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The Big Switch to Online Learning

Distance learning tools expand access to Literacy Council adult learners

Soon after the Literacy Council’s staff and volunteers were forced to work remotely due to the COVID-19 public health emergency, it quickly became apparent that in order to provide much-needed support to adult learners served by our programs, it was time to embrace online learning tools. The Literacy Council team didn’t skip a beat and jumped headfirst into switching to a digital platform.

To quickly and successfully transition to an online learning environment, Jennifer Szabo, Program Manager, organized surveys to gauge the needs of both students and tutors, including their access to technology, schedules, and availability. With feedback from the Literacy Council’s 130+ volunteer tutors and 300+ adult learners, she created a schedule of online classes for those who wanted to continue tutoring and class sessions online.

In addition to offering online learning sessions, the team of English as a Second Language (ESL) and Basic Literacy Volunteer Coordinators transitioned from weekly shifts in the office coordinating tutors and students, to remote work with weekly online meetings.



PICTURED ABOVE

Hospitality staff attend online class to learn new COVID procedures.



PICTURED TO THE LEFT

Hospitality associates recognized for completing workplace classes. Photo courtesy of Plamondon Hospitality Partners.



We are fully committed to the Workplace Literacy Program offered by the Literacy Council of Frederick County. We see this program as the future for creating an empowered and engaged workforce that will provide excellent customer service experiences to visitors coming to Frederick County.

Michael Henningsen, Executive Vice President of Operations, Plamondon Hospitality Partners



Literacy Classes in the Workplace

Benefiting lives both at work and at home

The Literacy Council of Frederick County (LCFC) is partnering with Plamondon Hospitality Partners (PHP) to bring English classes to hotel associates, which aim to benefit the lives of associates both at work and at home.

Associates who work at four Frederick campus hotels attended weekly classes from January to March of this year, before transitioning to the next set of classes online in June. For the transition to online classes, PHP provided laptops, tablets, and technical support for their employees to participate.

The Literacy Council curriculum was adjusted to specifically meet the needs of PHP employees with a focus on updated cleaning and maintenance processes required by the hotel industry. LCFC’s Workplace Program Coordinator, Kim Brown, and instructor, Carolann McConaughy, worked closely with Leah Knecht, PHP Talent Manager, to create a curriculum emphasizing vocabulary and customer interactions associated with disinfecting and sanitizing hotel properties. Students practiced basic customer conversations related to frequency of

sanitization and items being disinfected to boost consumer confidence that appropriate guidelines were being followed at all PHP properties.

This partnership is the result of recent efforts to expand LCFC’s Workplace Literacy Program in collaboration with employers in Frederick County from the hospitality and restaurant industries to support English classes at the workplace. The purpose of the program is to empower employees with limited English language proficiency to gain sustainable employment, to achieve greater financial stability, and to positively impact the lives of their families. The program will also help employers identify and retain an educated workforce and reduce turnover, thereby strengthening the entire community.

Leah Knecht shared her observations about the program’s impact:

“The Literacy Council of Frederick County has provided our associates an opportunity to improve their English workplace literacy skills, and by doing so, it has given them the confidence they need to interact directly with our guests. Our associates enjoy their classes, and they cannot wait to continue their learning.”



PICTURED ABOVE

Volunteer tutors with the Judy Center help parents fill out enrollment forms at Waverley Elementary.

speaking, reading, and writing, with the goal of supporting parents as they lead their families to success. Families are thoughtfully matched with volunteer tutors for weekly instruction and guidance. Through language instruction and special activities, like Back to School Nights and Family Literacy events, parents not only gain the ability to better help their children in school but to improve their own lives as well.

Frederick County Public Schools (FCPS) Community Liaison staff, in partnership with the Frederick County Judy Center, work with the Literacy Council at Hillcrest, Lincoln, and Waverley elementary schools, where there is a greater need for these services. The Judy Center is an organization that provides a range of services to help improve school success through early intervention, like family mentoring, developmental screenings, family literacy, and many more.

Through this partnership, we've worked together to create a multi-system approach to improving literacy through strategic collaboration with community and public school resources. Our aim is to improve literacy skills and family engagement so parents may successfully enroll their children in school and navigate the child's school system. With positive early childhood development and school preparedness, parents can set an example for lifelong learning while their children enjoy better academic performance in school.

Improving the lives of families and children in our community through literacy leads to a safer, healthier, economically stronger, and more vibrant community for everyone who lives and works here.

Online Learning *Continued from Front Cover*

During these meetings, they review feedback from tutors and address student learning and technology access needs. Professional Development sessions and Tutor Chats are conducted remotely, and include sharing tips and lessons for using platforms such as Zoom, Skype, WhatsApp, Google Hangout, and Facetime.

