



THE LITERACY COUNCIL
OF LANCASTER-LEBANON

The LiteracyLine

Spring 2019

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The Literacy Council of Lancaster-Lebanon

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Doesn't spring feel like nature's way of saying, it's time to celebrate?

-Cheryl Hiester, Executive Director

The Literacy Council team has a lot to celebrate!

We celebrate that you have supported our mission as partners, donors, and volunteers. Thank you!

Here are some reasons to celebrate. The Literacy Council has been reaccredited under the Pennsylvania Association for Nonprofit Organizations (PANO) Standards for Excellence. This accreditation demonstrates our commitment to the highest standards and regulatory compliance for nonprofit governance, management and operations. Our accreditation confirms that our organization is well run, attentive to the communities that we serve, and engaged in long-range planning.

The Literacy Council has provided adult basic education services in Lancaster and Lebanon counties since 1985. Next year, we celebrate our 35th anniversary, and we have a few surprises in store. To stay updated, please visit our website www.getliterate.org or follow us on Facebook at <https://www.facebook.com/getliterate>.

In this issue...

- Catch up on the latest news from Dr. Dan Weber on our medical ESL collaboration and celebrate student achievement.
- Steve celebrates our teachers by recognizing National Teacher Appreciation Day.
- Read how an ESL lesson averted a catastrophe.
- Jenny gives a shout-out to "Computers for Refugees" and their contributions to our community.
- Ilsa celebrates another successful "Evening of Matched Pairs."
- Cathy focuses on future-ready skills.
- Jane celebrates the contributions of our volunteer tutors.

We hope you enjoy this issue of *The Literacy Line*.



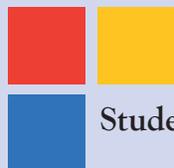
Happy Spring from
The Literacy Council!



Test Your
Literacy
Knowledge



<https://su.vc/chamykvr>



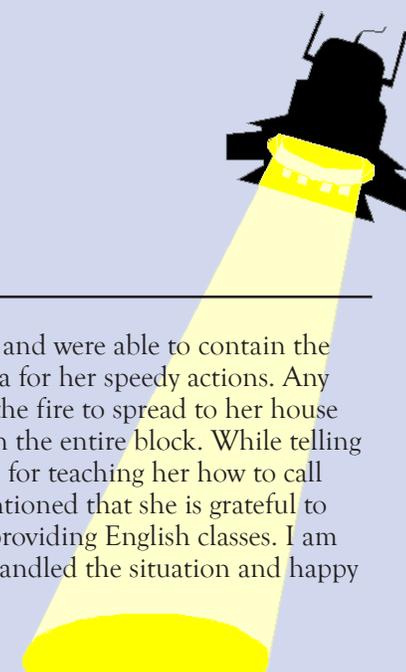
Student *Success* Story

Emergency Success! **-Kim Kreamer, Volunteer Tutor**

Ana* told a story in class recently. She had a frightening experience. Her shed caught on fire. It contained propane tanks as well as many other items including her children's bicycles. It was a windy day. An ember from the grill floated to the shed which quickly set it ablaze. At that moment, Ana said she remembered the lessons we did on Safety, First Aid and calling 9-1-1. She said because of the time we spent on those subjects, she knew exactly what to do. She remained calm, dialed 9-1-1 and provided all the details in English! She knew she could ask for a translator, but she also knew time was of the essence and she felt confident in her progressing English skills. The police and

firefighters arrived quickly and were able to contain the fire. They commended Ana for her speedy actions. Any delays would have caused the fire to spread to her house and possibly, the homes on the entire block. While telling the story, Ana thanked me for teaching her how to call 9-1-1, and many times mentioned that she is grateful to The Literacy Council for providing English classes. I am so proud of the way Ana handled the situation and happy everyone was safe!

**Student name changed for privacy*



Computers for Refugees: The Gift of Technology **-Jenny Bair, Program Director**

Computers are everywhere. From military tactics to retail inventory, computers are a necessary tool used across nearly every business, industry, and education sector. Students who do not have access to computers and the Internet are at a disadvantage to those who do.

One organization that is helping to make sure area families have the computers they need to succeed in education and compete in the job market is Computers for Refugees. Computers for Refugees is a program headed by Daniel Gingrich and Stu Metzler that helps provide refurbished computers to refugees and their families. The program works under the Alpha and Omega Community Center's English tutoring in Lancaster.

In addition to donating 15 desktop computers to The Literacy Council for use at our facility, Computers for Refugees has donated individual laptop computers to adult participants in programs run by Migrant Education, Latin American Doctors Association (LADA), Church World Service, IU13 Community Education, and The Literacy Council.

