



Literacy Unlimited Annual Report 2024

GREETINGS FROM LITERACY UNLIMITED!

As the new fiscal year gets underway, we want to take this opportunity to celebrate everything that Literacy Unlimited accomplished during FY 2024. Over the last several months since I joined the team, I have been blown away by the dedication of our volunteers, students, and staff. The English and literacy instruction our program provides to adults from Framingham, Natick, and the greater MetroWest area is exemplary, and I feel incredibly lucky to be a part of the Literacy Unlimited community.

The past year has been one marked by connection, collaboration, and growth. This was the first full year since Literacy Unlimited was established in 1986 that we had a full-time coordinator at the helm, and it is clear that this expanded staff has had a huge impact on the services we are able to provide. During FY 2024, Literacy Unlimited volunteers served 200 students through our 1-1 ESOL and Basic Literacy tutoring

programs. Additionally, our volunteers led 22 conversation classes, two Basic Computer Literacy courses, and one Citizenship Seminar. Literacy Unlimited staff helped to coordinate eight professional development workshops for current tutors, five training sessions for new tutors, two social events for students and volunteers, and two field trip experiences in collaboration with the Framingham History Center.

Beyond the continuation and expansion of our educational services, this year was marked by program-wide transitions. In April, I joined the team as Interim Program Coordinator as Michelle prepared for the arrival of her baby. Two short months later, we undertook the huge task of moving our entire program to a newly renovated space on the upper floor of the Framingham Public Library. It has been an incredible year, and I have no doubt that fiscal year 2025 will bring even more excitement, engagement, and education for us all!

As we look forward to the joys and challenges that this next year holds,

I am filled with gratitude and awe for all of the hard work that has gone into getting Literacy Unlimited to where it is today. To our tutors—your energy and enthusiasm are the lifeblood of this program. To our students—your dedication and determination are the reason this program matters. To our donors, grantors, and sponsors—your support makes this program possible.

Thank you to all of you for making Literacy Unlimited into such an incredible community and for welcoming me so warmly into that community this year.

Martha Coleman

Interim Program Coordinator



Martha Coleman, Interim Program Coordinator, and Dawn Dellasanta, Library Director

LITERACY UNLIMITED MOVES INTO NEW SPACE

The end of fiscal year 2024 saw a significant and exciting change for the Literacy Unlimited program: we moved into a new space on the upper level of the Framingham Public Library! This space features a new and improved office for Literacy Unlimited staff; a dedicated area for our smaller English conversation classes; and a wide array of books, resources, technologies, and tools that our tutors and students can use during their sessions.

ON JUNE 28TH,

we completed the move, and we have been loving our new location next to the Citizenship Corner and the library's collection of books for ESOL learners. Surrounded by these materials, and next door to the Technology Learning Center where many of our classes are held, we are able to efficiently connect students to the resources they need. Our deepest gratitude goes out to Massachusetts Senate president Karen Spilka for allocating state funds to support the renovation of our new space. We are thrilled to see how this space will allow our program to grow and thrive as a resource for the Framingham community and surrounding towns.



Computer Class in the Technology Learning Center

Ласкаво просимо



New Literacy Unlimited Entrance

NEWS FROM NATICK

In Natick, we have continued to support Literacy Unlimited of Framingham as a collaborative “satellite” where we offer tutor/student study space, support, resources, and opportunities for additional English practice.

We currently host seven conversation classes ranging from very beginner all the way to our newly added Advanced Conversation and Culture. For those who have difficulty coming in person to the library, we have maintained our remote classes with a total of 623 remote attendees and 573 in-person attendees during fiscal year 2024.

One of our classes has been learning about places and history in the town, leading them to use community resources and expand their knowledge and participation in local events and businesses. Our volunteers are as dedicated and reliable as ever, and we are so grateful for their ongoing creativity and commitment.

In the library, we have increased our International Language Collections to include books, movies, and language learning software. Going forward, the hope is to expand what we can offer to students in the way of classes and resources, and to provide a welcoming space at the library for education and entertainment as well as cultural exchange. Our efforts will include additional outreach supported by library staff and the Morse Institute Bookmobile.

