



+ THE LITERACY COUNCIL
OF LANCASTER-LEBANON

2017-2018 Community Report



The Literacy Council of
Lancaster-Lebanon (LCLL)

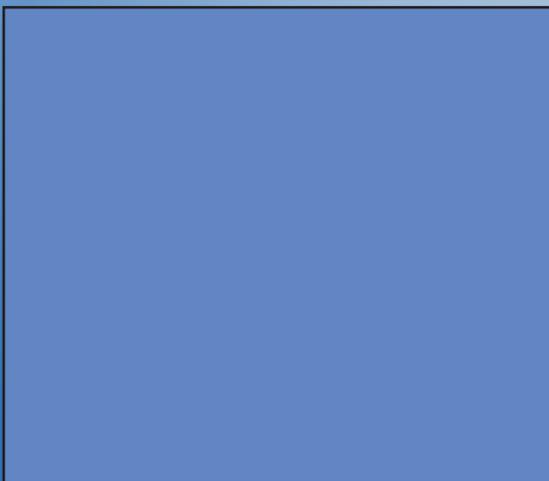
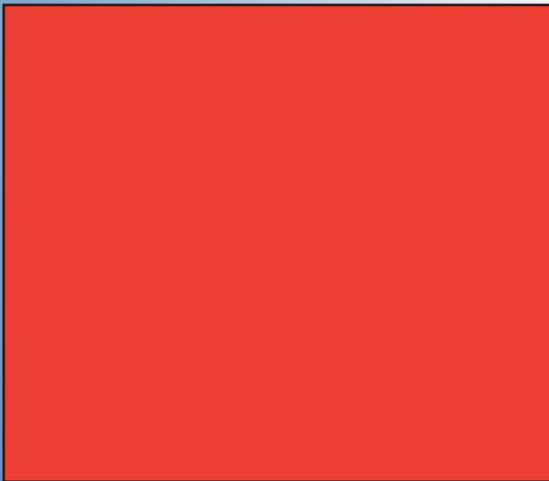


Table of Contents

Letter of Introduction.....	2
Literacy Statistics from Lancaster and Lebanon Counties.....	3
Dedication = Results.....	4
Community Partnerships.....	5-6
Highlighting Successes.....	7-9
Growing Readers in Our Community.....	10
Thank You: Volunteer Tutors.....	11
Thank You: Our Team.....	12
Thank You: Our Community Partners.....	12
Thank You: Our Donors.....	13-14
Financial Report.....	15

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.

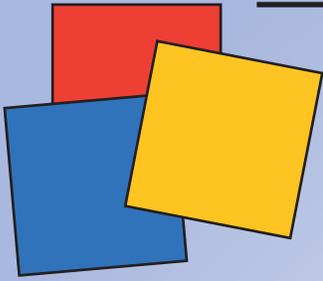
Innovative – Our effective partnerships, strategic approaches and being open to possibilities allow us to respond creatively to our work.

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,

Thank you for reading our 2017-2018 Community Report! This year has been about making connections and expanding opportunities. We have worked hard to connect with the Lancaster-Lebanon area to build strong relationships with our community partners. Through the teamwork of our staff, volunteers, partners and the generous support of our donors, we were able to serve nearly 850 adults in program year 2017-2018. In this report, you will read about success stories and the impact of adult education.

We marked our 33rd year of service in 2018. We are grateful to our partners, donors, and the community for making this work possible. The success of our students and the organization is because of you. The diverse group of adult learners who come to The Literacy Council all have one thing in common – the desire to improve their lives through education.

In 2017-2018, we settled into new spaces in Lebanon and Lancaster. We created new programs with new partners. We worked hard to close the gap between revenue and expenses, relying less on our cash reserves by building a diversified revenue stream to meet the needs of our community. We created a more personalized intake and orientation process to ensure that we are giving our students the individualized attention they need. We are striving to strengthen our connection with our students, our supporters and the community we serve.

We are proud of our accomplishments and look forward to serving Lancaster and Lebanon Counties.

Thank you for supporting the mission of providing opportunities for lifelong learning and learning for life!

