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The content of this report reflects activities between July 1, 2010 and June 30, 2012. The financial information reflects July 1, 2010 to June 30, 2011.
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MESSAGE FROM THE PRESIDENT

How do you rise to the challenge of the adult literacy crisis when the numbers often seem overwhelming? When programs have fewer and fewer resources? And when the hope of galvanizing a tide of voices and raising awareness at every level seems to be elusive?

We do it by pushing harder and continuing to move forward. And our annual report shows exactly how we've worked with our vast network of literacy programs to make a difficult year a little easier. In this year's report, you'll learn how ProLiteracy has:

**Launched the U.S. Conference on Adult Literacy**—The tight economy made it difficult for literacy program staff and volunteers to travel for professional development opportunities, so we brought the training to them. Our regional USCAL conferences in Wisconsin, Maryland, and California and our hugely successful national conference in Houston, Texas, all focused on practical solutions to today’s most urgent challenges, such as securing funding and meeting the demand for services.

**Created an app for our adult literacy news source**—With digital literacy becoming increasingly essential to adult learner success, we created a new way for adults to sharpen their technology skills. The News For You (NFY) app brings our weekly newspaper to iPhones and iPads, so emerging readers can access NFY’s online features anytime, anywhere.

**Matched more adults to local literacy programs**—To meet the growing demand for adult literacy services, we've partnered with Dollar General to create a Student Referral and Tracking Program. It has matched thousands of low-literate adults with programs that can help them.

**Moved into new headquarters in Syracuse’s Near West Side neighborhood**—From our new location, we've continued to build community relationships. We sponsored the All Arts Festival Day of Stories that included multimedia storytelling about the people, cultures, and institutions that make up our Central New York community. We are implementing our Literacy for Social Change model locally by uniting community stakeholders behind neighborhood improvement projects. We help community members identify needs, build support, and gather resources as they develop basic literacy skills.

And that’s just the beginning of our story. Our report details many more successes, from our advocacy work on Capitol Hill to our international programs across the globe. And none of it would have been possible without the passion, energy, and commitment of our community of supporters including our dedicated staff, our member programs, our corporate and foundation partners, and our many generous donors. Together, we’re rising to the adult literacy challenge, solving a global crisis, and truly changing the world.

David C. Harvey  
President & CEO
OUR NEW LEED-CERTIFIED BUILDING FEATURES MODERN, INDUSTRIAL SPACE DESIGNED TO PROMOTE OUR VALUES OF OPENNESS, TRANSPARENCY, AND INNOVATION. IT ALSO OFFERS COMMUNITY LITERACY FACILITIES TO FOSTER EDUCATION FOR STAFF, TEACHERS AND TUTORS, AND ADULT LEARNERS.
A COMMUNITY RISING

When we see people in our own communities struggling with literacy, we know that our global initiatives are only as good as our local actions. That’s why we’ve relocated our headquarters to the heart of one of the poorest neighborhoods in the nation. In the Near West Side of Syracuse, New York, residents are joining together to build new opportunities, and we’re proud to be part of that change—because there’s no better place to start making a difference than in our own backyard.
**Improving Literacy in Central New York**

Working in partnership with local organizations, our new Ruth J. Colvin Center for Innovation and Excellence in Adult Literacy helps bring high-quality literacy services to more people in Central New York—so they can meet their educational goals and continue to make contributions to society.

**Life Links Digital Literacy and Broadband Access**

To prepare adult learners to succeed in our fast-paced, modern society, Life Links provides the community with access to the latest technology and broadband Internet facilities at no cost. From instructional software to GED prep material, the tools at Life Links help adult learners keep pace in today’s digital world.

**Cultural Responsiveness Workshops**

Our culturally diverse community needs instructors and literacy service providers who can truly relate to them. That’s why the Colvin Center offers workshops to help students, teachers, and colleagues understand and value the cultures of others.

**Resident Engagement and Leadership Development**

To build a more literate community, we need strong leaders right in our neighborhood. The Colvin Center helps build this future by developing and supporting residents’ critical thinking, problem-solving, advocacy, and leadership skills.

**Resources for Public Use**

We believe in the power of collaboration and shared information to build lasting literacy solutions. To make this possible, the Colvin Center provides a library of resources to help local organizations and citizens take action on literacy issues.

**Connecting to a Whole Community of Support**

Neighborhood events connect us with our new neighbors, other local organizations, and local leaders. And they’re one of the best ways to raise community awareness about adult literacy issues and solutions.

