2016 ANNUAL REPORT

COMING TOGETHER TO CREATE CLARITY, CONNECTIONS, AND CONFIDENCE
Thank you, friends of Literacy DuPage, for coming together in 2016 to change lives:

**Learners’ lives** ... as they learn to communicate, feel at home in the community, rise from poverty, grow in self-sufficiency, and create a more promising future.

**Tutors’ lives** ... as they witness and support these breakthrough achievements.

**All our lives** ... as English language learners engage in the world we share and contribute their talents and ideas to the community.

Thanks to our generous donors and 401 extraordinary volunteer tutors, Literacy DuPage served 503 learners in 2016. Each one of them received free, one-on-one instruction—customized to develop the skills they needed most. And we did all this on a lean budget. A full 86% of funding went directly into programming to benefit our learners.

Building on these great results, we are ready to achieve even more in 2017. Thank you for your continued support!

Sincerely,

_Therese McMahon_
_Executive Director_
_Literacy DuPage_
DuPage County residents need to improve their English skills. The need for literacy education is enormous.

HOW DO WE MEET THIS ENORMOUS NEED?

Literacy DuPage provides free, customized, one-on-one English language tutoring to adults with low-level skills who have difficulty accessing classroom instruction due to transportation obstacles, work schedules, or lack of childcare. We train volunteer tutors to help their neighbors increase their English skills so they can achieve practical goals like finding a better job, navigating the healthcare system, advocating for their families, or helping their children in school. In fact, children are an important part of what we do. Our tutor volunteers teach a parent and, in turn, reach a child, helping them to succeed in school and life.

Literacy DuPage empowers adults, families, and communities through literacy.

503
adult learners achieved their language goals in 2016

401
volunteers gave 19,093 hours to Literacy DuPage in 2016

91.5
percent of our learners are learning English as a second language

90
percent of our learners come from low-income households

37
languages are spoken by our learners, who come from 45 countries

40
percent of our learners are underemployed or seeking employment

OUR 2016 FINANCES

<table>
<thead>
<tr>
<th>Support &amp; Revenue</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Businesses, Foundations &amp; Organizations</td>
<td>$97,482</td>
</tr>
<tr>
<td>Government Grants</td>
<td>$69,260</td>
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<tr>
<td>Individual Contributions</td>
<td>$29,794</td>
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<tr>
<td>Fundraising &amp; Sponsorships</td>
<td>$20,577</td>
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<tr>
<td>United Way</td>
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<tr>
<td><strong>Total Before Donated Services/In-Kind</strong></td>
<td><strong>$227,113</strong></td>
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<tr>
<td>Program Service Fees &amp; Other</td>
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<tr>
<td>Donated Services/In-Kind</td>
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<td><strong>Total Support &amp; Revenue</strong></td>
<td><strong>$736,531</strong></td>
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<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Program Services</td>
<td>$272,470</td>
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<tr>
<td>Fundraising Expenses</td>
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<tr>
<td>Management &amp; General</td>
<td>$20,170</td>
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<td><strong>Total Before Donated Services/In-Kind</strong></td>
<td><strong>$319,066</strong></td>
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<tr>
<td>Donated Services/In-Kind</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$810,606</strong></td>
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<tr>
<td>Decrease in Net Assets</td>
<td>$(74,075)</td>
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<tr>
<td>Net Assets Beginning of Year</td>
<td>$171,171</td>
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<tr>
<td><strong>Net Assets End of Year</strong></td>
<td><strong>$97,096</strong></td>
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</table>

*This statement was prepared based on financial statements audited by Wieland & Company, Inc. Certified Public Accountants, who expressed an unqualified opinion on this year’s financials.*
OUR COMMUNITY GIVES GENEROUSLY


$5,000 Plus
City of Naperville
Community Memorial Foundation
DuPage County Human Services
DuPage Foundation
Illinois State Library, a Division of the Office of the Secretary of State
Ronald L. McDaniel Foundation
The Grace Bersted Foundation c/o Bank of America
The Nora Roberts Foundation

