welcomes all levels of financial support to carry out our mission. Every dollar counts!



Scrabble® Mania Racks Up Sporting Players and Proceeds for the Literacy Council



The Literacy Council's 2019 Scrabble® Mania for Literacy fundraising event held at Dutch's Daughter Restaurant on March 30 was a big success, raising over \$10,000 to support adult literacy programs for our community!

Over 25 teams played, including teams from the Adult Literacy Center of Strong City Baltimore, Curious Iguana bookstore, Frederick County Bank, Leidos Biomedical Research, Literacy Council Tutors & Students, Sandy Spring Bank, Rotary Club of

Frederick, The Frederick News-Post, and United Way of Frederick County.

Many thanks to this year's Scrabble® Mania sponsors: Triple Word: Leidos Biomedical Research; Double Word: Curious Iguana, Jean Joyce, Shockley Honda, The Frederick News-Post; Triple Letter: Frederick County Bank, Dr. James Grissom, Lawyers Signature Settlements, Sandy Spring Bank; Double Letter: Bittner-Henry Insurance Agency, Jay and Dana Forney



of State Farm, Gaver Farm, Dr. Lloyd Halvorson, Rich and Paula Haney, Joan Hendrickson, Joyce McGreevy, Patricia Murphy, Mountain Spirit Yoga, Linda Schakel; In-Kind: Blackbird Art & Design, Grove Public Relations, and Imagination Center. Thank you to the individuals and businesses who contributed silent auction items.



Holiday Book Drive

The Literacy Council of Frederick County partnered with The Curious Iguana and Barnes & Noble Booksellers for the benefit of Blessings in a Backpack (BIAB) to provide new books for pre K – 6th grade children. BIAB provides weekend backpacks of food to the more than 2,500 children in 17 Frederick County schools who depend on school meals as their primary

source of nourishment during the week. Donated gift books in holiday wrapping were included in these backpacks before the winter break. While the Literacy Council serves adult literacy needs, providing appealing, age-appropriate books to children fosters literacy at a young age and helps to break the cycle of illiteracy in families.



Above: Students and volunteers were recognized for their achievements at the 6th Annual Celebration of Achievements on June 11, 2019.



Left: Frederick County Executive Jan Gardner (R) congratulates student Karina Milstein (L) on becoming a U.S. citizen.

Sixth Annual Celebration of Achievements

On June 11, 2019, the Literacy Council celebrated the many accomplishments of its students and tutors at the Sixth Annual Celebration of Achievements, sponsored by Frederick County Bank. Students received awards for achievements such as becoming a U.S. citizen, passing the test for a Maryland driver's license, volunteering in a school or other community organization, and improving English language skills in order to obtain a better job.

Frederick County Executive Jan Gardner joined the event and spoke about the value of cooperation between nonprofit organizations, local businesses, schools, and local government. She helped to recognize business honorees and to congratulate student Karina Milstein on becoming a U.S. citizen.



The Celebration featured two additional speakers. Kathy Allen (seen above), Program Administrator for the Judy Center with Frederick County Public Schools, spoke about the importance of supporting parents of young children – and the benefits of the Literacy Council's new tutoring initiative to reach parents.

Rupali Luthra, General Manager for Econo Lodge Frederick, was recognized for her leadership in hosting the Council's first hospitality workplace class.



Rupali (seen above) addressed the audience, describing the benefits of the class for her housekeeping staff and the positive impact their new skills have had upon hotel guests' experience. Members of the housekeeping class were introduced, and Econo Lodge was awarded the Council's *Business & Industry Partners in Literacy Award*.



Shockley Honda, represented by Marisa Shockley (center) and Kara Murray, was also presented with the Council's *Business & Industry Partners in Literacy Award* for supporting adult literacy programs through its annual sponsorship of the Literacy Council.



Elizabeth Brady received the Elizabeth H. Seligmann Award, which is awarded to volunteers for sustained and significant contributions furthering the goals of the Literacy Council. Liz has been a literacy volunteer for 35 years, sharing her professional skills as a reading specialist, tutor, tutor trainer, office volunteer, and board member. Liz's current student Renu Singh helped present the surprise award, saying, "Elizabeth Brady is not only a great teacher but also has become a very good friend. Before she started teaching me, I was not able to understand, speak, or express my feelings in English. With her great help, today not only can I understand the English but also express my feelings and communicate with others. Her teaching and personal care really boost my confidence and change my life."

Students, tutors, and community members enjoyed conversation and a potluck buffet of food from all over the world, brought by our students.



LCFC Receives Gift From Long-Time Tutor Joyce Routzhan

Long-time Literacy Council volunteer and all-around remarkable woman Joyce Routzahn named the Literacy Council to receive a gift from her estate. Joyce died on June 13, 2018, at the age of 88. She began volunteering with the Literacy Council in 1976. She was an elementary school teacher who tutored many children as well as our Literacy Council adult students – she often worked with as many as six adults simultaneously. Over the years she tutored more students than she could count and was still tutoring until a few months before her death. She was respectful of each one, very patient, and devoted to helping them all. She worked with students at all levels, but had a special gift for working with the developmentally disabled.

Joyce also became a tutor trainer, helping to train hundreds of new tutors. She had exceptional knowledge and skills, but perhaps most outstanding was her cheerful, positive outlook. Each student, group of new tutors, or situation presented a new challenge – an opportunity and a learning experience for her – and her enthusiasm was infectious. Joyce led a good, productive, and interesting life, and those who had the privilege of knowing her were very fortunate.

2018-2019 Donors

Thank You! We Couldn't Have Done It Without You!

