



THE LITERACY COUNCIL  
OF LANCASTER-LEBANON

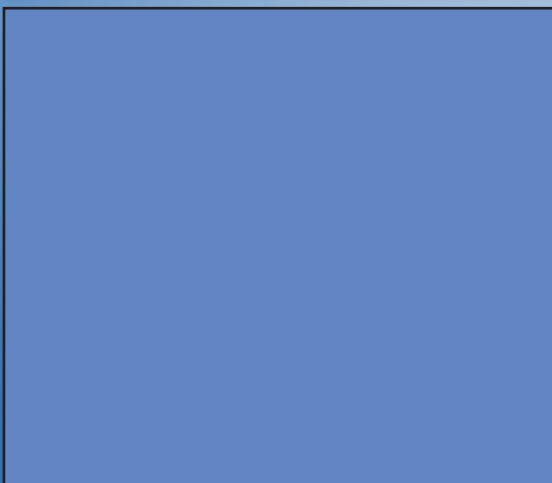
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# 2016-2017 Community Report

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The Literacy Council of  
Lancaster-Lebanon (LCLL)



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## Mission

The Literacy Council of Lancaster-Lebanon provides opportunities for lifelong learning and learning for life.

## Vision

Adults have the skills they need 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 learning students need to successfully transition to the next step in obtaining their life goals.

**Respect & 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 ensure trustworthiness and confidentiality.

**Leadership** – Our staff, board members, volunteers and students are engaged and are actively advocating for adult education. Our responsibility to continuously enhance our own leadership skills will keep us prominent in the field.

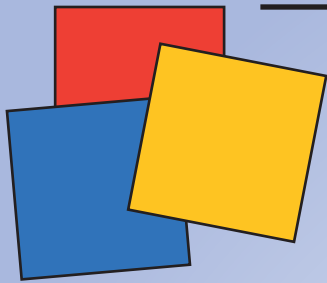
**Innovative** – Our effective partnerships, strategic approaches and being open to possibilities allow us to respond creatively to our work.

**Collaborative** – Our desire to build strong relationships and alliances with others that support our mission ensures commitment to serving our community and the betterment of our community.

**Learning and Growing** – Our board, volunteers and staff are committed to continuously evaluating our skills and staying engaged in professional development so that we are providing the highest quality learning and growing experiences for our students.

**Sustainability** – The Literacy Council will make sound governance, program and fiscal decisions that honor the organization's ability to grow and thrive so that more adults in need can access our services.

For many adults in Lancaster and Lebanon Counties, The Literacy Council is more than a second chance at a basic education, it is their last chance.



# Dear Friends of The Literacy Council of Lancaster-Lebanon,

Home is where your journey begins, and we hope you find this report helpful as we chronicle our journey.

We closed the 2016-2017 program year preparing our new Lancaster County home for occupancy. The Literacy Council started a new chapter in our story on August 28, 2017 when we moved from 24 South Queen Street to 407 Lafayette Street. Our relocation was a significant part of our work during 2016-2017. Finding suitable space in the city proved to be a challenge. Commercial space in the city, where a large percentage of our students are located, is scarce and expensive.

A special thank you to Eugene (Gene) Aleci, President of Community Heritage Partners, for connecting The Literacy Council to our new home! In 2013, Gene became aware of the church's need for a tenant or buyer for the largely vacant educational building, and a few years later, learned about The Literacy Council's challenge in finding affordable space for its Lancaster headquarters.

Our new location is a partnership between Christ Evangelical Lutheran Church and The Literacy Council. In October, the church celebrated the 150th year anniversary of its founding. How lucky for both The Literacy Council and the church that Gene brought us together. The building is perfect for us! It is designed for classroom use and accessible to our students. We are grateful to be partnering with Christ Evangelical Lutheran Church.

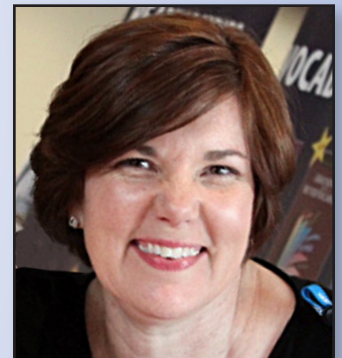
Since 1985, we have been providing adult basic and literacy education services in Lancaster and Lebanon Counties and we are excited about this new chapter in our story. Last year, we served over 1,000 students and every one of them has a story. With 65,000 adults in our service area in need of adult education, there is so much more work to do. Sadly, our resources limit the number of people we can help.

While we continue to face many new challenges as we begin this new chapter, we are optimistic about our future. Thank you for supporting our mission of providing opportunities for lifelong learning and learning for life!

