



**THE LITERACY COUNCIL
OF LANCASTER-LEBANON**

The LiteracyLine

Summer 2018

In This Issue...

Metrics and Orders and Dosage, Oh My!	2
Pennsylvania CareerLink: A Community Partner	2
Tutor Corner	3
Welcome and an Introduction to Steve Hess	4
Moving Around at The Literacy Council, Lebanon	4
Grants Update!	5
Lebanon Students Visit the Capitol	5
Communication at the Core	5

The Literacy Council of Lancaster-Lebanon

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

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

www.getliterate.org

Partnerships to Improve Skills and Improve Lives **-Cheryl Hiester, Executive Director**

Summer is a time of growth and growth is life. Growth is change and change is not always easy. The world is changing at a breakneck pace and The Literacy Council is always looking ahead to meet the challenges of a changing community. More jobs are requiring higher skills, even entry level jobs. This is occurring at a time when thousands of jobs in Lancaster and Lebanon Counties go unfilled because employers cannot find workers with the skills to match the jobs.

Navigating healthcare can also be more complicated. Adults who are unskilled at working with numbers or have difficulty reading have always struggled with medication dosing and following written directions. However, more medical offices are relying on technology for patient communication. For adults struggling with basic skills, technology can be a barrier. Primary care doctors encourage the usage of website portals to request medication refills or schedule an appointment. Technology impacts nearly all aspects of daily living and using technology hasn't always made our lives easier.

These are big issues to take on—too big for any organization to take on alone. To help a community continuously keep up with the skill demands of life, it will take strategic collaboration. In 2015, United Way of Lancaster County sparked the flame by funding 16 collective impact partnerships to provide activities that supported the United Way's Bold Goals:

- 100% of children will enter kindergarten ready to learn.
- 100% of students and adults will have post-secondary credentials.
- Decrease individuals and families living in poverty by 50%.
- 100% of individuals, children and families will have a medical home.



Over the next three years, The Literacy Council will continue to lead the collective impact partnership, Integration Services for New Americans. Our partners are Lancaster-Lebanon Intermediate Unit 13 (IU13) Community Education, School District of Lancaster, Lancaster Health Center, Church World Service and Bethany Christian Services.

Through grant funding, we are partnering with WellSpan Health to embed health literacy into our programs because education is a significant determinant of health.

We are partnering with Lancaster Health Center and Penn State Hershey to create career paths for internationally trained medical professionals.

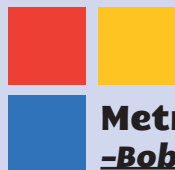
We are partnering with United Way funded hubs like Together Initiative, Northern Hub, and Solanco Family Life Network to ensure access to adult basic education services in those communities.

That is just the tip of the iceberg! As you can see, partnerships are a valued asset at The Literacy Council.

If you are reading this newsletter, you care about our mission. Thank you! If we are not yet working together and you believe our mission aligns with yours, please join us in our vision that all adults have the skills to transform their lives, sustain their families and strengthen their communities.

For more information, please visit our website at www.getliterate.org.





Metrics and Orders and Dosage, Oh My! **-Bobbi Hurst, Student Services Coordinator**

In other words, welcome to Mathematics for Nursing Tutoring, the new collaboration between The Literacy Council and the Lancaster County Career and Technology Center (LCCTC). Math proficiency is a critical skill in the nursing field. Understanding systems of measurement (especially metric), conversions within those systems, identifying the medication ordered, reading medication labels, and calculating dosages in numerous forms from tablets to IV drips, are some of the math topics covered in the nursing program.

After numerous meetings between Jenny Bair, our Program Director, and Susan Cazillo, LCCTC's Success Coach, it was determined that The Literacy Council would provide small group on-site math tutoring to enrolled nursing students in the Practical Nursing program at the Health Sciences Campus, 422 Beaver Valley Pike, Willow Street, PA. This tutoring would occur on Monday and Thursdays, from 11:00 AM to Noon. Although this would be over the student lunch hour, students were encouraged to attend and bring their lunch.

Students enrolled in the Practical Nursing Program at LCCTC are required to obtain a 100% on math exams



in each level to graduate, with only three opportunities in each level to take the assessment. From May 14th until July 5th, The Literacy Council supported enrolled nursing students in small group instruction. After the eight week session, Jenny, Susan and I met to analyze test pass rate data and discuss student and staff evaluations. Six of twelve students passed the first time with a 100%. Of the other six students, four only missed one question and two missed two questions. They will have another opportunity to test.

From July 19th until August 23rd we will continue meeting with students one day per week to support those who have not attained 100% on their math test. Tutoring will be driven by student needs relative to types of questions missed on the exam and weaknesses as determined by their calculations. We will review pass rate data again at the end of August and make plans for continuing on-site math tutoring in September. We are currently thinking about utilizing volunteer tutors with a medical/nursing background and also modifying the time so that both morning and evening students can participate.

Stay tuned for ongoing information about this new collaboration.

