



W A S H T E N A W  
L I T E R A C Y

OPENS WORLDS.

# Tutor Handbook

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# **HISTORY AND MISSION STATEMENT**

## **History**

Washtenaw Literacy has served Washtenaw County since 1971. The agency was begun by a small group of volunteers who shared a concern about illiteracy in Washtenaw County. From 1971 until 1985, a mail slot and two filing cabinets located at the Ann Arbor public library comprised Washtenaw Literacy's home.

In 1985, Washtenaw Literacy acquired an Executive Director and located an office in the Ypsilanti District Library. Since that time, the staff has expanded to serve the growing numbers of learners and their tutors in Washtenaw Literacy programs.

Washtenaw Literacy is a 501(c)3 tax-exempt organization with a volunteer board of directors. Current financial support includes public and private grants as well as donations from individuals, families, organizations and businesses.

In 2010-2011, over 1800 adults improved their lives through Washtenaw Literacy's tutoring programs. Nine hundred volunteers dedicated their time to making these programs successful. Over 130 community partners supported our efforts through collaborations, partnerships and other support.

## **Mission Statement**

Washtenaw Literacy provides free literacy instruction customized to the needs of adults throughout Washtenaw County, utilizing a trained network of volunteer tutors.

## **Philosophy**

At Washtenaw Literacy, we believe;

- tutors should have an engaging, meaningful volunteer experience,
- while positively impacting our community by improving the literacy skills of those around us,
- through customized instruction centered on the learner's goals and needs.

We do not discriminate based on race, religion, income, gender, disability, or sexual preference.

## **ADDRESSES AND CONTACT INFORMATION**

### **Agency**

#### **Washtenaw Literacy Main Office**

5577 Whittaker Road  
Ypsilanti, MI 48197  
Phone: (734) 879-1320  
Fax: (734) 879-1319

#### **Community Literacy Resource Center (CLRC)**

1100 N. Main St., Suite 112  
Ann Arbor, MI 48104  
Phone: none  
Call the Washtenaw Literacy main office for hours of operation

#### **Washtenaw Community College Satellite Offices**

4300 E. Huron River Drive  
Ann Arbor, MI 48105  
Crane Liberal Arts and Sciences Building  
Room 230, Suites K & L  
Phone: (734) 973-3719 or (734) 677-5227

**Website:** <http://www.washtenawliteracy.org>

Office email: [info@washtenawliteracy.org](mailto:info@washtenawliteracy.org)

Tutor email group: [washtenaw.literacy@wccnet.edu](mailto:washtenaw.literacy@wccnet.edu)

### **Board of Directors**

#### **Officers**

President: Dinesh Bhushan  
Vice President: Donna DeButts  
Treasurer: Angie Cavanaugh  
Secretary: Jeff Wilenski

#### **Members**

Ann Gladwin	John Edwards
James Horton	Mary Jean Raab
Chris McMullen	Pam French
Tom Manchester	Stuart Blacklaw

## **Staff**

Executive Director: Amy M. Goodman  
(goodman@washtenawliteracy.org)

Office Coordinator: Kelly Boelter  
(info@washtenawliteracy.org)

Program Administrator: Alison Austin  
(austin@washtenawliteracy.org)

Program Coordinator: Christina Gretkierewicz  
(christina@washtenawliteracy.org)

Program Coordinator: Leslie Hasker  
(hasker@washtenawliteracy.org)

Program Coordinator: Liz Garaba  
(garaba@washtenawliteracy.org)

Program Coordinator: Melissa Towle  
(towle@washtenawliteracy.org)

Development Director: Ebani Lowery  
(lowery@washtenawliteracy.org)

### **You can also contact staff at the following;**

[www.washtenawliteracy.org](http://www.washtenawliteracy.org)

***OR***

Washtenaw Literacy  
5577 Whittaker Road  
Ypsilanti, MI 48197

***OR***

Phone: (734) 879-1320

## **POLICIES**

### **Description of “One-on-one” and “Groups”**

In support of Washtenaw Literacy's mission to eliminate illiteracy in Washtenaw County, we provide free literacy tutoring to adults through a trained network of volunteer tutors. Tutors help learners achieve their personal literacy goals through customized instruction. Americans improve their reading and writing (Basic Literacy or BL) while non-native speakers work on reading, writing, speaking, listening and American culture (English as a Second Language or ESL).