Thank you to students and volunteers for working together to reach their goals and build community in Natick and greater MetroWest.

Laurie Christie

Literacy Coordinator, Morse Institute Library



Tutor working with a student

FROM THE ADVISORY BOARD

This past year, like fiscal year 2023, brought a change in leadership to Literacy Unlimited. We started the year in the very capable hands of program coordinator Michelle Cuata, and ended it in the equally capable hands of interim coordinator Martha Coleman.

From the start of fiscal year 2024, Michelle’s plan to include more in-person activities was a success. Each month, there was at least one event for tutors, students, or the community, and the 12-person advisory board was happy to assist with these events, eagerly giving of their time and talent to help wherever needed.

When Michelle went on maternity leave and Martha was hired, she impressed us with her enthusiasm for literacy and her ability to immerse herself right from the start in running the office, coordinating May Baskets, and moving into a new office space. Without missing a beat, she started planning for fiscal year 2025 with a community fundraiser that combined learning about our program with food from Jack’s Abby, a popular local institution. Literacy Unlimited is off to a good start for the coming year, and all of us on the advisory board look forward to learning Martha’s future plans for the program and helping to bring them to fruition.

Maria Barry, Chair

FROM THE FOUNDATION

Literacy Unlimited of Framingham has had a busy year of fundraising with generous input of time and energy from members of our advisory board, our foundation, and our superb office staff. Thank you all for your hard work. We could not have done it without you!

We had enthusiastic participation in the May Baskets raffle fundraiser with displays of jam-packed gift baskets at both Framingham libraries from mid-April through the end of May, raising over \$5,400. We are enormously grateful to the corporate, small business, and nonprofit sponsors, as well as private individuals, who contributed money and beautiful gift baskets for this event. A big thank you to everyone who gamely purchased raffle tickets during those weeks. The ticket drawing in early June was a festive celebration as 13 lucky winners were gleefully announced.

Thank you to Panera Bread in Natick for allowing us to host a fundraiser there last July, and many kudos to everyone who put their shoulders to the grindstone to create a fun, local yard sale in September. Altogether, you helped generate \$1,500 in support of our program.

Additionally, we are indebted to Literacy Volunteers of Massachusetts for their substantial financial and programmatic support, and for being steadfastly dedicated to our cause. Much appreciation as well to the Framingham Foundation for MetroWest and Community Development Block Grant program for their continuing contributions, and State Street Foundation for their thoughtful donation-matching fund. The combined contributions from these programs amounted to over \$68,000. Thank you!

Lastly, we are immensely grateful to our individual supporters and

family foundations for believing in our mission and making personal donations amounting to more than \$21,200.

We proudly offer all of our services to our students for free and therefore we do rely on your gifts and grants to keep our program going. You can know that during fiscal year 2024, your generosity helped us train over 50 new tutors, support 200 tutor-student pairs (with more to come), run over 30 group classes, purchase teaching materials, and pay our hardworking office staff. Your contributions make a huge difference in the lives of our students, and we cannot thank you enough.

