Mission

The mission of the Literacy Council of Northern Virginia (LCNV) is to teach adults the basic skills of reading, writing, speaking, and understanding English so they can access employment and educational opportunities and more fully and equitably participate in the community.

Vision

A community empowered by the ability to read, write, speak, and understand English.

Learner-Focus: Keep our learners’ best interests in mind

Innovation: Remain at the cutting edge of best practices and implement evidence-based programs that enhance learning.

Integrity: Be honest and sincere in all interactions.

Collaboration: Recognize that by working together, we can do more to achieve common goals.

Excellence: Strive to be the best at what we do.

Respect: Treat all persons with dignity and embrace and celebrate one another’s differences and cultural backgrounds.

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Dear Friends of the Literacy Council of Northern Virginia,

This year has been extraordinary for all of us.

As with every year before, we had worked up a plan on how to best demonstrate the power of English literacy to empower and embolden the learners in our community. We started a new partnership with City of Alexandria Department of Recreation, Parks & Cultural Activities, we were featured on the show, On the Go with AAUW on Fairfax Public Access, and we were on the way to strengthening and expanding our ties with the community through various coalitions and strategy planning groups. Then, COVID-19 hit and our focus was pulled to moving all of our in-person classes onto online platforms, finding new, virtual channels to raise awareness, and rapidly adapting to the new scenarios alongside our learners, teachers, and volunteers.

The theme for this year’s Annual Recognition Ceremony event was “Look How Far I’ve Come”, which celebrated our students’ reflections and thoughts on their achievements - not only how far they have traveled to join this community, but also how far they have come in improving their English, realizing their dreams, and connecting with the community along the way. As the uncertainties around COVID-19 struck and we came to understand how much more vulnerable many of our students were due to not knowing English, we decided to add a second theme for this year; that is: “Literacy is A Survival Skill.” It is especially through these challenging times that we better understand that expression. For our learners, being able to understand English no longer just means being able to buy groceries, getting their driver’s license, talking to their children’s teachers, or becoming advocates for themselves, but it has now also become critical to acquire news of public health concerns, know when they need to wear a mask, and protect their family to stay safe and healthy during the current crisis.

It’s been a challenging year, but thanks to our beloved community, we turned every challenge into a miracle. During our virtual Annual Recognition Ceremony, someone in the audience put in the chat: “Forget the Avengers. Marvel Comics has no idea what a hero is. They need to meet the staff, volunteers, and especially the students at LCNV!” Indeed, it’s through the hardest times that the perseverance and dedication of our community shines. We are extremely thankful for our students, who trusted us and had faith in their studies, our teachers and volunteers who dedicated their time and effort through all sorts of channels, as well as our donors and partners who continued their support and partnerships with us despite the potential shortages of resources. While facing and managing these unexpected changes, our team, board, and the community at large has bonded like never before. We now know better how to collaborate with each other even when we are not in the same space, we are more in tune with how our decisions and actions affect each other’s work, and we have learned more about each of our personal motivations, joys, and interests through regular virtual gatherings.

In the end, I want to extend my utmost gratitude to our instructors, volunteers, donors, and Board again. Without your support, none of this would have been possible. I invite you to read our annual report and look forward to celebrating continued success with you in the coming year.

With much appreciation,

Roopal Mehta Saran
Executive Director
Academic Programs

LCNV served 1,508 adult learners in the past year at more than 14 locations throughout Northern Virginia, combined with career-specific training programs and targeted skills development tailored to the students’ needs. LCNV is one of only a few non-profit organizations in Northern Virginia that complies with federal education standards as it serves the most beginning-level adult learner, those that understand English at a 6th grade level or lower.

LCNV’s Beginning English Classes teach the foundational skills adult English language learners need. Classes are held at least twice a week for two-hour class sessions at three academic levels.

Family Learning Programs (FLP) provides English language instruction classes for parents and caregivers, empowering them to engage in their children’s education.

Skills-based Classes gives learners the option of focusing exclusively on the specific skills needed to expand educational and vocational competencies, including Writing Classes, English for Academic Studies, and free Conversation Classes.

Aside from these classes, LCNV offers students various Support Services to help them stay on track to accomplish their goals, including Supplemental Tutoring, Student Advising, Learner Network, Distance Learning, and Study Hall.

