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ANNUAL REPORT  
**2003**

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"More than **3Rs**"

# Dear friends,

Over the past year we have seen remarkable change and growth at the Columbus Literacy Council. Our new Learning Center at 195 N. Grant provides a safe, welcoming environment for students, volunteers and staff. In addition to being a wonderful place for our students to learn, the building has enabled us to broaden the scope of our services.

In addition to expanded classroom space, we added a computer lab where students can work individually to practice their language skills'. Through English conversation groups, where ESOL learners practice their oral English skills, our newest community members begin to share their stories.

The new Learning Center continues to create new possibilities for services. In 2004 we added literacy services for the hearing impaired, and developed new community relationships.

In these relationships, volunteers from the business community provide instruction in their unique skill sets, such as insurance, banking, transportation, law, and consumer advice and information.

The Columbus Literacy Council continues to strive to meet the demands of the growing population of central Ohio. As a community, Columbus expects to see the need for literacy services increase. But this shouldn't be seen as discouraging news. It should instead remind you of the importance of your contributions. As you reflect on this annual report, remember that our hard work touches the lives of those who learn, teach and give.



MARY PASSAGLIA  
Executive Director

# Program services

The Columbus Literacy Council recruits and trains hundreds of literacy volunteers each year to help tutor adults in the Columbus community learning to read or increasing their current reading levels. These tutors may choose to work with either basic literacy students or English for Speakers of Other Languages (ESOL) learners. The tutoring is performed in one-to-one tutoring sessions or in classrooms led by certified teachers. All training follows standards established by ProLiteracy-America.

## Our Adult Literacy Services include:

- Basic skills instruction: reading, writing, speaking, listening, and math.
- English for Speakers of Other Languages (ESOL).
- Computer instruction.

## We accomplish this by:

- One-to-one tutoring.
- Small group and classroom instruction.
- Computer assisted curriculum.

## Additional Programs

**Family Literacy program** — Family literacy offers a holistic approach to basic skills and the skills necessary to balance family and work. It recognizes the critical role parents play in the transmission of literacy skills to their children.

**Workplace Literacy for Employers** — Workplace literacy offers Columbus area employers the opportunity to enhance the literacy of their workers within the workplace.

CLC serves  
a total of  
**1175** students



**207**  
Basic Literacy

**In 2003 73% of students  
made academic progress**

**968**  
ESOL  
(English as Other Language)

**CLC trained 196 new tutors**



**- Abdul rahman Keita**

Abdul came to Columbus less than three years ago.

In his native country in West Africa he already spoke four languages, and now he is tackling English. He sits in front of a window at the new Learning Center, and behind him the skyline of Columbus is silhouetted by a colorful sunset. He reads from a notebook filled with pages and pages of writing and notes. It is a biography of William Shakespeare. His voice rises and falls to emphasize important ideas in the text. He has a sense of timing and drama in his new language. One can sense his youthful energy and enthusiasm.

When he first moved to Columbus he needed the help of friends to fill out job applications. Since coming to the Columbus Literacy Council about 18 months ago he has been able to get a full-time job. He is clearly driven to master the language. He comes to classes four nights a week, and writes in English every weekend.

# ROLE MODEL



## – Kathy Hoyt

Kathy came to the Columbus Literacy Council two years ago as a tutor. An experience abroad showed her how immigrants to this country must feel.

She visited her daughter who was on a Peace Corps mission in China and they decided to tour the country during her visit. She and her daughter spoke no Chinese and wherever they went there were no English speakers. Nor were there any signs in English. They spent the whole trip feeling scared and confused. While in Beijing they tried to find the Forbidden City, but could not because of the language barrier. She says they think they might have been only a few blocks away.

When Kathy returned to the US she vowed to help immigrants learn English — to help them find their own destinations. She quickly realized that immigrants not trained to speak English are an untapped source of “intellectual capital.”

The experience has been rewarding. Grateful students and their families have given her gifts and even prepared dinners in her honor. But she doesn't need these outward signs of gratitude. She says she gets a sense of fulfillment just knowing she is making a difference in student's lives.

Despite a busy career as a business consultant she finds time to tutor, lead conversation groups and even help in its tutor training program.

# Rewards

## – Dolores Shepherd

It's the smiling faces, the thankful hugs, and the kind words that have kept volunteer Dolores Shepherd coming back to the Columbus Literacy Council for the past 16 years. What began as



a way to help her grandmother learn to read and write, became a great passion for helping change the lives of many illiterate adults. “After going through training I felt the need to pass on the skills I had learned to more than just my grandmother,” said Dolores, “And my grandmother saw a great need for me to help others in the community who may have not had the family support that she did.”