**ProLiteracy Day of Stories**

The ProLiteracy Day of Stories brought our Near West Side neighborhood to life with a multimedia storytelling festival where community groups and individuals shared stories about life in Central New York.

**Skiddy Park Block Party**

For the second year in a row, we celebrated our new community by sponsoring the Skiddy Park Block Party and Jazz in the City festivals. There, we connected with new friends, families, and partners on the Near West Side.
A NATION RISING

One in seven American adults cannot read this report—and many of them are hiding this fact from their neighbors, their friends, their children, and even their spouses. But here at ProLiteracy, we’re working every day to change that. Together, we’re helping to remove the stigma and silence of low literacy, and replacing it with power. The power to rise up and be heard. The power to shape a better life. And the power to make a real impact in our world.

“Literacy opened up a door and gave me a chance to reach for higher dreams.” —ROSETTA HARPER, ADULT LEARNER
RAISING OUR VOICES IN WASHINGTON, D.C.

To effect change, we must first ensure that our issues and concerns are heard. Vigorous advocacy efforts in Washington, D.C., have brought increased visibility to ProLiteracy, our member organizations, and the national adult literacy crisis.

*Workforce Investment Act*

We continued to encourage Congress to reauthorize the Workforce Investment Act and enact changes to the WIA’s Adult Education and Family Literacy Act. WIA is the largest source of federal funding for adult literacy and basic education programs.

*Capitol Hill Day*

Passionate supporters from all fronts of the adult literacy effort—student learners, instructors, volunteers, managers, and advocates took to the halls of Congress on May 25, 2011, to urge their elected officials to support funding for adult literacy and basic education programs.

*David Baldacci’s Congressional Plea*

New York Times bestselling author David Baldacci and ProLiteracy President and CEO David C. Harvey met with Congressional leaders on September 21, 2011, to urge them to protect adult literacy funding. They also encouraged Congress to better connect literacy programs with job training and economic development projects.

“Our democracy depends on a literate population, but the sad truth is that more than 30 million Americans are unable to read or write well enough to meet the daily demands of life in the 21st century. That’s why it’s so important to maintain federal funding for literacy programs.”

—DAVID C. HARVEY

*The U.S. House Adult Literacy Caucus Briefing*

On February 8, 2012, members of the U.S. House Adult Literacy Caucus that ProLiteracy helped launch held its first briefing on adult literacy. The caucus learned how adult literacy programs are enhancing their adult basic education and English language learning services to be more competitive in a changing economy.

*Literacy Advocate blog*

This year, we also launched a new blog to galvanize our advocates. With up to date information about our latest adult literacy actions and initiatives, more people have been able to join our fight for a more literate society. Check it out at LiteracyAdvocate.org.
MEETING TOGETHER TO ADDRESS THE ADULT LITERACY CRISIS

When the challenge of adult literacy impacts millions of American citizens, rising up means coming together and confronting the crisis head-on with all of our collective passion, diversity, and imagination. At our U.S. Conference on Adult Literacy (USCAL), we examined the adult literacy issue from multiple points of view, considering its impact on everything from getting Americans back to work to improving the health of our senior citizens.

PASSIONATE SUPPORTERS

convened in Houston, Texas, for our U.S. Conference on Adult Literacy

With more than 120 timely workshops for adult learners, executive directors, instructors, tutors, administrators, and policymakers, USCAL participants attacked today’s most pressing literacy issues, including finding program funding, changing federal policy, and measuring literacy program outcomes. By working and thinking together, we created new solutions and alliances for building more prosperous communities, establishing a stronger economy, and helping people everywhere to improve their lives and thrive.
EDUCATING THE NEXT GENERATION OF U.S. CITIZENS

There’s a great need for free citizenship education—especially for low-income adults with limited English proficiency and literacy skills. That’s why we undertook an ambitious and vital project: The USCIS Capacity Building Assistance Project. With funding from the USCIS Office of Citizenship, we helped two ProLiteracy member organizations build permanent citizenship education capacity.

Using existing and emerging best practices for ESOL citizenship education, we created a pilot education program that can now be replicated anywhere in the nation and adapted to meet specific organization needs. Through it, we help aspiring citizens to get the high quality resources they need to build literacy skills, attain U.S. citizenship, and embrace a better future.

SUPPORTING PROGRAM IMPROVEMENT

“Grassroots programs are stretched so thin, we don’t often have the time to sit down and support each other. After LEA, program staff now make an effort to have weekly meetings...we’re making more of an effort to have that communication.”

