DEAR FRIEND OF LITERACY,

Way back in January, I marveled at what a good year 2019–2020 was proving to be! After several years of major changes, we were able to stabilize and re-balance our operations and staff team.

We were exceeding many of the goals in our strategic plan and felt unified as an organization for the first time since our merger with the Achievement Academy in 2018. Positive indicators such as student attendance and volunteer retention were especially high compared to previous years.

Highlights of our year were:

- The newly combined Youth Achievement Program, formed from the merger of our Youth Education Program and the Achievement Academy, had a dream team of expert educators at the helm who brought together the best elements of each model to create a hybrid of classroom instruction and individualized tutoring.

- Our English for Speakers of Other Languages program was experiencing record high attendance, with above average student retention rates.

- Our Adult Literacy program was working hard to update our curricula to incorporate the latest evidence-based methods from the Wilson Reading System.

- Our program in the Durham County Detention Facility held a graduation ceremony for eight high school equivalency graduates and their families.

- Our Computer/Digital Literacy program was re-booting with a pilot course led by student leaders from NC Central University.

- We streamlined our data systems to be able to more efficiently and effectively track and report on our organizational impact.

As we were catching our stride and gearing up for the Durham Literacy Center’s 35th anniversary, news of the coronavirus hit in March. Like many others, we made the difficult decision to close our facilities and quickly pivoted to remote instruction. We had to completely reimagine how we would connect with students and deliver instruction—a very steep challenge since many of our students lack the resources and skills they need to learn remotely.

Through the transition to remote instruction, we have piloted many different digital and other remote tools, making our programs more flexible than ever. Looking forward, we plan to continue with a blended learning approach so that we can help even more people reach their goals in the coming years.

Thanks to the perseverance of our students and the commitment of our volunteers, partners, donors and grant supporters, we move through uncertainty and proceed in strength.

Ever grateful to be part of Durham’s rich community,

Lizzie Ellis-Furlong, Executive Director
MISSION

We help adults meet their life goals by offering learner-centered educational opportunities.

VISION

All adults have the power to change their lives and their community through literacy.

OUR VALUES

Student-Centered
We assess the needs of our learners and tailor our approach to address those needs.

Upward
Our goal is to help each student each new height and achieve success.

Collaboration
We work together with our students, staff, board and community to achieve our mission.

Community
We are all vital participants, supporting each other, within our organization and in society.

Excellence
We hold ourselves accountable, seeking the highest level of learning and continuous improvement for ourselves and our students.

Everyone
We celebrate differences among our students, staff and volunteers.

 Determination
We are determined and resourceful in our efforts to achieve our goal.

YEAR AT A GLANCE

2019–2020 YEAR AT A GLANCE

670 TOTAL STUDENTS SERVED 2019–20

<table>
<thead>
<tr>
<th>Programs</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESOL</td>
<td>274</td>
</tr>
<tr>
<td>Adult Literacy</td>
<td>103</td>
</tr>
<tr>
<td>YAP</td>
<td>58</td>
</tr>
<tr>
<td>DCDF</td>
<td>210</td>
</tr>
<tr>
<td>Threshold</td>
<td>20</td>
</tr>
<tr>
<td>Computer Literacy</td>
<td>5</td>
</tr>
</tbody>
</table>

20,302 TOTAL INSTRUCTIONAL HOURS

228 VOLUNTEERS

8,676 VOLUNTEER HOURS

16 Students earned an HSE diploma.

174 Students engaged in college & career readiness activities.

47 Students passed one or more HSE practice tests.

**These figures represent July 2019–March 2020. Due to the COVID–19 pandemic, students’ instruction was interrupted and we were unable to capture many learning gains at the end of the year.**
Reading for Personal and Professional Goals

Jay came to the Durham Literacy Center because he needed to improve his reading and writing in order to pass the HVAC licensing test. He currently works at Duke University as a heating and air technician and can get a better job if he becomes licensed. Improving his reading and writing skills also helps Jay understand his work orders and write reports at his current job.