#### **ONE-ON-ONE**

In our one-on-one program, pairs are matched, assigned and tracked by staff and meet 2 hours per week for one year. We try to maintain a 50/50 balance between BL and ESL in the one-on-one program. However, volunteers choose the area in which they will tutor, attending a comprehensive, 15-hour training on educational theory, proven strategies and lesson planning. Additionally, all one-on-one tutors receive support through a peer Mentor.

One-on-one learners are assessed by staff. They must score at or below an 8<sup>th</sup> grade reading level on the standardized adult literacy tests to be eligible for our program and are matched with a tutor on a “first come, first served” basis. Due to limited resources, Basic Literacy learners may wait up to 3 months and English as a Second Language learners as long as 8 months before being placed with a tutor. Once placed, tutor and learner work one-on-one, 2 hours/week for one year on the learners’ literacy goals as identified by the learner during the assessment process. Tutors report quarterly on progress and achievements.

Numbers and examples: We serve about 300 learners/year in this program. Pairs meet throughout the community at schools, churches and libraries at times/days that are convenient to the pair. Most pairs meet for a couple years unless there is a change in life circumstances for one person or the other. Much staff time is devoted to training, assessment, placement and follow up with pairs.

#### **GROUPS**

While one-on-one is driven by volunteer response and choices, groups are determined by learners' needs and requests. As BL learners are less likely to engage in a group tutor session due to shame or embarrassment, the majority of our group programs are ESL. ESL Group tutors attend a recommended 6 hours of training and have on-going, on-site supervision and support from the group coordinators.

Learners are not required to pre-register or be assessed prior to attending a group. Groups are open entry/open exit and offer immediate help for learners,

typically in small groups. Group reporting (on achievements and goals) is done biannually.

Numbers and examples: Sixteen ESL groups/week serve nearly 1200 learners/year, and 5 BL groups/week serve about 50 learners/year. Groups meet at libraries, apartment clubhouses, schools, Washtenaw Community College, health clinics, etc. Staff time is focused on providing support to group tutors and coordinators.

## One-on-one Tutor Eligibility Policy

### Section 1

**To be eligible for one-on-one tutor training, candidates must:**

<b>Statement</b>	<b>Measurement</b>
1. Be 18 years of age or older by the time of placement	Birth certificate, driver's license, other ID or staff's documentation
2. Be willing to tutor a Washtenaw County learner or in another approved literacy program*	Staff's documentation
3. Register for and attend an orientation session	Registration and attendance documentation
4. Be willing to commit to at least 2 hours per week tutoring plus additional preparation time of up to 2 hours for a minimum of one year (12 months) or the equivalent of 200 hours	Staff's documentation
5. Agree to meet only in an approved tutoring site (a private, public place, barrier-free if needed)	Signed agreement to Tutor Guidelines
6. Be able to and agree to get to and from the approved tutoring site without assistance from the program or learner	Signed agreement to Tutor Guidelines
7. Be willing to attend tutor training sessions	Signed agreement to Tutor Guidelines
8. Be able to and agree to get to and from tutor training site without assistance from the program	Signed agreement to Tutor Guidelines
9. Read and agree to the Tutor Guidelines	Signed copy on file

\*When space permits, a non-Washtenaw Literacy volunteer may take the training for a fee to be determined by Washtenaw Literacy.

### Section 2

**To be eligible for one-on-one placement with a learner, candidates must:**

<b>Statement</b>	<b>Measurement</b>
1. Successfully participate in a 15-hour tutor training of the applicable type (Basic Literacy or English as a Second Language)	Determination and documentation of trainer and staff
2. Demonstrate the ability to attend to task for the duration of each tutor training session	Trainer and staff's observations and documentation
3. Be able to speak, understand, read and write English well enough to communicate clearly	Trainer and staff's observations and documentation
4. Demonstrate the ability to interact positively with others by participating in activities, listening actively	Trainer and staff's observations and documentation

and engaging in discussions	
5. Demonstrate behavior appropriate to working one-on-one with a learner	Trainer and staff's observations and documentation
6. Adhere to all agency policies set forth in the Tutor Handbook	Signed agreement on file