Destination Workforce® teaches adult learners critical language and soft skills, while leveraging their employability and advancement potential. In its 5th year, LCNV’s developed new partnerships with José Andrés’ Think Food Group (TFG) and City of Alexandria Department of Recreation, Parks, and Cultural Activities (RPCA), while deepening its existing collaborations with Korean Community Service Center (KCSC) and local workforce agencies.

With many restaurants in the DMV area, TFG took care to find the right combination of location and time to allow for the most employees to participate. Sixteen staff from Chino Chilcano, Jaleo Bethesda, and Oyamel enrolled with the support of their supervisors and restaurant managers. The program launched in July and served two different learning levels with a focus on interpersonal communications, describing their work, and the TFG brand and culture. After 55 hours of instruction, the two cohorts came together to celebrate their achievements.

Beginning with a fall pilot for the lowest level cohort and expanding in the spring to concurrently serve both lower and intermediate learning levels, Destination Workforce® for RPCA provides contextualized courses for facilities and park maintenance crew. Launched in October to uplift its hard-working team members, the program trained 35 staff last year and is being adopted as an integral part of RPCA’s development and training culture.

LCNV’s Intensive English and Workforce Readiness course, designed to deliver 128 hours of English instruction for job-seekers, meets Temporary Assistance for Needy Families (TANF) education and workforce training requirements. With the Guest Service Gold® Certificate incorporated, the program also helps learners improve their skills to engage with customers more confidently in English. In the past year, LCNV held 4 Intensive Class sessions, each serving 2 different learning levels, enrolling 118 students in total, and, tailored to distance learning in line with social distancing measures.

Although COVID-19 caused minor disruptions, all Destination Workforce® programs continued via virtual platforms. As we look forward to helping more job-seekers improve their employability as well as partner with employers to upskill their staff, Destination Workforce® programs are expected to continue post-pandemic.
LCNV During COVID-19

“The LCNV team has been heartened to see incredible enthusiasm for our efforts to turn to distance learning by instructors, volunteers, and students. Their desire to work hard to make sure instruction and learning is uninterrupted affirms that there is great value in continuing to offer English instruction at this unprecedented time,” Roopal Saran, LCNV Executive Director.

In March 2020, COVID-19 hit and greatly affected people’s lives worldwide, as well as LCNV’s operations. LCNV understands that the lives and well-being of learners are vastly impacted by their ability to read, write, speak and understand English, especially during this unconventional time. Complying with social distancing policies during this evolving situation created by COVID-19 this year, LCNV replaced in-person classes with Distance Learning programs to continue providing basic English education to students, minimizing the disruption to their learning process. The virtual classrooms bridged across isolation and created a time of positivity and togetherness for students, teachers, and the whole LCNV community. One student commented that the instructors “lit their path of darkness.”

Since spring of 2020, LCNV provided instruction tailored to students’ technological and time restrictions. Instruction was provided via various platforms: for students with internet and computer access, LCNV offered virtual instruction in the form of live classrooms with teacher-led instruction, interaction, and whiteboard capabilities; for those with only cell phone and data access, LCNV offered distance learning instruction through Cell-Ed, USA Learns, and Learning Upgrade, three online learning apps approved by the Virginia Department of Education; and for those that only had voice capabilities on their phone, instructors scheduled sessions with students for one-to-one conversations to practice English.

LCNV’s Beginning English, Family Learning, and Destination Workforce® programs saw more than 75% of students who enrolled in January stay in class through the end of the semester, which was extended to June 30. After that, virtual instruction kept serving more students while in-person instruction was not feasible. This could not have been achieved without LCNV’s dedicated force of 534 volunteers and devoted instructors, who called and helped the learner community to understand and set up online learning technologies one-on-one.

Instructors, as well as students, have shown an enormous amount of dedication, flexibility, and patience during the transition. To support the expansion of class offerings, LCNV held Professional Learning Communities (PLC) virtual sessions twice each week for teachers to discuss their classes, pain points, and successes. To support the learner community, LCNV also created a resource page on its website (www.lcnv.org/resources) for those in need to navigate free learning resources, as well as community information on food banks, financial aid, healthcare and more.

