



**THE LITERACY COUNCIL
OF LANCASTER-LEBANON**

The LiteracyLine

Summer 2016

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The Literacy Council of Lancaster-Lebanon

24 South Queen Street
Lancaster, PA 17603
717-295-5523

Lebanon CareerLink
243 Schneider Drive
Lebanon, PA 17046
717-274-2554

www.getliterate.org

Student Success –Marlene Usdin, Volunteer Tutor

Approximately one year ago, I began working with a wonderful student. He is a classically trained chef, owner of his own successful restaurant, and owns the building his restaurant occupies. He was born in the United States and attended public school from 1st thru 12th grade. He has had many successes in his personal life and professional life.

He came to us at The Literacy Council for assistance with his writing skills. His goal is to take his culinary experiences and write about them and share his experiences. As I began working with him, I discovered that he needed more than just writing skills; he needed considerable help with his reading. This student was reading with difficulty, sight words were confusing for him, his phonics skills were weak, and he struggled to phonetically sound out troubling words.

In April, my student and I both brought food articles; articles about famous chefs, and many articles on the broad subject of food to our tutoring sessions. At his home, my student has several culinary books that he has not been able to read. In May, using his Kindle tablet, this student read a biography about his most admired Catalonian chef, Ferran Adria. Today, he reads aloud to me in our sessions. I see him approximately four hours per week, and we have been working in this “read out loud method” since January 2016. Four hours per week he’s in class, four weeks per month, for eight months so far, and what have we accomplished? Today we have a student that has improved his reading exponentially. You can do the math. A wise person has said, “when you do something 3,000 times you get kinda good at it.” That is what is happening here. This man has allowed himself to get the guidance he needed, and he practices his new skills lots of times. For him, like many others, the toughest realization is recognizing when you need help, putting your pride aside, and getting the assistance.

As I move forward with this student, my new lesson plans will include phonics, homonyms and writing, so that we can continue to build on the skills this student has achieved through his hard work and perseverance.

The Literacy Council Receives the Pennsylvania Association for Nonprofit Organizations (PANOR) Standards for Excellence Accreditation
–Cheryl Hiester, Executive Director



STANDARDS FOR EXCELLENCE



The Literacy Council of Lancaster-Lebanon becomes one of 53 organizations in Pennsylvania to be accredited in the Standards for Excellence®: An Ethics and Accountability Code for the Nonprofit Sector. The code is the centerpiece of the Standards for Excellence® program. The standards evaluate principles of honesty, integrity, fairness, respect, trust, responsibility, and accountability in nonprofit program operations, governance, human resources, financial management, and fundraising. The standards set a high benchmark. They go beyond the minimum legal requirements by outlining how well-managed and responsibly governed nonprofits should operate.

The standards cover eight areas of nonprofit governance, operations and management: 1) Mission and Program; 2) Governing Body; 3) Conflict of Interest; 4) Human Resources; 5) Financial and Legal; 6) Openness; 7) Fundraising; and 8) Public Affairs and Public Policy.

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LCLL Staff Participates in RAD Training at Elizabethtown College -Linda Cullen, ESL Services Coordinator

The Rape Aggression Defense (RAD) Basic self-defense program for women is a twelve-hour training that gives women the knowledge and resources they need to make quick and informed decisions, should they find themselves in a situation where self-defense and protection are necessary for survival. There are three distinct parts to the training. Session 1 is referred to as “Risk Reduction Strategies.” In this first session, we learned how to recognize and take steps to reduce risk factors in day-to-day life. We covered safety at home, traveling, dating, and weapon defense. The RAD philosophy is, “the best fight is the one you’re not there for.” This is a good, strong foundation of information on which the rest of the training is built.

Session 2: We worked on the physical aspects. We were taught to use our personal weapons—head, hands, elbows, knees and feet. We started out with the basics—simple techniques of striking (including punching), blocking strikes and vocalizations, three different kicks, and then moved on to more involved skills such as escaping from wrist grabs and choke holds.

Session 3: We finished a few more physical moves and then practiced and polished the skills. The best part was the Dynamic Simulation where we had the opportunity to test our new skills and techniques against a real live attacker! The trainers set up realistic assault situations with an instructor in a full padded suit. Students also wear protective gear and use all their force and skills to defend themselves.

