



35 YEARS

OF TRANSFORMING LIVES

**Durham Literacy Center
2019–20 Annual Report**

DEAR FRIEND OF LITERACY,



**Lizzie
Ellis-Furlong**
Executive Director

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



Durham
Literacy Center
Headquarters

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 reach new heights 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.

2019–2020 YEAR AT A GLANCE

 670 TOTAL STUDENTS SERVED 2019–20	Programs	Students
	ESOL	274
	Adult Literacy	103
	YAP	58
	DCDF	210
	Threshold Computer Literacy	20
		5

20,302 TOTAL INSTRUCTIONAL HOURS

228
VOLUNTEERS



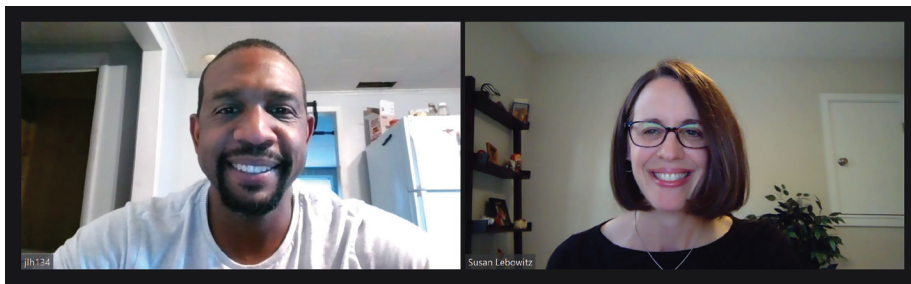
8,676
VOLUNTEER HOURS

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.*



Jay and Susan
Student & Tutor Pair

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



Subasish Bhowmik
ESOL Tutor

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!



Tai
YAP Graduate

Working Through Personal Struggles & a Pandemic to Earn a Diploma

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.

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.

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.”



Ashley
DCDF Graduate

Ashley received her high school equivalency diploma in the fall of 2019 and was able to walk in our graduation ceremony at the DCDF. 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!

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.

MAKE A DONATION
To make a contribution to our programs, visit www.durhamliteracy.org/donate.

FISCAL YEAR 2019–2020 FINANCIALS

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

EXPENSES	ACTUAL EXPENSES	% OF TOTAL EXPENSES
Administrative	\$115,146	14.57%
Fundraising	\$85,380	10.80%
Adult Literacy	\$160,420	20.30%
ESOL	\$134,979	17.08%
Youth Achievement	\$193,656	24.50%
DCDF	\$100,726	12.75%
Total Expenses	\$790,3006	100%

**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	Durham's Campaign for Grade-Level Reading
Appalachian State University's Adult Basic Skills Professional Development	El Centro Hispano
Augustine Literacy Project	El Futuro
Book Harvest	Emily K Center
Catholic Charities Food Bank	Executive Service Corps
Church World Service	First Presbyterian Church
City of Durham Office of Economic and Workforce Development	GoDurham
City of Durham Parks & Recreation	Hill Center
Criminal Justice Resource Center	Kramden Institute
Digital Durham	Legal Aid of NC
Downtown Durham Rotary Club	Life Skills Foundation
Dress for Success	Made In Durham
DukeEngage	Nativity School of Durham
Duke Partnership for Service	NC Museum of Life & Science
Duke Service-Learning	NC Vocational Rehabilitation
Duke University	NCWorks Career Center
Duke University Medical Center	NextGen/Eckerd Youth Services
Duke University Program in Education	North Carolina Central University Community Leaders Program
Duke University Sanford School of Public Policy	North Carolina Literacy Association
Duke University Sanford Board Leadership Initiative	NCSU School of Education
Durham Chamber of Commerce	NCSU School of Social Work
Durham Children's Initiative	Orange County Literacy Council
Durham County	PORCH Durham
Durham County Library	Project BUILD
Durham County Sheriff's Office	ProLiteracy
Durham County Detention Center	Scrap Exchange
Durham Futures Collaborative	StepUp Durham
Durham Local Reentry Council	The HUB Young Adult Resource Center
Durham Public Schools	Threshold
Durham Technical Community College	Triangle eCycling
Durham Women's Club and the Togetherhood Project	Triangle Nonprofit and Volunteer Leadership Center
Durham Workforce Development Board	TROSA
	Urban Ministries of Durham
	World Relief Durham

JOHN HOPE FRANKLIN LITERACY SOCIETY

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)



Former student Charles Winstead speaks to John Hope Franklin Society members.

Bronze (\$500 per year)

Nathan and Rachel Bearman
Lynn Bowlby
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
Etan 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
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Seymour and Josephine Mauskopf
Pope and Wendy McCorkle
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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

SUPPORTIVE PARTNERS

100 Women Who Give A Hoot
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 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
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 Rust Family Foundation
 The Forest at Duke
 Triangle Community Foundation
 Triangle Ecycling
 United Way of the Greater Triangle

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 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

¹ Term ending July 2020

² Term beginning August 2020

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



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