Sincerely,

Kathryn Roth
President, Literacy



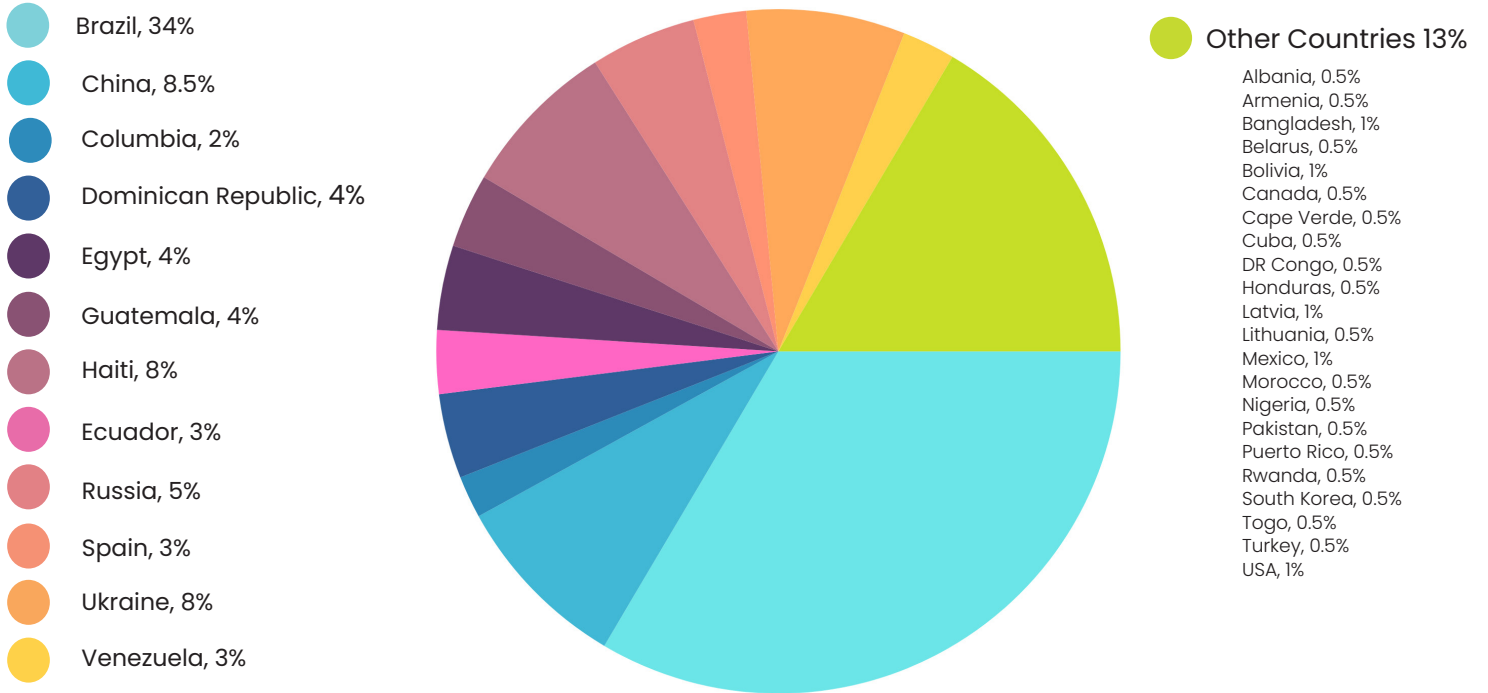
Mural Painter Patrick St. Pierre with a May Basket raffle winner

OUR STUDENTS

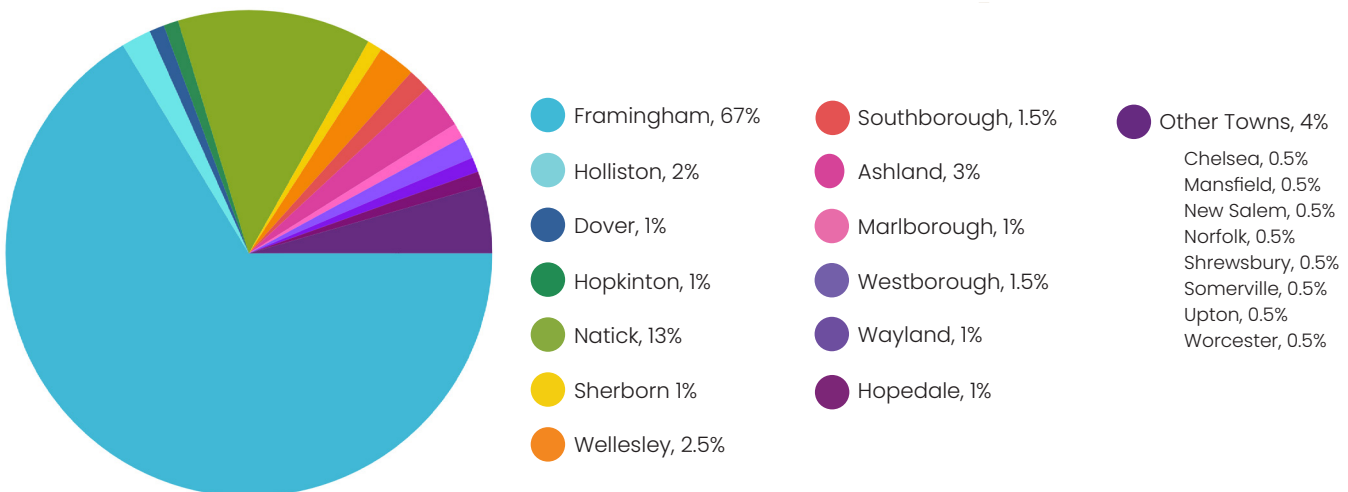
In fiscal year 2024, our program served over 200 students between conversation classes and one-on-one tutoring. A total of 116 students were matched with tutors at the end of the fiscal year, 60-80 attended conversation classes each week, and 84 have finished their work with our program.