Gratefully,

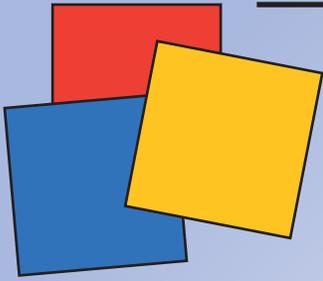


Rich Frerichs
President, Board of
Directors 2017-2018

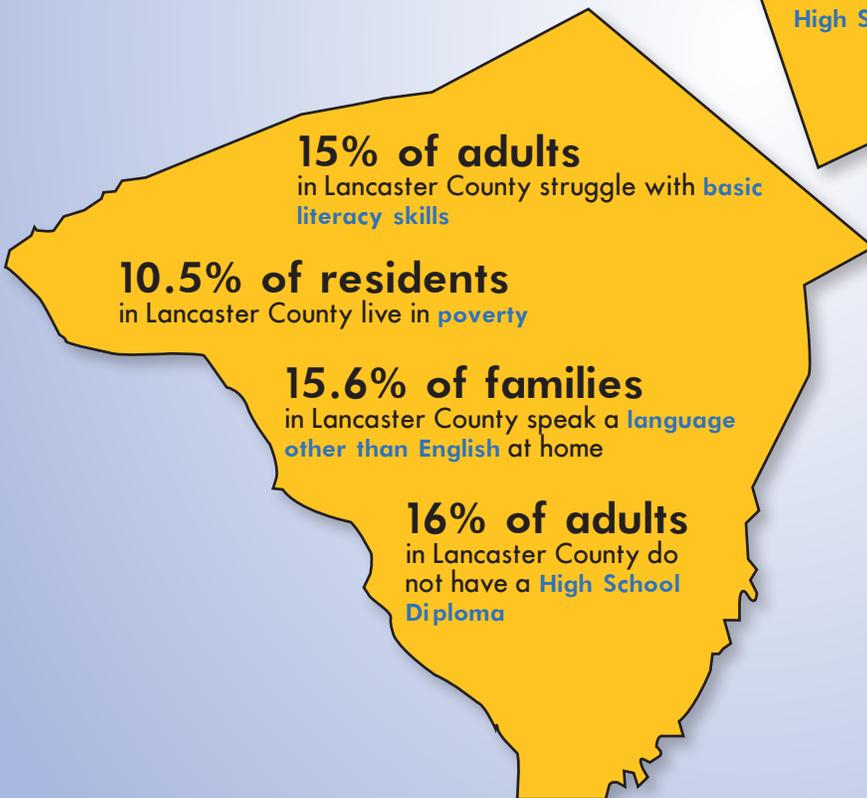
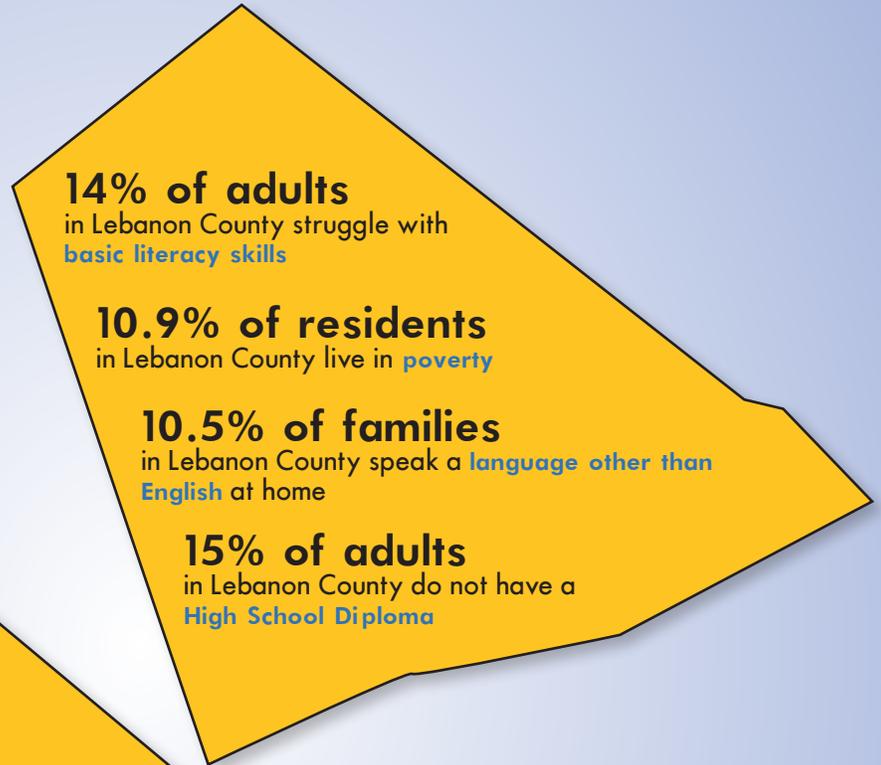