### **Section 3**

#### **To be eligible to continue one-on-one tutoring, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Contact assigned learner, in a timely manner, to set up initial meeting	Session arranged
2. Meet with assigned learner an average of eight hours per month	Tutor timesheets
3. Continue to meet only in an approved tutoring site	Learner feedback, required tutor documentation
4. Prepare lessons that are based on assigned learner's goals, objectives and abilities	Learner feedback, required tutor documentation
5. Arrive at tutoring sessions at a mutually agreed upon time	Learner feedback, required tutor documentation
6. Notify assigned learner in advance of planned absence or expectations to be late	Learner feedback
7. Notify the program promptly if learner is not meeting time commitment	Staff documentation
8. Continue to demonstrate the ability to attend to task for the duration of the tutoring session	Learner feedback
9. Continue to demonstrate behavior appropriate to working with a learner	Learner feedback, staff observations
10. Abide by the agency's confidentiality policy and expectation of mutual respect	Learner feedback, staff observations
11. Continue to be able to and agree to get to and from the approved tutoring site without assistance from the program or learner	Learner feedback, staff observations
12. Notify staff of changes of address, phone number, availability or placement status	Database
13. Adhere to all agency policies set forth in the Tutor Handbook	Signed agreement on file

### **Section 4**

#### **To remain eligible as a one-on-one tutor if not currently placed with a learner, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Notify staff of changes of address, phone number or availability	Database

# One-on-one Learner Eligibility Policy

## **Section 1**

**To be eligible for assessment for one-on-one literacy services, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Be 16 years of age or older	Birth certificate, driver's license, other ID or staff's documentation
2. Be willing to be served in Washtenaw County	Staff's documentation
3. Be willing to meet for assessment at designated assessment site	Scheduled assessment
4. Live, work or volunteer in Washtenaw County	Staff's documentation

## **Section 2**

**To be eligible for placement for one-on-one literacy services, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Demonstrate a desire to participate in the program	Show up for assessment, establish goals at assessment
2. Demonstrate the ability to attend to task for the duration of the initial assessment	Provide information to complete intake form, staff's observations and documentation
3. Demonstrate at the interview, behavior appropriate to learning with a tutor	Staff's observations and documentation
4. Be willing to commit to at least two hours per week for a minimum of six months	Signed agreement to Learner Guidelines on file
5. Agree to meet only in an approved tutoring site (barrier-free if needed)	Signed agreement to Learner Guidelines on file
6. Be able to and agree to get to and from the approved tutoring site without assistance from the program or the tutor	Signed agreement to Learner Guidelines on file
7. Score at or below the 8 <sup>th</sup> grade level (or level 3 for ESL) on standardized adult literacy test.	Test results and staff's observation

## **Section 3**

**To be eligible for continued one-on-one literacy services, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Meet with tutor an average of four hours per month	Tutor timesheets
2. Arrive at tutoring sessions at a mutually agreed upon time	Tutor documentation
3. Notify the tutor in advance of planned absence or expectations to be late	Tutor documentation
4. Continue to demonstrate the ability to attend to task for the duration of the tutoring session	Tutor documentation
5. Continue to demonstrate at the tutoring session, behavior appropriate to learning with a tutor	Tutor documentation
6. Demonstrate desire to continue in the program	Tutor documentation, review of initial goals

7. Abide by the agency's confidentiality policy and expectation of mutual respect	Tutor and staff observations
8. Continue to get to and from the tutoring site without assistance from the program or tutor	Tutor documentation

## Group Tutor Eligibility Policy

### **Section 1**

**To be eligible for group tutor training\*, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Be 16 years of age or older	Staff's documentation
2. Be willing to serve in Washtenaw County	Staff's documentation
3. Register for and attend an orientation session	Registration and attendance documentation
4. Be willing to commit to at least 2 hours per week while actively tutoring (duration flexible)	Staff's documentation
5. Agree to meet only at an approved group (time, day and location arranged by the program)	Staff's documentation
6. Be able to and agree to get to and from the approved tutoring site without assistance from the program or learner	Staff's documentation
7. Be willing to attend and participate in training session(s)	Staff's documentation
8. Be able to and agree to get to and from tutor training site without assistance from the program	Staff's documentation