– VICTORIA KINGSLAND, EXECUTIVE DIRECTOR, LITERACY VOLUNTEERS OF ATLANTA

Victoria has completed the first year of the two-year Leadership Excellence Academy (LEA). A partnership between ProLiteracy and the National Adult Education Professional Development Consortium (NAEPDC), LEA taught her how to assess the needs and perceptions of her stakeholders, evaluate program data, and review research to plan critical program improvement initiatives.

Victoria and other participants also explored strategies for increasing student persistence, orienting and training staff, and developing their own leadership skills. To date, more than 900 program leaders from 20 states have participated in the LEA program.
To solve the literacy crisis, global change must be our ultimate goal. Yes, it’s lofty, but we know that all around the world, literacy has the power to change lives and transform communities. This past year, we’ve focused on literacy through small businesses initiatives—and we’ve seen the powerful impact on individual lives and developing communities everywhere.

“Everyone has a destiny. But it requires hard work, dedication, commitment, honesty, and readiness to reach it.”

— MAMA TOHR, ADULT LEARNER AND MONROVIAN BUSINESSWOMAN
MAKING A WORLDWIDE IMPACT WITH MICROENTERPRISES

In developing communities and rural villages, gaining basic literacy skills sometimes comes by way of innovative concepts. In 2009, ProLiteracy and FINCA El Salvador initiated a pilot project merging the strengths of FINCA’s microfinance system with ProLiteracy’s proven expertise for literacy and social solidarity. The project enabled microenterprise participants to incorporate ProLiteracy’s Literacy for Social Change methodology into their operations.

2.2 million adults around the world have learned to read through our Literacy for Social Change program since 2002.

From digging clean water wells to promoting human rights, program participants always learn vital literacy skills as they work toward fulfilling a community need. The model was replicated and expanded in 2011 with FINCA El Salvador clients not only increasing social solidarity, but also having a positive impact on business productivity. Today, the ProLiteracy/FINCA El Salvador program has become a model for other FINCA offices in Ecuador, Haiti, and Costa Rica. This expanded program is expected to generate a greater level of social and economic return.

UNITING FOR BUSINESS AND LITERACY WITH OUR GLOBAL NEIGHBORS

We’ve seen firsthand the socioeconomic benefits of small businesses in communities in developing nations. But, often, low literacy in these villages leads to poor record keeping and accounting, and this results in unsuccessful business. ProLiteracy is boosting the success of small businesses by integrating Literacy for Social Change into training models.

For this integration, we produce Community Action Manuals that focus on improvements in health, education, human rights, the environment, and conflict resolution. The manuals provide a series of guided discussions about a wide range of community issues using the FAMA (Facts, Associations, Meaning and Action) process. Combining learning and action, the process stimulates critical thinking, united understanding, and locally initiated action solutions. Such local ownership along with increased literacy skills has proven to be key for ongoing growth and well being among small businesses.

ProLiteracy’s FAMA discussions begin with observing and analyzing a “code” — such as a drawing, a role-play, a skit, or a video that represents a reality or situation in the lives of the participants.

Facts — questions draw on the physical or sensory aspect of the code to get the participants engaged and talking.

Association — questions refer to the personal experiences of the participants and the shared experience of the group. They are designed to build relationships and trust in the group.

Meaning — questions help participants flesh out and analyze shared principles, ideas, practices, and values to help pose underlying problems and possible solutions.

Action — questions enable participants to apply the discussion to their daily lives as they plan to accomplish specific objectives with concrete action steps.
A CONNECTED SOCIETY RISING

In today’s tech-centric world, textbooks and manuals aren’t always enough. As the way we access information and build knowledge changes rapidly, we must continually adapt to meet the needs of our increasingly connected society. That’s why we’ve created new digital literacy opportunities for adult learners, along with an ever-expanding online library of resources for adult literacy professionals.
MAKING LITERACY EDUCATION ACCESSIBLE ANYWHERE, ANYTIME

Many low-income, emerging adult readers lack home computers and instead use smartphones as their primary source of Internet access. Considering this technology challenge, we launched our News for You smartphone app, making our online news source now available to a much larger audience, including students without access to computers.

The app shares the same features as the News for You website. Seven stories based on world and national news are posted weekly and written at reading levels 3 through 6 (ESOL levels high-beginning and intermediate). The app also includes audio for each article, so users can listen and read along at their own pace. Interactive exercises are available to enhance understanding of key concepts and strengthen vocabulary skills.

