

## Yale University President's Public Service Fellowship Summer 2021

### Proposal for Fellow working remotely for organization

- Organization: **Literacy Volunteers of Greater New Haven (LV)**
  - Full street address of organization: **5 Science Park, New Haven, CT. 06511**
  - Website: **www.lvagnh.org**
  - Name and title of person who will be the Fellow's direct supervisor (*the supervisor must be available for Fellow to contact throughout the week*): **Lou Perno, Executive Director/Amy Myers, Operation Manager**
  - Phone number and e-mail address of proposed direct supervisor: **Phone: 203-776-5899; Lou Perno -louisperno@lvagnh.org; Amy Myers-amymyers@lvagnh.org**
  - Placement dates (*8-11 weeks between Tuesday, June 1 and Friday, August 13, 2021*): **June 1-Aug.13,2021**
  - Are placement dates flexible? Are you able to accommodate a Fellow working in a different time zone? **We are flexible the months of June, July, and August**
  - Proposed 37.5 hour per week work schedule: **37.5 hours per week**
  - Organization description (*mission statement, population served. 150 words or less.*):  
**The mission of LV is to foster partnerships with adult learners, tutors, and communities to enable individuals and families to achieve educational, career, and quality of live goals...empowering adults through literacy. Our vision is "a future in which the power of literacy enables all adults to thrive in their communities".**
- LV conducts two FREE core programs. Basic Literacy is the program offered to native and fluent English speakers who are reading and writing at low literacy levels. ESOL, or English for Speakers of Other Languages, is the program offered to adults who need to learn to understand, speak, read, and write American English. Many students in the ESOL program are recent immigrants and refugees to the USA. The majority of adult learners are from Greater New Haven, Meriden/Wallingford and the Valley from low-very low income households; approximately 600 from Greater New Haven. Here is the structure of our work:**
- **Volunteer Recruitment:** We are primarily a volunteer organization. LV has a pool of approximately 250 volunteer tutors. We use social media, flyers, partner agencies, outreach events, library communications, and word-of-mouth to recruit volunteer tutors. Tutors come from many different backgrounds – men and women of all ages (18+) with diverse life and work experiences.
-

- **Tutor Training:** All potential tutors meet with LV staff before their first training to learn the dynamics and responsibilities of this volunteer experience. Tutor training by staff and certified adult educators takes place three times per year. Program managers design tutor workshops, conduct pre- and post-testing with students so tutors understand the current areas of student growth and need, provide curricula and resource materials personalized to students' learning goals.
- **Student Recruitment:** Students hear about our programs from library staff, Adult Education teachers, community case managers, community partners, flyers, and word of mouth.
- **Student Enrollment:** Each student is enrolled privately, with time for a pre-test of their level of literacy. This pre-test is used to determine baseline literacy levels used by the State Dept. of Education. Once pre-tested students are assigned tutors in a class setting of no more than 1 tutor to 4 students or less. Post-testing is carrying out after 12-20 hours of tutoring and throughout the program to determine their gain in reading skills.
- **Community Partnerships:** All of LV's work in advancing literacy and empowerment is done through strong partnerships with community-based, city, and state organizations. These partners include Adult Education programs, municipal libraries, many social service agencies, and job training programs. LV uses a decentralized model, with tutoring classes held at 43 community sites agency-wide. Currently during Covid, we are using a hybrid model where most tutoring is provided remotely with some in-person tutoring at our Science Park office. We are providing students with Chrome Books if needed and workbooks to use in their homes.
- **Write a 1-2 sentence summary of the work that the Fellow would be conducting (50 words or less. This will be used as your organization's project description summary on the PPSF website, so be succinct):**
- Write a more complete description of the specific project you propose and list the duties/outcomes expected of the Fellow. (*Suggested length: one to two pages.*)

We are proposing to utilize a Fellow as Program Support staff supporting our Greater NH Program Managers, tutors, students, and Board committees specifically our Marketing and Development Committees. Fellows will support all aspects of the program as described above: Volunteer Recruitment, Tutor Training and Experience, Student recruitment/enrollment and experience as well as our Community Partnerships, carrying out a variety of duties to impact the operations of LV, especially as a result of Covid-19.

