ON THE COVER

V is for volunteers. They’re the lifeblood of Literacy Volunteers of Bangor, so we’ve highlighted them in our new logo. The V can also represent a stylized open book, the “literacy” part of our name.

With our new logo, donated by a volunteer, we rededicate ourselves to our vital mission: improving literacy and changing lives.

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Executive Director’s Report

Improve literacy. Change lives. For 43 years, the philosophy of Literacy Volunteers of Bangor (LV-Bangor) has embodied this tagline. During Fiscal Year (FY) 2012, the board of directors made the tagline official by formally adopting it. The board also approved an updated mission statement (see sidebar).

That mission is embodied by our people. In October 2011, LV-Bangor tutor Phil Locke was recognized with a top volunteer distinction, WLBZ 2’s well-known John W. Coombs Award, during its 2 Those Who Care ceremony. Since 2004, Phil has worked with 20+ students and averaged an amazing 300+ hours a year of service.

More community people were introduced to LV-Bangor. 25 local leaders participating in the Bangor Region Leadership Institute researched our needs and made two proposals: one for a project to explore the uses of e-readers with students and one for a unique fundraising event.

The number of students served by LV-Bangor remains consistent at 237 adults.

► 64% or 152 adults are learning English as another language, an increase over last year
► 36% or 85 adults are improving their basic literacy skills, an 11% decrease over last year
► 58% or 138 students are women
► 36% are 25-44 years old; 22% not reporting (N/A); 19% are 16-24; 16% are 45-59; and 7% are 60+

Meanwhile, the 264 tutors and volunteers donated more than 17,000 hours of service. Their time’s value to our community is estimated at the considerable sum of more than $290,000. Additionally:

► 58 new tutors were trained
► Tutor turnover rate is only 17%, while the national average is 30%
► 78% or 205 volunteers are women
► The majority of volunteers are retired, with 37% or 98 volunteers age 60 and older

The financial environment remained a challenge for nonprofits in FY12. Despite careful stewardship and spending, as well as generous support, LV-Bangor experienced a small loss of $2,600—its first loss in nearly a decade. With 100% of our budget coming from private support, LV-Bangor has retained fundraising counsel for FY13 to find ways to broaden its philanthropic support.

At LV-Bangor, we improve literacy and change lives for $333 a person a year—an incredible value to donors and our community. And with as much as 20% of our local population struggling with daily literacy activities, much more can be done. We appreciate and welcome your involvement!

Sincerely,

Mary Marin Lyon
Executive Director

Mary Marin Lyon
Student Demographics

**Student Population: 2010–2012**

<table>
<thead>
<tr>
<th>Year</th>
<th>Basic Literacy</th>
<th>English Language Learners</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>116</td>
<td>50</td>
</tr>
<tr>
<td>2011</td>
<td>122</td>
<td>85</td>
</tr>
<tr>
<td>2012</td>
<td>125</td>
<td>152</td>
</tr>
</tbody>
</table>

**Annual Cost Per Student**

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>$3,333</td>
</tr>
</tbody>
</table>

**Student Ages**

- Age 60+ (7%)
- Age 25-44 (36%)
- Age 45-59 (16%)
- Age 16-24 (19%)
- Age Not Reported (22%)

**2012 Self-Reported Student Outcomes**

**Employment Outcomes**
- Improved employability: 144
- Met work-based goal: 77
- Got a better job: 21

**Educational Outcomes**
- Increased involvement in children’s educational activities: 34
- Entered educational or training programs: 30
- Received GED or secondary diploma: 11

**Citizenship Outcomes**
- Obtained citizenship/achieved citizenship skills: 6
- Registered to vote/voted for first time: 2

**Personal Goals**
- Increased involvement in community activities: 89
- Attained consumer skills: 67
- Reached another personal goal: 65
- Attained wellness and healthy lifestyle: 45
- Joined book club: 22
- Obtained driver’s license: 5

Visit us on the web at [www.lvbangor.org](http://www.lvbangor.org)
Volunteer Demographics

VOLUNTEER AGES

- Age 24 and under (5%)
- Age Not Reported (7%)
- Age 25-54 (21%)
- Age 45-59 (30%)
- Age 60+ (37%)

2012—264 Volunteers

HOURS OF VOLUNTEER SERVICE

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total hours</td>
<td>16,168</td>
<td>17,260</td>
</tr>
<tr>
<td>Total # of volunteers</td>
<td>277</td>
<td>264</td>
</tr>
<tr>
<td>Average hours per volunteer</td>
<td>58</td>
<td>65</td>
</tr>
<tr>
<td>Value of volunteer time *</td>
<td>$267,257</td>
<td>$290,658**</td>
</tr>
</tbody>
</table>

* Based on Independent Sector & calculated at $16.53 in Maine in 2011
** Based on Independent Sector & calculated at $16.84 in Maine in 2012
For more information visit: http://www.independentsector.org/volunteer_time