The Literacy Council board member and facilities committee member, Eric Luckenbaugh, recommended this training for our nine, all-women staff after a discussion about safety, and because as a staff, everyone wanted to

learn skills needed for self-defense and protection. For us, we felt we wanted to know how to deal with a threatening situation, should we ever be put in that position—something everyone should know. Eric’s brother-in-law, Dale Boyer, is a certified RAD trainer and Assistant Director of Campus Security at Elizabethtown College. Dale and his daughter, Liz, welcomed our staff of 40 to 70 somethings to the Elizabethtown College campus for our three days of intensive training.



These are some of the words our staff used to describe the training:

“Scary? Yes! Fun? Yes!”

“It was great to have instructors who could identify our feelings of vulnerability and teach us to use our instinct and our personal weapons to get away from an attacker.”

“These wonderful ladies have been working as a team for years and I appreciated this experience to strengthen this team spirit.”

“I felt empowered and very pumped with adrenaline, and that lasted for two days *after* the training ended.”

“I’m going to recommend this training to my daughter and her friends. I feel that every woman must have this knowledge and learn these basic skills to defend themselves.”

If any of our newsletter readers are interested in learning more about RAD training and/or scheduling training sessions, please contact:

Dale Boyer
Assistant Director Campus Security
Elizabethtown College
717-361-1439
boyerda@etown.edu

Student Spotlight

Students Serving the Community - Jenny Bair, Program Director

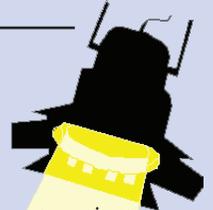
Last Spring, my father was injured in an accident while riding his bike. I found myself in Lancaster General Hospital (LGH). I tried to keep my composure as thoughts of my father's condition impeded my ability to think clearly. I raced through the halls while scanning the signage at each corner and in front of each elevator. Leading my 91-year-old grandfather and my young daughter through the halls of this massive complex, I felt overwhelmed.

Imagine how much more difficult my task would have been with low literacy or limited English language skills. LGH is aware of how difficult it is for some of their patients and families to find their way through the facility and they are working to ensure that navigating the hospital

is easier for everyone.

As part of the LGH navigation improvement project, volunteers were given a scenario and asked to find their way around the hospital complex. This is where we come in! Several students from The Literacy Council were invited to help LGH and they eagerly offered their assistance in this important community project.

After completing the scenarios, students were interviewed with LGH staff to get feedback about their experience. The coordinator of the project said, "I met [Literacy Council students] this week for the walking interviews—they were phenomenal! The feedback that they provided is immensely insightful." Thank you to our student volunteers for getting involved in our community!



Students in Jonile Miller's class working hard as they take post-tests to see how much they've improved their skills.

A Look Into English Forward Training - Jane Myers, Volunteer Services Coordinator

One year ago, Marilyn Lydic (Lancaster-Lebanon IU 13) and I were given the opportunity to travel to Austin, Texas, to participate in 17 hours of training and become certified trainers for the English Forward Instructor Training series. In the fall of 2015, we trained six instructors, and we are currently in the process of training 14 additional instructors.

"The English Forward Instructor Training consists of 11 hours of training which we have divided into four sessions. Participants learn how to employ communicative language teaching strategies in the classroom to help English as a Second Language (ESL) students learn the language necessary to negotiate daily life in an English speaking environment. The strategies target beginning level students, however, many strategies have tips for tailoring them for higher level learners."

"By the end of the training sessions, participants will:

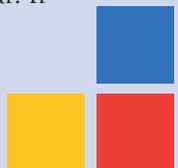
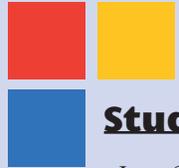
- a. Be familiar with evidence-based instructional

strategies shown to be effective in second language acquisition

- b. Be familiar with the English Forward Curriculum—its underlying assumptions and its implementation
- c. Be familiar with the Literacy Forward web portal"

"Each participant receives a copy of the English Forward Curriculum and an English Forward Instructor Guide. The curriculum includes eight units covering 60-100 hours of instruction. The guide includes additional activities, classroom activities, classroom resources, and a lesson-planning framework, along with sections on how to get started in the classroom, research-based teaching strategies, curriculum-based assessments, and how to plan an effective ESL lesson."

Marilyn and I will continue to present the English Forward Training at various times each program year. If you are interested in participating, please call me at 717-295-5523 or email jane@getliterate.org.