Pennsylvania CareerLink: A Community Partner **-Linda Cullen, ESL Services Coordinator**

Looking for a first job or a better job? Reentering the workplace due to a disability, incarceration, layoff or recent move? Go to the Lancaster County CareerLink Office at 1016 N. Charlotte Street, Lancaster. The staff at CareerLink have the expertise to help eligible adults solve common barriers to employment such as lack of dependable child care, reliable transportation, or professional clothing, and there are trained counselors to help Lancaster County residents apply for disability, unemployment, or support services for special needs children.

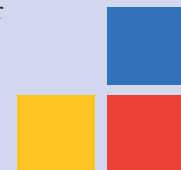
The Lancaster County CareerLink offers free workshops, opportunities to obtain up to \$10,000 towards approved job skills training, interview tips, resume critiques, and personal career navigators. In addition, both The Literacy Council and Lancaster-Lebanon IU13 offer classes in ESL and High School Equivalency preparation to help prepare adult learners for the next steps in their education, job



search, and/or career path. For more information about the adult education classes offered at CareerLink, please contact The Literacy Council office (Lancaster) at 717-295-5523.

The staff at CareerLink encourages people to ask about their free 6 month unlimited access to Metrix Learning. According to the Metrix website, "Metrix Learning offers training for over 100 in-demand certifications. Our program includes industry-approved online courses, practice tests, and test vouchers to help learners get certified in 30-90 days. With our workforce development expertise, we administer and case manage participants through the certification process." To register go to: <http://lancaster.skillupamerica.org/>

For additional information contact the Lancaster County CareerLink office at 717-509-5613 or info@jobs4lancaster.com.



The Tutor Corner

Barbara and Hanna -Jane Myers, Volunteer Services Coordinator



When Barbara met with me for the initial tutor orientation, she had recently retired. With a master's degree in Business Administration, she let me know she had never taught,

was nervous, but, like all of our volunteers, wanted to help someone and give back to the community. She wanted to work with an ESL student in the Ephrata Library.

Barbara is now working with her second ESL student. Hanna registered with the Literacy Council three months

after arriving in the United States from the Ukraine. With a high school diploma and two years of technical school, she knew how important learning the language and getting an education would be to integrating into her new culture. When she started, her level was low beginning. One year later, she has improved two grade levels.

Barbara gifted Hanna with a small figurine to celebrate her successes.

This is Hanna's response: "I want to say again thank you very much for a wonderful surprise-gift for me. I'm delighted with him. Thank you for everything you do for me. You help me live in our country, she also became my home. I really like live here. And even more so when I met a person like you. Thank you: for your patience, for your time spend on me, for very interesting lessons every time, for your kindness. You are the kindest person I met in my life. I really appreciate what you do for me."

Tutor Highlight: Cathy Large -Jonile Miller, Office Manager, Lebanon



Cathy Large has been a tutor with The Literacy Council in Lebanon since April of 2013. She is a retired Language Arts teacher, and her primary focus is helping in the morning ABE/HSE class. She decided to volunteer because, as she says, "I still have 55 years left on my teaching certificate." Cathy's graduate work was in reading, so she is a strong proponent of helping students learn to read and improve reading skills. She understands that strong reading background is essential for students seeking their high school equivalent

certificate, and is also a good source for helping students prepare for the writing test. Students seek her out to read and edit their practice essays. Cathy also works with students on organizational skills, so that they learn to optimize their time for studying. She feels a connection with The Literacy Council and her students. It gives her both a sense of purpose and giving back, as well as opportunity for meaningful social interactions.

When not tutoring, Cathy spends, as you would probably guess, a lot of time reading. She averages three books a week. Another interest of hers is traveling, which she has been doing since she was eight years old. Her goal is to travel to the six U.S. states she has not yet visited. Cathy is also eagerly anticipating a trip to Ireland next spring. The staff and students at the Lebanon office will be anxious to hear her stories upon her return.

Upcoming Events

August 25, 2018

Kickoff for Back to School Campaign

September 25, 2018

Jay Latham Awards
5:00 PM–6:30 PM
Booking House
Manheim, PA



November 16, 2018

Extraordinary Give



April 14, 2019

An Evening of Matched Pairs
5:00 PM–9:00 PM
Lancaster Marriott
Lancaster, PA



Welcome and an Introduction to Steve Hess *-Jenny Bair, Program Director*



In August 2013, Steve met with Jane Myers, Volunteer Coordinator, to become a tutor with The Literacy Council. During the volunteer

orientation, Jane recognized Steve's skills and experience and recommended him for an open position as an adjunct ESL instructor. Thus began his involvement with The Literacy Council. Since then, Steve has provided instruction in ESL and HSE in many locations in the Lancaster-Lebanon region.

Prior to coming to The Literacy Council, Steve spent 17 years teaching English as a Foreign Language in Taipei, Taiwan, running English language centers, and authorizing 18 English language learning books.

Steve was recently brought on as a full-time program coordinator with The Literacy Council, and we are excited to see his role expand.

If you don't know Steve, please introduce yourself and say hello the next time you are at The Literacy Council!

All About Steve

Hometown: Born in Saratoga Springs, NY. Raised in Lancaster County, PA.