The gift of these computers is life changing for the recipients. It allows them access to resources they may not have otherwise.

To learn more about this innovative program, visit their Facebook page at:
<https://www.facebook.com/groups/computersforrefugees>.



An Evening of Matched Pairs: Number 6 is a Success! **-Ilsa Powell Diller, Outreach & Resource Coordinator**

On Sunday, April 14, 2019, The Literacy Council of Lancaster-Lebanon (LCLL) hosted the 6th annual An Evening of Matched Pairs. This fundraiser includes food tastings with wine and beer pairings from about 15 local restaurants that dedicate their time and resources to support LCLL during this event. The evening also includes both live and silent auctions, games of chance, music, and dancing. This is the largest fundraiser for the LCLL, and it is truly an enjoyable event for the approximately 250 people in attendance. This year, sponsorships for the event increased 68%, ticket sales increased 10%, and our

total revenue for the event increased about 15%! All dollars generated during the event go back into programming and help LCLL continue to provide free adult basic and literacy education services to students in Lancaster and Lebanon counties. It is a wonderful experience to witness the generosity, support and dedication of the community to our organization. We extend our sincere appreciation to everyone who made this event such a success over the past six years! THANK YOU for helping us continue our critical mission of promoting lifelong learning and learning for life!





National Volunteer Month

-Jane Myers, Volunteer Services Coordinator

In 1991, as part of his 1,000 Points of Light campaign, George H.W. Bush declared April National Volunteer Month to show appreciation to all volunteers in our country (www.pointsoflight.org). Volunteers are the “life blood” of The Literacy Council. Some of our volunteers have come here with experience and confidence while others wonder if they “have what it takes” to help adult learners improve their reading, writing, math, and English language skills.

Volunteer tutors at The Literacy Council have demonstrated excellent interpersonal skills, sensitivity to our population’s cultural characteristics, excellent oral and written communication, patience, commitment,

responsibility, organization, and flexibility. They have met with students who need one test to complete the High School Equivalency and students who can neither speak nor read English. They have stuffed envelopes, answered phones, and worked tirelessly at our fundraiser, An Evening of Matched Pairs. They have donated 8,897 hours since July 1, 2018, the beginning of our program year. They have never refused a request, and are critical to the success of this organization.

We thank our volunteers for helping The Literacy Council of Lancaster-Lebanon’s mission to provide lifelong learning and learning for life.

National Teacher Appreciation Day

-Steve Hess, Student Services Coordinator

National Teacher Appreciation Day is observed on the first Tuesday of the first full week in May. This year, National Teacher Appreciation Day was observed on May 7. This day is part of a week-long celebration of teachers across the country.

All of our teachers play a crucial role in helping to fulfill The Literacy Council’s vision, in which “Adults have the skills to transform their lives, sustain their families and strengthen their communities.”

Since 1985, The Literacy Council has been serving the Lancaster and Lebanon communities, helping over 10,000 adults achieve their individualized educational goals to

transition to the next steps in their lives. This would be impossible without a talented and dedicated group of teachers who contribute to their community by helping their students learn the skills needed for work, family and community.

Because of all our teachers do, please remember them each year on Teacher Appreciation Day and be sure to express your gratitude for the invaluable services they provide, their passion for what they do, and the students they inspire.

“If you can read this thank a teacher.” -Anonymous

Integrating Technology into ESL Classes

-Cathy Roth, Student Services Coordinator, Lebanon

As with many adult populations, ESL classes are filled with those who have no smart phones or computer skills, and those who use technology daily. To prepare everyone for the world today, they need basic technological skills.

I have been incorporating computer use into my classroom once a week. In the beginning, students were skeptical as to why they were focusing on reading when they knew they also needed conversation practice. Midyear, I challenged them to prepare a slideshow using Google Slides to present information about their home country. Each student was responsible for his/her own slide show. Students from the same country divided the presentation into parts. Some students enlisted their children to

help them at home. I provided technical assistance and grammar help as needed. This month each student must present and narrate their slide show to the class. Those listening are encouraged to ask questions.

Our efforts will result in a slide show to be presented on June 6 at the ESL Recognition Ceremony in the Brightbill Room at Lancaster-Lebanon IU13 in Lebanon. Beginning level students will carry international flags while the high intermediate and advanced students in my class will present a slide show explaining why they came to the United States and what skills and talents they bring to this country of immigrants.





