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2020 was unlike any other year at the ALC. For our staff, the pandemic was a challenge that required creative and relentless efforts to answer these questions, so central to our mission of helping people Learn. Grow. Thrive.

- How do we keep the “doors of opportunity” open during a shut-down?
- How do we embrace new technology and pivot to remote learning while staying true to our model of human contact and personalized support?
- How do we make sure that our students’ hope and dreams about succeeding – learning new skills, training for a better job – are not only kept alive, but facilitated?
- How do we continue to fulfill our mission as a community-based nonprofit dedicated to learning, and to learners of all ages and backgrounds?

For us, the answers to these questions were, and remain, at the heart of how we operated in 2020. Early on, we put together a Reopening Task Force, made up of staff who developed safety plans for both inside and outside our building, secured Personal Protection Equipment, implemented stringent safety protocols, embraced remote learning technology, and so much more.

Beyond this impressive list of accomplishments, I am proud to say that we kept our sense of balance and even our sense of humor in the face of so many challenges. Our Board and staff came together to figure out our “new normal” – and responsibly carry out our essential services while putting health and safety first.

I am proud of our many shared successes. Across the board, our students continued on their journey of learning and achievement, including teens working toward a high school diploma, young children who are just discovering the magic of reading, and immigrants who are studying English and citizenship preparation.

While many programs operated remotely, we were surprised and inspired by the level of enthusiasm and steadfast participation. For example, 85 students passed the HiSet exam in 2020, and several programs remain full – with waiting lists – including ESL, Clearway High School, and HiSet Preparation. And our youngest learners continue to join us each week for remote story time.

When I reflect back on 2020, I am filled with a sense of gratitude for all the hard work that enabled us to stay safe, nimble, and flexible. Although our programs and services may have operated a bit differently, our doors have stayed “open,” and we’ve been proud to honor our critical commitments to our community of learners.

- Carol Baldwin, Executive Director

In 2020, the ALC served 1019 ESL (English as a Second Language) students and 336 ABE (Adult Basic Education)/HiSET (formerly GED) students.

- Carol Baldwin, Executive Director
### Financial Statement for 2019 - 2020

#### Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue (in $)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Service Fees</td>
<td>2,174,704</td>
<td>49%</td>
</tr>
<tr>
<td>Department of Education</td>
<td>785,805</td>
<td>18%</td>
</tr>
<tr>
<td>Div. of Health and Human Services</td>
<td>363,938</td>
<td>8%</td>
</tr>
<tr>
<td>Nashua Schools &amp; Other Districts</td>
<td>726,401</td>
<td>16%</td>
</tr>
<tr>
<td>Fundraising and Interest</td>
<td>278,076</td>
<td>7%</td>
</tr>
<tr>
<td>Community Education</td>
<td>55,345</td>
<td>1%</td>
</tr>
<tr>
<td>USDA</td>
<td>36,127</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$4,423,996</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### Expenses

<table>
<thead>
<tr>
<th>Expense</th>
<th>Expense (in $)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Benefits</td>
<td>3,536,416</td>
<td>75%</td>
</tr>
<tr>
<td>Maintenance and Depreciation</td>
<td>352,092</td>
<td>8%</td>
</tr>
<tr>
<td>Supplies, Equipment and Food</td>
<td>341,505</td>
<td>7%</td>
</tr>
<tr>
<td>Contract Fees &amp; Dues</td>
<td>227,381</td>
<td>5%</td>
</tr>
<tr>
<td>Liability Insurance</td>
<td>44,227</td>
<td>1%</td>
</tr>
<tr>
<td>Communications</td>
<td>51,306</td>
<td>1%</td>
</tr>
<tr>
<td>Travel and Staff Training</td>
<td>26,942</td>
<td>1%</td>
</tr>
<tr>
<td>Rent of Schools - School Age Program</td>
<td>32,135</td>
<td>1%</td>
</tr>
<tr>
<td>Scholarships</td>
<td>14,215</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$4,528,219</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
According to the national Educational Testing Service (ETS), over 8000 students drop out of US high schools every day. The reasons behind this statistic vary from academic struggles to financial difficulties -- challenges that have become even more acute during the pandemic.

In 2014, ETS broke new ground in adult education with the HiSET® exam — an affordable, accessible high school equivalency test option. Designed to support the Workforce Innovations and Opportunity Act of 2013, the HiSET exam is an opportunity for out-of-school youth and adults without a high school diploma to demonstrate their skills and knowledge and earn a state-issued high school equivalency credential. The ALC recognized the potential impact of this program early on – integrating it into our services as an important and affordable option for underserved teens and adults. Our Chief Examiner Mary Phillis has been a test examiner for 18 years. According to Mary, “we strive to provide a supportive environment because we really want students to succeed. I love it when I see students, after they’ve taken a practice test, hard at work in our classes preparing for the next test.”

Building a caring community that fully supports at-risk students is at the heart of the ALC’s track record – today the largest testing center in the area, offering monthly, day and evening HiSET examinations. According to staff member Marie Hendra, “We are so much more than a testing center. We offer personal guidance at every step – from initial registering to scheduling and individualized support through the entire HiSET process.”

This process begins with contacting the ALC to schedule an initial appointment to take a paper Hi Set practice test. If they pass, students can then schedule a computer or paper HiSET exam. The ALC administers both. Students may be guided into taking classes or working with a tutor at the ALC. Their needs are assessed and addressed on an individual basis -- for example, helping those with special needs apply for accommodations to take the test which, once approved, may include extra time, a private room, or a large print exam format.

2020 held many challenges for learners and staff in our HiSET program, calling for strict COVID protocols in place to ensure in-person testing was safe for both students and the Examiners. But the learning never stopped. According to Mary, “it’s been such a privilege to see so many students with talent and drive take charge of their futures by earning their High School Equivalency Certificate. I am proud of the welcoming, innovative, and supportive learning environment we’ve created here at the ALC.”

The High School Equivalency Test or HiSET (formerly the GED exam) is a nine-hour test taken over two days and includes tests of reading, writing, math, science, and social studies. The High School Equivalency Test (HiSET) began in January 2014 and gives adults and out-of-school youth an opportunity to demonstrate their academic skills and earn the New Hampshire High School Equivalency Certificate. Upon passing the HiSET exam, students can use this credential to advance a career, join the military, begin a training program or continue academically.

More information on the HiSET tests can be found at www.nhadulted.org.
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Thank you to everyone who helped to keep the ALC strong through their generous contributions.

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We Share a Common Thread Foundation
In 2020, we came together to responsibly carry on our essential services while putting safety first. We purchased two electrostatic backpack sprayers, one for the main building which houses childcare, and one for Clearway High School.

Every classroom was sanitized between each use.
“The pandemic only reinforced our resolve that learning should never stop, that opportunities for better employment should never be put on hold, and that literacy (for all ages) should always be an urgent goal. In 2020, we hosted remote story times each week to help our youngest learners stay connected to reading and to their friends.”