Despite the reason for transitioning to digital learning platforms, the Literacy Council plans to continue using online learning as a tool going forward. Summer and fall classes continued online, and weekly curbside pickup for materials is available for tutors and students. By adapting to the circumstances and implementing these digital resources, the Literacy Council is supporting tutors and helping students continue to build literacy skills and expand accessibility, despite the unprecedented challenges that stood in their way.

Parent Literacy Program: Helping lead families to success

The Literacy Council's Parent Literacy Program, led by volunteer coordinator Holly Bohman, strives to help parents of young children with limited English skills in the Frederick County community.

The program centers on four domains of English communication, including listening,

Our Impact

8,700+

ADULT LEARNERS SERVED SINCE 1963

335

ADULT LEARNERS SERVED IN FY20

12,808+

VOLUNTEER HOURS SERVED IN FY20

189

Adult Learners in the Tutoring Program SUPPORTED BY 127 VOLUNTEER TUTORS

137

Adult Learners in Community Classes 34 COMMUNITY CLASSES

128

Parents of school-age children served 19 PARENTS TARGETED IN 3 ELEMENTARY SCHOOLS

33

Participants in Workplace Literacy 6 CLASSES 5 HOTELS 3 RESTAURANTS

2019-2020 DONORS

Giving Societies of the Literacy Council

In honor of founding members Kay Mackley and Dolly Engle and Board Member Emeritus Caroline Gaver, the Board of Directors established The Campaign for Literacy Giving Societies of the Literacy Council of Frederick County.

This initiative recognizes the individuals, businesses, foundations and organizations whose ongoing generosity has enabled our organization to empower over 8,700 adults to become literate, not only improving their quality of life and their economic opportunities but also contributing to the overall economic well-being of our community.

Giving Society details, including cumulative Leadership, Recognition and Legacy Society members are included at: www.frederickliteracy.org/donate/giving-societies

Caroline Gaver Giving Society (Individuals)

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Holly & John Bohman
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Lisa & Reverend Eric Myers*
Dr. Jerry & Carrie Pierson
Karen Richey & Henry Lane
Honorable John & Donna Tisdale

Dolly Engle Giving Society (Businesses)

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Better World Books
Curious Iguana*
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Leidos Biomedical Research, Inc.*
Shockley Honda, Inc.*
State Farm Insurance Agent, Danielle Leonard*
The Frederick News-Post*

Kay Mackley Giving Society (Foundations)

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Crimsonbridge Foundation
Delaplaine Foundation, Inc.
The Community Foundation of Frederick County
The Helen J. Serini Foundation
The Joseph D. Baker Fund, Inc.
William E. Cross Foundation, Inc.

Kay Mackley Giving Society (Organizations)

Frederick Chapter, National Society of the Daughters of the American Revolution
Frederick County Government
Frederick County Public Libraries
Frederick Presbyterian Church
United Way of Frederick County
Tourism Council of Frederick County
Women's Giving Circle

Individual Gifts Received

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 memoriam)
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 Book Club of the Ladies
 that Lunch and Read
 Network for Good
 Wells Fargo Educational
 Matching Gifts
 Program

Gifts Made in Honor or in Memory of Others

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 for Joyce Sauter
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 for Mary Elden
 Elizabeth & Thomas
 Brady for Kathy Jenkins

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 for Mary Elden
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 for Gay Mullican
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 James Wiehl
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 Sandy Doggett
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 for Mary Elden
 Co-workers of
 Joint Medical
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 Frances Rondum
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 Gay Mullican
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 and his parents
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 for Dr. Ann Harden
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 for Mary Elden
 Barbara &
 Joseph Zentner
 for Gay Mullican
 Joseph Zieba
 for Mary Elden

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

*Event Sponsors

Revenue

\$59,688
 INDIVIDUALS

\$2,415
 BUSINESSES

\$136,989
 GRANTS

\$1,100
 PROGRAM FEES

\$18,411
 SPECIAL EVENTS

\$8,738
 INVESTMENT
 INCOME

TOTAL
\$227,341

Expenses

\$177,772
 PROGRAM

\$30,614
 ADMINISTRATION

\$12,164
 FUNDRAISING

\$913
 SPECIAL EVENTS

TOTAL
\$221,463



Literacy *lifts* Lives

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GREATER WASHINGTON

Catalogue for Philanthropy

www.cfp-dc.org/cfpdc

The Literacy Council of Frederick County was named “One of the Best” nonprofits by the Catalogue for Philanthropy: Greater Washington, “the region’s only locally-focused guide to giving and volunteering.”

“People want to get involved in their community—they want to make a difference, close to home. Based on our rigorous review process, we believe that the Literacy Council is one of the best community-based nonprofits in the region,” says Matt Gayer, Director of Community and Nonprofit Development at the Catalogue for Philanthropy.

The Catalogue believes in the power of small nonprofits to spark big change. And they believe that the Literacy Council will continue to further that positive change, working each day to lift up, strengthen, and enrich Frederick County.