\*ESL group tutor training is recommended, not required

### **Section 2**

**To be eligible to begin tutoring in groups, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Be 16 years of age or older	Staff's documentation
2. Successfully complete training, if applicable	Staff's observations and documentation
3. Be willing to be serve in Washtenaw County	Staff's documentation
4. Register for and attend an orientation session	Registration and attendance documentation
5. Be willing to commit to at least 2 hours per week while actively tutoring (duration flexible)	Staff's documentation
6. Agree to meet only at an approved group (time, day and location arranged by the program)	Staff's documentation
7. Be able to and agree to get to and from the approved tutoring site without assistance from the program or learner	Staff's documentation
8. Demonstrate the ability to attend to task for the duration of each tutor training session	Staff's observations and documentation
9. Be able to speak, understand, read and write English well enough to communicate clearly	Staff's observations and documentation
10. Demonstrate the ability to interact positively with other by participating in activities, listening actively and engaging in discussions	Staff's observations and documentation
11. Demonstrate behavior appropriate to working	Staff's observations and documentation

with learners in a group	
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### **Section 3**

**To be eligible to continue tutoring in groups, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Meet with learners an average of 90 minutes per week for the duration of the tutor's involvement in the program	Group attendance
2. Continue to meet only at an approved group	Learner feedback, coordinator and staff's observations
3. Prepare lessons that are based on learner goals, objectives and abilities	Learner feedback, coordinator and staff's observations
4. Arrive at group on time and prepared	Learner feedback, coordinator and staff's observations
5. Notify the coordinator in advance of planned absence or expectations to be late	Coordinator and staff's feedback
6. Continue to demonstrate the ability to attend to task for the duration of the tutoring session	Learner feedback, coordinator and staff's observations
7. Continue to demonstrate behavior appropriate to working learners in a group	Learner feedback, coordinator and staff's observations
8. Abide by the agency's confidentiality policy and expectation of mutual respect	Learner feedback, coordinator and staff's observations
9. Continue to be able to and agree to get to and from the approved tutoring site without assistance from the program or learner	Learner feedback, coordinator and staff's observations
10. Notify staff of changes of address, phone number or availability	Database

## **Group Learner Eligibility Policy**

### **Section 1**

**To be eligible to begin literacy services in a group, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Be 16 years of age or older	Birth certificate, driver's license, other ID or assessors' documentation
2. Be willing to be served in Washtenaw County	Staff or coordinator's documentation
3. Agree to meet only at an approved group (time, day and location arranged by the program)	Staff or coordinator's documentation
4. Demonstrate a desire to participate in the program	Show up for group, Tutor feedback, staff and coordinator's observations
5. Demonstrate the ability to attend to task for the duration of the group session	Tutor feedback, staff and coordinator's observations
6. Demonstrate behavior appropriate to learning in	Tutor feedback, staff and coordinator's

a group with a tutor	observations
7. Be willing to commit to 90 minutes a week for the duration of the learner's involvement in the program	Tutor feedback, staff and coordinator's observations
8. Be able to and agree to get to and from the approved tutoring site without assistance from the program or the tutor	Tutor feedback, staff and coordinator's observations

## **Section 2**

**To be eligible to continue literacy services in a group, candidates must:**

<b><u>Statement</u></b>	<b><u>Measurement</u></b>
1. Arrive at group sessions on time and prepared to participate	Group attendance, Tutor feedback, staff and coordinator's observations
2. Notify the tutor in advance of planned absence or expectations to be late	Tutor feedback
3. Continue to meet only at an approved group	Staff or coordinator's documentation
4. Continue to demonstrate the ability to attend to task for the duration of the group session	Tutor feedback, staff and coordinator's observations
5. Continue to demonstrate at the tutoring session, behavior appropriate to learning in a group with a tutor	Tutor feedback, staff and coordinator's observations
6. Demonstrate desire to continue in the program	Group attendance, Tutor feedback, staff and coordinator's observations
7. Abide by the agency's confidentiality policy and expectation of mutual respect	Tutor feedback, staff and coordinator's observations
8. Continue to get to and from the tutoring site without assistance from the program or tutor	Tutor feedback, staff and coordinator's observations

## **Volunteer Grievance Policy**

Any volunteer who has a complaint regarding some aspect of the program or the conduct of its staff or other individuals involved in the program should bring the problem to the attention of his or her staff supervisor.

Washtenaw Literacy prohibits retaliation against anyone for having raised such a complaint in good faith or having cooperated with an investigation of a complaint. Complaints will be investigated and handled as promptly and as confidentially as possible in the manner described below.

The allegations of the complaint and the identity of the persons involved shall remain confidential to the extent possible and appropriate. The outcome of the investigation will be shared with the complainant as quickly as possible.