Gratefully,



**Rich Frerichs**  
President, Board of  
Directors 2016-2017

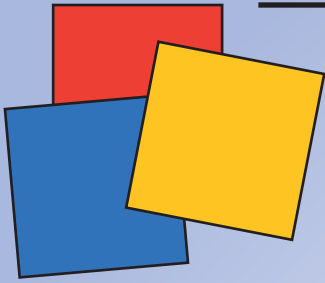


**Cheryl Hiester**  
Executive Director

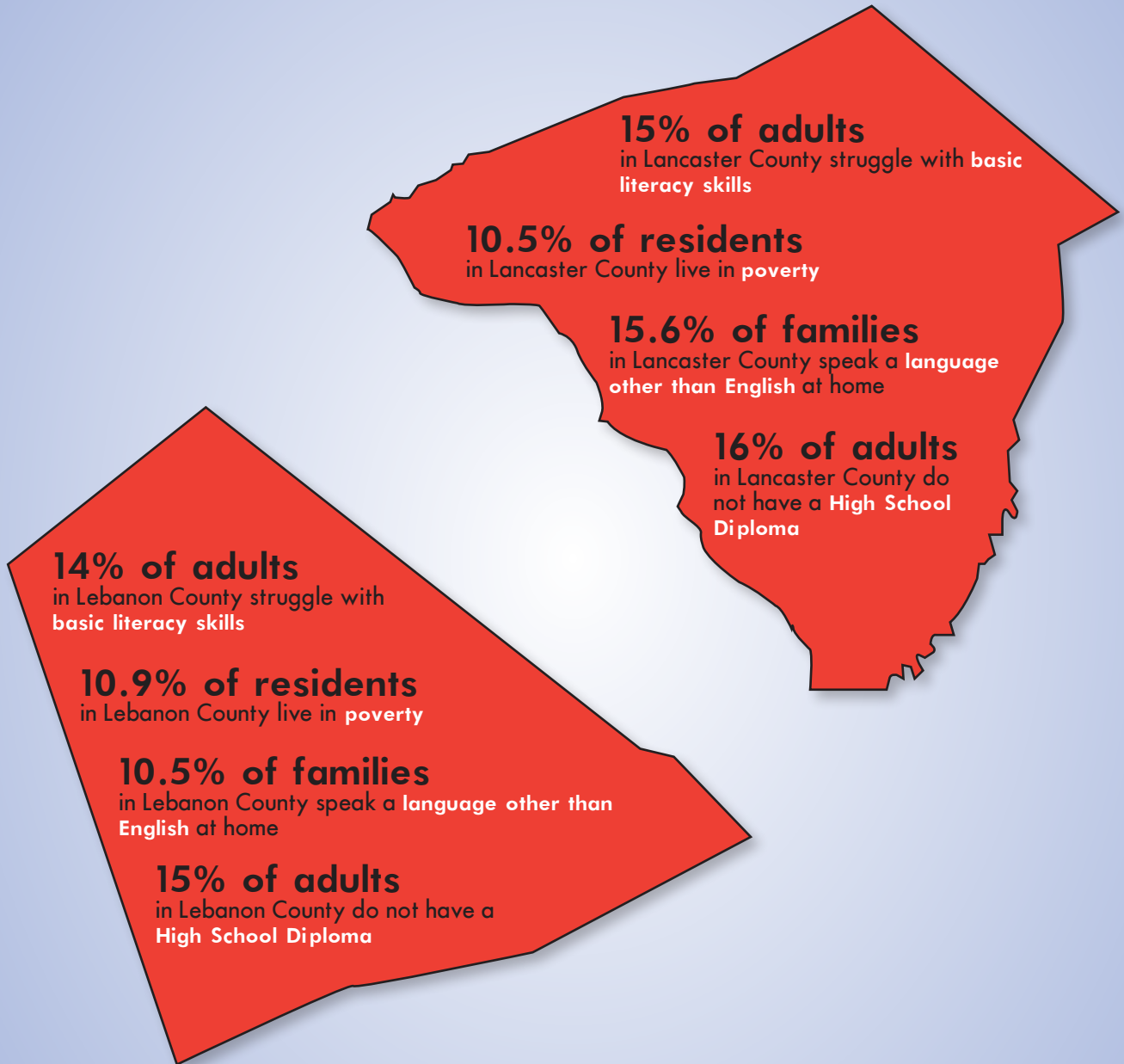


## Major Accomplishment 2016-2017

Although we officially moved our Lancaster office at the start of the 2017-2018 program year, all of the preparation was completed in 2016-2017. For those who have never moved either personally or through an organization, it is a huge undertaking! Finding the right fit for both staff and students was a challenge, but through diligence and the assistance of many people helping us look for our new "space," we landed at 407 Lafayette Street. Our goal was to find a facility that could house staff (offices) and student services (classes, small groups, tutoring, etc.)—we accomplished that goal! We are thrilled to be part of the Southwest section of Lancaster City, and excited to participate in the revitalization that is alive and well in this area. If you have not seen our new location, please stop by and see us!



# Literacy Statistics from Lancaster and Lebanon Counties

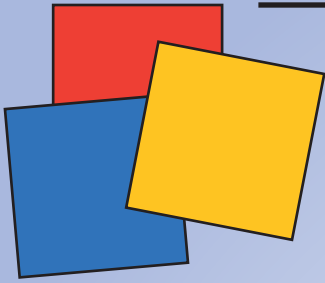


## Sources

<http://nces.ed.gov/naal/estimates/StateEstimates.aspx>

<https://www.census.gov/quickfacts/table/PST045215/00>



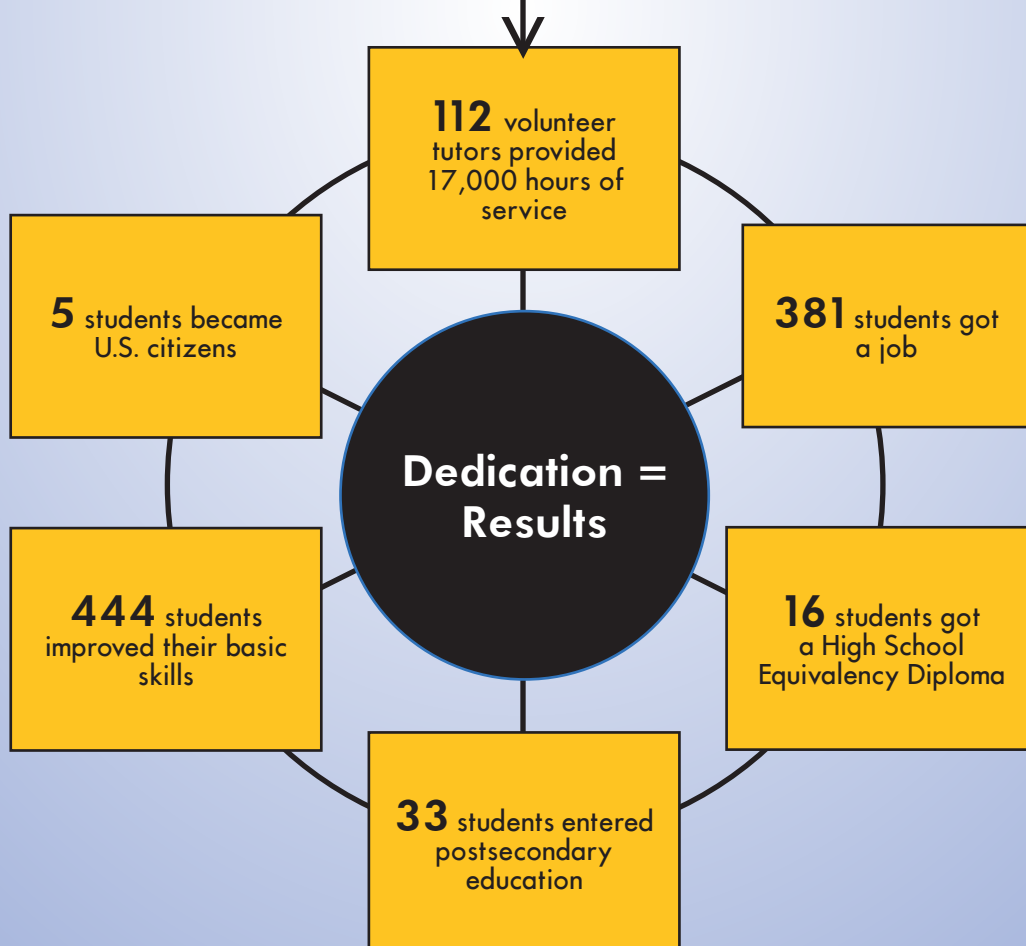
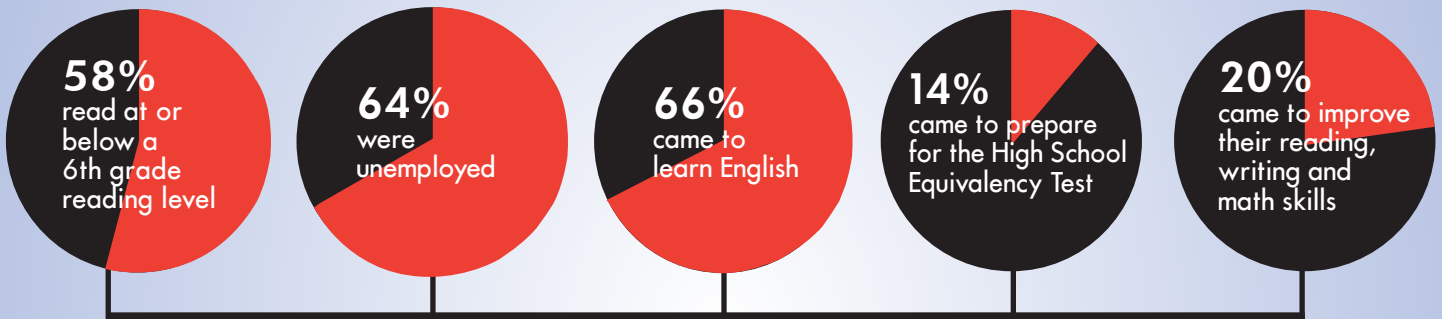