He was matched with tutor Susan in the fall of 2019, who had recently moved to Durham and wanted to get involved in her new community. With six nieces and a nephew on the way, Jay wants to be able to read with the kids in his family. “To be able to read with them or with my kids when I ever have them, to be able to give that back, it’ll be a stepping stone for them, too, so if they are struggling they’ll understand that you never get too old,” Jay said.

During the COVID-19 pandemic, Susan and Jay have moved their lessons online. “We’ve been luckier than a lot of other (student/tutor) pairs because we both have good Internet access, we both have the tools, we both know how to use the tools,” Susan said. Jay enjoys having more flexibility to schedule their sessions, as his work schedule has changed during the pandemic.

After a year of working together, Jay’s confidence in himself and in his abilities has increased greatly. And whether they’re meeting online or in-person, they end every lesson by reading a section of a Harry Potter novel together. They’re on the second book right now and enjoy bringing the characters to life by reading aloud.

A New Class for Foreign International Medical Graduates in the City of Medicine

Our ESOL program launched a new class specifically for foreign medical graduates this year, led by Subasish “Bosh” Bhowmik, a resident physician in Anesthesiology at Duke University Hospital. “I am interested in helping foreign medical graduates because my parents were foreign medical graduates themselves and they had to compromise their respective careers when they came to the States,” Bosh said. “I saw how difficult it was for a family when people have to compromise their careers and dreams, and I would like to make a difference in whatever way possible for families in similar predicaments.”

Cultural differences are some of the biggest challenges facing Bosh’s students, “given that much of verbal and non-verbal communication is culture-specific and the fact that healthcare is a field where communication is pivotal.” The class also focuses on medical terminology, the nuances of the American medical system, and licensing processes.

“Some of my students have said the class has given them joy because this was the first time in a long time that they could go through medical cases and practice medicine again,” Bosh reported, and “one of my students actually acquired a job as a surgical assistant with the skills she acquired from all of her DLC classes!”

This class helps students navigate the American medical system and gain the knowledge and skills that they need to recertify in the United States, while also giving their families the chance to gain socioeconomic stability. We’re grateful to Bosh for sharing his knowledge and experiences to give the DLC’s students this unique opportunity!
From Incarceration To Opportunity

When Ashley was arrested in 2018, she thought her life was over. She spent almost two years in the Durham County Detention Facility awaiting trial and decided that she would spend that time studying to get her high school equivalency diploma. She previously tried unsuccessfully to finish her diploma and decided to give it another try when she was incarcerated.

Ashley became a mother when she was 16 years old and dropped out of high school. She said at her graduation ceremony in fall 2019, “I felt incomplete because I knew I couldn’t be successful without an education.”

“...I met my teacher, Ms. Pam Gray, and for two hours a day, two days a week, Ms. Gray taught me everything I needed to know in order for me to graduate. She encouraged me when I didn’t understand something, she enlightened me when I was down, she made me laugh when I literally cried because I couldn’t get the answer right. She didn’t give up on me and was very patient with me, giving me her undivided attention, and she even spent one-on-one time with me over time to study so I would pass each test.”

As YAP Program Coordinator Amy Bruzzichesi said, “Tai’s commitment to always learn, to not use hard things as excuses, and to persevere even when things are difficult continue to inspire everyone who has the privilege to be around her.”

Due to the COVID-19 pandemic, Tai’s graduation date was pushed back by almost six months. She kept studying, though, and was ready to take her final high school equivalency tests as soon as the testing center at Durham Tech reopened this fall.

And her perseverance paid off! Tai was awarded a scholarship from the Morgan Creek Foundation, a supporter of the Youth Achievement Program, to help her transition to college. She is planning to enroll in Durham Tech this winter before moving on to a four-year college to complete a bachelor’s degree in social work.

