

Bradford Wyoming County Literacy Program Program Policy and Procedures

Program Overview

Bradford Wyoming County Literacy Program (BWCL) is a free adult education program that services Bradford and Wyoming Counties in Pennsylvania. The program consists of one paid position (the program coordinator) and unpaid volunteer tutors. BWCL is supported by various programs and agencies including; United Way, Bradford and Wyoming Counties, Bradford County Human Services, and other various revenue sources via grants and donations. All programming is individualized to meet the needs and goals of each student.

Vision

To create opportunities, growth, and educational impact to strengthen the community through adult educational services, volunteer opportunities, and personal growth.

Mission

Empower adults in need of education services to achieve their educational goals.

Values

Bradford Wyoming County Literacy believes each adult learner deserves unique programming that meets the individualized goals and needs of each student.

Our program aims to build relationships between students, tutors, and staff to ensure a safe supported learning environment.

Services Provided

BWCL provides free confidential tutoring services to adults residing within these counties.

Adult Basic Education- ABE- this program is aimed at adults looking to improve basic reading, writing, and math skills for various reasons; pre GED, personal reasons, improve basic academic skills needed to be successful in the workforce, etc.

English as a Second Language- ESL- Non-native speakers aiming to improve verbal and listening communication. This program focuses on communication, comprehension, conversation, reading and writing.

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Health Literacy- Navigating the healthcare system, understanding how to advocate for themselves or loved ones, finding suitable types of care that is a good fit individually.

Digital Literacy- Serving all adult age ranges needing additional support and exposure with technology, emailing, internet, computers, etc.

*** All services are to be provided in a public place such as a church, library, restaurant, park, etc. Under no circumstance will tutors or staff provide services in a private residence.**

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Roles and Responsibilities-

<p>Coordinator Responsibilities-</p> <ul style="list-style-type: none"> • Intake and evaluate new students/tutors. • Determine and modify curriculum based on individual student needs, goals, and programming. • Provide additional teaching materials to supplement given curriculum, as needed. • Assign and monitor students and tutors. • Reassess students active in the program • Document progress monitoring, stepping stone goals, and curriculum assessments. • Prepare and execute training opportunities for tutors. • Track tutor training • Tutor coaching and support • Complete compliance paperwork including, but not limited to; write grants, track and report grant requirements, active learning hours reporting, etc. • Administrative duties including, but not limited to; advertising, acquisition, outreach, interagency meetings, budgetary, ordering, etc • Monitor program in compliance with program policy and procedures. 	<p>Tutor Responsibilities-</p> <ul style="list-style-type: none"> • Schedule and meet students for tutor sessions • Prepare material, review curriculum, administer assessments (curriculum quizzes), progress monitor toward stepping stone goals, and send test / quiz / progress monitoring results to coordinator (within the same calendar month). • Complete monthly tutoring calendars and submit to coordinator by the 12th of the following month (October calendar due by November 12). Calendars, tests, and quizzes can be submitted via email, snail mail, interoffice- via any participating library within Bradford County, or dropped off in the literacy office. • Report student cancellation/no shows according to the cancellation policy • Fulfill training requirements- 1st year tutors= 16 hours within the first year. Years 2+ = 4 hours/year. Training opportunities- 4 hour in-service trainings (offered quarterly), shadowing coordinator led classes, individual training/coaching, co-teaching with coordinator. • Commit to <u>minimum 1 hour/wk</u> for tutoring sessions with student (unless otherwise cleared with coordinator). • Update coordinator of change in address, email, and phone number 	<p>Student Responsibilities-</p> <ul style="list-style-type: none"> • Commit to minimum 1 hour/week for tutoring sessions with tutor (unless otherwise cleared with coordinator). • Attend scheduled learning sessions with tutor (minimum 1 hour/week). • Actively participate in working toward stepping stone goals. • Attend class prepared with materials and completed homework. • Report cancellations 24 hours prior to a scheduled learning session according to cancellation policy. • Update coordinator of change in address, email, and phone number
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Cancellation Policy

The cancellation policy applies to all participants in the program; coordinator, tutors, and students. All cancellations and no shows are to be reported to coordinator.

Cancellations

24 hr prior notice is required for cancellation of a scheduled tutor session.

1st cancellation = documented on monthly calendar (by tutor)

2nd cancellation- in a single calendar month = documented on monthly calendar (by tutor) and reported (by tutor) to coordinator immediately via phone or email.

3rd cancellation (within 2 calendar months) = 6 month programming pause

No call/no show

1st occurrence = warning.

2nd occurrence = 6 month programming pause

**“Programming Pause” is defined as a removal of services, tutor/students, trainings.
Any extenuating circumstances to be discussed individually with the coordinator**

Student Pay It Forward Program

BWCL is a free program that runs on volunteer tutors. There are only a handful of RURAL literacy programs left in the country. Most of the literacy programs are paid programs. The Student Pay It Forward program was initiated to show our funders that students appreciate the opportunity to learn for free and are willing to give back. The requirement is 2 hours per year for each student. The volunteer hours can be done here at the literacy program or in your local area. Two events are planned each year with the program to fulfill these hours. If hours are going to be completed elsewhere, we ask that you just take a picture of your work and send it back to the office so we can share with our funders.

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Policy and Procedures Disclosure Form

I, _____, have received a copy of the BWCL program policies and procedures, in my native language, and agree to abide by all policies and procedures outlined. I understand a failure to comply may result in a removal of the free services provided by Bradford Wyoming Literacy Program.

Sign _____ Date _____
(Student Signature)

Sign _____ Date _____
(Tutor Signature)

Sign _____ Date _____
(Program Coordinator Signature)