Integrating Career Pathways into ESL Classes **-Cathy Roth, Student Services Coordinator, Lebanon**

Many advanced ESL students are attempting to move from the entry level jobs they took on when they first came to the United States, to jobs that are in line with the careers they had in their countries. It's not easy. Often, they need help in rewriting their resumes in English and composing a cover letter that proves they have command of the language. They may have gotten their first job through a temp agency or friend without a formal interview. They worked under supervisors who could speak their language or had co-workers who could bridge the language gap. The terms they picked up on the job may be meaningless in another industry.

The idea of presenting oneself in an interview and being able to handle complex questions is intimidating for anyone. The High-intermediate/Advanced class in

Lebanon is working on strategies for understanding common interview questions related to soft skills- interpersonal communication. Think about the idioms of English in the following sentence. Have you ever had to deal with a co-worker who didn't *pull his own weight* and how did you handle the problem? What if a non-native speaker was asked about someone who didn't do his share of the work or someone who neglected his duties?

The interviewer is asking the applicant how he would communicate the issue to the underachieving co-worker and provide a strategy for correcting it. This is just one example of soft skills and communication non-native speakers need to master as they enter or re-enter a fruitful career path.

New Beginnings: Reclaiming Careers in Medicine **-Dr. Dan Weber, OB-Gyn and Medical ESL Program Founder**

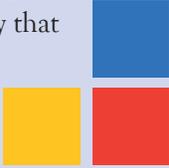
Lancaster has a strong tradition of welcoming immigrants and refugees. This is a small town with a big heart. Our new neighbors are quickly enriching life in Lancaster. In past newsletters, we have shared the story of our medical ESL program and we thought it was time for an update.

Our growing team of volunteers is in year three of this project. The program started out serving Cuban primary care doctors, dentists, physical therapists, and nurses. Recently, the program has expanded to serve people from around the world. These highly trained international medical graduates first worked in Lancaster's warehouses and fulfillment centers. As their English improved, they have been able to get on a career path towards achieving their dream of becoming doctors. Many were able to get training and are serving as medical assistants. The National Institute for Medical Assistant Advancement program, housed at Lancaster Health Center, has been a great resource for these skilled professionals to start on their journey. The Literacy Council has collaborated with the Simulation Center at Hershey Medical Center, and our advanced ESL students are enrolled in an intensive and innovative clinical curriculum at Penn State Hershey College of Medicine. This is a highly collaborative and innovative program that relies on dedicated and skilled volunteers supported by The Literacy Council which serves as the organizational backbone.

Volunteers are the key to the success of this project. Dr. Weber has combined his professional skills and vision to help internationally trained medical professionals reclaim their careers so that they can fill much needed gaps in community health services. Volunteer class instructors include Franklin & Marshall College students, inspired retirees, and local medical professionals. The introductory Medical ESL class meets every Thursday. The ESL students are matched with personal tutors to prepare for their weekly clinical lessons. Many conduct their sessions by video, other in person.

We are proud to say that we have proof of concept. Eleven of our doctors have been accepted to enroll in the Penn State Second Degree R.N program. In December of 2020, they will be bilingual Registered Nurses. Three other doctors just passed the first of the U.S. medical licensing exams. In a few years, they plan to be interns and residents in local physician training programs. Two of our members are serving as Fellows in the Simulation Center at Penn State Hershey Medical Center, and other members are leading the new Medical Spanish evening program for the clinical staff at Penn Medicine/Lancaster General Health.

We are proud to collaborate with Penn State Hershey and all the volunteers who make this program possible. Our ESL students can't wait to serve the community that has given them such a warm welcome.



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 lifelong 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.



The Literacy Council of Lancaster-Lebanon is accredited under the PANO Standards for Excellence®

Board

The Literacy Council is governed by a volunteer board of directors. 2018-2019 board members:

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

Erik Cianci	Cheryl Hiester*
Scott Cole	Mary Edith Leichliter
Rich Druby	Heather Sharpe
Willa Freer	Marlene Usdin
Martha Guaigua	<i>*(Non Voting)</i>

Staff

Jenny Bair, Program Director
 Linda Cullen, ESL Services Coordinator
 Steve Hess, Student Services Coordinator
 Cheryl Hiester, Executive Director
 Jane Myers, Volunteer Services Coordinator
 Ilsa Powell Diller, Outreach & Resource Coordinator
 Cathy Roth, Student Services Coordinator, Lebanon
 Monica Shannon, Receptionist

Adjuncts

Laura Crocker	Sandy Osborn
Barbara Dorozynsky	Ian Severson
Kerry Hurst	Crystal Sload
Sue Kurtz	Lauren Swartz
Rita Nutter	

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.