

July 1, 2011 to June 30, 2012



www.topfloorlearning.org

### Vital Statistics

3,957 hours of volunteer time were donated by 130 volunteers:

- ▶ 68 ESL and R/W/M Tutors
- ▶ 12 Board Members
- ▶ 6 Administrative Assistants
- ▶ 44 Activity Volunteers

99 students matched (one-to-one in Adult Literacy and ESL)

2 ESL conversation classes held

36 students registered for the 1/2 length GED Practice Test

100% of those who prepared at TFL passed the GED test

91 Lifelong Learning Classes were offered

264 people attended LLL classes

2 Tutor Trainings were held

2 Scrabble Nights, 75 participants

12 Game Nights, 72 participants

123 corporate donors, foundations, organizations and individuals supported TFL

78 local businesses and individuals donated in-kind services and Scrabble prizes

37 individuals and businesses donated a May Basket

### TFL Staff

#### Gail Carneiro

*Director, Adult Literacy Services*

#### Cynthia St. George, CFRE

*External Relations Officer*

#### Melissa McMullen

*Accountant*

## Adult Literacy and Lifelong Learning: Annual Review 2011-2012

For Top Floor Learning, as was the case with other local non-profits, 2012 was punctuated with a series of difficult challenges. Some were predictable, others, wholly unanticipated. The surest yardstick with which to measure the worth and character of any organization is the manner in which it responds to such bumps in the road. With that in mind, I am gratified to report that Top Floor Learning's tutors, volunteers and staff met those challenges with an overwhelmingly positive commitment to TFL's values and mission. For its part, the TFL Board managed its stewardship and governance role with a savvy blend of prudence and professionalism.

In the year ahead, Top Floor Learning will take steps to prepare for a

major changeover in the content, training and testing methods for the GED. We shall develop new partnerships with like-minded organizations, and strengthen our working relationships with current partners-in-learning. Earlier this year, the Board, in partnership with its Lifelong Learning instructors, designed a dynamic new business model providing greater opportunity to those instructors. The Board has also embraced an ever-sharper focus on its core mission of Adult Literacy, and has expanded Board membership by diligently seeking new members who share a deep commitment to TFL's mission and worth.

Top Floor Learning is confident its best days lie ahead. As mentioned above, the value and character of any organization is most accurately

measured not when the sun shines, but in the midst of a storm. The stalwart, professional performance of TFL's tutors and administrative volunteers has been skillfully choreographed by Gail Carneiro, TFL's dedicated Director of Literacy Programs. Her determination has carried us through this difficult patch.

And finally, for the Board, I gratefully acknowledge the generous financial support of TFL's corporate and individual donors. It is the ultimate vote of confidence in Top Floor Learning and its mission, and is appreciated more than I can say.

With profound respect,

*Fredrick C. Moody, President*

## Donors

### CORPORATIONS

Aaron's  
Bell & Hudson Insurance Agency  
Stephen R. Chiacchia CPA  
Complete Health Care Solutions, Inc.  
Country Bank for Savings  
Halpern Titanium, Inc.  
Johnsen's Catering  
Monson Savings Bank  
Noonan Energy Corporation  
Nunes Construction  
Osterman Management LLC  
Quabbin Wire & Cable Co. Inc.  
Quirk Wire  
Sherman & Frydryk  
Smith & Wesson  
Stolar Insurance Agency, Inc.

### FOUNDATIONS

Beveridge Family Foundation  
Duffy-Sullivan Adult Education Fund  
Hampden Bank Charitable Foundation, Inc.

Women's Fund of Western MA

### ORGANIZATIONS

United Way of Pioneer Valley

### MAY BASKET DONORS

Barbara Beaulieu  
Gail Carneiro  
Centered Place Yoga Studio  
Country Bank for Savings (2)  
Down to Earth Gardeners  
MaryBeth Eagan  
Irene Ersing  
Bob Faulkner  
Maria Fillion  
Janet Foy  
Friendly Corporation  
Marsha Gaudette  
Rebecca Gibson  
Johnsen's Catering  
Ken's Automotive  
Maureen Konrath

Ellen Lertz

Pamela Lewis

Penny Lewis

Fred and Sandy Moody

Renee Niedziela

Palmer High School Interact Club

Palmer Library Staff

Palmer Library Trustees

Pathfinder Regional Vocational

Technical High School

Joyce Skowyrza & Bill Marsh

Stanley Skowyrza & Tom Camilleri

Springfield Falcons Hockey Club

Lauretta St. George-Sorel

Suzanne Strempek-Shea

Gladys Sullivan

Jeanette Tenczar

Trader Joe's

Yankee Candle Co.

Yankee Flea Market Staff and

Vendors

Zonta Club of Quabog Valley