VOLUNTEER GENDER

- Male—59 (22%)
- Female—205 (78%)

2012—264 Volunteers

VOLUNTEER TURNOVER

- 2010: 28%
- 2011: 23%
- 2012: 17%
Financials—2012

Treasurer’s Report July 1, 2011 - June 30, 2012

<table>
<thead>
<tr>
<th>Income</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual/business</td>
<td>$31,729.00</td>
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<tr>
<td>Foundation</td>
<td>$29,490.00</td>
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<tr>
<td>United Way</td>
<td>$13,385.00</td>
</tr>
<tr>
<td>Other</td>
<td>$1,665.00</td>
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<tr>
<td>Interest and Dividends</td>
<td>$41.00</td>
</tr>
<tr>
<td>Government</td>
<td>$0.00</td>
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<tr>
<td>TOTAL REVENUE</td>
<td>$76,310.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>For programming</td>
<td>$60,802.00</td>
</tr>
<tr>
<td>For administration</td>
<td>$11,055.00</td>
</tr>
<tr>
<td>For fundraising</td>
<td>$5,527.00</td>
</tr>
<tr>
<td>Other</td>
<td>$1,579.00</td>
</tr>
<tr>
<td>TOTAL EXPENSES</td>
<td>$78,963.00</td>
</tr>
<tr>
<td>NET LOSS</td>
<td>($2,653.00)</td>
</tr>
</tbody>
</table>

Visit us on the web at [www.lvbangor.org](http://www.lvbangor.org)
IN-KIND DONORS:
Alicia J. Nichols Fundraising Counsel
Anthony John’s Day Spa
Bangor Public Library
Bangor Region Leadership Institute
Digital Workshop
Hannaford - Bangor Mall
Hannaford - Brewer
Hannaford - Hampden
Hannaford - Union Street
Nicole Kelley
Renee Kelly
Aram Khavari
Bruce Knox
Jean Lawson
Andrea Littlefield
Maine Humanities Council
Maine Health Network
Paul Means
Zach & Bailey Means
Nedra, Inc.
Oriental Jade Restaurant
Smith & Powers Communications
United Technologies
Wal-Mart - Bangor

IN MEMORY OF:
In memory of Madelin Bezggegmuluk:
Northeast Imaging
In memory of Frances Chaiken:
Benney & Cindy Kubetz
In memory of Cleme Connor:
Nancy Connor
In memory of Nathaniel Davis:
Kathleen & Nathan Davis
In memory of Family Members:
Janet Hamel
In memory of Olga Federiew:
Lina Vydas
In memory of Rachel Heath:
Deborah Glazer
Karen Collins
In memory of Henry Liu:
Sandy & Mona Blitz
Laurinda Cartier
Carleen Coffin
Christopher & Wilhemina Collins
Barbara & William Geiger
Valerie H. Levy
Lin & Mabel Luu
Wai & Luong Luu
Darryl & Mary Marin Lyon
Cynthia Wood
Patricia Woodbine
In memory of Fred & Mary J. Marin:
Terry Marin Ouellette
In memory of Mary Ann Medley:
Dennis Casey
Meredith & Jason Eaton
Darryl & Mary Marin Lyon
Jon Montgomery-Rice
Thomas & Alice Openshaw
Tim Smith
Chuck & Jane Veeder
Fred & Terri Wlodarksi
In memory of Dan Moody:
Roland and Betsy Dorman, III
Green Acres Kennel Shop
Hampden Garden Club
K-Dogg General - Karl Laurenowics
In memory of Laurie and Eloi Pelletier:
Avril Marin
In memory of Nicholas Sycy:
Brian Folster
Kathleen A. Harkins & Leyton E. Sewell
Doris Sycy
Michael Sycy

IN HONOR OF:
In honor of Jin Kyung Kang:
Cynthia Ellis
In honor of Phil Locke:
Beth & Brad Coffey
In honor of Mark Ma:
Rose Marie Sparacio-Walcutt
In honor of Janelle MacDermott:
M. Patrick Lovanture
In honor of Alice Openshaw:
Caroline Openshaw
M.E.N. Roach
In honor of Ginny Ross:
Mark & Sharon Cuneo
In honor of Tim Smith:
M. Jacqueline Danforth
Glastonbury Dance Center, LLC
Patricia Powers & Patricia Kelso
Mary Smith
In honor of Khan Van Dang:
Richard and Theresa Morrow

Thank you!
Leadership

2011-2012 BOARD OF DIRECTORS:

Susan Bennett-Armistead
Meredith Eaton, President
Brian Folster
Virginia Gifford
Janelle MacDermott
Sue Medley
Janet Moran
Jen Montgomery-Rice
Alice Openshaw
Tim Smith
Charles Veeder

STAFF:

Suzanne Folsom, Services Coordinator
Mary Marin Lyon, Executive Director

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Visit us on the web at www.lvbangor.org