LITERACY VOLUNTEERS *of* MASSACHUSETTS

LVM-LITERACY UNLIMITED

TUTORU2

APRIL 18, 2019

Do You Know . . . .

- How many Literacy Volunteers of Massachusetts affiliate programs there are in the state?

- When LVM was founded?

- How many students LVM affiliates serve annually?

- Where the affiliate programs are located?

- How similar they are to Literacy Unlimited?

LVM Mission

- Literacy Volunteers of Massachusetts (LVM) promotes literacy skills that empower adults to realize their goals

- LVM furthers its mission by training volunteers to provide free, private, confidential, flexibly scheduled and individualized tutoring to adults in basic literacy and ESOL

LVM Fills a Service Void

- Serves adults who cannot or will not attend classroom programs due to past failure, fear, embarrassment, or transportation, child care or scheduling barriers

- Is the <u>only</u> statewide, volunteer tutoring program for adults in MA

- Known for high quality tutoring that helps adults achieve their goals and make progress

- Is often the program of last resort for adults

LVM History

- LVM was established in 1972 with a US Dept. of Education grant to Literacy Volunteers of America (LVA) to replicate the program in MA, ME, CT

- Because LVM's Founder lived in Worcester, the first LVM affiliates were established in Worcester, Fitchburg, Athol and Southbridge

- LVM has been funded by the Mass. Dept. of Elementary and Secondary Education (ESE) in a competitive grant process every year since 1976

LVM and LVM Affiliates

The LVM State Office in Boston is responsible for:

- Overall coordination of the statewide LVM network of affiliates and setting policies
- Training, technical assistance, support and supervision to affiliate staff and boards
- Managing LVM's grant from ESE, distribution of funds to affiliates and grant compliance

12 local LVM affiliate programs are responsible for:

- Providing direct instructional services in their respective communities
- Complying with ESE grant requirements

LVM Affiliate Locations

LVM-Boston (operated by LVM)

LV of the Montachusett Area (Fitchburg)

LVM-Literacy Unlimited (Framingham)

LVM-Pollard Memorial Library (Lowell)

LVM-Methuen

LVM-Morrill Memorial Library (Norwood)

LV of Orange/Athol

LV of Berkshire County (Pittsfield)

LVM-Quincy

LV of South Central MA (Southbridge)

LVM-Stoughton

LV of Greater Worcester

LVM Instruction Is:

Student-centered – Instruction is totally student-centered regarding the skills taught, the materials used, the goals set, the pace of study and homework.

Positive and respectful – Tutors create a positive, non-threatening, non-judgmental and respectful tutoring environment.

Flexible and adaptive – Tutor/student pairs use whatever techniques and materials work.

LVM Instruction Is:

Collaborative – Tutoring is a collaborative and supportive learning experience between tutor and student.

Successful – LVM recognizes that adult students can have multiple issues and barriers that make it difficult to learn and continue tutoring. LVM is committed to providing whatever assistance it can to help a student overcome barriers and be successful.

Financial Resources for Affiliates

- In FY2019, LVM distributed more than 60% of the ESE grant it received to assist affiliates with operational expenses:

  ◦ $262K went to the affiliates for operational costs

  ◦ $12K paid for tutor trainings at affiliates

Training and Curriculum for Affiliates

- Curriculum for basic literacy and ESOL tutor trainings

- Initial and ongoing training for tutor trainers

- Program management training for new affiliate coordinators and other staff

- Ongoing training for affiliate staff in best practices and new initiatives

Fund Development and Financial Management for Affiliates

- Grant writing and review

- Fundraising guidance

- Budgeting

- Temporary bookkeeping and financial management

Advocacy for Affiliates

- Effective and successful advocacy has led to increases in state funding for all ABE programs, including LVM affiliates, from $4.2 million in FY1995 to $33.3 million in FY2019

- As a result, LVM's grant increased from $318K in FY2018 to $440K in FY2019 and more funds were given to affiliates

- Advocacy for affiliates within their own institutions and municipalities

Technology for Affiliates

- Desktops, printers and laptops
- Data collection and reporting
- Software training
- Web site and Facebook page
- Online community forum

Other Technical Assistance and Support for Affiliates

- Legal counsel and advice
- Board development and training
- LVM Affiliate Coordinators' meetings
- Problem-solving, guidance and support for boards and staff
- Strategic planning
- Bylaws
- Information/referral services
- Public awareness activities
- Whatever is needed

LVM Recognition and Awards

- LVM was one of 1st adult basic education (ABE) programs in the nation to employ a current student as a full-time staff person (1987)

- LVM was one of 8 programs nationally recognized by Dollar General/Pro Literacy for its data management and accountability systems (2006)

- LVM volunteers received the Outstanding Volunteer Award from the MA Coalition for Adult Education in 2009, 1998, 1993 and 1992