$2,500 to $4,999
Exchange Club of Naperville
Steven Laughman

$1,000 to $2,499
Comcast
Jean & Frank Demas
DuPage Unitarian Universalist Church
Giving DuPage
Grove Foundation for Recreation
Carol & Lloyd Hendrickson
Lisle Library District
MCS Foundation
Naperville Jaycees
Stephen & Betty Rae Smith
Robert & Sue Talbot
Walmart - Darien
Walmart - Villa Park

$500 to $999
Blistex Inc.
Capstone Financial Advisors, Inc.
Dr. John Dainauskas
Mary Anne Doran
Itasca Bank & Trust Co.
Cathy & James Kakuska
Dr. Sheridan & Lisa Lam
Mariner Wealth Advisors - Chicago
Linda Nolten
NorthStar Credit Union
Bethany & James Nyland
PNC Foundation
C. Michael Reese
Rotary Club of Central DuPage A.M.
Lia Rubino
Joe Sarnicki
Unilever Ambassadors Club
Walmart - Naperville
Wheaton Lions Club

$250 to $499
Ball Horticultural Co.
Patti Bernhard
Michael E. Bond, D.D.S., P.C.
Susan Cheshire Memorial Fund
Nathan & Erin Cooley
Fancy-Free Holidays, Inc.
Carol & Bob Garcia
GE Foundation
Marilyn Gebhardt
Greatland Home Health Services, Inc.
Mark Howenstine
Imagination
John & Pamela Kaprales
John Krallmann
Stephanie & Thomas Marsh
James & Barbara McLean
Caly Meyers
Betsy & Peter Nassos
Marina Natsis
Anita Neal
Jill Pollack
RPC Leadership Associates, Inc.
William Schmid
Bonnie Scott-Christensen

$100 to $249
Anne Albrecht
Margaret & James Bain
Ken & Annabel Bergman
Keri Bernhard
Gail Brown
Budget Blinds of Naperville
C Saw Marketing Group
Calumet Electric Supply Corp
Canteen Refreshment Services
Bryan Carlson
Caton Commercial Real Estate
CFC of the National Campaign Area
Ronald & Elizabeth Chin
Nikola & Ana Colakovic
Leona & Fred Conforti
Tracy Conn
Corbett, Duncan & Hubly
Corporate Concepts
Dart Container Corporation
Nancy & Bryan Deaton
Emily Demarco
Design and Promote Inc.
Deb DiPasquale
Edward Jones
Carl Fausey
Christin Flavin Burek
Alan Flint
Bill & Carol Forssander
Jane Fraser & Richard Grossi
Bernie & Sergio Steiger
Laura Temple
Tesol International Association
Lisa & Mike Thackeray
The Chicagoland & Suburban Law Firm, A Professional Corp.
Dr. Mark Wright, D.M.D.
Ada & Tim Zingelman
Cathy & Jonathan Gottlieb
Cathleen Grady Charitable Fund
Nancy & Thomas Gray
Steinar Gudmundsson
Liz Haefele
William Hendrick
Brenda Henry
Amy Hohulin
Dr. Rob Holdridge, DMD & Associates Ltd.
Mary & Mark Howenstine
Julie Humphrey
Illinois Roofing LLC
Indian Head Park Women’s Club
Barbara & Kenneth Intihar
Mary Jarvis
Irene & Joe King
Linda Kulikowski
Suzanne & Carl Lantz
Julio Lara
Megan Leger
Andrea & James Leppert
Nicole Lindner
Amy & David Lullo
Lynn Lullo
Kate Mallon
Stephanie & Thomas Marsh
William Masters
Jeanne Mayes
Debra McCraw
Diana McGarr
Harry & Barbara McPherson
Kenn Miller
Mark Munoz
Arthur Nicholas
Jia Osiel
K. Peterson Associates, Inc.
Susan Phillips
Doug Portmann
Prime Meridian Insurance Group
Robert Proctor
Karen & Tom Pulver
Quality Back Office Solutions
Mark Rathke
Kelly & Daniel Rogers
Robert Ropars
Dawn & Eric Schubert
Sabrina Seher
Sequoia General Contracting
Michael & Susan Shay
Suzanne Shover
Esther Simonson
Alice & Daniel Sisbarro
Stellco Properties
Coleman & Deborah Tuggle
United Way of Greater Atlanta
Fernanda Valentino
Liya Wang & Ding Chen
Amy Waters
Ande Wegner
Jan & Dennis Wencel
Anne Wick
Less than $100
AmazonSmile Foundation
Don Anderson
Susan Appleyard
Robert Becker
Becky Beilfuss
Pauline & J. Patrick Benton
Michelle Brandseth
Kristina & Alan Breiseth
Sandra Brennan
Amber Brown
Michael Brown
Nancy Brown
Thomas & Mary Ann Callum
Carol Stream Public Library
Natalie Chase
Gloria Clancy & Lawrence Jostock
Coman & Anderson
Shelley Condon
Nancy Connelly
Elizabeth Connor
Lori Connor
Joanne Corpus
Kelly Cunningham
Lisa & Richard Dickson
Bhavani Dubey
Betty Duda
Tara Elgass
Virginia & Matthew Ericksen
Angie Erickson
Melissa Eymann
Whitney Fleming
Douglas Florzak & Loretta Rusky
Richard Fowler
Beverly & Michael Frett
Karen Fuist
Hema Gijiwala
Catherine & Scott Glombicki
Alice & Ted Goodman
Louise Grobli
Stephanie Harris
Jennifer & Lee Hodson
Mary Hoff-Robinson
Vijaya Israni
Jones Lang LaSalle
Amy Kasmar
Fred Kaynor & Carolin Garvey
Johnna Kelly
Stacy Klepper
Brian Kline
Sandra Koch
Marty Koranda
David & Nancy Krunnfusz
Christine Kuenster
Paul Lauricella
Mary Ann Lee
Sang Yup & Jacqueline Lee
Lynn Leo
Christine Lipa
Ernesto & Josephine Manuel
Susan Marcheschi
Anna Marek
Rita & Tom Mathern
Lawrence Maucieri
Nick Maucieri
McDonald’s Corporation
Ilona Mestril
Sandra & Michael Meyers
Wendy Miller
Cindy Mirabile
Dawn Muldoon
Tom Parkin & Elizabeth Murphy
Mary Joyce & Leroy Pickett
Alyssa & Joseph Popowitch
Jeanne Rechenmacher
Barb & David Reynolds
Neil & Marilyn Ringquist
Laura & Ed Rivas
David Roberg
Lynn & Dave Robertson
Cindi Roselieb
Pete & Becky Rundquist
Elaine & Albert Ryba
Beth Schuller Family
Jeannie Seabaugh
Katharine Seelig
Linda & Harvey Segal
Recognition Luncheon
Sponsors