Our students this year came from over 30 different countries, ranged in age from 22 to 89 years old, and spoke more than 15 languages! At this time, there are 80 students on the waiting list, many of whom attend our fabulous conversation classes while we work on finding a tutor who matches their availability and needs.

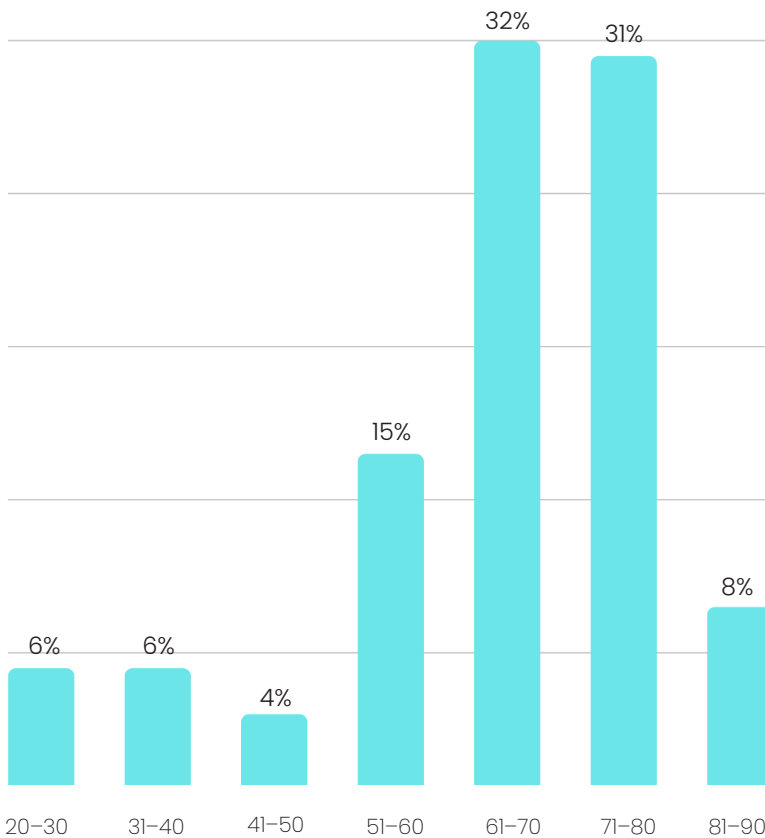
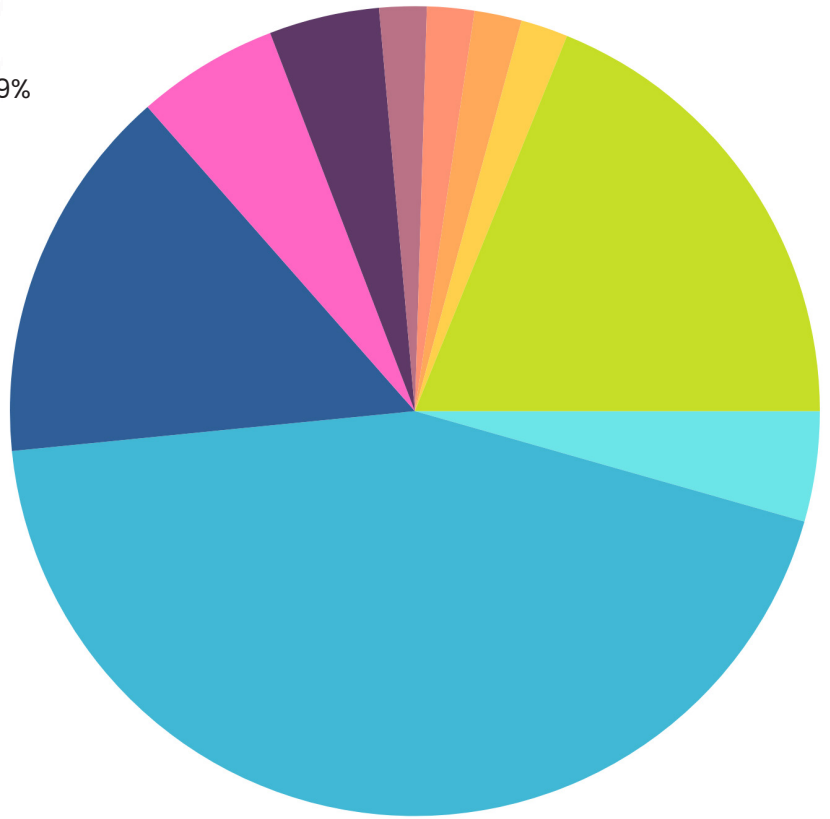
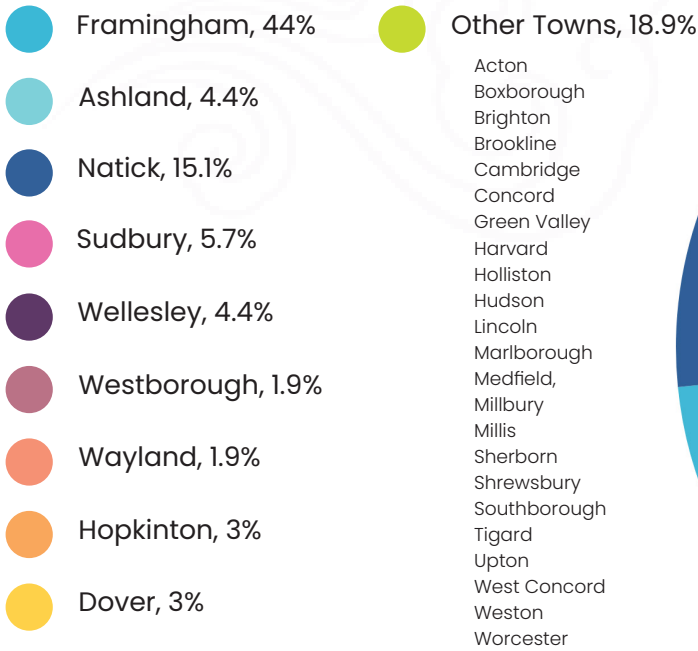
STUDENTS BY COUNTRY



STUDENTS BY TOWN



VOLUNTEERS BY TOWN



VOLUNTEERS BY AGE

OUR VOLUNTEERS

In fiscal year 2024, we offered five tutor trainings and welcomed 51 new tutors to our wonderful community. Throughout the year, we had 159 volunteers between tutors and conversation class leaders; 129 are still active today and 30 have moved on to other volunteer activities.

One-on-one tutors accumulated 6,710 hours of instruction while working with their students. Conversation class leaders provided 6,969 hours of education through more than 22 classes offered at five different English levels. This year, our volunteers imparted a total of 13,679 hours of instruction supporting our students!

Literacy Unlimited volunteers range in age from 23 to 90 years old and come from all walks of life. Our tutors and class leaders rock!