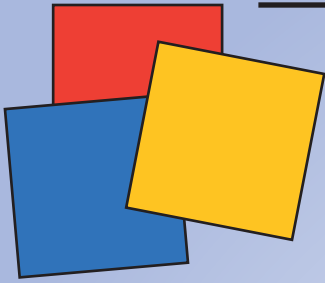
# Dedication = Results

## The Literacy Council of Lancaster-Lebanon Helps Students Transform Their Lives

In 2016-2017, 1,084 adults came to The Literacy Council of Lancaster-Lebanon to improve their skills, prepare for the High School Equivalency Test, learn English, and prepare for jobs, job training and higher education.

### Of the students who entered our doors...





# Collective Impact

## **Mission Focus and Collaboration = Opportunities** –Jenny Bair, Program Director

The mission of The Literacy Council is straightforward: to provide opportunities for life-long learning and learning for life. Pretty simple but, not always easy.

“L” is a student who lives east of Gap in Lancaster County. He works during the day while his children are at school. At 3:00 he must pick up his children and attend to them until his wife arrives home. The earliest bus he can catch to bring him to Lancaster for classes arrives in the city at 5:20. The last bus departing the city for Gap leaves at 4:45. How does he then get home? If he leaves for class earlier, who will take care of the children? If he leaves work early to attend classes, how long will his employer make this allowance before he is let go?

This scenario is just one example that illustrates the various stumbling blocks that prevent many students from accessing adult basic education classes.

Meeting students where they are academically and providing individualized instruction to help them reach their goals is an important aspect of services provided by The Literacy Council. Meeting students in their communities and removing some of the barriers that prevent their entry into classes is equally important. This is achieved through our many community partnerships.

The Literacy Council collaborates with school districts, libraries, business owners, and other organizations to

provide high school equivalency preparation classes in areas outside Lancaster and Lebanon cities.

In program year 2016-2017, The Literacy Council had 16 students who received a high school equivalency diploma. Of those who graduated, 12 attended the classes provided through our collaborative partnerships. Most of these students were able to accomplish this goal because of the opportunities for learning provided in their communities.

Thank you to our collaborative partners who help us offer high school equivalency preparation at several locations throughout the county, including:

Ephrata Public Library, The Literacy Council and the Steinman Foundation partner to provide classes in the Ephrata community.

The Together Initiative at The Factory Ministries and The Literacy Council partner to provide high school equivalency preparation classes to people in the Eastern region of Lancaster County.

Columbia Borough School District and The Literacy Council partner to provide classes in Columbia.

Elizabethtown Area School District, Doug Lamb Construction and The Literacy Council partner to provide classes in Elizabethtown.

## **English Language Acquisition and Community Partners Working Together to Help Newcomers Thrive** –Linda Cullen, ESL Services Coordinator

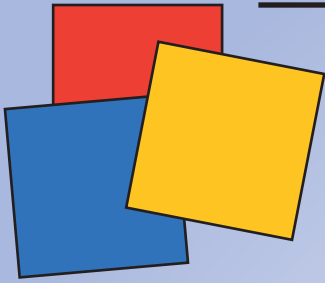
Community partnerships support The Literacy Council's mission in many ways. Our ESL program's welcoming class for new arrivals provides language services to immigrants and refugees. For example, newly arrived refugees are referred to The Literacy Council by Church World Service and Bethany Christian Services so that they can get the skills they need to be self-sufficient.

Every Thursday, new residents and long-time Lancasterians come to our office to enroll in ESL classes. Prospective students are interviewed and given oral and written

assessments then directed to a class or a volunteer tutor.

The Literacy Council offers four levels of English as a Second Language instruction at various times, days and sites across Lancaster County. Community partners, such as Lancaster-Lebanon Intermediate Unit 13, Lancaster and Lebanon Careerlinks, Tec Centro, Harrisburg Area Community College, Stevens College and the Career and Technology Centers, welcome our student referrals. The Literacy Council also collocates ESL instructors to teach classes at their schools.

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# Collective Impact (continued)

## English Language Acquisition

*continued from previous page*

The Literacy Council has become an integral member of the Lancaster County Refugee and Immigrant Coalition (LCRIC). The ESL working group of the LCRIC connects 25 ESL service providers and interested community members who meet regularly.

With this collaboration, The Literacy Council's ESL program has been able to:

- provide coordinated services
- share volunteers and volunteer training
- maximize curriculum and on-line resources
- respond quickly to educational barriers identified by the community
- increase access to ESL instruction.

Thanks to community partnerships, in 2016-2017, The Literacy Council has helped move over 600 Lancaster County residents from welfare to work, from dependence on translators to independence, and from ESL class onto a path of lifelong learning.

*ESL students from LCLL Welcoming Classes*



## LCRIC + UW = Success

-Cheryl Hiester, Executive Director

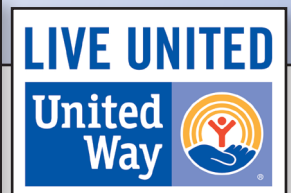
United Way of Lancaster County is the first United Way to move solely to funding collective Impact initiatives. United Way recognizes that communities must work collaboratively to fix our most critical problems. The result has been a county-wide network of partnerships that are making a difference.

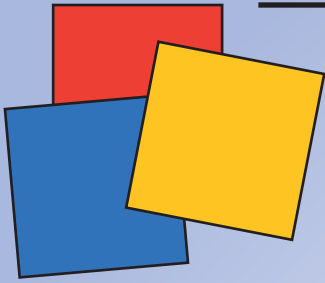
Integration Services for New Americans (ISFNA) is one of the United Way Collective Impact Partnerships. ISFNA provides a wide range of programs and services to immigrants and refugees so that people who make Lancaster County their new home can become productive family members, get and keep life sustaining jobs and fully participate in the community.

The Literacy Council serves as the lead agency for this collaborative. Our partners are:

- Bethany Christian Services
- Church World Service
- Franklin & Marshall College's Ware Institute for Civic Engagement
- Lancaster-Lebanon Intermediate Unit 13
- School District of Lancaster
- SouthEast Lancaster Health Services

*continued next page...*





# Collective Impact (continued)

## LCRIC + UW *continued from previous page*

ISFNA provides services that address United Way of Lancaster's Bold Goals:

1. 100% of students and adults will have post-secondary education credentials.
2. 100% of students and adults will have post-secondary credentials.
3. Decrease individuals and families living in poverty by 50%.
4. 100% of individuals, children, and families will have a medical home.