Day of Caring: Lebanon Style -Cathy Roth, Student Services Coordinator, Lebanon



The Literacy Council of Lancaster-Lebanon receives funds through United Way in both Lancaster and Lebanon counties. In 1995 when United Way Day of Caring was initiated in Lebanon, volunteers came to The Literacy Council Lebanon office to paint our donated collection of mismatched desks, files and cabinets. Since then, we've used Day of Caring as an educational event for our students, by having them choose a community project and volunteer their time to complete it. We consider it essential for our students to be aware of and value the community agencies that provide many forms of assistance.

Each year, United Way posts a list of projects submitted

by the agencies and asks volunteers to commit three hours on a Saturday to complete those projects—they include such tasks as painting, mulching, planting, cleaning playgrounds and facilities, washing vans, or delivering cards and hosting bingo games for nursing home residents. In both my ABE and ESL classes, we read about community services and examine some of the proposed projects. Whichever class shows the most interest in volunteering on Day of Caring with me, votes on a project. On the appointed Saturday, we attend a breakfast, don our Day of Caring T-shirts, and go to the agency for a quick tour and information session. Then we get to work. I'm proud to say that over the years, my hard-working team has often finished its task early and then helped another team to catch up with its project(s).

This year, at the Day of Caring breakfast, The Literacy Council was recognized for its 20 years of service on Day of Caring. (I have 20 Day of Caring T-shirts to prove it!) After breakfast, the ABE/GED students and I met at the Domestic Violence Intervention (DVI) shelter, diving right into the tasks of sanitizing the kitchen and the children's toy room. I look forward to both continuing to support community organizations in Lebanon, and also providing my students with this hands-on, rich educational experience.

Building Bridges in Career Pathways: Connecting The Literacy Council and Ephrata Area Rehab Services -Bobbi Hurst, Student Services Coordinator

The Literacy Council of Lancaster-Lebanon has a simple, yet profound mission and vision: "Promoting lifelong learning and learning for life so that adults have skills to transform their lives, sustain families, and strengthen their communities." We are committed to serving adults in our community in need of literacy, basic education, and career planning services. In addition, we are also seeking to build relationships with other organizations in order to develop strategic partnerships and alliances in support of service to community. Enter Ephrata Area Rehab Services (EARS).

Construction has begun on the bridge from The Literacy Council to EARS, who reached out to us through Lori Weepie (Transitional Employment Services). Lori has clients who are in need of literacy and basic education services in order to achieve both work and personal goals, in essence, goals for life. The Literacy Council provides literacy and basic education services that result in goal attainment. Imagine the possibilities. We did!

I talked to Lori about using a computer-assisted program called Reading Horizons. This internet-based reading program teaches the fundamental phonetic, word

recognition, word meaning and decoding skills needed to improve basic literacy. The beauty of Reading Horizons is that it can be accessed from any computer with internet connection. The computer lab at EARS was a perfect fit. Lori identified a few EARS clients who were requesting services. This client-centered approach, along with Lori's continued support, is the reason that all engaged learners are still persisting in the reading program.

Currently, four EARS clients are working on Reading Horizons and are being supported by The Literacy Council, along with staff and volunteers at EARS. This leads us to phase two of the bridge-building process—how to best provide increased access and support for Reading Horizons at EARS and how to expand literacy services beyond computer-assisted instruction.

Attention all bridge-building construction workers! If you are interested in helping to connect The Literacy Council and Ephrata Area Rehab Services, please call us at 717-295-5523 and ask for Jane Myers, Volunteer Services Coordinator, or email jane@getliterate.org.

Events and Activities

Imagination Library

LCLL staff will once again have a presence at East Petersburg Days on **Saturday, September 17, 2016**. Children ages 0-5 can stop by our booth and get signed up to receive great books once a month! It's free and the only restriction is living in a zip code area served by an Imagination Library program. For more information on the Imagination Library program, contact Ilsa Powell Diller at 717-295- 5523 or ilsa@getliterate.org.



Extraordinary Give

The Literacy Council of Lancaster-Lebanon (LCLL) will once again be participating in the Extraordinary Give on **Friday, November 18, 2016**. Please mark your calendars and donate to support LCLL and many wonderful community organizations in Lancaster County.

National Adult and Family Literacy Week

The week of September 26, 2016 is a time to celebrate all of the adult and family literacy programs and services across the nation. LCLL will be hosting an event on **Wednesday, September 28, 2016** at the Gypsy Kitchen in Lancaster, PA, beginning at 5:00 PM. At this event we will be awarding an individual and an organization with the Jay Latham Literacy Leader Award. This award is given in appreciation for dedicated service and contributions to adult and family literacy, and is in honor of the late Jay Latham, former tutor and donor to LCLL. Look for more details very soon!



