

2018-19 Services to Volunteer Literacy Programs (VLPs) and Statement of Cooperation

Sharing the Power of Learning

Part 1: Services to Volunteer Literacy Programs

The Minnesota Literacy Council provides the following services to members of our VLP network to help volunteer coordinators and other partners in adult literacy provide quality programming:

- Training for staff in volunteer management and program management issues
- Assistance in recruiting, managing and recognizing volunteers
- Assistance in finding and choosing appropriate instructional or training materials
- Assistance with record-keeping and accountability issues
- Updates on changes in the field, new resources and more in email newsletters

Networking

- The literacy council participates on several committees of the Literacy Action Network, the professional organization for Adult Basic Education (ABE) teachers and administrators and encourages VLP staff to participate.
- The literacy council sponsors several conferences, trainings and informal networking meetings.
- An online network of literacy program staff, volunteers and community members is available through Facebook at www.facebook.com/mnliteracy.

Training

- We offer twelve-hour trainings for tutors. The ESL Tutor Pre-Service Training and the Reading, Writing, Math and GED Tutor Pre-Service Training are offered throughout the year in the metro area and upon request in Greater Minnesota.
- We offer two-hour Equity, Culture and Teaching Workshops for tutors on specific instructional, equity and technology topics.
- We provide local training upon request in Greater Minnesota and the Twin Cities. For details, visit www.mnliteracy.org/educators/custom-trainings.
- Online volunteer trainings are at <http://online.themlc.org>.
- We offer tutor manuals containing information on lesson planning, assessment and teaching tools for purchase to local projects.
- Teachers may earn CEU credits (Continuing Education Units used to maintain teaching licenses) for workshops.

Adult Literacy Hotline

- The Adult Literacy Hotline is a free statewide referral service for adults who want to improve their English, reading or other basic skills. The Hotline, operated by the literacy council, provides information about more than 253 programs that offer one-to-one, small group or classroom instruction. Learners, family members and social service providers may call 1-800-222-1990 or text 612-424-1211 for a referral. They can also search and view Hotline information online at www.mnliteracy.org/hotline. A phone interpreter service is available in over 200 languages to communicate class information to students. All programs listed on the Hotline must be in compliance with state and federal ABE

accountability requirements. Typically, programs listed on the Hotline are part of a Minnesota ABE consortium and receive state and federal ABE funding. For more information about accountability requirements and ABE program management, please visit: <http://mnabe.org/program-management>.

Volunteer Recruitment and Referral

- The literacy council recruits volunteers for adult literacy programs in the following ways:
 - Participating in community events and volunteer fairs
 - Providing recruitment flyers to volunteers during workshops and asking them to recruit in their communities and workplaces
 - Placing ads in newspapers, corporate columns and on websites
 - Creating opportunities for partnerships with organizations and businesses interested in supporting literacy
- We refer potential volunteers to adult literacy programs by providing updated program information via phone, email and our website.
- To ensure the literacy council has accurate information about your program's volunteer needs, please send the days, times and types of volunteer opportunities to Wendy Roberts by email at wroberts@mnliteracy.org. They will be posted on our searchable volunteer database at www.mnliteracy.org/volunteers/opportunities/adults/find.
- **Please note:** Volunteers who are referred to VLPs are **not** pre-screened. VLPs are responsible for screening each volunteer before they begin and deciding whether a volunteer referred to them is a good fit.

Volunteer Management Resources

- The literacy council follows up with volunteers referred to literacy programs to ensure they have a mutually rewarding experience.
- In collaboration with the [Volunteer Engagement Committee of the Literacy Action Network](#), the literacy council offers Volunteer Management Tools at www.mnliteracy.org/educators/adult/resources/tools. It contains resources to promote effective volunteer leadership. Topics include recruitment, risk management, recognition, coaching and supporting volunteers, volunteer orientation and community outreach.
- If you have volunteer recruitment needs or volunteer management questions, contact Wendy Roberts at wroberts@mnliteracy.org or 651-251-9063.

Volunteer Recognition

- The literacy council provides free recognition certificates and delivery for adult literacy volunteers upon request at www.mnliteracy.org/educators/adult/resources/tools/recognition/certificates.
- We recognize outstanding literacy volunteers and learners across the state at a spring awards ceremony.
 - Volunteer Service Awards honor volunteers who have reached the 1,000-hour milestone and beyond
 - Outstanding Volunteer Awards honor those who not only contribute many hours of high quality service, but do so in a way that is unique, innovative and creative
 - Outstanding Learner Awards honor adult learners who make an impact on the adult literacy effort. Each year, two Outstanding Learner Award recipients receive a \$250 Lucille Fisher Award
 - Community Partnership Awards are presented to supportive organizations, organizational funders and ad hoc committees for their positive contributions to adult literacy

For more details, go to www.mnliteracy.org/educators/awards.

- As part of our monthly ABE Tutor E-Newsletter, we highlight a talented and enthusiastic adult literacy volunteer in Minnesota from our Volunteer Voice Blog feature “Share Your Voice.” Volunteers are invited to share their voice and experience by completing a form.

Student Recognition

- Learning to write is a goal of many adult learners, and having a piece of writing published can be an empowering and affirming experience. *Journeys*, our journal of student writing, poetry and artwork can also be used in the ABE classroom for new readers to discuss and compare to their own writing. Submissions come from all levels of both ESL and ABE adult learners across Minnesota. A guide for using *Journeys* in the classroom is also available online at www.mnliteracy.org/journeys.

Conferences

- The Fall Tutoring Kickoff and Spring Tutoring Refresher are half-day conferences designed for volunteers to gain new tutoring skills.
- The Volunteer Management Conference is a fall conference that provides information and resources for volunteer literacy coordinators on a wide range of program management topics.

Technology

- Custom on-site training is available upon request for many technology needs. Please contact Susan Wetenkamp-Brandt, Educational Technology Manager, at 651-251-9090 or swbrandt@mnliteracy.org.

Part 2: Statement of Cooperation

Members of the Minnesota Literacy Council’s Volunteer Literacy Program Network agree to:

- Maintain detailed records of volunteers and the learners they serve,
- Submit the Annual Volunteer Information Report at the end of the program year, found at www.mnliteracy.org/educators/adult/resources/network/report (email reminders will be sent),
- Designate a volunteer coordinator and notify the literacy council if changes occur,
- Recruit, screen and place volunteers (suggested best practices may be found in the Volunteer Management Tools www.mnliteracy.org/educators/adult/resources/tools),
- Refer volunteers to literacy council trainings, found at www.mnliteracy.org/volunteers/training. Please note that volunteers who will be leading a class (rather than working under the direction of a professional teacher) must complete the twelve-hour pre-service training. Please refer to the Minnesota ABE Volunteer Training Standards Policy document for more information: https://mnliteracy.org/sites/default/files/volunteer_training_standards_policy_mn_abe.pdf,
- Provide appropriate tutoring or teaching resources to guide volunteers in their work,
- Support volunteers through activities such as feedback sessions, scheduled observations and/or check-ins,
- Implement volunteer risk management policies that support the well-being and safety of volunteers, staff and learners, and
- Recognize volunteers through ongoing gestures of appreciation for the work they do.

Members will not participate in the following activities:

- Discriminate against learner, volunteers and other program participants based on race, color, creed, religion, gender, national origin, sexual orientation, disability or marital status.
- Evangelize, proselytize or attempt to convert program participants to a particular religious or political belief.

By signing below, I hereby acknowledge that I have read, understand and comply to agree with the literacy council's policies.

ABE program name _____

Name _____ Position _____

Signature _____ Date _____