### The Challenge

Lancaster County is home to more than 23,000 foreign born residents (US Census). More than 83,000 people in our county speak a language other than English at home. A combination of limited or no English proficiency, limited understanding of American culture and limited knowledge of the community create significant barriers for newcomers in the attainment of self-sufficiency. Even highly skilled immigrants and refugees find themselves living in poverty as a result of these barriers. Lancaster County needs immigrants to fill jobs and as rapidly expanding labor shortages impact local employers, immigrants will ease the impact of labor shortages, create a richer and more diverse community and thrive if given the opportunity for high quality integration and welcoming services.

For immigrants and refugees, relocation comes with some very big challenges. The most common challenges we see include difficulty learning English, raising children in an unfamiliar community, getting one good job that pays a family sustaining wage, getting safe and affordable housing, accessing needed services such as medical, dental and mental/behavioral health and adjusting to an unfamiliar culture.

You may be surprised to learn that while the City of Lancaster has the highest number of immigrants and refugees, newcomers live in all corners of Lancaster County. In the City of Lancaster, 9.4% of the population is foreign born. In New Holland, 7.9% of the residents are foreign born and in Elizabethtown, 2.7% are foreign born. Many more residents have limited English proficiency with 35% of Lancaster residents speaking a language other than English at home, 5.5% in Ephrata, 6% in Elizabethtown and 10.9% in New Holland. These are just a few examples of communities with people in need of integration services.

### The Solution

ISFNA has a shared vision to create adaptive, critical and effective services that empower immigrants and refugees on the integration journey, and we have worked together to change the service system for newcomers. We come together to communicate that vision and discuss strategies and tactics to make it a reality. Our partners are working together to provide coordinated services and activities through our collective plan of action. We are creating better data collection and reporting systems that enable our partners to measure success and share data.

United Way of Lancaster County serves as the backbone organization and provides much more than funding. United Way has provided training in the collective impact model, on demand technical assistance, outreach and consultation with Franklin & Marshall College in the development of a program logic model, and links our partnership to the community through constant communication with stakeholders.

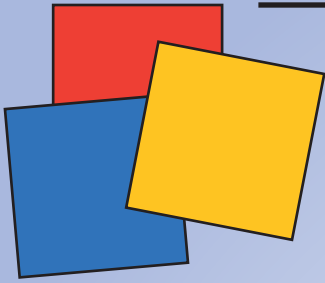
### The Impact

During the first two years of our impact partnership, we have been able to:

1. Provide immediate access to language services, reducing wait time by 442%.
2. Expand access to health care and immunizations for immigrant and refugee families, providing a medical home to more than 200 families and immunizing 165 children.
3. Assist people in getting on a career path, creating the first integrated education and training program for foreign trained doctors to get on a career path in their chosen field.
4. Expand cultural navigation.
5. Create a welcoming schools program.

If we had continued doing our work in isolation, we would still have a waiting list to get into an ESL class. We would not have navigators who work to not only connect clients to services, but connect services to each other. We would not have an ESL teacher embedded in the medical assistant training, and we would not have the community resources and knowledge gained from working together. We are just getting started, and know there are great things ahead for our ISFNA Collective Impact Partnership.





# Highlighting Successes

## Success in the Game of Life –Bobbi Hurst, Student Services Coordinator, Lancaster

Go back in time to the year 2013. Imagine being an adult student at The Literacy Council studying for your GED (now we call it a high school equivalency diploma). You are holding down a part-time job and you are raising quintuplets; yes, you read that correctly; five children all age five. Add to this scenario the fact that you have passed four of the five sub-tests for the GED, but you must study for and complete the remaining test before the end of the year, because the GED is going to be replaced by a new test in 2014.

For the next full year, you continue to study while working and raising your FIVE six-year-olds, but you miss passing the remaining test by only 5 points. You will need to start over and take all of the new 2014 GED tests in order to get your high school equivalency diploma.

How many people would feel totally defeated and give up? Not Rosa! She took some time to get her children registered and secure in their respective schools and to figure out a workable schedule for her employment, childcare and studying demands. She contacted The

Literacy Council in June of 2015 and got matched with Marcie to begin preparing for the HiSET math sub-test.

Now, fast-forward to June of 2017. Marcie and Rosa met consistently for two years, while Rosa continued to work, raise the quints, now almost 10 years old, and maintain active involvement in their education and after school activities ranging from music to sports during the school year and camps during the summer months. How many people would be able to continuously juggle the many demands of life and not get derailed?

Finally, on June 30, 2017, Rosa passed the HiSET math sub-test. She is now being matched with a tutor who will support her as she prepares for the reading and writing sub-tests of the HiSET. The ultimate goal, is for completion of her high school equivalency diploma by the end of the 2018-19 program year.

This is a success story in the game we call LIFE and all of us at The Literacy Council have been humbled by Rosa's determination and drive to better herself and the lives of her children.

## Student Success Story: Antonia Gonzalez

–Cathy Roth, Student Services Coordinator, Lebanon

Antonia Gonzalez is my heroine. She had been coming to the evening ABE class in Lebanon last year, then going straight to work third shift at Ingram Micro. Antonia's goal is to get a High School Equivalency diploma. In spite of her crazy schedule and responsibilities, she was able to gain an education level, and now attends the morning class. I'm sure she is tired, but she is determined to reach her goal.

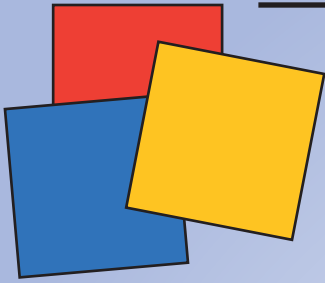
Antonia hopes to be a good example for her children, and take advantage of opportunities she didn't have in Mexico. This summer, she temporarily switched her goal to citizenship and worked with a tutor to practice for the interview. In September, she passed the citizenship test! Now she is redirecting her attention back to her original goal of achieving her high school equivalency diploma. We wish Antonia and all of the dedicated students in our programs much success!



Antonia Gonzalez becoming a U.S. Citizen



The Literacy Council would like to thank our community partner, United Way of Lebanon County for investing in adult education. It is through United Way support that adult education programming in Lebanon is possible, allowing students like Antonia to reach their goals.



# Highlighting Successes (continued)

## Volunteer Success Story: Deb Ginder –Jonile Miller, Office Manager, Lebanon

Deb Ginder’s teaching career has spanned many different age and grade levels. She started her career teaching for the Jack and Jill Preschool Program. Later, she worked for the YMCA in their Childcare Program, working with preschool-aged children. In 2001, Deb began teaching English as a Second Language (ESL) at South Lebanon Elementary School in the Cornwall-Lebanon School District. During her time at South Lebanon, she had students from K through 5th grades. Deb decided to retire after accumulating 13 years of working at South Lebanon Elementary (she had taken a few years off to stay home with her two children).

When Deb retired, she looked for volunteer positions. She is a supporter of fair trade and believes in making a difference when you shop. She chose to volunteer at Ten Thousand Villages in Ephrata, a non-profit fair trade store. Although this was a good position, Deb felt that it didn’t satisfy her urge to teach. She found the Literacy Council on the United Way website, and made an ap-

pointment in November of 2015. Now she is beginning to tutor her 4th student.