2024 FISCAL YEAR

JULY 2023

- Beginning of fiscal year 2024
- Panera fundraiser
- Workshop: “Strategies for Developing Listening Skills in ESL Learners” with Dr. Marcel LaVergne
- Workshop for tutors and students: “Create a Mood Board” with Karen Boudreau
- New book club for students starts

AUGUST 2023

- Workshop: “The Simple View of Reading: Not So Simple” with Dr. Robin Danzak
- Tutor resource reorganization
- Tutor survey to improve the program goes out
- Two new Low-Beginner-level classes start
- New Pronunciation class starts

SEPTEMBER 2023

- Yard sale fundraiser
- Workshop: “Teaching Marginalized Students” with Dr. Robin Danzak
- Registration for new students
- New Low-Beginner-level class starts
- New Beginner-level class starts
- New Advanced-level class starts

OCTOBER 2023

- In-person tutor training starts
- Literacy Unlimited 2023 Annual Appeal
- Partnership with Framingham History Center—Intermediate class participates in “Hikes through History: Coburnville & Tripoli”

NOVEMBER 2023

- Partnership with Framingham History Center—Intermediate class discovers “The History of the Nipmuc Indigenous Community”
- Workshop on “Writing to Learn” with Dr. Robin Danzak
- Computer Literacy class starts
- Partnership with Framingham History Center—Tutors and students learn about “Framingham through Time”
- New Low-Beginner-level class starts

DECEMBER 2023

- Year-end celebration for tutors and students

JANUARY 2024

- In-person tutor training starts
- Workshop on “The English Verb System” with Dr. Marcel LaVergne

FEBRUARY 2024

- Registration for new students
- New Low-Beginner-level class starts

MARCH 2024

- Workshop: “Diversity, Equity and Inclusion” with Framingham Public Schools equity and diversity projects coordinator Daisal Obomanu
- Workshop: “Using ChatGPT to Prepare Lesson Plans” with Karen Boudreau
- Search for interim coordinator begins
- In-person tutor training starts
- New Low-Beginner-level class starts

APRIL 2024

- Student testing season starts
- LU coordinator Michelle Cuata goes on maternity leave
- LU interim coordinator Martha Coleman starts
- In-person tutor training starts
- May Baskets tickets sales begin
- Best Plus, TABE, and MAPT testing begins
- Citizenship seminar begins

MAY 2024

- Annual May Baskets raffle fundraiser
- Staff attends NETWORK adult education conference
- Computer Literacy class starts

JUNE 2024

- May Baskets drawing
- Student testing season concludes
- LU moves to new space on the third floor



Drawing May Basket Raffle Winners

BUDGET 2024

INCOME

Individual Donations	\$ 11,741.16
Family Foundations	\$ 10,000.00
Corporate Donations	\$ 5,000.00
LVM-DESE	\$ 44,281.00
CDBG	\$ 9,000.00
CFFMW	\$ 10,000.00
Panera Bread	\$ 124.20
Yard Sale	\$ 1,376.00
May Baskets	\$ 5,435.00
Donations Sponsoring May Baskets	\$ 817.00
Interest	\$ 705.41
TOTAL INCOME	\$ 98,479.77

EXPENSES

Salaries	\$ 88,638.64
Paypal Fees	\$ 105.38
Fundraising Expenses	\$ 1,325.81
Professional Development-Tutors	\$ 250.00
NETWORK	\$ 925.00
EQUIPMENT & SUPPLIES	\$ 45.09
Tote Bags for New Tutors	\$ 496.91
Events	\$ 70.58
Annual Report Printing	\$ 117.71
Books	\$ 962.65
Subscriptions	\$ 634.45
Training Sessions (Contractors)	\$ 4,500.00
Accounting Fees	\$ 1,006.25
Other Expenses (Gov. fees, taxes, testing licenses)	\$ 364.96
TOTAL EXPENSES	\$ 99,443.43

Difference Between Revenue and Expenses	\$(963.66)
In-kind donations from Framingham Public Library (space, phones, internet, cleaning)	\$40,000.00
In-kind donations in the form of volunteer hours	\$263,599.79
TOTAL IN-KIND DONATIONS	\$303,599.79