EVENT SPONSORS
Comcast
Ronald L. McDaniel Foundation

TABLE SPONSORS
Ball Horticultural Co.
Friends of the Glenside Library
Lisle Library District
RPC Leadership Associates, Inc.
Stellco Properties, LLC

In-Kind Donations
A Matter of Style Salon & Day Spa
Adelle's Fine American Fare
Anderson's Bookshops
BB Nail Spa
Betsy & Peter Nassos
Breakthru Beverage Illinois
Bull and Bear Tobacco Shop
Butterfield Park District
Cabernet & Company
Carol Stream Public Library
Catch 35 Seafood & Premium Steaks
Cecilia Smith
Cellar 406
Center Ice DuPage
Chicago Bears
Chicago Blackhawks Hockey Team, Inc.
Chicago Bulls
Chicago Cubs
Chicago Tribune Company
Chicago White Sox
Cooper's Hawk
Cristiana Jacobs
D.O.C. Wine Bar
Daily Herald Media Group
Dan Egbers
DuPage Children's Museum
Egg Harbor Cafe
Emy Trotz
Fiamme Pizzeria Napoletana
Fibergig
Fire and Wine
Four Lakes Alpine Snowsports
Fox Bowl
Frost Gelato
Harold D McAninch Arts Center
Hugo's Frog Bar & Fish House
Jay Mixa Art
Jeanine Pfau
Jeans & A Cute Top Shop
Karen Seymour-Ells
Kids Town
Krispy Soulitos
Kristina Purdy
Main Event
Marcel's
Massage Envy
Northwestern Mutual Wealth Management Company
Oberwies
Occasions
Orange Theory Fitness
Out on a Whim
Parker's American Restaurant & Bar
Pinot's Palette
PRP Wine International
Rockin Jump
Rosati's
Rosebud Restaurant
Ruth Elliot
Sal's Beverage World
Seven Bridges Ice Arena
Southern Wine
Ste. Michelle Wine Estates
Studio Movie Grill
Tasting deVine
Tech Soup
Terry Ziomek
The Bookstore
The Fresh Market
Twisted Olive
Village Links Glen Ellyn
Vintage Wine Estates
Western Golf Association
Wheaton Nurseries
White Eagle Golf Club
Winestyr