On paper, Tai might look like a statistic. But we know better—she is a young woman with limitless potential who will use the adversity she has overcome to give back to our community. We’re grateful to the Morgan Creek Foundation and to all of our supporters for believing in Tai all our other students who have courageously returned to school to complete their secondary education.

Tai, one of the latest graduates of our Youth Achievement Program (YAP), had been an excellent student in traditional school who balanced her academics with a challenging family situation and personal health issues. She left school when her health issues resulted in too many absences and chose our program to earn her high school equivalency diploma and move on to college.

Working Through Personal Struggles & a Pandemic to Earn a Diploma

Ashley received her high school equivalency diploma in the fall of 2019 and was able to walk in our graduation ceremony at the DCF. At the graduation ceremony, Ashley gave a moving speech saying “Now I’m able to make my daughter proud of me, and I can finally close this chapter in my life, so God can open up a new one.” The DLC’s staff are honored to have been a part of Ashley’s journey and wish her success in all of her future endeavors!
Due to the COVID-19 pandemic, the DLC’s programs are 100% remote for the first time in our 35 year history.

Each of our core programs has adapted in different ways to meet the unique needs of their students during the COVID-19 pandemic:

- **Our Youth Achievement Program** is holding small group classes and providing one-on-one tutoring via video conference while also utilizing online learning platforms that specialize in high school equivalency instruction.

- **Our ESOL program** is providing online classes via video conference and piloting new online assessment tools.

- Student/tutor pairs in our **Adult Literacy** program are connecting in whatever way works best for each student, including video conferencing, tutoring by phone, online learning applications, and correspondence instruction. We are also providing intermediate reading classes via Zoom.

- Our program in the **Durham County Detention Facility** is currently on hold due to health and safety concerns. We are eager to return to this valuable partnership with the Durham County Sheriff’s Office and Detention Center when it is safe to do so.

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**Remote Instruction & Support**

- We’ve created a **Technology Lending Library** to help our students bridge the digital divide, with funding from the Duke-Durham Fund, the United Way of the Greater Triangle, and individual donors.

- We opened up our parking lot for **help hours** and to provide internet access to DLC students and volunteers. We’re working with the Durham County Library to bring their Mobile Tech Lab to the Lakewood neighborhood and are advocating for internet access for all Durham families through the Digital Durham Collaborative.

- When Covid struck, we were called upon by students and parents across the community for laptops to study and work from home. We prioritized DLC with donated laptops and sold them over 50 Chromebooks which we had purchased from a local private school and refurbished, at our cost.

- **ASSISTING OUR STUDENTS AND COMMUNITY**

  - Our staff are connecting students with vital resources such as food, housing, and employment assistance.

  - We developed a program through our Walk-In-Ministry to provide assistance with rent and utilities for families directly affected by the pandemic. Several students from the DLC and their families benefited from this program which hopefully helped them remain in their housing.

  -- Jane Williams, First Presbyterian Church

- In addition to referring students to outside agencies, our partner, PORCH Durham has also provided grocery gift cards and bags of grocery staples for students and their families in need.

- The DLC serves as a trusted source of health literacy information, educating our students about COVID-19 risks, symptoms, prevention, testing, and more. We have also distributed hundreds of free masks to students and community members, in partnership with Durham County, Covering the Triangle, and Mask Up Lakewood.
**TIMELINE**

**PRE-PANDEMIC**
Programs delivered in person at the DLC and partner sites.

**SUMMER 2020**
Delivered summer instruction online. Planned for fall remote programming and technology distribution.

**2021 AND BEYOND**
Scale up our programs to serve more students. Integrate technology to provide blended and flexible learning opportunities. Build up college & career readiness services to improve workforce development.

**SPRING 2020**
The DLC’s facilities closed. Finished spring semester online for a limited number of students. Referred our students to emergency response services.

**FALL 2020**
Fall semester conducted 100% remote. Distributed technology and provided digital literacy instruction to students.