Tutor working with student



May Basket Raffle Winner



STAFF

- Marjorie Solomon, Clerical Assistant
- Karen Boudreau, Office Manager
- Michelle Cuata, Program Coordinator
- Martha Coleman, Interim Program Coordinator

CONVERSATION CLASS LEADERS

- Peter Bearor
- Rebecca Bernzweig
- Karen Boudreau
- Les Bryan
- Laurie Christie
- Lynn Dennis
- Amy Karibian
- Sue Kelly
- Elizabeth Kugler
- Jim Meadors
- Bonnie Mitchell
- Ines Motta
- Denise O'Hare
- Valerie Rector
- Kathy Sastavickas
- Dan Schullman
- Elaine Strongwater

CITIZENSHIP TUTORS AND CLASS LEADERS

- Howy Blank
- Brian Judge

ADVISORY BOARD

- Maria Barry, Chair
- Lisa Gelin, Vice Chair
- Rebecca Bernzweig
- Les Bryan
- Denise Corless
- Barbara Gainsboro
- Tina Golden
- Judy Mills
- Bonnie Mitchell
- Milena Rivas
- Kathy Roth
- Tetiana Vorobiova

PROFESSIONAL DEVELOPMENT

- Robin Danzak
- Marcel LaVergne

LITERACY UNLIMITED OF FRAMINGHAM FOUNDATION BOARD

- Kathryn Roth, President
- Michelle Cuata, Treasurer and Coordinator of Literacy Unlimited
- Martha Coleman, Interim Treasurer and Coordinator of Literacy Unlimited
- Bonnie Mitchell, Clerk
- Anne O'Connell, Director
- Barbara Gainsboro, Director
- Nancy Benton, Director
- Peter Bearor, Director

FRAMINGHAM PUBLIC LIBRARY

- Lena Kilburn, Director of Framingham Libraries (Aug. 2020 - Jan. 2024)
- Dawn Dellasanta, Director of Framingham Libraries (June 2024 - Present)

TRAINERS

- Anne O'Connell
- Denise Corless
- Laurie Christie
- Tina Golden
- Denise O'Hare

NATICK MORSE INSTITUTE LIBRARY

- Miki Wolfe, Director
- Laurie Christie, Literacy Services

OFFICE VOLUNTEERS

- Bruno Brito
- Merve Palabiyik
- Tetiana Vorobiova
- Liliane Dutra

CORPORATE SPONSORS

- Andina Café
- Baha Mexican Restaurant
- Ben's Construction, Inc.
- Bravo Baskets
- Framingham Station Brazilian Steakhouse
- Mexico City Taqueria
- Olive Garden
- Sam Sushi
- Uno Pizzeria and Grill
- Pho Dakao
- Target, Framingham
- Trader Joe's

COMMUNITY SPONSORS

- Volunteers of the Friends of the Framingham Public Library
- Framingham Public Library Foundation
- Framingham Main Library Circulation Desk

FY24 GRANTORS

- Community Foundation for MetroWest
- Framingham Community Development Block Grant (CDBG)
- Department of Elementary and Secondary Education (DESE)

HOW YOU CAN HELP

Your donation makes a life-changing difference for our students. Because of your generosity, Literacy Unlimited continues to support over 100 tutor-student pairs and to host more than 10 conversation classes each week!

Your donation helps pay for:

- * Stipends for our tutor trainers
- * Educational materials for our tutors and students
- * Essential online ESL subscriptions
- * Office staff and administrative support

DONATE TODAY

Here are two easy ways to make a tax-deductible donation to Literacy Unlimited.

Write a check payable to Literacy Unlimited of Framingham Foundation, Inc. and mail it to: Literacy Unlimited, 49 Lexington St., Framingham, MA 01702.

Make a monthly or one-time donation via PayPal. Simply go online to framinghamlibrary.org/literacy/appeal/ or scan the QR code below with your phone to donate. Credit and debit cards are accepted.

