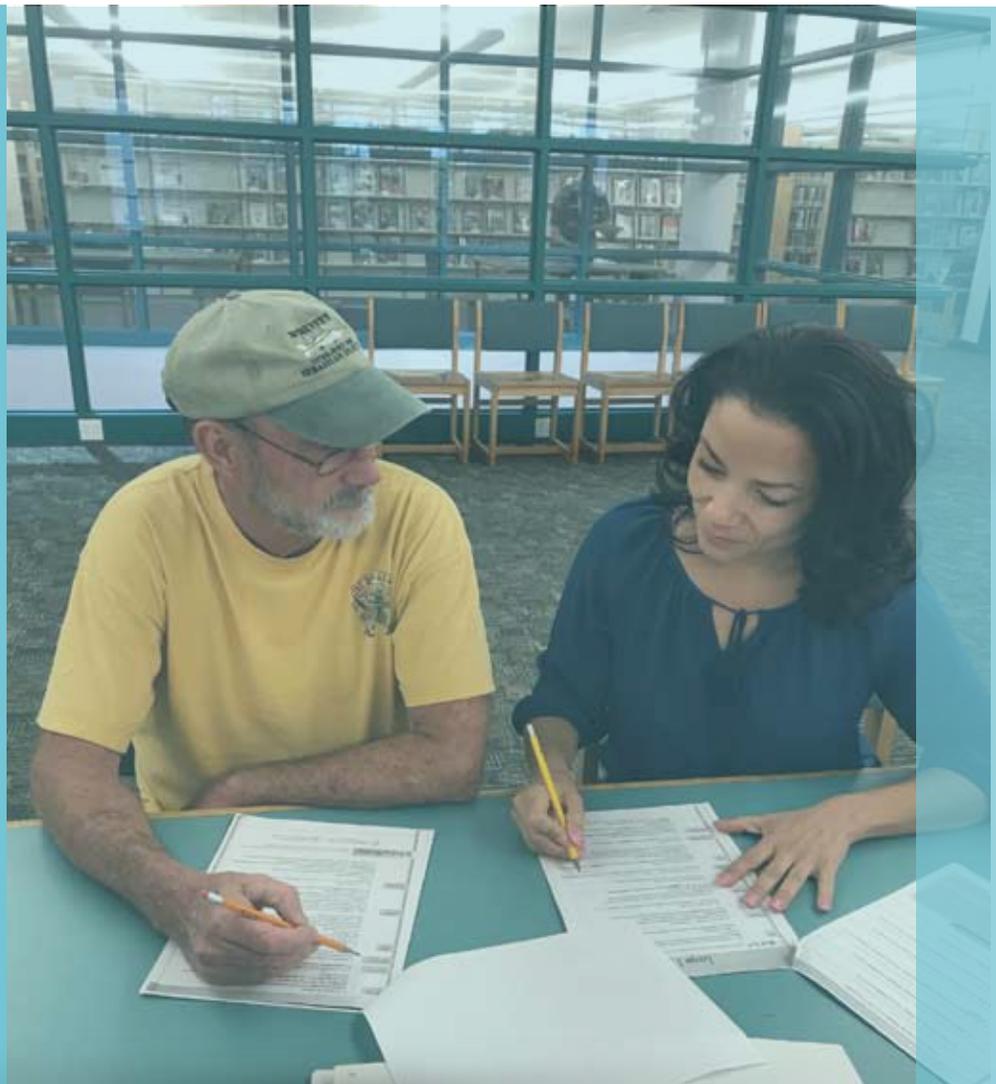
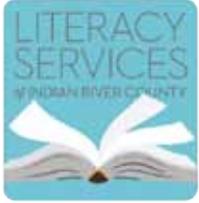


ONE PAGE, ONE BOOK, ONE LIFE AT A TIME.



2017 ANNUAL REPORT

Literacy Services of Indian River County



ONE PAGE, ONE BOOK, ONE LIFE AT A TIME.

Literacy Services of Indian River county, Inc., is a nonprofit United Way agency partner. We were founded in 1971 and incorporated in 1975.

Mission

Provide quality literacy tutoring to local adults so they and their family can become more contributing members of the community because of improved literacy skills.

Vision

End generational illiteracy in Indian River County.

Leadership

Jessica Schmitt

Executive Director

Anali Vierya

Tutor Trainer

Elida Gomez

North County Coordinator

Board of Directors

Michelle N. Servos

President

Sven Frisell

Vice President

Melissa Medlock

Treasurer

Katy Healy

Donna Remsnyder

Diana Walker

Honorary Board Members

Judge David Morgan

Larry Reisman



→ Dear Friends of Literacy Services,

As I look back on 2017, I am especially grateful for the endless support of our donors, volunteer tutors, students, staff, and community partners. Literacy Services could not do what it does without the support of everyone who believes in our mission and works to accomplish our vision.