If the complainant believes the matter was not handled in a satisfactory manner, she or he should bring the matter to the Executive Director. If the situation is still not resolved to the volunteer's satisfaction, the volunteer may bring the matter to the Executive Committee of the Board of Directors.

## **SUPPORT**

### **Staff**

We maintain an open-door policy and encourage you to contact staff when you have a question or concern. We are here to ensure a positive, engaging experience for everyone involved in our program. See page 3 for contact information.

### **Website**

[www.washtenawliteracy.org](http://www.washtenawliteracy.org)

Washtenaw Literacy's website is a great source of information for tutors and learners as well as the general public. A calendar of events shows the time, date and location of all agency happenings. There is also a blog with interesting information about literacy, educational theory, tutoring activities and agency news.

Prospective volunteers can learn basic information about the organization such as staff, board of directors and mission as well as the time and location of upcoming orientations, which is the starting point for becoming a volunteer for Washtenaw Literacy. Learners discover how they might contact WL to sign up for a tutor or locate a conversation group that they might attend.

For current tutors, the website is a wealth of information on upcoming trainings and other events of interest. One especially useful feature of the website is an extensive list of tutoring ideas and materials that staff and Mentors have developed over time. There is also a direct link to the site where you can ask a question, share an idea or suggest a workshop topic.

### **Listserv**

Twice a month Washtenaw Literacy emails you a brief notice of upcoming events and announcements. Unless otherwise directed by you, all tutors automatically receive these emails.

### **Mentor Team**

The Mentors are experienced tutors who support other tutors and assist Washtenaw Literacy staff in a variety of ways. Mentor support falls into several broad areas: providing traditional mentoring to new tutors; developing tutoring materials such as lesson plans for use by other tutors; overseeing the resources

and staffing of the CLRC and planning and coordinating various training opportunities for Washtenaw Literacy tutors.

## **Community Literacy Resource Center (CLRC)**

The Community Learning Resource Center is located at 1100 N. Main St. (inside the NEW Center) and is accessible daily from 9 to 5, Monday through Friday by keyless entry (code 0369, please be sure to press the "lock" symbol in the center of the keypad when leaving to secure the space). There is a wealth of information at the Center, including books, games, pictures, and lesson plans, all of which tutors may check out. On the 15th of every month, Mentors staff the CLRC and are available to meet with other tutors to share a newly developed lesson plan or other tutoring materials. If you need access after hours, call the office for the building code.

## **Materials Selection**

Select materials that reflect your learner's goals and are relevant to his/her life and current needs. Most public libraries house an adult literacy collection. Washtenaw Literacy tutors receive free borrowing privileges from the Ann Arbor and Ypsilanti District Libraries and from the Washtenaw Intermediate School District (WISD) Media Center (see page 13 for more information). In addition, materials are available free of charge in the Community Literacy Resource Center (see above for more information).

### **Types of Materials To Consider**

- *Language experience stories*: learner/tutor generated, based on the learner's personal experiences
- *Everyday materials*: mail/ads, things found around the house
- *Published materials*:
  - leisure/general reading: fiction or nonfiction
  - life skills: workbooks focused on everyday skills
  - instructional: workbooks focused on language skills (reading, writing, spelling, speaking, and understanding English)

*Tutors are **not** expected to purchase materials for their learners. Learners are told that they are responsible for purchasing materials they wish to keep.*

### **Materials Selection Considerations**

- Has an interesting plot that makes a reader want to finish
- Begins quickly, smoothly, or informally
- Focuses on the lives of adults (instead of children)
- Avoids flashbacks, slang or long descriptive passages
- Uses first person narrative, diary, or conversational style

- Has short sentences
- Is visually attractive
- Has interesting photos or illustrations
- Has clear print and plain typefaces
- Is useful in the learner's everyday life

You can usually find excellent materials based on the feedback your learner provides. When at a loss, the staff is there to help.

## Copying

Tutors may use the code operated copy machine at NEW to make copies of tutoring materials. The copier code is 01301. When you are finished making copies, press the "energy saver" button to clear the code out of the machine.

## Workshops

Throughout the year, Washtenaw Literacy staff and Mentors offer a number of workshops for tutors as part of their ongoing training and development. One of these is Power Tutoring, an all day workshop held in February. In addition, there is a half-day, "tutor tune-up" during the summer. Other workshops are spread across the annual calendar, typically offered in the spring and fall. If you have any idea for a workshop topic, please contact staff or a Mentor.