Deb’s students have made much progress, reaching their goals and making new ones. Deb shows them that they can achieve their dreams and go even further. Two of her students found jobs; later, under her tutoring, both found better jobs. She helped both students search and apply for positions online, feeling it was an important part of her volunteer time. Another student advanced out of the ESL program, and is now studying for an HSE. Deb has only met with her new student three times so far, but I can see that this will be another successful match for her. Deb is making a difference in the lives of women from all over the world in very meaningful ways. We’re very glad Deb chose to volunteer at the Literacy Council and is helping students reach goals and live successful lives in their roles with their families, jobs or career paths, and communities.

## The Ephrata Library and The Literacy Council Join Forces to Serve Newcomers in the Ephrata Community

–Jane Myers, Volunteer Services Coordinator

In December 2016, Kim Kreamer and Deb Zimmerman approached me about teaching an ESL group in Ephrata. Thanks to the generosity of these volunteer teachers and The Ephrata Library, the class got started in January, 2017 with four students. In less than a year, Kim and Deb have worked with 16 adult learners ranging in age from 20 to 73, from 10 different countries, speaking five different languages! Only four of the students have their own vehicles, leaving the others to rely on friends and family, or public transportation to get them to class. It is often difficult to get to the library for class, but because these students are both dedicated and determined, they find a way!

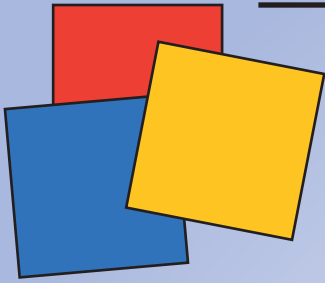
Some of these ESL students have post-secondary degrees

from their native countries, and their goal is to advance in this country. They have hopes and dreams for themselves and their families, and often work multiple jobs and different shifts to make their dreams come true. Many times, even though they have credentials from their home country, they start out in lower-paying jobs due to the language barrier. This is a humbling and challenging experience for these students, but they persevere for themselves and their families.



Left to Right: Jazmin and Deb

I had the opportunity to attend a luncheon at the Ephrata Library with Kim and Deb, and got to listen to Jazmin, a student from Colombia, share some of her story. Jazmin spoke no English when she arrived in the United States, and although she was very nervous, she agreed to being *continued next page...*



# Highlighting Successes (continued)

## Newcomers in the Ephrata Community *continued from previous page*

interviewed by Deb in front of about 50 guests attending the luncheon.

Thanks to Deb and Kim, Jazmin is no longer afraid to communicate in English.

Here are some of the things Jazmin shared about herself:

**Tell us a little about yourself.:** My name is Jazmin Herrera. I am from Colombia. I am married and I have a daughter, Suzanna. I like to walk. I like to play with my daughter.

**Why did you decide to take the English class at the library?:** It was close to my house. I wanted to learn English.

**What do you like about the class?:** It is easy to get to class because it is close. Everyone is nice. It is fun. The teachers are nice. I can listen and learn to pronounce English.

**How has the English class helped you?:** It has helped me be more confident with English. I am learning to listen and pronounce words. It helped me understand other people.

**Do you use the library? How?:** I use the library to get books for myself and my daughter. My daughter goes to story time at the library. I get information there. I can make copies there.

**What are your hopes and dreams for the future?:** I want to be able to speak English better and understand more. I want to be able to pass the American Citizenship test.

Special thanks to our other ESL community partnerships that support language instruction for newcomers:

- Elizabethtown Brethren in Christ Church offers 6 levels of ESL in the Elizabethtown community, serving about 50 adults each year.
- Mountville Library partners with The Literacy Council to provide ESL classes to adults in the community.
- Saint Luke's Church in Lebanon partners with The Literacy Council to provide ESL in the Lebanon Community.
- Sites that host one-on-one tutoring

The Literacy Council is grateful to all community partners in helping us achieve our mission!

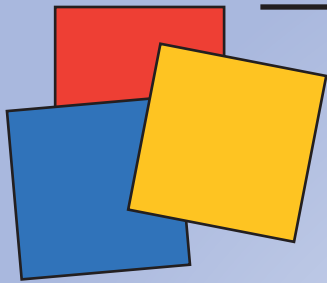


Left to Right: Kim, Jazmin, and Deb



Left to Right: Jazmin Herrera, Luz Romero, Ana Rocha, and Pie Ntumba





# Growing Readers in Our Community

## Imagination Library in Lancaster and Lebanon Counties

—Ilsa Powell Diller, Outreach & Resource Coordinator

In 1995, Dolly Parton had a vision to create a program that would foster the love of reading in her home state of Tennessee. Dolly focused on preschool children and their families, providing each enrolled child with a high-quality, age-appropriate book delivered to their homes each month. Dolly wanted to inspire children to get excited about reading, and get books in the hands of children, regardless of their economic background.

Imagination Library quickly grew, and by 2000, was available to any community who wanted to replicate what was originally started in Tennessee. Over 80,000,000 books are now mailed to children in the United States, Canada, and United Kingdom. Currently over 1600 local communities provide Imagination Library to over 1,000,000 children each and every month. Data collected about the Imagination Library program indicates that it drastically improves early childhood literacy for children enrolled in the program, and increased scores during early literacy testing. (<https://imaginationlibrary.com/>)

In 2009, The Literacy Council introduced Imagination Library to Lancaster County, and initiated the program in Lebanon County in 2016. Thanks to the generosity of Agnes McClintock, East Petersburg Borough became the second community in Pennsylvania to benefit from this amazing program. Over the last eight years, the program has expanded in both counties. The Literacy Council of Lancaster-Lebanon currently partners with United Way of Lancaster County, The Dixon Foundation, Lancaster Rotary South, Pequea Valley School District, and Lebanon Kiwanis Club to offer the Imagination Library program in various cities or towns throughout the two counties. Currently, we facilitate the program in East Petersburg, Annville, Columbia, Willow Street, Lebanon, and Pequea Valley School District. These areas are designated by zip code, and any child ages 0-5 living within one of the zip code areas is eligible to register for the program. Since



2009, The Literacy Councils Imagination Library program has served almost 700 children.

Here are some FAQs regarding the Imagination Library Program:

### Who is eligible?

Children in the identified zip code areas ages 0-5.

There can be multiple children registered in one family.

### What are the responsibilities of the registering family?

1. Be a resident of one of the zip code areas.
2. Submit an official, completed registration form to The Literacy Council of Lancaster-Lebanon.
3. Notify The Literacy Council of Lancaster-Lebanon of any address changes. Books are mailed to the address on the registration form unless the Literacy Council of Lancaster-Lebanon is notified of address changes.

### When will books be received?

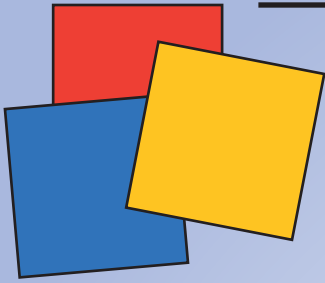
Eight to ten weeks after registration, books will begin arriving at the family's home each month, and will continue until the registered child's fifth birthday.

Encourage eligible families to sign up for this **FREE** program.