The past year was a time of change, leadership transition, and program growth. We welcomed our new Executive Director, Jessica Schmitt, and increased our partnership and collaboration with local employers, communities, and other non-profits agencies. We now serve more Indian River County residents than ever. As you are all well aware, our community is experiencing a literacy movement and we want you to know that we are doing what we can to be a part of the solution and put an end generational illiteracy. The literacy level of a child is directly related to the literacy level of parents or caregivers and we continue our important work on increasing the literacy levels of Indian River County adults. In addition to face-to-face tutoring and instruction, we offer support to other community agencies and raise awareness when we can.

Last, the entire Board of Directors is committed to moving forward strategically and is engaging with local professionals to create a meaningful and organized plan for the future of Literacy Services. We welcome your input as we move through this important process and hope to have a new strategic plan soon.

Thank you for your continued friendship. We sincerely appreciate your faith and support.

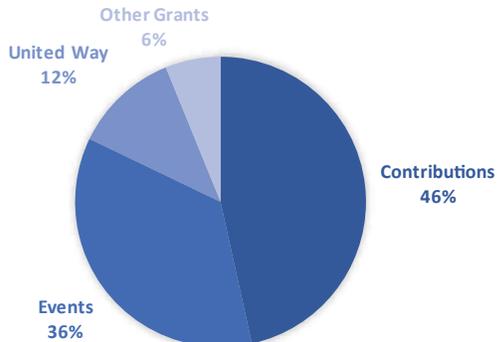
Very truly yours,

Michelle N. Servos

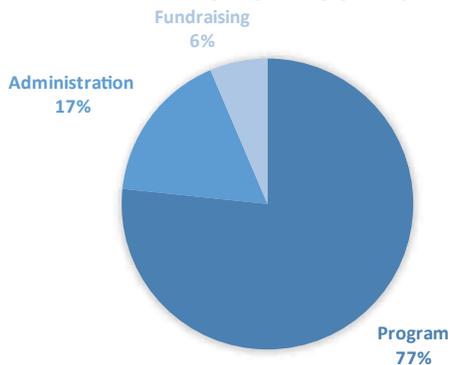
Board President

2016-2017 Fiscal Year Operating Overview*

REVENUE SOURCES



EXPENSE CATEGORIES



*Audited financials provided upon request.



"As part of our family literacy outreach, Literacy Services provides books to new mothers at Indian River Medical Center along with a pamphlet encouraging them to read to their baby. The pamphlet also offers tips for each stage of the baby's development. The hospital volunteers, The Pink Ladies, help distribute the books after the baby is born. Literacy starts at home!"



→ Dear Friends of Literacy Services.

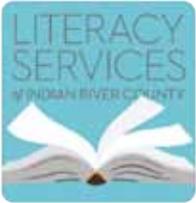
It is my honor to join Literacy Services of Indian River County as the new Executive Director. Since starting in December, I have seen the remarkable impact that improved literacy can have on an individual's life and how it has a ripple effect in the community. I have been struck by the incredible history of this organization and I look forward to being part of its future.

The ability to read has a tremendous impact on a person's family and their financial stability. Building on the local literacy movement, our tutors encourage our students to read to their children and engage in their education. We offer small group tutoring in the workplace and have seen many students secure raises and promotions since they first started. Both of these principles, family literacy and financial stability, will guide us as we improve and expand our program.

As we look forward, we must also reflect on the incredible difference you have made. We would not be able to serve over 300 students each year without our generous donors and tireless efforts of our volunteers. You supplied the training and materials used by more than 160 tutors to provide over 12,000 hours of quality, individualized instruction for our students to empower them with improved literacy skills.

We are most grateful for your continued belief in our mission and appreciate your support which ensures that we continue to strive to reach our vision of ending generational illiteracy.

Sincerely,
Jessica Schmitt
Executive Director

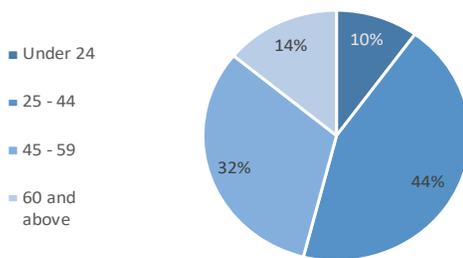


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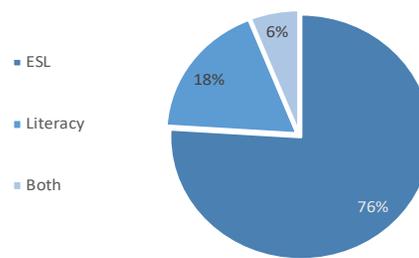
Demographics