**SUPPORT OUR WORK**
We anticipate that the need for our services will increase in the wake of the COVID–19 crisis. Many adults will need to gain the skills and credentials they need to succeed in an increasingly competitive job market.

We are already receiving many calls from young people who are choosing to drop out of traditional high school to seek educational alternatives as the pandemic drags on. We expect this trend to continue and are preparing for an influx of new students in the coming year.

You can support the Durham Literacy Center and help us meet the growing need for our programs by volunteering in our programs or by making a monetary contribution.

**BECOME A DLC VOLUNTEER**
To learn more about becoming a volunteer tutor in our programs, visit [www.durhamliteracy.org/volunteers](http://www.durhamliteracy.org/volunteers).

**MAKE A DONATION**
To make a contribution to our programs, visit [www.durhamliteracy.org/donate](http://www.durhamliteracy.org/donate).
Fiscal Year 2019–2020 Financials

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>ACTUAL REVENUE</th>
<th>% OF TOTAL REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Donations</td>
<td>$125,908</td>
<td>21.25%</td>
</tr>
<tr>
<td>Corporate Donations</td>
<td>$21,294</td>
<td>3.59%</td>
</tr>
<tr>
<td>Government Grants</td>
<td>$37,500</td>
<td>6.33%</td>
</tr>
<tr>
<td>Private Foundations</td>
<td>$275,310</td>
<td>46.46%</td>
</tr>
<tr>
<td>Program-Related Revenue</td>
<td>$112,714</td>
<td>19.02%</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>$19,842</td>
<td>3.35%</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$592,568</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>ACTUAL EXPENSES</th>
<th>% OF TOTAL EXPENSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative</td>
<td>$115,146</td>
<td>14.57%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$85,380</td>
<td>10.80%</td>
</tr>
<tr>
<td>Adult Literacy</td>
<td>$160,420</td>
<td>20.30%</td>
</tr>
<tr>
<td>ESOL</td>
<td>$134,979</td>
<td>17.08%</td>
</tr>
<tr>
<td>Youth Achievement</td>
<td>$193,656</td>
<td>24.50%</td>
</tr>
<tr>
<td>DCDF</td>
<td>$100,726</td>
<td>12.75%</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$790,306</td>
<td>100%</td>
</tr>
</tbody>
</table>

*unaudited figures; audited financials and/or 990 available upon request.

As the figures above indicate, the DLC ran a significant deficit in fiscal year 2019–2020, largely due to the COVID-19 pandemic as several grants and contracts came in after the fiscal year ended. We received a Paycheck Protection Program loan (not recognized in the figures above) and are extremely fortunate to have sufficient cash reserves to weather these turbulent times.

Furthermore, 2019–2020 was also our first year without federal funding, which we received for many years through the Workforce Innovation and Opportunity Act and previously accounted for over $100,000 of our annual revenue. To become more sustainable, we hired our first ever Director of Development in July 2019, who is currently working with our board to implement a three year plan to achieve financial stability for the DLC.

The Durham Literacy Center is a 501(c)(3) nonprofit organization. Federal Tax ID number: 56-1479534. Copies of our IRS 990 forms are available upon request.