“I think that it has been a huge accomplishment for LCNV to continue bringing education to students using a different approach during this difficult time,” says LCNV Instructor Karen, “Students are definitely the beneficiaries of that, and the technologies they learned are easily transferable in their lives.”
LCNV Learners

LCNV Learners’ Top 10 Countries of Origin


Learner Facts:

- LCNV’s 1,508 learners came from 66 different countries and spoke 40 different languages.
- 75% were female and 80% of all learners were between ages 25-59.
- 49% lived below the federal poverty line ($25,750 for a family of four).
- 57% had one or more jobs.
- 1,385 dependent children had parents in LCNV’s programs.
- Top 10 native languages included Spanish, Arabic, Korean, Vietnamese, Dari, Amharic, Pashtu, Chinese, Farsi, Somali.
- 41% of learners had nine years or less of education before coming to LCNV.

Learner Achievement: Over 85% of Learners Achieved Two or More Goals

LCNV’s learners achieved many significant goals this year. In addition to the goals listed below, 835 learners achieved personal goals such as voting for the first time, being more engaged in conversations, and increasing involvement in children’s education. 375 learners felt that they have been able to strengthen family relations, and 216 learners were able to improve wellness and attain healthier lifestyles.

<table>
<thead>
<tr>
<th>Attained Consumer Skills</th>
<th>Entered/Retained Employment</th>
<th>Improved Employability Skills</th>
<th>Improved Technology Skills</th>
<th>Increased Involvement in the Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>313</td>
<td>481</td>
<td>933</td>
<td>629</td>
<td>473</td>
</tr>
</tbody>
</table>

2020 Patricia M. Donnelly Merit Scholars
Norma Zavala (left), and Yesika Cruz (right)
LCNV in the Community

LCNV actively attended a variety of conferences and symposiums to share our experiences nationally and internationally, as well as community fairs, public hearings, and cultural celebrations to raise public awareness of adult education. Below are a few of the year’s highlights.

- **Jul 2019** - LCNV staff were honored to present at the Virginia Adult Education and Literacy 2019 Conference, Access, Equity, and Opportunity. Dr. Carole Bausell, and Xavier Muñoz, led two talks on how organizations and educators can provide better support to learners along their path to advancing their English and achieving their goals.

- **Sep 2019** - LCNV was a part of the panel discussion held by the Virginia Restaurant, Lodging & Travel Association (VRLTA) Arlington-Alexandria Chapter. Roopal Saran and partners shared the positive impact we have made with employees of DoubleTree by Hilton McLean Tysons and Think Food Group.

- **Aug 2019** - Xavier Muñoz represented LCNV at the Literacy Education and Second Language Learning for Adults (LESLLA) Annual Symposium on LCNV teacher Elizabeth Magee’s implementation of a classroom library in the Family Learning Program.

- **Oct 2019** - LCNV Teacher Vaishali Deshpande received the Virginia Association for Adult and Continuing Education (VAACE) Volunteer of the Year Award, for her 468 hours of dedication as a part of LCNV’s Destination Workforce® program, teaching Intensive English and Workforce Readiness classes.

- **Nov 2019** - At the National Summit on Adult Literacy, Team WorldEd (which included LCNV) was announced the first prize in the Adult Literacy XPRIZE Communities Competition. In December, Xavier Muñoz joined the EdTech Center at World Education’s Mobile Learning Leadership Team.

- **Nov 2019** - LCNV was interviewed by On the Go with AAUW (American Association of University Women). Ruba Afzal and Dr. Carole Bausell presented LCNV’s efforts in supporting adult literacy. The conversation was aired on Fairfax Public Access, as well as on On the Go with AAUW’s YouTube channel.

- **Jan 2020** - LCNV’s Michael Mahrer, as the Chair of the Fairfax County Community Action Advisory Board, gave testimony to the Fairfax County General Assembly Delegation in support of the County’s Legislative programs for limited-income persons.

- **Mar 2020** - After the development of COVID-19, LCNV transformed its annual fundraising breakfast, A Taste of Literacy, into a virtual event. The event was a huge success with more than 1,500 individuals learning about LCNV through messages from students and their teachers, and LCNV community stakeholders. The event raised more than $54,000!

- **Oct 2020** - Due to COVID-19, LCNV postponed the 58th Annual Recognition Ceremony from June to October. This was LCNV’s first virtual Annual Recognition Ceremony, recognizing partners, volunteers and students who make it possible for LCNV to achieve our mission. Over 220 individuals joined virtually to cheer on the incredible award winners.

- **Oct 2020** - For her leadership in program development and data-driven improvement across all LCNV courses, Dr. Carole Bausell was awarded LCNV’s Mid Allen Ries Award.