Our students represented 27 countries this past year. The demographics are as follows:

Age of Students



Type of Students



Goals Achieved By Our Students Last Year

- ✓ Over 222 reading levels advanced
- ✓ 109 improved their communication skills
- ✓ 104 became more engaged in their child's education
- ✓ 59 improved their writing skills
- ✓ 71 improved a job situation or skill to obtain a job
- ✓ 5 obtained their GED
- ✓ 7 acquired their driver's license
- ✓ 6 started college
- ✓ 25 started trade school or started taking Adult Ed courses
- ✓ 19 learned how to write a check or open up their first checking account
- ✓ 17 became U.S. Citizens
- ✓ 35 improved their health literacy and communication with medical professionals
- ✓ 32 read a book for the first time
- ✓ 27 are now actively volunteering
- ✓ 21 can now efficiently use a computer

You Made a Difference

- One student was not able to go to school in his country. Not only did he face a language barrier when he came to the states, he also struggled to read in any language. Your support provided the tutoring services that helped him to be able to read to his children. Now he is a part of the School Advisory Council and has started his own landscape company. He even built his own home. During the permits process of building his home, he was able to read plans and apply for his own permits.
- A stay-at-home mother came to Literacy Services unable to communicate in English which made it difficult to speak with her peers and find a job. Since receiving the services you helped provide, she was able to obtain a job at a local garden center and even translates for her coworkers. She recently started her own cleaning company which she operates on weekends. She also passed the driver's license test.
- Imagine trying to care for your child with autism but being unable to communicate with the doctors and school personnel. One of our students faced this daunting challenge and reached out to Literacy Services for help. She had been paying for a translator, but through your support and her volunteer tutor, she is now able to communicate with the school personnel during meetings regarding her daughter's education plan. She understands that she's her child's primary teacher and has become very active and vocal in her child's school.
- One student failed the citizenship test on her first trial and then came to Literacy Services for help which your support provided. This student is quite smart, but she froze during the interview process and her self-esteem was at rock bottom. After working with her tutor for six months, her confidence increased and she recently became a United States Citizen. She will now be able to vote and hopes to bring her mother to this country.





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"I first received an awesome tutor who helped me pass the FCAT and I proudly received my diploma. I again needed help to obtain my driver's license and I received another patient and loving tutor who helped me pass the test on the first try. I want to succeed and become someone in life. I am beyond thankful for all the support that I have received from Literacy Services!"

Roberto, Student

Did You Know?

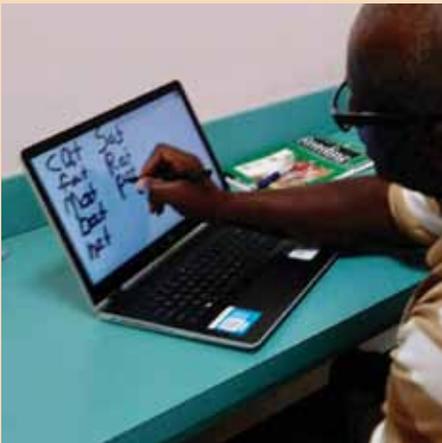
- One out of five adults in Indian River County has substandard literacy skills.
- Children with parents having low literacy skills are more than three times as likely to drop out of high school compared to those with literate parents.
- Employees with limited literacy skills cost businesses and taxpayers billions annually in lost wages, profits and productivity.
- We continue our small group tutoring in the workplace. This removes the transportation barrier for our students and has helped them receive promotions.
- We have a waiting list of students desiring our services and we are actively working to recruit more tutors.
- It costs approximately \$800 to serve one student.



"I first got involved with Literacy Services after seeing my son struggle with reading. Fortunately, we were able to get him help but so many others fall through the cracks. There is also a real need to help English language learners that struggle in their new community. I have a passion to see people succeed and I believe reading opens so many doors. That is why I continue to support Literacy Services."
Carmen Stork, *Donor*

How Can You Help?

- Your tax-deductible donation is always appreciated and vital to the program's success. You can donate online at www.literacyservicesirc.org or by mailing a check made out to Literacy Services of Indian River County to: 1600 21st Street, Vero Beach 32960.
- Monthly donations are welcomed and can be set up online.
- Volunteer!
 - o We are always in need of tutors.
 - o There are also opportunities to serve on committees or as a board member.
- Like us on Facebook





**Literacy Services
of Indian River County, Inc.**

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Vero Beach, FL 32960

1001 Sebastian Boulevard
North County Library
Sebastian, FL 32958

21 S Cypress Street
Fellsmere, FL 32948

(772) 778-2223

info@literacyservicesirc.org

www.literacyservicesirc.org



**United Way of
Indian River County**