Phone-A-Thon

You should have received your Phone-A-Thon donation card in the mail in mid-June. Can you still make a donation? Absolutely! You can mail in your donation or go to our website, www.getliterate.org, and make an online donation.

PANO Standards for Excellence Accreditation *(continued from front page)*

How did we become accredited?

The Literacy Council participated in a voluntary accreditation process that included the following steps:

1. A completed application was submitted to the Pennsylvania Association of Nonprofit (PANO).
2. PANO staff reviewed the application and provided support and assistance to ensure the application was complete.
3. PANO staff sent the application to a panel of three anonymous peer reviewers to examine the application and write a report based on their findings.
4. The application was sent to the national standards committee, which made the final decision on accreditation.
5. We were notified about the outcome of our application.

About Pennsylvania Association of Nonprofit Organizations (PANO)

PANO is a statewide membership organization

that amplifies the impact of the community benefit sector through advocacy, collaboration, learning, communication, and support services.

PANO exists to support the incredible work of the nonprofit sector and highlight the critical role nonprofits serve. PANO believes that by coming together and recognizing our collective value, Pennsylvania communities and the power to do good will thrive.

Over 70 trained and approved volunteer peer reviewers support PANO's standards program. These reviewers have professional experience in nonprofit governance and nonprofit administration. Twenty trained and approved Standards for Excellence Consultants support organizations in the implementation of standards. Since implementing the standards program, PANO has accredited over 50 individual nonprofit organizations as having met all the requirements of the Standards for Excellence Accreditation Program.

The Literacy Council is proud to be one of the 53 organizations in Pennsylvania to achieve accreditation!

The Literacy Council of Lancaster-Lebanon

We serve the people and communities of Lancaster and Lebanon Counties; working in partnership with multiple stakeholders, including but not limited to nonprofit agencies, educational institutions, business and industry employers, governmental staff, and organizations. Key to our success is a network of highly qualified volunteers, professional staff, and a supportive community.

Mission

Promoting life-long learning and learning for life.

Vision

Adults have skills to transform their lives, sustain their families, and strengthen their communities.

Values

- **Quality** – Our high-quality programs and services are rooted in evidence-based practices and offered in an encouraging and caring environment.
- **Goal-Driven** – Our programs and services demonstrate results that support the education students need to successfully transition to the next step of obtaining their life goals.
- **Respect and Integrity** – Our compassionate and caring approach and interactions are highly respectful of diverse backgrounds and differences. Our integrity rests in our word, all deeds and actions that ensure trustworthiness and confidentiality.
- **Leadership** – Our staff, board members, volunteers, and students are engaged and are actively advocating for adult education. Our responsibility to continually enhance our own leadership skills will keep us prominent in the field.
- **Innovative** – Our effective partnerships, strategic approaches, and being open to possibilities allow us to respond creatively to our work.
- **Collaborative** – Our willingness to build strong relationships and alliances with others that support our mission ensures commitment to serving our community and the betterment of society at large.



The Literacy Council of Lancaster-Lebanon is a partner agency of the United Way of Lancaster and Lebanon Counties.

Board

The Literacy Council is governed by a volunteer board of directors. 2015-2016 board members:

Richard Frerichs , President
 Ashley Garcia, Vice President
 Eric Luckenbaugh, Secretary
 Dave Diffendal, Treasurer

Frank Byrne Cheryl Hiester*
 Scott Cole, Sr. Sandy Strunk
 Derek Dissinger Marlene Usdin
 Martha Guaigua Bonnie Young

**(Non Voting)*

Staff

Jenny Bair, Program Director
 Linda Cullen, ESL Services Coordinator
 Karey Getz, Program Assistant
 Cheryl Hiester, Executive Director
 Roberta Hurst, Student Services Coordinator
 Jonile Miller, Office Manager, Lebanon
 Jane Myers, Volunteer Services Coordinator
 Ilsa Powell Diller, Outreach & Resource Coordinator
 Cathy Roth, Student Services Coordinator, Lebanon

Volunteers Needed

Do you want to make a difference in someone's life and in your community? Please consider tutoring an adult student. Tutors are needed to teach basic education skills including reading, writing, mathematics, English language, and GED preparation. We provide training, all materials, and technical support. For more information in the Lancaster area, please call 717-295-5523. For more information in the Lebanon area, please call 717-274-2554.