

Twin Lakes Literacy Council

Strategic Plan

2022 – 2025

Rev. February 2022

2. Serve students in Baxter County and students in Marion County and Calico Rock as needed and as availability of volunteers and funds permit.
3. Promote volunteer recruitment through contacts with current tutors and word of mouth, public service announcements and articles in local media outlets, and speaking engagements at area organizations. TLLC staff and volunteers will also recruit new volunteers at the annual Volunteer Fair at the Donald W. Reynolds Library.
4. TLLC staff will ask for feedback when volunteers leave the agency. The administration will track reasons that TLLC volunteers choose to stop serving with the agency.
5. Track length of time volunteers serve at TLLC and maintain a recognition program for years of service.

II. Goal: Maintain tutor support and supervision

Strategy: TLLC staff will maintain the amount of support and supervision given to volunteers.

1. Regularly provide tutors with agency guidelines about student confidentiality laws.
2. Provide trainings on importance of agency paperwork: lesson plans and reports on volunteer hours.
3. TLLC staff will provide tutor trainings as needed to train new volunteers during the year.
4. TLLC will provide a mentor and opportunities to observe to all new tutors, if desired.
5. TLLC staff will continue student/parent/tutor communication regarding student absence notification, as measured by monthly tutor reports and feedback from the annual tutor feedback meetings.

6. TLLC staff will explore the use of a volunteer to monitor student safety in the after-school tutoring program. This includes safety in the building and the parking lot. This will be revisited when each school year begins or as needed.
7. **Seek tutor feedback on needs and wants in regards to program, facilities, and student needs.**

III. Goal: Improve student services

Strategy: TLLC will improve student access and privacy in the student learning area.

1. TLLC will strive to provide a greater variety of convenient locations at which to serve the students as funds and availability of tutors permit.
2. Student testing will be provided on admission to the program and at regular intervals.
3. TLLC will explore ways to improve communication and collaboration with area schools.
4. TLLC volunteers will continue basic computer tutoring to include Microsoft Word, and Excel.
5. TLLC will strive to obtain periodic feedback on our program, facility, and volunteer needs.

IV. Goal: Improve administration of TLLC

Strategy: TLLC will pursue funding 2022– 2025

1. TLLC will apply for funding of approximately \$40,000 from corporate and charitable foundation grantors during 2022 – 2025. These sources of funding will be actively pursued, as will other potential grantors that are made known to us during the period.
2. TLLC staff & volunteers will raise at least \$13,500 from donations and \$3,500 from fundraisers.
3. TLLC staff will pursue in-kind donations of approx. \$1,000 from the community.

4. The Executive Director will continue work on the sustainability plan for key operational elements at TLLC. This plan includes the following:
 - A. Continue to update the Policies and Procedures Manual at regular intervals
 - B. Continue to identify persons who could undertake tasks in an emergency succession.
 - C. Continue to provide training for the identified people.

5. The TLLC Board of Directors will review the budget on a quarterly basis.

6. TLLC staff & the Board of Directors will explore ways to ensure safety and security at TLLC, such as wearing nametags, and following all security related issues as described in the policy and procedures manual.

Approved at TLLC Board Meeting, February 2022