

# LITERACY WORKS

Annual Impact Report  
Fiscal Year 2024



## PROGRAM SNAPSHOT

In FY24, our Community Literacy and Clear Language Lab programs served:



**2100+**

INDIVIDUALS



**460+**

ORGANIZATIONS



**275+**

TRAINING EVENTS

## ENRICHING OUR PROGRAMS

At Literacy Works, we **center humans over systems**. We advance equity by strengthening literacy education and promoting the use of clear language. In FY24, we increased our staff capacity to meet the growing demand for customized services. This allows us to cultivate programming that responds to the needs of our community in real time. By tailoring our services to the needs of our members and clients, we are able to reach more people than ever before. Our emphasis on collaboration continues to guide our work to realize a more equitable future.

## CLEAR LANGUAGE LAB AT A GLANCE

Fiscal year 2024 was a robust, engaging year for our Clear Language Lab team! We provided in-depth plain language editing and consulting services to a record number of mission-driven organizations and government agencies. Our expanded professional development and coaching opportunities made it possible for us to bring clear, accessible information to communities near and far.

### “ORGANIZATIONAL TRANSFORMATION CAN BE SLOW. DO IT ANYWAY.”

- Clear Language Lab client on the value of implementing plain language

1023

Unique individuals attended trainings

22

Clients with large scale projects

## STRENGTHENING OUR SERVICES

To further support our clients, we established monthly office hours to discuss clear communication and accessibility questions. We also supplemented our work with 1:1 coaching sessions to bolster our availability with each client. Many of our projects were co-designed with our Community Voices Project, a group of community members who provide feedback through the lens of their diverse lived experiences.

## SECTORS WE SERVED

At the Clear Language Lab, we provide training and coaching for participants from a wide variety of sectors.

In FY24, attendees represented the following sectors:

- **29%** Health & Public Health
- **25%** Government
- **17%** Human Services
- **13%** Housing
- **8%** Adult Education, Workforce, & Libraries
- **8%** Legal Aid, Advocacy, & Disability Rights



## COMMUNITY LITERACY AT A GLANCE

This past year, our Community Literacy program continued to provide vital programming to adult education organizations throughout Illinois. Our community-building and responsive services led us to train more volunteer tutors and professionals. Through our workshops, support groups and collaborative work, organizations learned new ways to better serve their learners holistically.

**68** Community Literacy now actively serves 68 members throughout Illinois.

**350** In FY24, we trained 350 new volunteer tutors.

“I loved this training. The session made me feel very taken care of and like I was part of a community.” - Community Literacy Member

## REACHING OUR MEMBERS

By increasing our staff capacity, we are able to broaden our scope of support for our members. We designed multiple training series to dive deeper into relevant topics, such as digital equity and family literacy.

We developed our New Arrivals Collaboration Project to discuss ways to support migrant communities in Illinois. We created Tech Talks sessions with our Digital Volunteer to provide digital skills training to tutors. Plus, we continued to investigate working conditions in the field with Adult Ed WAVE, releasing a new report and engaging new members. This deep engagement with our members is a driving factor of our continuous innovation.



Our Program Director visited members across the state, from Rockford to Carterville.



### Most Attended Trainings:

New Arrivals Background and Context Series

Grant Writing Series



# THANK YOU

We extend our deepest gratitude to our community of supporters, including our volunteers, members, clients, donors, and sponsors. Your support ensures that our Community Literacy and Clear Language Lab programs continue providing high-quality, innovative programming while building meaningful relationships with our community.



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