We thank our **534 volunteers for their 17,500 hours of service**; without their dedication, our achievements would not have been possible! In the past year, LCNV held 14 events to recruit and train volunteers, including 10 LCNV 101 events, 2 Instructor Trainings, and 2 BEST Plus 2.0 trainings. Through these opportunities, we met and worked with 194 new volunteers. Volunteers support LCNV by teaching and helping the students in the classroom, assisting with student registrations and assessments, raising awareness in the community, and playing other essential roles. Given our pivot to virtual programming this year, our volunteers provided substantial and creative remote support to help our students use online learning platforms.
Audited Financials

For 58 years LCNV has maintained its fiscal viability by fostering a diverse group of supporters, focusing on cost efficiencies, and leveraging community partnerships, including the contribution of its large volunteer force.

Revenue FY2020
July 1, 2019 - June 30, 2020

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual, Corporate, &amp; Foundation Donations</td>
<td>$606,029</td>
<td>32%</td>
</tr>
<tr>
<td>Value of Volunteer Time</td>
<td>$492,870</td>
<td>26%</td>
</tr>
<tr>
<td>Local, State &amp; Federal Revenue</td>
<td>$428,793</td>
<td>23%</td>
</tr>
<tr>
<td>Investment Income</td>
<td>$40,361</td>
<td>2%</td>
</tr>
<tr>
<td>Workshop &amp; Student Fees</td>
<td>$140,686</td>
<td>7%</td>
</tr>
<tr>
<td>In-kind Materials</td>
<td>$195,797</td>
<td>10%</td>
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</tbody>
</table>

Expenses FY2020
July 1, 2019 - June 30, 2020

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$1,579,165</td>
<td>84%</td>
</tr>
<tr>
<td>General Administrative</td>
<td>$180,745</td>
<td>10%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$107,050</td>
<td>6%</td>
</tr>
</tbody>
</table>

“I am very lucky to have been with LCNV. Now I feel very happy because I am improving my pronunciation skills. LCNV is a place of inclusiveness and improvements, there are many kinds of teachers and workers.”

- SAJIDA, LCNV STUDENT

“During COVID-19, I feel relieved still because I can continue my education at LCNV because they allow distance learning here. I am so amazed with all the efforts shown by the teachers in LCNV in order to make sure we students can continue our lessons until the semester ends.”

- NURMAIZAL, LCNV STUDENT
Our Team

Staff
Roopal Mehta Saran, Executive Director
Ruba Marshood Afzal, Director of Partnerships and Community Engagement
Jordan Alexander, Student Services Coordinator
Carole Vinograd Bausell, Director of Academic and Student Affairs
Jeff DiMeglio, Finance and Operations Manager
Ashley King, Admissions Manager and Registrar
Michael Mahrer, Director of Development and Public Relations
Xavier Muñoz, Faculty Support Manager
Soo H. Park, Instructional Design Manager
Melissa Rea, Academic Operations and Student Support Services Manager
George Reyes, IT Database Administrator
Marizol Rojas, Executive Assistant
Amy Tristan, Volunteer Coordinator
Lisa Vaughn, Development Coordinator
Shuyang Wang, Communications Coordinator

Lead Teachers and Trainers
Sara Babb
Tamia Boyer
Kathryn Brooks
Stan Citron
Annette Comé
Jackie Corkins
Vaishali Deshpande
Eileen Foxwell
Adrienne Grossman
Laurie Hayden
Stephanie Hossfeld
Kate Hughes
Susan Jacob
Claire Kevill
Elizabeth Magee
Cecilia Martaus
Lauren McCaughey
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Summa Cum Laude ($500 - $999)


Recognized here are donations received during Fiscal Year 2020 (July 1, 2019 - June 30, 2020). Due to space limitations, only organizational and individual donations of $100 or more are listed. To make a donation or to inform of any corrections please call 703-237-0866.

The Literacy Council of Northern Virginia deeply appreciates the support of countless individuals and organizations. Recognized here are donations received during Fiscal Year 2020 (July 1, 2019 - June 30, 2020). Due to space limitations, only organizational and individual donations of $100 or more are listed. To make a donation or to inform of any corrections please call 703-237-0866.
Literacy is a Survival Skill
You can support beginning-level English language learners. Visit www.lcnv.org/donate or call 703-237-0866 for more information. Thank you.