Community Partners
Cathleen Grady Charitable Fund
City of Naperville
Community Memorial Foundation
Dollar General Literacy Foundation
DuPage County Human Services
DuPage Foundation
Exchange Club of Naperville
Grove Foundation for Recreation
Illinois State Library, a Division of the Office of the Secretary of State
Ronald L. McDaniel Foundation
Tesol International Association
The Grace Bersted Foundation
The Nora Roberts Foundation
Walmart - Darien
Walmart - Naperville
Walmart - Villa Park
Wheaton Lions Club
IN 1999, 17-YEAR OLD JORGE BLANCAS, AN IMMIGRANT FROM CUERNAVACA MORELOS, MEXICO, ARRIVED IN AURORA, ILLINOIS. HE KNEW ONLY A FEW WORDS OF ENGLISH.

"I didn't need English for living in my community or working in restaurants until I started working for Aurelio's Pizza in Naperville. My manager offered me more responsibility in the kitchen, but all of the employees were English speakers. I understood what they said, but I couldn't speak or write English very well. This frustrated me so much that I decided to quit my job."

Jorge’s supervisor didn’t want to lose this valued employee. Rather than accept his resignation, she put Jorge in touch with Literacy DuPage. Soon, he was improving his English skills through one-on-one training, right at his workplace.

"With my tutor Laura, I began to understand this marvelous language. Learning English has been most difficult for me, but not impossible. My goal is to speak, read and write English fluently so I can communicate with all people, have more confidence at my job, and a better lifestyle."

Jorge did not quit. Today, he supervises the kitchen staff at Aurelio's. His career advancement—and growing confidence—came thanks to his own determination, his employer’s support, and a life-changing relationship with Literacy DuPage.

IN 1994, SHABNAM ARABSHAHEE FLED THE DANGERS OF AFGHANISTAN. SHE MOVED TO PAKISTAN, WHERE SHE WORKED FOR THREE YEARS FOR THE UNITED NATIONS.

"Since I knew Persian and Pashto they had me search for Afghan refugees. I went from tent to tent looking for Afghan women who had no husbands, families, or homes."

These women—and Shabnam herself—were granted passage to the United States. The day after Christmas, Shabnam arrived in this country, unable to speak a word of English.

"I looked for someone to help me learn English. One day I was in the Villa Park Library. I saw a notice for [Literacy DuPage]. I called the number and a lady put my name on a list. She told me to wait."

Three weeks later, Shabnam met Michael, her tutor.

"He is very patient. This was two years ago and he is still teaching me. I learn by reading, writing, and speaking."

Shabnam works to improve her English so she can be employed, informed, and connected. She also wants to help others.

"English is an international language and by knowing English I can also help other refugees. English also helps me to understand the media and to know what is going on in the world ... Knowing English is a big part of this great and free country."

Literacy DuPage Leadership

Executive Director: Therese McMahon; Program Director: Carol Garcia

Board of Directors: Patti A. Bernhard; Dan Dahlke; Jean Demas; John Drake; Lisa Greenfield; Caly Meyers; Beth Nyland; Joseph Sarnicki; Steve Smith; Bob Talbot
VISION
Empowering adults, families, and communities through literacy

MISSION
Helping adults achieve their goals through accessible, customized tutoring in English

STRATEGIC INITIATIVES
We welcome your involvement in growing the good we can do. We are focused on:

1. IMPACT
Increase our impact in DuPage County by doubling the number of active learners by the end of 2021.

2. FUNDING
Grow and diversify our funding sources. Reduce our dependence on grants. Increase individual donor and events giving.

3. CULTURE
Create an exceptional place to volunteer and work. Improve the efficiency, effectiveness, and accessibility of our programs and organization, with particular focus on tutor effectiveness.

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