DLC Program Partners

Activate Good
Appalachian State University’s Adult Basic Skills Professional Development
Augustine Literacy Project
Book Harvest
Catholic Charities Food Bank
Church World Service
City of Durham Office of Economic and Workforce Development
City of Durham Parks & Recreation
Criminal Justice Resource Center
Digital Durham
Downtown Durham Rotary Club
Dress for Success
DukeEngage
Duke Partnership for Service
Duke Service-Learning
Duke University
Duke University Medical Center
Duke University Program in Education
Duke University Sanford School of Public Policy
Duke University Sanford Board Leadership Initiative
Durham Chamber of Commerce
Durham Children’s Initiative
Durham County
Durham County Library
Durham County Sheriff’s Office
Durham County Detention Center
Durham Futures Collaborative
Durham Local Reentry Council
Durham Public Schools
Durham Technical Community College
Durham Women’s Club and the Togetherness Project
Durham Workforce Development Board
Durham’s Campaign for Grade-Level Reading
El Centro Hispano
El Futuro
Emily K Center
Executive Service Corps
First Presbyterian Church
GoDurham
Hill Center
Kramden Institute
Legal Aid of NC
Life Skills Foundation
Made In Durham
Nativity School of Durham
NC Museum of Life & Science
NC Vocational Rehabilitation
NCWorks Career Center
NextGen/Eckerd Youth Services
North Carolina Central University Community Leaders Program
North Carolina Literacy Association
NCSU School of Education
NCSU School of Social Work
Orange County Literacy Council
PORCH Durham
Project BUILD
ProLiteracy
Scrap Exchange
StepUp Durham
The HUB Young Adult Resource Center
Threshold
Triangle eCycling
Triangle Nonprofit and Volunteer Leadership Center
TROSA
Urban Ministries of Durham
World Relief Durham
The DLC’s sustaining leadership donor program, the John Hope Franklin Literacy Society, started in 2009 to honor the late John Hope Franklin—a distinguished and venerated Duke historian and scholar as well as ex officio board member and friend of the Durham Literacy Center.

Members of this giving society allow our programs to thrive and grow: JHF members pledge to give $500–$10,000 a year over a five–year period: Bronze ($500/year), Silver ($1,000/year), Gold ($5,000/year) and Platinum ($10,000/year).

To learn more and make a pledge, visit: www.durhamliteracy.org/jhfsociety.

**Platinum Members**  
($10,000+ per year)

- Jenny Semans Koortbojian  
  (in memoriam)  
- Barbara Newborg (in memoriam)  
- Mary Dunn Siedow (in memoriam)  
  and James Siedow

**Gold ($5,000 per year)**

- Bart Ehrman and Sarah Beckwith  
- Nicola Gafinowitz

**Silver ($1,000 per year)**

- Deborah Bender  
- Laurie Braun  
- Brian Schneiderman and Amy Bryant  
- Vincent Cavallari  
- Cameron and Jason deBruyn  
- Bryna and Gregory Rapp  
- Susan and Matthew Springer  
- Debbie and Jon Stonehouse  
- Matt and Lindsay Tomlinson  
- Deborah Wong and Richard Riddell  
- Phail Wynn (in memoriam)

**Bronze ($500 per year)**

- Nathan and Rachel Bearman  
- Lynn Bowby  
- Sheila and Robert Breitweiser, Jr.  
- Richard and Cynthia Brodhead  
- Marc and Pam Cohen  
- Michel Tharp and Barbara Dickinson  
- Scott and Tanya Flanagan  
- Diana Hackenburg and  
  Jesse Freedman  
- Alex and Kate Gray  
- Ethan Gumerman and Julie Harris  
- Robert and Laura Gutman  
- Ryan Hampton  
- Peggy and Floyd C. Hardy  
- Katharine Harrod  
- Joseph and Carlisle Harvard  
- Patricia and Robert Henderson  
- Kristine Herfkens  
- Reginald and Celeste Hodges  
- Gail Faulkner Hudson  
- Anthony and Sherri Hutchinson  
- Lianna Jerecki  
- Peter and Martha Klopfer  
- Linda Lytvinenko  
- Trilaine Massey  
- Jill Madsen  
- Seymour and Josephine Mauskopf  
- Pope and Wendy McCorkle  
- Mary Mount  
- Cathy Starkweather and  
  Daniel Oldman  
- Michael Ortiz  
- Kenneth and Ellen Reckhow  
- Truman and Connie Semans, Jr.  
- Kathy Sikes  
- Mitch Tuchman  
- Gwendolyn Weaver  
- Roger Kalthoff and Jane Williams  
- Gwendolyn Wright  
- Gary and Abby Zarkin