- LVM students received the Outstanding Student Award from the MA Coalition for Adult Education in 2005, 1999 and 1998

Core Affiliate Activities

STUDENTS	TUTORS
Recruitment	Recruitment
Intake interviews and assessments (2x/year)	Orientation (2 hours) and training (18 hours)
Matching	Matching
Tutoring (2 hrs/wk)	Tutoring (2 hrs/wk)
Ongoing support	Ongoing support
Re-matching, if necessary	Re-matching, if necessary

Diversity: Organizational Structure

Affiliate is a private 501[c][3] nonprofit organization with paid staff and a governing board of directors	Affiliate is part of the library, operated by local library staff, with the library trustees as the governing body
Athol	**Framingham**
Boston	Lowell
Fitchburg	Methuen
Pittsfield	Norwood
Southbridge	Quincy
Worcester	Stoughton

Diversity: FY 2019 Student Goals

AFFILIATE	STUDENT GOAL FOR TUTORING
Athol	25
Lowell	50
Fitchburg, Methuen, Pittsfield, Southbridge	60 (each)
Quincy	65
Boston, **Framingham**, Norwood, Stoughton, Worcester	120 (each)

Diversity: Staffing

- Depends on the affiliate's size, available financial resources and any personnel limitations of the municipality, if applicable

- Staffing can consist of any combination of full-time, part-time and intern positions

Diversity: Revenue Sources

- LVM grant with ESE (**Framingham receives $33,996**; range is $9,289 – $34,893)
- United Way (Fitchburg, Athol, Southbridge)
- Grants
- Special events
- Individuals
- In-kind goods, services and space
- If affiliate is a department run by library:
  - Included in municipalities library budget
  - Can apply for Community Development Block Grant (**Framingham**, Methuen)

Diversity: Supplemental Instructional Services

- ESOL conversation groups (drop-in)
- ESOL small group classes
- Citizenship classes
- Computer literacy, computer labs, Kindles, iPads
- Adaptive devices to address learning disabilities
- Book discussion groups
- Family literacy
- Civic engagement (voting and government
- Small group study (math, spelling, writing, public speaking)

ESE's Primary Measures of Success for FY19

- Number of students served

  - Must have a minimum of 12 hrs of instruction
  - Must have at least 1 assessment test during FY

- In FY2019:

  - Framingham's goal is 120 students through tutoring
  - LVM's goal is 1,000 through tutoring

- In FY2017:

  - Framingham served 113 students through tutoring
  - LVM served 811 students through tutoring

ESE's Primary Measures of Success

- Advancement in educational functioning levels (EFL) as defined by progress on assessment tests and the National Reporting System

  - LVM average in FY2017 for EFL completion = 40%
  - Literacy Unlimited average in FY2017 for EFL completion = 30%

- Attainment of high school equivalency credential (e.g., GED or HiSET)

- Enrollment in post-secondary education or job training after exiting program

Importance of Assessments: Grant Requirement/Accountability

- Primary measure of success is advancement in educational functioning levels (EFL) as defined by progress on assessment tests mandated by the US Department of Education and the National Reporting System

  - Advancement on assessment tests requires <u>2 tests per year</u>
  - 2nd test is usually taken in **May/June** and after at least 30 hours of instruction

Importance of Assessments: Management Information

- Assessment tests results provide 1 indicator of how the program is performing (e.g., increases, decreases, trends)

- Assessment tests help affiliate staff make important management decisions
  - Do we need to make adjustments to tutor in-services and support?
  - Do some tutor/student pairs need extra assistance to deal with challenges?
    - Attendance and barriers to attendance
    - Motivation
    - Feeling stuck
    - Lesson planning

- Knowing more about different program measures helps us be better equipped to help and support you and your student

Importance of Assessments: Feedback for Tutors/Students

- Assessment tests provide useful feedback to tutors and students regarding <u>1 aspect</u> of measuring progress

Assessments are not:

- The only measure of student success and achievement
- The only measure of program performance

Assessments Used

Basic Literacy Students

- TABE (non-reader to GLE 4)
  - Paper test administered individually
- MAPT-CCR (GLE 4+)
  - Computer adaptive test
  - 40 questions randomly selected from bank of hundreds of questions

ESOL Students

- BEST Plus 2.0
  - Computer adaptive test administered individually
- TABE (non-reader to GLE 4)
- MAPT-CCR (GLE 4+)

Here's how you can help:

- Encourage your student to make and keep the May/June assessment appointment

- Remind your student that the assessment is only 1 way to measure their progress and achievements

- Be sure to report your student's other progress and achievements to Literacy Unlimited staff and celebrate them with your student

- Seek help from Literacy Unlimited staff if you have questions, are having difficulties or your student isn't making progress

- Enjoy your tutoring!