Registration forms for each of the zip code areas being served are available at our Lancaster Office. For more information, please visit the Imagination Library website: <https://imaginationlibrary.com/>

For questions specific to the areas served by The Literacy Council of Lancaster-Lebanon, to help an eligible family enroll, or to receive registration forms, please contact Ilsa Powell Diller at 717-295-5523 or [ilsa@getliterate.org](mailto:ilsa@getliterate.org).





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# Thank You: Our Volunteer Tutors

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## Lancaster County

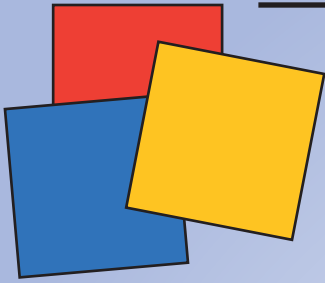
Diane Adams  
Judykay Bard  
Amberly Barker  
Amy Bauman  
Beverly Birk  
Glenda Broad  
Caitlin Brust  
Frank Byrne  
Mike Carle  
Peggy Cascieri  
Amy Carroll  
David Castello  
Laura Crocker  
Martha Dixon  
Diane Duell  
Joel Eigen  
Steve Eisner  
Brian Elliott  
Mark Eppler  
Dina Faus  
Duane Finley  
Lori Finley  
Malorie Finley  
Tom Gates  
Diana George  
Reenie Ginder  
Tina Glanzer  
Barbara Glass  
Carol Gore  
Charlotte Guerin  
Tom Guerin  
Gloria Hartley  
Denise Haun  
Ralph Hawk  
Wendy Hess  
Carol Hobday  
Gary Hobday  
Gene Homan  
Milton Hostetter  
Abbey Isenberg  
Linda Johnson

Joseph Karlesky  
Carmie Keiser  
Jane Keller  
Jeanne Kelly  
Matt Kernicky  
Donna Kline  
Ann Kramer  
Kim Kreamer  
Debbie Kressig  
Danielle Kulicke  
Kate Landis  
Kathy Ledzinski  
Kristina Lewis  
Judy Logan  
Marcie Mack  
Mary Ellen Mahoney  
Michelle Mann  
Bonnie Martin  
Catherine Miller  
Phil Miller  
Carolyn Moyer  
Dennis Nail  
Rita Nutter  
Jim O'Connor  
Becky Olson  
Ellen Patton  
Ron Pawling  
Anne Peiffer  
Suzanne Platt  
Marilyn Raymond  
Bonita Reed  
Susan Richman  
Susana Rohrer  
George Rosenstein  
Nicole Schonour  
Betsy Schott  
Jill Schreib  
Bonnie Shaffer  
Carol Shane  
Edward Shane  
Monica Shannon

Lois Silver  
Mary Stadden  
Laurie Stephenson  
Brett Swailes  
Earldine Tolbert  
Marlene Usdin  
Bethlyne Vanella  
David Vargas  
Lenore Varchola  
Mary Charles Wallace  
Dan Weber  
Jill Weisberg  
Ruth Welch  
Martha Welzant  
Bob Wenger  
Jennifer Willemin  
Holly Williams  
Jane Woodward  
Kate Zieglstein  
Deb Zimmerman

## Lebanon County

Danielle Bates  
Chad Bomgartner  
Milton Cruz  
Debra Ginder  
Barb Grandia  
Joseph Hewitt  
Marsha Elliott  
Kathleen Eschenfelder  
Jack Fitz  
Susan Jaros  
Laurel Keller  
Cathy Large  
Jacob Leedy  
Carol Light  
Ron Ludwick  
Ira Lydic  
Lindsay Munz  
Cathy Roth  
Del Roth  
Sam Scholl  
Reva Schulman  
Joan Slavin  
Soon Slayman  
Admary Vargas  
Roberta Welte  
Jeanette Zimnoch  
Amy Zinn



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## Thank You: Our Team

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### Board of Directors 2016-2017

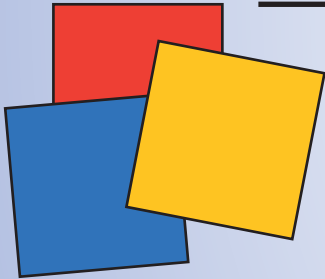
Rich Frerichs, President  
Ashley Garcia, Vice President  
Dave Diffendal, Treasurer  
Eric Lukenbaugh, Secretary  
Scott Cole  
Martha Guaigua  
Sreeni Jakka  
Mary Edith Leichliter  
Sandy Strunk  
Marlene Usdin  
Bonnie Young

### Staff

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

### Adjunct Teachers

Bernard Clarke  
Barbara Dorozynsky  
Steve Hess  
Kerry Hurst  
Sandy Osborn  
Crystal Sload  
Katerina Zalalas



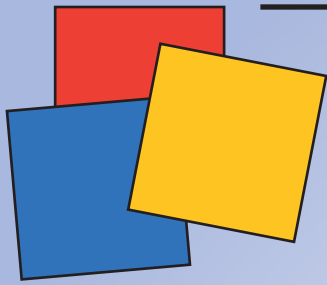
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## Thank You: Our Community Partners

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SACA/Tec Centro  
Lancaster-Lebanon IU13  
United Way of Lancaster County  
United Way of Lebanon County  
Lancaster County Community Foundation  
Kiwanis Club of Lebanon  
Lancaster Sunrise Rotary  
Lancaster Rotary South  
Lebanon Rotary  
Lancaster Newspapers  
Pennsylvania Association of Nonprofit Organizations (PANO)  
Pennsylvania Association for Adult and Continuing Education (PAACE)  
Walz Group  
Diehl Associates  
Kiwi Marketing Group  
Franklin and Marshall College  
Church World Service  
Bethany Christian Services  
Southeast Lancaster Health Services  
Bertz Hess  
Mountville Library

Doug Lamb Construction Company  
La Placita  
Lancaster Workforce Development Board & The Lancaster CareerLink  
South Central PA Works & The Lebanon CareerLink  
The Factory Ministries  
Columbia Life Network  
Elizabethtown Brethren in Christ Church  
Manheim Central School District  
Harrisburg Area Community College – Lancaster Campus  
Harrisburg Area Community College – Lebanon Campus  
Lancaster County Career and Technology Center – Willow Street Campus  
Millersville University  
Lancaster Bible College  
Ephrata Library  
Annville Public Library  
Ephrata Area Rehab Services  
Pleasant View Retirement Community  
Christ Evangelical Lutheran Church  
St. Luke's Episcopal Church  
Lebanon County Library System