Former student Charles Winstead speaks to John Hope Franklin Society members.
SUPPORTIVE PARTNERS & CORPORATE SPONSORS

SUPPORTIVE PARTNERS

100 Women Who Give A Hoot
Bailey Endowment
Bart Ehrman Foundation
BIN Charitable Foundation
Carlson Family Foundation
County of Durham
Credit Suisse
Dollar General Literacy Foundation
Duke Doing Good in the Neighborhood
Duke-Durham Fund
Durham County Cares
Durham County Sheriff’s Office
Eno River Unitarian Universalist Fellowship
Evelyn D. Schmidt Charitable Trust
Falconwood Foundation
Fidelity Charitable
First Presbyterian Church
Fox Family Foundation
INFUUSIONS Giving Circle
Larry’s Beans
Made in Durham
Morgan Creek Foundation
Network for Good
Oak Foundation
OpenSource Leadership Strategies
Pacific Western Bank
PNC Bank
Potter Financial Group
RTI International
Rust Family Foundation
The Forest at Duke
Triangle Community Foundation
Triangle Ecycling
United Way of the Greater Triangle

CORPORATE SPONSORS

Alex Maness Photography
Blair Publishing
Blum Wellness
Broadside PR
Canon
Charles A. Sanders, MD
Credit Suisse
CT Wilson Construction
Do It Local NC
Duke Energy Carolinas
Duke Office of Durham & Regional Affairs
Duke University Libraries
Durham Coca-Cola Bottling Co.
Durham Library Foundation
First National Bank
Google Fiber
Jewish Community Foundation & Jewish Federation of Durham-Chapel Hill
Law Offices of James Scott Farrin
Lulu Press
Madrock Advisors
Mark Jacobson Toyota
Miel Design Studio
Morningstar Law Group
PNC Bank
Raise the Roof Homes
Regulator Bookshop
RTI International
SunTrust/TRUIST Bank
The Forest at Duke
Wyrick, Robbins, Yates & Ponton

For a full list of our 2019–2020 donors and volunteers, visit: www.durhamliteracy.org/supporters.

2019–20 LEADERSHIP

BOARD OF DIRECTORS

DLC Officers
Chair (outgoing 19–20),
Robert Breitweiser, Jr.
Chair (incoming 20–21),
Jill Madsen
Vice Chair, Ryan Hampton
Secretary, Wendy McCorkle
Treasurer (outgoing 19–20),
Vincent Cavallari
Treasurer (incoming 20–21),
Kulwadee Yung

At Large Members
Jason deBruyn
Sarah Byrne Bausell
Deborah Bender
Terry B. Hill
Steven Lebowitz²
Michael Ortiz
Martha Salinas
Kathy Sikes²
Isaac Thomas, Jr.²
Mitch Tuchman
Gwenn Weaver
Jane Williams¹

Emeritus Board Members
Gail Faulkner Hudson
Reginald Hodges
Seymour Mauskopf
Susan Springer

STAFF 2019–20

Executive Director, Lizzie Ellis-Furlong
Development Director,
Amy Campbell Bogie
Administrative & Finance Associate,
Shondra Brewer
Youth Achievement Program Coordinator,
Amy Fee Bruzzichesi
Youth Achievement Program Associate,
Brice Hudson
Youth Achievement Teacher,
Brett Coonley
Youth Achievement Teacher,
Sarah Leverett
ESOL Program Coordinator,
Joan Zec Nelson
ESOL Program Associate, Chris Hall
Adult Literacy Program Coordinator,
Gardy Perard
Adult Literacy Program Associate,
Rebecca Schaffer
Program Coordinator at the Durham Detention Center, Pamela Gray
Durham Detention Center Teacher,
Andrew Deibert
Morning Shift Manager, Piera Varela
Evening Shift Manager, Jake Price
ESOL Teacher at EDCI,
Daniel Berenson
Teacher at Threshold Clubhouse,
Elizabeth Tietgen

¹ Term ending July 2020
² Term beginning August 2020