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## **WHY ADULTS DON'T GET LITERACY ASSISTANCE**

- “I thought there would be lots of questions and forms to fill out.”
- “I was afraid I wasn’t smart enough.”
- “I felt I was too old to learn.”
- “I didn’t want to admit I needed help.”
- “Going back would be like high school again.”
- “I don’t have enough free time.”
- “I never liked school.”
- “I have to take care of my family.”
- “I thought people would laugh at me for not being able to read.”
- “My friends, family or people I work with wouldn’t like it if I returned to school.”
- “It’s more important to work than to go to school.”

## **EXCUSES ADULTS WILL USE TO AVOID READING/WRITING**

- “I don’t have time to complete this form. Can I bring it back tomorrow?”
- “I don’t have time to read this right now. Can you just tell me what it says?”
- “My spouse does the paperwork in our family.”
- “I hurt my hand so I need help with this form.”
- “I forgot my glasses and I can’t read this now.”
- “Can you please fill out this form for me because my writing is bad.”
- “My doctor put drops in my eyes, so I can’t read.”

## **SITUATIONS & REACTIONS WHICH MAY INDICATE LITERACY HELP IS ADVISED**

- Client becomes agitated when a form appears.
- Client walks out when presented with a reading/writing task.
- Forms are filled out the same or incorrectly.
- Client does not respond to mailed information.
- Client asks for directions posted on a sign or form.
- Client comes to meetings with another person.
- Client does not make appointments, fill medicine prescriptions, or properly take medicine.
- Client shows no interest in reading important information.
- Client does not have a checking account, instead using cash or money orders.