FPP March 2018 Monthly Virtual Session

“Promising Practices: Serving the Needs of Clients with Low Literacy”
In Conjunction with the FL TON
March 8, 2018
Who/What is FPP?

“Providing pathways to economic security through a statewide coalition of organizations”
A Thank You to FPP’s Funders

... and You, Its Members!

Florida Prosperity Partnership
FPP 2018 Tenth Annual Statewide Training Conference

Member Registration Only $299 Through 3/31/18!

FPPConference.com
VITA 5-0: FL TON Summit for VITA/Free Tax Prep Leaders

Registration is free for this Summit Tuesday, May 29, 1:00 – 5:00 p.m. at Loews Royal Pacific Hotel at Universal Orlando!

Register at:

www.FloridaProsperityPartnership.org
> Upcoming Events
Virtual Session Format

- Poll Questions
- Welcome/Introduction
- Guest Expert Insights
- Questions and Dialogue
Established in 1985, FLC promotes, supports and advocates for the effective delivery of quality adult and family literacy services in the state of Florida.

FLC provides a range of services to support more than 250 adult education, literacy and family literacy providers throughout Florida.

Special emphasis is placed on assisting community based literacy organizations with their training and program development needs.
Poll Question #1
Spotlight on Literacy

**Literacy**

Literacy is the ability to use written and printed information to function in society, to achieve one’s goals and to develop one’s knowledge and potential. (NAAL)

**Types**

- Prose
- Document/Form
- Quantitative
Understanding the Scope of the Problem

1 in 6 American Adults Have Less-Than-Basic Literacy
Roughly 36 million U.S. adults have only basic vocabulary knowledge and struggle when working with anything other than short texts.

Nearly 1 in 3 Have Less-Than-Basic Numeracy Skills
Almost 30 percent of U.S. adults have difficulty solving anything beyond simple mathematical operations involving counting, sorting, and basic arithmetic.

FLORIDA LITERACY COALITION
Florida’s Adult and Family Literacy Resource Center
Key Risk Factors for Limited Literacy

43% of adults with the lowest literacy levels live in poverty, and 70% of adult welfare recipients have low literacy levels.

Rates are Also Higher Among:
- Immigrants
- Minorities
- The Elderly
- People Who Did Not Finish High School
- People Who Speak English as a Second Language
Spotlight on Literacy

The layout and wording of questions on forms may be confusing and difficult to understand:

This is written at a high school level and may be challenging for clients with low literacy.
Poll Question #2
Identifying Clients with Literacy Challenges

Observe body language when presented with reading material
- Nervous or Anxious Movements
- Facial Expression
- Tone of Voice

Client appears confused or asks questions that are out of context

Client acts frustrated, agitated or scared when asked to read/complete forms

Client wants to bring forms or other materials home to complete or review

“Your say nothing is bothering you, but your body language is hinting at something else.”
From the book “Fight Fair” by Tim and Joy Downs. Used by permission.
Poll Question #3
Communication Tips

Offer to complete the form with the client using non-judgmental language.

Keep language simple by using short sentences and avoiding jargon. Define any difficult words.

Provide client with a copy to read and follow along as you complete the form via an interview process.

Ask open-ended questions to assess understanding.
Communication Tips

- Be patient and allow more time to complete/review form than is usually expected.
- Ask clarifying active/listening questions to ensure the client’s understanding of the question as well as your understanding of the answer.
- Avoid yes and no questions.
Poll Question #4
Provide Resources When Appropriate

Millions Are Unable to Find Help

Almost 3 million U.S. adults are not enrolled in an adult education program, but would like to be.
Provide Resources When Appropriate

- FLC Resource Hotline can provide clients with more information about the adult education and literacy resources in their area 800-237-5113

- Online county-by-county listing of adult education and literacy resources
  
  [http://floridaliteracy.org/search/service.html](http://floridaliteracy.org/search/service.html)

CONTACT US

Heather Hepler Surrency
(surrencyh@floridaliteracy.org)

Greg Smith
(smithg@floridaliteracy.org)
A Thank You to FPP’s Funders

... and You, Its Members!

Florida Prosperity Partnership
FPP March 2018 Monthly Virtual Session

“Promising Practices: Serving the Needs of Clients with Low Literacy”

In Conjunction with the FL TON

March 8, 2018