We propose to have Fellows carry out the following duties:

1. Develop strategies to recruit more tutors for LV. Due to the pandemic, we have lost many tutors and are looking at new ways to attract tutors to work with students utilizing a hybrid approach. This will include accessing community organizations, Chamber of Commerce, and other resources to better promote LV and attract more volunteer tutors. This may also involve developing training programs for tutors to learn how to use various technology platforms to effectively carry out remote tutoring such as the use of Zoom, Google Voice, Webex, etc.
-

We would like the project to focus on improving the tutor experience with a need for a baseline tutor satisfaction survey and to research best practices for volunteer retention and create a tutor satisfaction survey.

2. Assist Program Staff with registration, pre and post testing of students coming into the program.
3. Assist Program Staff with the development of strategies to ensure that students are utilizing our various curriculum software, workbook acquisition, development of study sheets and other resources and developing a hybrid approach to carrying out this aspect of the program.
4. Develop strategies to recruit more students for LV, especially those we have lost due to the pandemic. A Fellow will be reaching out to basic needs assistance programs and other community organizations to reach marginalized families most impacted by the pandemic making them aware of and the importance of following through with our FREE literacy tutoring. A Fellow will do outreach to our partners such as IRIS, the NH Libraries, Workforce Alliance Programs, Adult Education programs and other entities to engage them and assist LV with reaching more adults needing our services.
5. Represent the organization at important community partner agency meetings via Zoom.
6. Fellows will attend Board Marketing and Development Committees to support efforts to promote LV via social media, our website, and other media resources, preparing press releases, Constant Contact email blasts, etc. Assist Development Committee with donor engagement via email, phone and other platforms and assist with development of new virtual fundraising initiatives. Work with Marketing/Communication Coordinator to assist with development of annual report for LV and any updates to our new website which will be launched sometime in November 2020. Assist Development Consultant/Grant writer with researching data for grants and accessing data from agency files, data base and other data information resources.
7. Assist Operations Manager with data input into Salesforce which is used to track all students, tutors, partners, and donors of LV.

All of the above will significantly not only impact the operation of LV but also enable the organization to carry out strategies our of a 5-year Strategic Plan which was formulated and completed in the Spring of 2019 by Farnam Associates.

- List specific skills/experience required for this work:

Skills: Strong communications skills and excellent management, organization, and interpersonal skills. Candidate must be able to work independently and with confidence with proficiency in various technology software: MS Office Suite, WordPress, Constant Content, Zoom, Webex, etc and the use of various social media applications. A familiarity with use of various data base systems a plus along with experience in marketing, networking, and community building. Knowledge of New Haven a plus. Currently, most LV staff work remotely utilizing Zoom for agency meetings, email, etc.

- Equipment/resources you will provide to help Fellow conduct work (must include access to a business e-mail and phone number):

Access to agency technology, lap-top, etc., along with agency resources to gain an understanding of the agency mission, programs, staff, board, etc. Agency will provide Fellow with an agency email and phone number, enrollment in Zoom and other software if necessary. Access to staff and Board consultation.

---

- Briefly describe the work that Yale PPSF Fellows have done with your organization in the past and present. If you have not worked with Yale Fellows, describe any work that Yale students have done with your organization.

Literacy Volunteers has utilized Yale/China Fellows for several summers to assist staff with various duties related to tutor satisfaction, assist with resources for students and carry out other program responsibilities. We recently worked with the Dwight Hall Focus On New Haven Program where a group of students edited student essays which we publish yearly in our "Hear Our Voices" publication, an annual project of LV for many years, supplementing the various strategies tutors employ to build students' literacy skills. The essays tell the student's personal stories of hope, accomplishments, reflection, joy, and transformation highlighting newly learned and strengthening skills in reading and writing. The edited essays were given to our Marketing Committee to use in agency promotions on social media and our website as well as in grants. LV has also participated in many Yale opportunities where we displayed information about our Free tutoring in English and Basic Literacy at the Yale International Center, and also Dwight Hall recruitment venues for Yale students to learn of community service opportunities.

---