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## Thank You: Our Donors

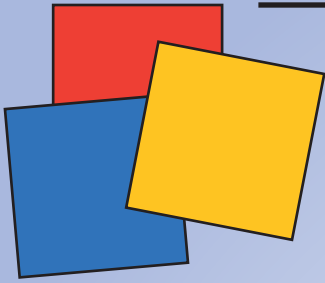
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Steven & Sarah Albertson  
James Armstrong  
Elizabeth Arneson  
Jean Athey  
Michelle Atwater  
Robert Aungst  
Amme Bair  
Richard Bair  
Shaun Balani  
Judy K. Bard  
Patricia Beamenderfer  
Nancy Beauregard  
Nancy Becker  
Michael & Laura Bender  
William & Elaine Benner, Jr.  
Howard & Louise Bixler  
Dan & Cindy Blakinger  
Judith Bollinger  
Bob Borden  
John & Mildred Bordner  
Robert & Anne Bowman  
Susan Bowser  
Sallie Brackbill  
Jean Luc & Marianne Brigand  
Christopher Brooks  
Zane Brown  
Marilyn Brubaker  
George E. Burke  
John & Carol Byers  
Frank Byrne  
Michelle Caron  
Amy C. Carroll  
Vicki Carskadon  
Peggy Cascieri  
Valerie Chevalier  
Mr. & Mrs. Christ  
Scott Cole  
Forrest & Kay Collier  
Vincent Collier, III  
Kenneth Costello  
Beth Crosby  
Marcille Crossland  
Molly Crouser  
Paul & Linda Cullen  
Carole Czajkowski  
Cynthia Davis  
James & Pauline Davis  
Day & Zimmerman, Inc.  
Jane Deck  
Claude Dencler  
Sara Desch  
Marsha DiBonaventuro  
Diana D. Diehl  
Mike & Ilsa Diller

Shiobhain Doherty  
Karen Donovan  
Caitlin Downs  
Diana Duell  
Jim Eby  
Karen Eby  
Margaret Edkin  
Betty Eiceman  
Joel Eigen  
Steven & Marylu Eisner  
Carol Ellenberger  
Helen Esbenshade  
John Esbenshade, III  
Bede Fahey  
Jacqueline Fetter  
Miriam Fletcher  
Allen Forbes, II  
Shirley Fortna  
Richard Frerichs  
Scott Frick  
Sarah Funk  
Juan & Alicia Galarza  
Ashley Garcia  
Alfrieda Gardner  
Susan Garafola  
Isabel Gehr  
John Gehr  
Alan Glazer  
George & Deborah Groleau  
Marjorie Gerhardt  
Paul & Marian Gerhart  
Sherry L. Getz  
Vaughn Good  
Pamela Gray  
Jeff & Laura Graybill  
Gema Guaigua  
Martha Guaigua  
James Haines & Rebecca Olson  
Heather Hannon  
Mary Hensen  
Kathleen Hart  
Marjorie Hazeltine  
Charles Helm  
Jean Henry  
Paul Herr  
Melvin & Laura Hess  
Barbara Herschkowitz  
Mark & Cheryl Hiester  
Susan Hill  
Gary & Carol Hobday  
Bruce & Barbara Holran  
Thomas & Fran Hopkins  
Kathy Horne  
Ken & Deb Hostetter

Milton Hostetter  
Laura Howell  
Alace Humpreville  
Barry & Kerry Hurst  
Brent & Linnea Iles  
Sreeni Jakka  
Sally Jarvis  
Elizabeth Kamp  
David Karl  
Eleanor Kauffman  
Robert & Janet Kehrl  
Sheila Kelly  
Susanne Kilmoyer  
Van & Lisa Knox  
Michael Kolb  
Barry Kornhauser  
Robert & Ann Krissinger  
James Kulp  
Nita Landis  
Katherine Ledzinski  
Myrna Lee  
Debra J. Lenssen  
George & Lorraine Lewis  
Leslie Lightfoot  
Jerry & Trish Link  
Bonnie Jess Lopane  
Mark & Deborah Lovett  
Eric Luckenbaugh  
Gary & Gayle Luckenbaugh  
Kathleen Mallinson  
Linda Mamourian  
Nancy Marshall  
Cathy Martin  
Marjorie McCarthy  
Kathleen McGeehin  
Dr. Clark McSparren, Jr.  
William & Karen Milheim  
Barry & Debbie Miller  
Catherine Miller  
Jerry & Susan Miller  
Lietta Milton  
Carlton & Helen Moe  
Patricia Mogan  
Anne M. Montgomery  
Denise Moxley  
Karl & Carolyn Moyer  
John & Debra Nehlig  
Wendy Neiss  
Susanne Nimmrichter  
Mr. & Mrs. Overly  
Ellen Patton  
Edward & Anne Peiffer  
Robert Penaherrera  
Sarah Placencia



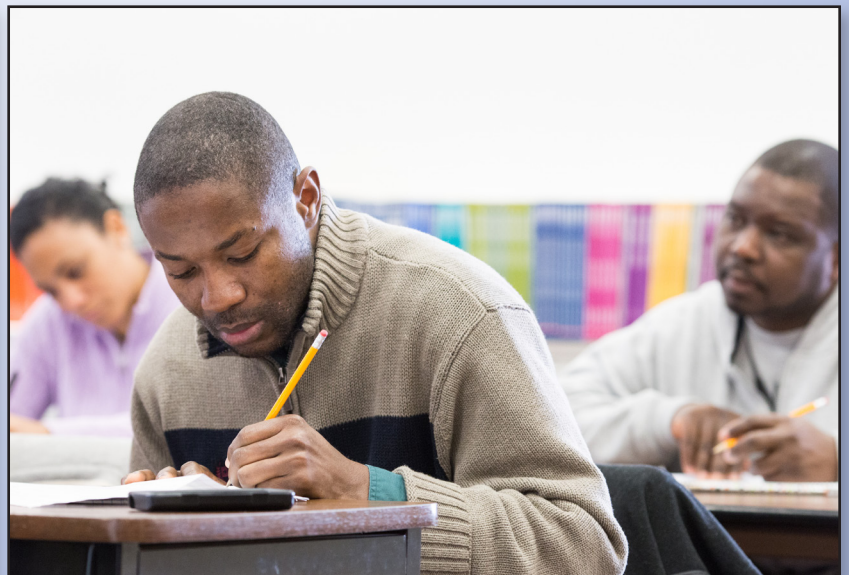


# Thank You: Our Donors (continued)

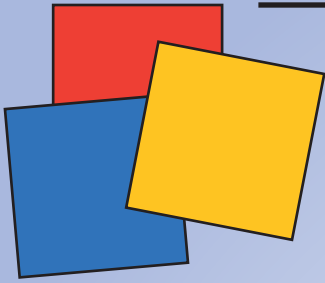
Valeri Poirier  
Robin Pontz  
Richard & Sylvia Powell  
Ken Prescott  
Lois Quillen  
Kathleen Ranck  
Mark & Nancy Randall  
Mary Ray  
Patricia Reed  
Cindi Reiff  
Elyse Reiff  
Isabel Reinhold  
Gerald Ressler  
Jacob Rhodes  
Jeff & Michele Rickert  
Katherine Roark  
George & Harriet Rosenstein  
Ruth Ruby  
Barbara Rupp  
Ronald & Karen Sahd  
Anne Satchell  
Rita Savant  
Karen Scheid  
Paige Schober  
Grant W. & Elizabeth Schonour  
Adam Schott  
Elizabeth Schott