It’s how we’re bringing literacy to more adult learners, so they can continue to build their literacy skills even when they’re not in the classroom or computer lab.

HELPING OUR MEMBERS WEATHER A STORMY ECONOMY

Tough economic times have caused many ProLiteracy member organizations to face financial difficulties. Some are losing staff, merging with other organizations, and even closing their doors. That’s why we’ve created Project Survive and Thrive. It provides our members with online information and resources to help them through difficult times.

60% OF PROLITERACY MEMBERS say that fundraising will be extremely important in the next six months.

On the ProLiteracy website, adult literacy professionals can access a resource library filled with webinars and documents covering everything from fundraising and public relations to volunteer recruitment and community engagement. To further connect members to resources, we host facilitated discussions on our member listserv, share resources in our monthly e-newsletter, and post content to Facebook and Twitter. And with a new Project Survive and Thrive track at our U.S. Conference on Adult Literacy, we’re taking this online education to our most popular offline venues, too—so that more organizations can rise to the challenge of adult literacy and find new ways to succeed.

“Together, we’ve helped thousands of people gain the literacy skills they need to solve the financial, health care, employment, and legal challenges that affect their daily lives.”

—DAVID C. HARVEY, PRESIDENT AND CEO, PROLITERACY
CONNECTING ADULTS IN NEED TO PROGRAMS THAT CAN HELP

To help more adults build lifelong literacy skills, we’ve joined forces with the National Center for Family Literacy and the Dollar General Literacy Foundation to connect prospective students and volunteers with nearby adult literacy programs.

**National Literacy Directory**

Dollar General’s national database of local adult basic education and literacy programs includes more than 10,000 adult literacy providers and GED test centers—so that adults everywhere can find help right in their communities.

**Student Referral and Tracking Project**

This personal outreach program starts right inside Dollar General’s 10,000 stores. Each store displays a student referral brochure at its checkout counter. Prospective students or family members send an enclosed postcard to ProLiteracy, so we can refer them to local literacy programs. Then, the local programs reach out directly to the prospective students, encouraging them to take the next step and enroll in a program. In order to track the progress of students, ProLiteracy follows up with service providers after six months.
FINANCIALS

REVENUE

- Contributions: $810,058
- Membership: $136,969
- Foundations and Corporations: $1,646,858
- Publications: $5,695,705
- Other: $2,141,414

EXPENSES

- Development and Communications: $659,576
- Administrative Services: $490,646
- Program Services and Strategic Initiatives: $3,688,293
- Publishing: $4,936,523
- Public Education and Advocacy: $201,962

July 1, 2010 to June 30, 2011.
ProLiteracy is forever grateful to our donors, partners, sponsors, and advocates who are pushing for a more literate society. With your help, we are making a difference and changing lives.

ProLiteracy’s publishing division, New Readers Press, has been renamed the Robert S. Laubach New Readers Press after its founder. The 42-year-old nonprofit publisher of 150 instructional titles will work closely with new partners to innovate in digital publishing.

The Frank C. Laubach International Programs, also named after a co-founder, will now be able to conduct global virtual conferences and is expanding its work in advocacy, training, and building networks on the ground in 34 developing countries.

Thank you to our USCAL partners:

- American Association of Adult and Continuing Education (AAACE)
- American Library Association (ALA)
- Association of Adult Literacy Professional Developers (AALPD)
- Center for Applied Linguistics (CAL)
- Correctional Education Association
- Council for Advancement of Adult Literacy
- Home Builders Institute
- Home Safety Council
- Houston READ Commission
- Interweave Solutions
- Jobs for the Future (JFF)
- Kentucky Educational Television (KET)
- Literacy Funders Network
- Literacy Powerline
- Literacy Texas
- National Association for Adults with Special Learning Needs (NAASLN)
- National Coalition for Literacy
- National Forum on Information Literacy, Inc. (NFIL)
- ProLiteracy Council of State Organizations
- Senior Service America
- Teachers of English to Speakers of Other Languages (TESOL)
- Texas Center for the Advancement of Literacy and Learning (TCALL)
- The Coalition of Lifelong Learning Organizations (COLLO)
- Voice of Adult Learners United to Educate (VALUE USA)
- Women Expanding Literacy Education Action Resource Network (WE LEARN)
- World Education

Thank you to current members of the U.S. House Adult Literacy Caucus:

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