## Tutor Socials

Mentors host tutor socials twice a year, usually in the spring and fall. These get-togethers are a wonderful way to meet and socialize with other tutors while enjoying light refreshments.

## Libraries

### **Ann Arbor District Library\***

(734) 327-4200

- Downtown Branch  
343 S. Fifth Avenue
- Malletts Creek Branch  
3090 E. Eisenhower Parkway
- Pittsfield Branch  
2359 Oak Valley Drive
- Traverwood Branch  
3333 Traverwood Drive
- West Branch

2503 Jackson Avenue

### **Chelsea District Library**

400 Washington Ave.  
Chelsea, MI 48118  
734-475-8732

### **Dexter District Library**

8040 Fourth St.  
Dexter, MI 48130  
734-426-4477

**Manchester District Library**  
202 West Main  
Manchester, MI 48158  
734-428-8045

555 N. Maple Road  
Saline, MI 48176  
(734) 429-5450

**Milan Public Library**  
151 Wabash Street  
Milan, MI 48160  
(734) 439-1240

**Ypsilanti District Library\***  
(734) 482-4110  
-Downtown Branch  
229 W. Michigan Ave.  
-Main Branch  
5577 Whittaker Road

**Saline District Library**

\*All Washtenaw Literacy tutors are eligible for a library card at the Ann Arbor and Ypsilanti District Libraries regardless of residence. Email [info@washtenawliteracy.org](mailto:info@washtenawliteracy.org) or call Washtenaw Literacy's main office for more information.

## **Fundraising**

You may be wondering why fundraising is listed under "Support". It is only through the fundraising efforts of our staff, Board and volunteers that we are able to offer training, staff support, Mentors, workshops, newsletters, the Community Literacy Resource Center, free copying, etc. Please consider lending your support to our fundraising efforts through a financial gift, your time, or by attending one of the following annual events.

*Support Literacy Now*-Held in May, this annual, free, one-hour luncheon providing insights into the problem of illiteracy in our community and offering Washtenaw Literacy's solution. A soft-sell request for donations is made at the end of the luncheon. Multi-year pledges are encouraged.

*World In A Basket*-Held in October, this annual live and silent auction raises approximately 12% of Washtenaw Literacy's annual budget. Strolling dinner and free beer/wine are included in the ticket price. Single time pledges are also taken.

# Calendar

This is a broad-stroke view of the agency's annual calendar. For specific dates and other details, see our website or talk with staff. All dates are subject to change.

Every month includes; ABCs of Washtenaw Literacy orientation sessions, Board and committee meetings, one-on-one learner assessments, staff meetings, planning meetings for events, etc.

## January

One-on-one training  
ESL Group training and workshop

## February

Power Tutoring  
Quarterly reporting

## March

ESL Group training and workshop  
STARS Newsletter\*

## April

One-on-one training  
Tutor Social  
Biannual Updates for Groups

## May

Spring workshop  
Support Literacy Now fundraiser  
Quarterly Reporting

## June

ESL Group training and workshop  
STARS Newsletter\*

## July

One-on-one training  
Appreciation Day\*

## August

Tutor Tune-Up workshop  
Training for new Mentors  
Quarterly Reporting

## September

World Literacy Day Picnic\*  
One-on-one training  
STARS Newsletter\*

## October

World In A Basket fundraiser  
Tutor Social

## November

Fall workshop  
Quarterly Reporting  
Biannual Updates for Groups

## December

STARS Newsletter\*

\*Calendar items not previously described;

- *STARS Newsletter*. Four times a year, Washtenaw Literacy publishes a newsletter written for and by our learners. Original submissions of learner work can be sent to [garaba@washtenawliteracy.org](mailto:garaba@washtenawliteracy.org) or mailed to our office. There is no minimum or maximum length and all genres are welcome.

- *Appreciation Day.* Every July, the agency recognizes the commitment of our volunteers and accomplishments of our learners with a potluck dinner followed by a one-hour program which includes a synopsis of programming and learner awards. Staff planned/lead.
- *World Literacy Day Picnic.* Held on World Literacy Day (Sept 8) each year, this picnic is a celebration of literacy. All tutors and learners are invited. WL provides paper products, hot dogs and drinks. Side dishes are potluck.