Nicholas & Jean Selch  
Mike & Stella Sexton  
Laura Shaida  
Pat Shelly  
Sheila Shenk  
Tim & Christine Shenk  
Patricia Shinkosky  
Alexandra Short  
Constance Shreiner  
Lois Silver  
Martha Slayman  
Michael & Jeanie Small  
Greg Spears  
Reed Spiegel  
Dan & Georgia Steinbacher  
Joan S. Stemen  
Gerald & Linda Stine  
Ann Strobel  
Charles & Laura Strouphar, Jr.  
Sandra Strunk & Willis Shirk  
Hedy Stump  
Susan Sweeney  
Glenda Synodinos  
Stanley Szalak  
Margaret Rose Tassia  
Mr. & Mrs. Thalhamer  
Alan Tobie

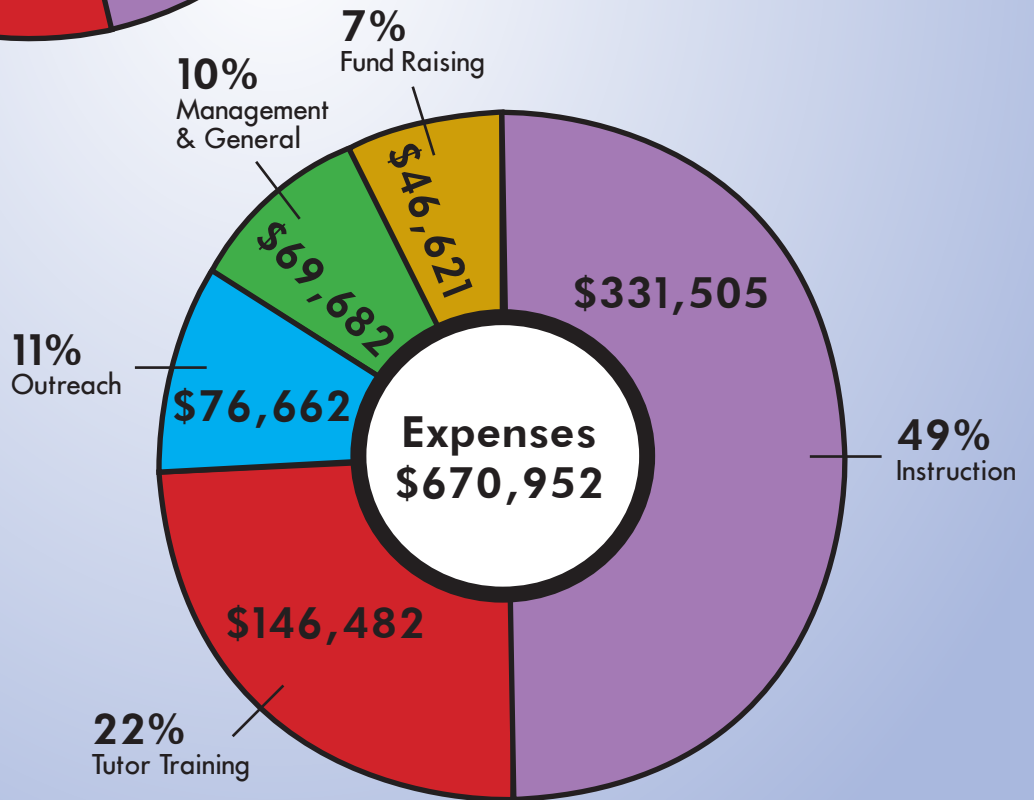
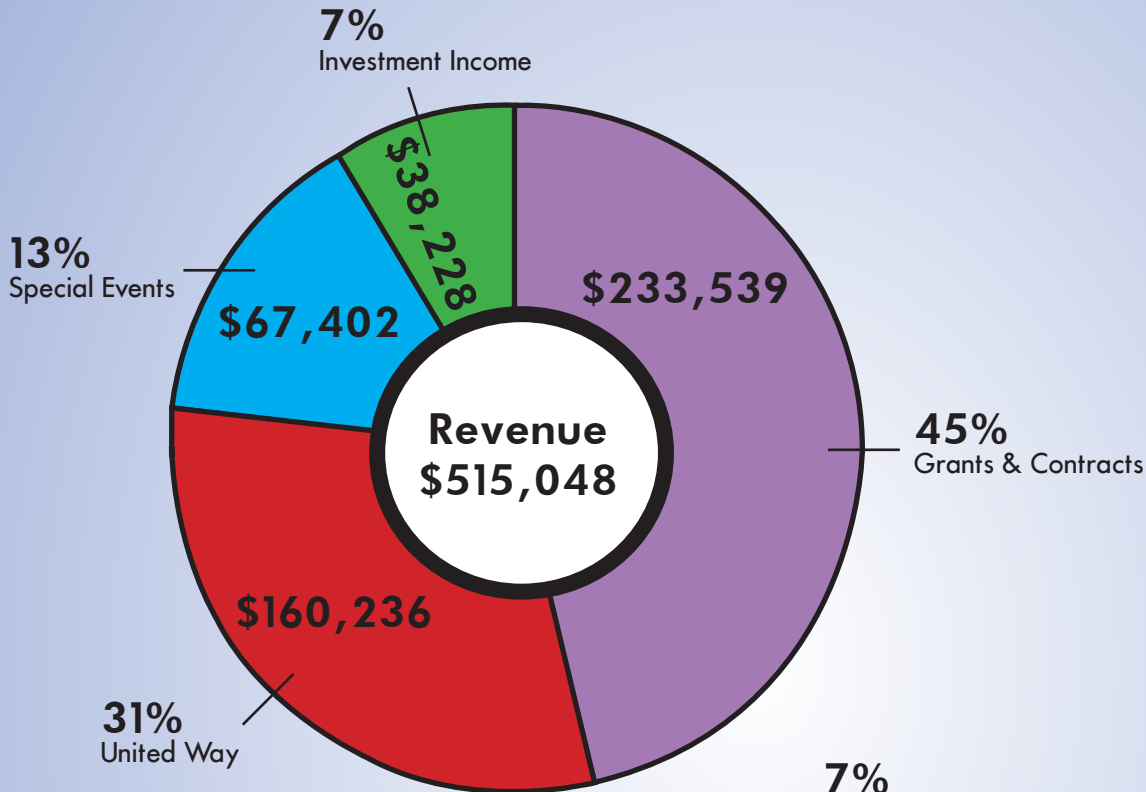
Lynette Trout  
Genevieve M. Tvrdik  
Marlene Usdin  
Bethlyne Vanella  
Ed Vondran  
Glenn & Gail Walz  
Anthony & Kathy Wasong  
Anna Mae Weaver  
Daniel Weber  
Robert & Karen Weibel  
John & Jane Weigel  
Carol Weissert  
Kimberly Welch  
Charlotte Whiting  
Anna Mary Wilkinson  
Barbara Williams  
Holly Williams  
Allan & Juliana Wolf  
Alan & Katherine Worley  
Sandra Yeager  
Randy & Marianne Yoder  
Kris Young  
William & Bonnie Lynn Young  
Lora Zangari  
Kenneth Zimmerman







# Financial Report



2016-2017 expenses were budgeted and offset by planned use of cash reserves.



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

## The Literacy Council of Lancaster-Lebanon

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407 Lafayette Street  
Lancaster, PA 17603  
717-295-5523

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



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