Caroline Gaver Giving Society

Individuals

Anonymous
Ric & Ann Adams
Anthony & Mary Ann Aellen
Thomas & Linda Blair
Holly & John Bohman
Elizabeth & Thomas Brady
Steven & Patricia Brand
Catherine Cox & Charles Murray
George Delaplaine
Denise & Frank Dertzbaugh
Sandra Doggett & J.M Travillian
Laurie Fisher (Hundertmark) & Brian Hundertmark
Caroline & Joel Gaver
Dr. & Mrs. James Grissom
Drs. Carmen Hernandez & Manuel Casiano
Diana & Joel Halleman
Richard & Paula Haney
Jean Joyce
Beth & Daniel Lowe
Louise Lynch
Lisa & Eric Myers
Chris & Les Smith
Honorable John & Donna Tisdale

Dolly Engle Giving Society

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Frederick County Bank
Leidos Biomedical Research, Inc.
Shockley Honda, Inc.
The Frederick News-Post

Kay Mackley Giving Society

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Frederick County Public Libraries
Frederick Presbyterian Church
United Way of Frederick Co.
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Businesses

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Lawyers Signature Settlements LLC
Sandy Spring Bank
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Organizations

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Frederick County Society for Human Resource Management, Inc.
Frederick Writers Salon Network for Good
St. Mary's Chapter, All Saints Episcopal Church

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Dorinne Armstrong
Sandra Backauskas
Betty Baggett
Sue Basford
James Baskerville
Darrell & Laurel Batson
Harold "Gene" Beall
Judy Bennett
George & Susan Birch, Jr
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Evonne Rogers
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Ruth Tiger
Angela Trepiccione
Martin Trocki
Mary Frances Trunk
Nilgun & Murat Tumer
Doris Vierbuchen
Maribeth Visco
Daniel Wagner
Evelyn Walker
David Wallace
Owen Wallace
Moiria Weldon
Karen Wenner-Pedersen
Geordie Wilson
Renaie Winnan
Wendy Wotring
James & Susan Writer
Nancy Wynne
Marlene Young
Dr. Andrew & Mrs. Zarick

Gifts Made in Honor or In Memory of Others

Maria Arthur for Col. James Arthur
Nancy Bodie for Sally Reynolds
R. Charlene Bonham for Jean A. Smith
Donna Brandenburg for Joyce Routzahn
Katherine Crow for Catherine Cox & Charles Murray
Dr. & Mrs. Carroll Doggett, Jr. for Sandy Doggett
Theresa Gaffney for Larry Sweet
Laurie Fisher (Hundertmark) & Brian Hundertmark for John & Barbara Fisher and Hildegard & Edwin Hundertmark
Linda & Robert Hundertmark for Brian Hundertmark
Linda & Robert Hundertmark for Laurie Fisher
Peter & Janice Ireland for Alex Sullivan
J. Elmer Harp Medical Center for Joyce Routzahn
Louise Lynch for Alan G. Hoffman
Betsy Maymon for Lucille Mohr

Diane Mazur for Joyce Routzahn
Middletown United Methodist Church for Joyce Routzahn
Linda Moran for Joyce Routzahn
Jane Talarico & Michael Paskowsky for Nicholas Talarico Paskowsky

Legacy

Giving Society

Elizabeth & Thomas Brady
Alice Brouillet
Caroline & Joel Gaver
Richard & Paula Haney
Louise Leonard
Joyce Routzahn
Kathleen Talbert

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Linda Schakel
Shockley Honda, Inc.
The Frederick News-Post

Who We Served 2018-2019

Basic Literacy Adult Learners: 19

English as a Second Language (ESL) Adult Learners: 212

Adult Learners: 231

Growth in Volunteers & Students

2010-2019

98-182 volunteers (54%)

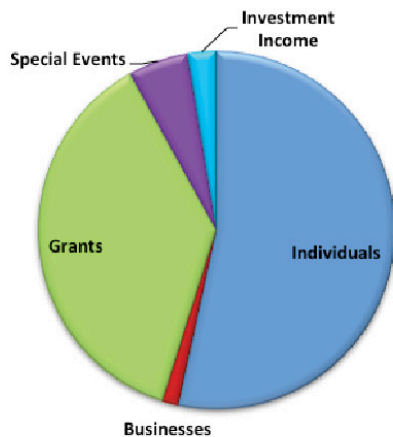
116-231 students (199%)

Most Literacy Council direct services are provided by volunteers. Last year our 182 volunteers contributed over 15,342 hours of their time, equaling approximately 384 40-hour work weeks, equating to a monetary value of \$439,548 (based on a standardized hourly rate of \$28.65).

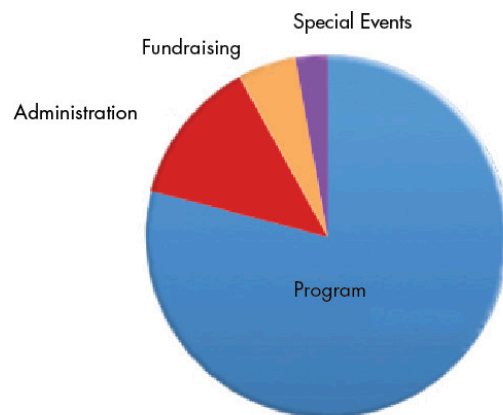
For more information on volunteer opportunities, programs and ways of giving, contact Laurie Fisher, Executive Director at 301-600-2066 or lauriefisher@frederickliteracy.org.



United Way Day of Action Team from Wells Fargo helps to paint study rooms.



Donations	Amount
Individuals	\$148,719
Businesses	\$4,110
Grants	\$103,216
Special Events	\$15,188
Investments	\$7,269
Total	\$278,502



Expense	Amount
Program	\$146,181
Administration	\$23,858
Fundraising	\$9,736
Special Events	\$5,101
Total	\$123,134