Growing up I wanted to be: President of the United States

First job: Busboy at a local restaurant

Education: BA in History/Chinese, MS in Educational Studies, currently completing Ed.D. at Duquesne University

Movie I recommend: Terms of Endearment

Book I recommend: East of Eden, by John Steinbeck

Guilty TV pleasure: Flea Market Flip, Texas Flip and Move

Music of choice: New Age

Hobbies: Collecting Political Memorabilia, Gardening, Hiking

Moving Around at The Literacy Council, Lebanon: Growing Pains *-Cathy Roth, Student Services Coordinator, Lebanon*

If you visited The Literacy Council office in Lebanon this summer, you may have encountered an upheaval of furniture and boxes of books stacked head-high. Because we are housed at CareerLink and CareerLink was remodeling the building for a much needed facelift, our space was shifted. Our large classroom was divided by walls with more electrical outlets. At first there was some concern we were losing space, however -intense housekeeping revealed ancient yellowed books that made their way to the dumpster. It was with some difficulty that I parted with bins of worksheets. Looking



over the material I have used since 1988, made me aware of the great advances in technology. Some ESL material had illustrations of rotary phones and public pay phones. It was definitely time to clean out!

Summer classes are here and we are temporarily using oversized furniture from the past. We are awaiting smaller tables that will help us accommodate students in the reduced classroom space, but our tutoring space has increased in size. We are adapting to our new space and look forward to utilizing every inch of it as we continue helping the adult learners in our community.

Grants Update!

-Ilsa Powell Diller, Outreach & Resource Coordinator



During the 2017-2018 program year, The Literacy Council of Lancaster-Lebanon was awarded a Community Partnership grant through the WellSpan Health to develop a curriculum for Health Literacy. Bobbi Hurst, Student Services Coordinator, has been working diligently to develop a resource that can be utilized by both teachers and tutors with various students. The idea is that basic literacy students as well as ESL students will be able to utilize what they learn in these health lessons to help them communicate with their doctors, advocate for themselves and their family members when it comes to health history and healthcare, understand prescriptions and medicine dosing, and take a proactive approach to becoming or staying healthy. In September, 2018, teachers and tutors will begin piloting the lessons that have been developed. We will be communicating with students to assess their health literacy before the lessons, and then once again after they have gone through the curriculum.

Our goal is to improve the health literacy of our students, and in doing so, increase proactive approaches to health-care, and help adult learners learn how to improve and maintain general health for themselves and their family members.



In July 2018, the Literacy Council was awarded a CBO Capacity Building Grant through the Lancaster County Community Foundation (LCCF). Over the next year, the Literacy Council will be working with the Taylor Brand Group to reassess our marketing and outreach approach to the community. We are focusing on making sure that our rebrand process gives our community and community partners both a clear understanding of who we are and what we do, and also creates concrete understanding related to the importance of investing and supporting adult education. We are very excited to begin this process, so look for new and re-newed communication from The Literacy Council in the near future!

Lebanon Students Visit the Capitol

-Cathy Roth, Student Services Coordinator, Lebanon

This summer, students, teachers and administrators from Lancaster-Lebanon IU13 and The Literacy Council boarded a bus and went to Harrisburg to visit the capitol. While we did get the opportunity to tour the beautiful building, our chief goal was to meet with our representatives, thank them for their past support for adult education and ask them to continue that support. Representative Ryan seemed impressed with the students who visited him. Mohammed Heikal, who recently received his American citizenship, was able to sit in the desk of Francis Ryan and meet (his) Representative Russ Diamond. Since that visit, Mohamed has secured a job at the ACE Hardware warehouse.



Communication at the Core

-Cathy Roth, Student Services Coordinator, Lebanon

What is the core of my job with The Literacy Council? What is the essence of my job as a teacher and coordinator? I think it is to foster the highest level of communication possible among people. Since the dawn of time, mankind has experimented with tonal grunts, charades, gestures, and art inscribed on the wall. Sometimes those charades and gestures come to play in English as a Second Language Classes. How do people with absolutely no common language share information? Pictures are essential. They are core tools in an ESL classroom. Consider emojis—without a message, a clown face could mean, “You are a fool” or “You are a lot of fun.” I recall, as a 3rd grade teacher struggling with my students to enlarge their vocabulary, the word “nice” didn’t mean much, but “friendly, compassionate, kind, polite” these words pack a bigger punch. Something to ponder: with social media as it is today, does society have the opportunity to really develop good communication skills? How is teaching vocabulary in 3rd grade today different than it was 20-30 years ago? One thing does stand out. The classic approach to teaching vocabulary (speaking, listening to, and writing new words) to adult learners in both our adult basic and ESL classes seems to (in most cases) work. Adult learners are building skills, learning a second language, and striving toward their goals.

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

Scott Cole Sreeni Jakka
 Willa Freer Mary Edith Leichliter
 Martha Guaigua Heather Sharpe
 Cheryl Hiester* Marlene Usdin

*(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

Adjuncts

LynnMarie Blackman Kerry Hurst
 Barbara Dorozynsky Sue Kurtz

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.