



LITERACY
SERVICES
of INDIAN RIVER COUNTY

STRATEGIC PLAN



2021-2023

Mission, Vision & Values

Literacy Services' **mission** is to deliver comprehensive and innovative learning opportunities to local adults seeking English language and literacy skills to achieve their goals.

Our **vision** is that all adults are empowered with the literacy skills they need to thrive in the community.

These are the **values** that guide our work:

Empathy - Show compassion and advocate for English language and literacy students.

Inclusiveness - Embrace diversity and create equitable learning and work environments.

Respect - Assume positive intent, keep an open mind and communicate with care.

Collaboration - Work as a cohesive team and be creative in our approach to teaching and learning.

Commitment - Dedicate time, talent and treasure to ensure the success of our mission.



History

Literacy Services of Indian River County (LSIRC) is a 501(c)(3) non-profit organization founded in 1971. LSIRC operates out of three primary locations: Indian River County Main Library, North County Library and an office in Fellsmere.

In 2021, LSIRC will celebrate 50 years of providing free, confidential and one-to-one English language and literacy tutoring to a diverse population of about 300 individuals aged 16 and older with the help of over 150 volunteer tutors. LSIRC also provides GED (high-school equivalency), citizenship, digital tutoring, literacy training in group settings at the request of local employers and a computer lab was introduced in its Fellsmere location in 2019. LSIRC is a member of ProLiteracy, the largest adult literacy and basic education membership organization in the nation, which provides advocacy, research, support and professional development to its 1,000+ member network. A proud United Way Partner Agency, LSIRC is supported through the generosity of individuals, businesses, and foundations.

It is estimated that 1 in 5 adults in Indian River County struggle to read English.



Children whose parents have a low literacy have a

72%

chance of being at the lowest reading level themselves.

43%

of adults with the lowest literacy levels live in poverty.

Of the 2 million immigrants to the US each year

50%

lack High School education and proficient English language skills.

NEED

English language literacy can have a tremendous impact on poverty, crime rates, healthcare, and employment. It is the building block for future success of the adult learner and the community at large.

Low literacy costs the US **\$225 billion** in non-productivity in the workforce, crime and loss of tax revenue due to unemployment.

Strategic Goals & Objectives

Impact

Offer comprehensive, innovative and effective adult English language and literacy learning opportunities that empower students and build a more literate community.

- Empower and support tutors with training and resources necessary to help their students advance towards goals.
- Increase student engagement and develop tools for goal setting to measure and ensure program impact.
- Provide enhanced and ongoing learning opportunities that immerse students in the community through literacy and English language learning.

Influence

Be known throughout the community as a leading resource in adult English language and literacy learning.

- Create consistent, direct and powerful branding and messaging that is broadly shared throughout the community, advocating for the importance of adult English language and literacy education.
- Increase visibility to develop awareness and understanding of our English language and literacy services in order to attract potential students, tutors and prospective donors.
- Identify potential partnerships, build relationships and form collaborations to become a leading English language and literacy resource for local schools, employers and nonprofits.

Capacity

Ensure financial security and organizational capacity to fulfill our mission.

- Diversify and expand revenue sources to provide financial sustainability and grow programming through an integrated fundraising plan.
- Ensure effective and engaged oversight and management of operations.
- Build operational capacity in talent, technology, and facility resources to fulfill mission.



LITERACY SERVICES

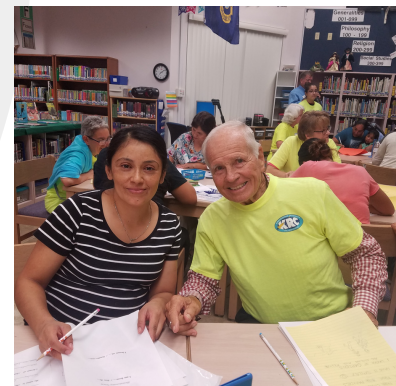
of INDIAN RIVER COUNTY

Literacy Services of Indian River County is dedicated to building a more literate community through educational services offered to adult learners. Employing a strategic approach to ensure efficacy, expand services and build capacity, the organization aims to reach more students with comprehensive, creative and constructive learning opportunities.

Achieving our Impact, Influence and Capacity goals will take ongoing effort and commitment from the Board of Directors, staff, donors and tutors. It will also require building community partnerships and collaborations, and securing enhanced financial and capital resources.

This three year plan fits into the community-wide literacy initiative and addresses needs identified in the 2019 Community Needs Assessment. It is ambitious, inspiring and transformative.

Together, we will empower adults in our community with the literacy skills they need to thrive.



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