Dolores has helped in more ways than one at CLC. She began in the classroom teaching basic literacy students and since then has given her time to several students on a one-to-one basis, worked as a receptionist, and assisted students in the computer lab. She has been an integral part in helping many adults on the road to success. She has helped a man earn his GED, assisted a man who promised his late mother he would learn to read, and helped a man to read the bible. These are only a few of the success stories she has been a part of. “Seeing the students, and how thankful they are for the little things I do keeps me coming back,” said Dolores.

Dolores's love of reading and passion for people can be seen everyday. “I will read anything,” she said, “It doesn't matter if it's the back of a box, I just love to read.” She transmits that excitement for reading to countless adults in the community. “I can't help but want to come back everyday,” she said, “I look forward to seeing the students and helping them the best that I can.”

# RECOGNITION

Arnold Alpert uses his passion for English, language and culture to provide many people at the Columbus Literacy Council an opportunity for a better life. Since 1992



Arnold has provided his time and energy to change the lives of countless adults in need. Over the years he has given special attention to five different adults by working with them one-on-one. In addition he has spent many hours in the classroom working with ESOL students, where he has learned just as much as the students. “In the ESOL class I have learned so much about other cultures. It is fascinating to me,” said Arnold.

– **Arnold Alpert**

For Arnold, the choice to volunteer was simple. “I had a great life and career,” he said, “Once I retired I knew I wanted to give something back to my community.” Finding the time to volunteer is simple for him because he looks at it as a social responsibility. “The skills that I have are so easy and basic for me, but unfortunately many people lack such skills, therefore I feel as if it’s my job to help them.”

In addition to the satisfaction Arnold receives from helping others he has gained a valuable friendship with the student he tutors. “I will often pick Mark up and we will go to United Dairy Farmers and Play a game of Chess,” said Arnold, “Its something we both really look forward to.” According to Arnold the match is pretty close right now, so they will have to keep playing!

# Responsibility

The Columbus Literacy Council is a responsible steward of its resources.

The CLC met all standards on which charities are evaluated in the Better Business Bureau's 2003 Standards for Charitable Accountability report.

Of the 376 charities BBB has in their database, CLC is one of 52 that met all of the twenty standards.

In accordance with being a responsible charitable organization, CLC voluntarily makes information available about its governance and oversight, finances, and fund-raising practices.

The standards require that charitable organizations spend at least 65% of its expenses on program funds. The CLC spends 82.53%.

The standards require that charitable organizations spend 35% or less of their total contributions on fundraising. The CLC spends 10.7% on fundraising.

The Columbus Literacy Council is a volunteer-based organization dedicated to increasing the level of functional literacy of adults in central Ohio through teaching the English language skills of listening, speaking, reading, and writing.

# Columbus Literacy Council

Statements of Financial Position December 31,

<b>ASSETS</b>	<b>2003</b>	<b>2002</b>
<b>Current Assets:</b>		
Cash	\$ 39,739	\$ 163,003
Restricted cash	1,526	91,672
Grants, pledges and accounts receivable	31,340	19,987
Inventory	5,049	4,664
Prepaid expenses	<u>10,338</u>	<u>2,154</u>
Total current assets	87,992	281,480
<b>Property and Equipment:</b>		
Leasehold improvements	66,614	46,895
Furniture and fixtures	74,354	35,895
Equipment	<u>74,561</u>	<u>89,713</u>
Total	215,529	172,503
Less accumulated depreciation	<u>42,172</u>	<u>127,525</u>
Property and equipment - net	173,357	44,978
<b>Other Assets:</b>		
Rental deposit		1,820
Permanently restricted cash	<u>13,933</u>	<u>11,533</u>
Total other assets	<u>13,933</u>	<u>13,353</u>
<b>Total Assets</b>	<u>\$ 275,282</u>	<u>\$ 339,811</u>
<b>LIABILITIES AND NET ASSETS</b>		
<b>Current Liabilities:</b>		
Accounts payable	\$ 3,823	\$ 4,548
Accrued wages	13,588	12,290
Payroll withholdings	3,900	2,590
Accrued and withheld taxes	<u>7,957</u>	<u>8,906</u>
Total current liabilities and total liabilities	29,268	28,334
<b>Deferred Income</b>	2,948	72,364
<b>Net Assets:</b>		
Unrestricted	227,607	135,908
Temporarily restricted	1,526	91,672
Permanently restricted	<u>13,933</u>	<u>11,533</u>
Total net assets	<u>243,066</u>	<u>239,113</u>
Total Liabilities and Net Assets	<u>\$ 275,282</u>	<u>\$ 339,811</u>

See Notes to the Financial Statements.

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visit Columbus Literacy Council at  
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