

# LITERACY ACTION



## OUR 2021 COMMUNITY IMPACT

Launched in-demand occupational skills trainings in MS Office, Guest Services and Maintenance Technician



A **262%** increase in measurable skills gains in our Adult Basic Education classes compared to 2020

**1,198**  
Program  
Certificates  
Awarded

**73%**  
Increase in  
program  
enrollments  
over 2020

**83%**  
retention  
rate despite  
pivot to  
virtual  
learning

Increased fee for service partnerships from three to seven



LITERACY ACTION

Shifted our strategic imperatives to an **E3 Model** – Education, Employment and Economic Development