Cheryl Hiester
Executive Director





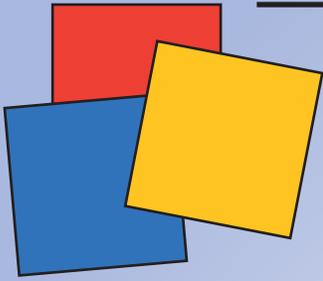
Literacy Statistics from Lancaster and Lebanon Counties



Sources

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

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

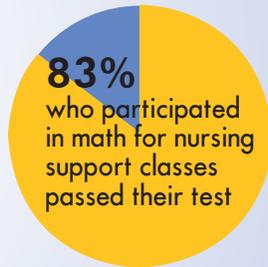
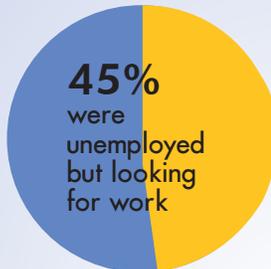
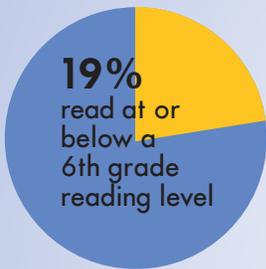


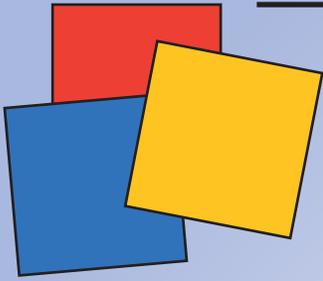
Dedication = Results

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

In 2017-2018, 922 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...





Community Partnerships

LCLL and IU13: A Long-Standing Community Partnership

–Cathy Roth, Student Services Coordinator

The Literacy Council has a long history of collaborating with Lancaster-Lebanon Intermediate Unit 13 (IU13). Last year, we experimented with a plan to make entrance into classes and transition from one program to another run more smoothly. The Literacy Council taught an evening transition class in an available room at the IU13 site on Cumberland Street in Lebanon. This ESL class is continuing, with the goal of improving communication skills so that ESL students can advance to HACC or job training. Both Lancaster and Lebanon Counties offer student-centered courses in the medical field. Regardless of the career track, students need academic vocabulary for reading and writing skills to enter a credit bearing course at a community college or training center.

This year we have tried to place students in the program as early as possible. Students should be able to enter the program if there is a seat in a class, or a tutor is available. IU13 holds biweekly orientations, with the assistance of Literacy Council staff. Working together, we figure out the best placement for students. Teaching at an IU13 site allows for direct communication with teachers regarding student needs and class placement. While the placement tests do guide us, sometimes placement adjusted based on the needs of students. Together with IU13, we hope to fine tune the placement process and improve student outcomes.



The Power of Partnerships –Jenny Bair, Program Director

The demand for adult education services is increasing. One approach to meeting this increased demand is to establish partnerships among adult education providers and various community organizations. Collaboration allows agencies to leverage their resources with partners to better assist students in meeting their goals.

To be successful in their educational and career pursuits, students must have ready access to classes. Increasing accessibility to adult education classes can be addressed through collaborations with partner agencies. The Literacy Council has one such partnership with The Factory Ministries in Paradise, Lancaster County.

The Factory Ministries is a United Way powered hub for connecting individuals and adults to the resources they need to change their situation and get on a path to a new future. For some, one of the first steps on that path is earning a HSE (high school equivalency) diploma.

When The Literacy Council was invited by The Factory Ministries to provide adult education services at the

hub, it just made sense to collaborate. By supporting this initiative, adults in the area would have improved accessibility to the education services that they needed.

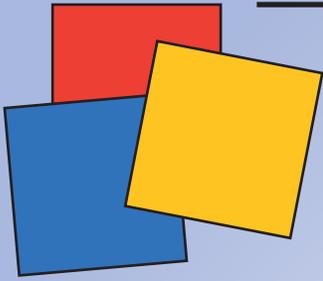


Mike Carle is a volunteer tutor with The Literacy Council who supports the HSE class in Paradise. In reflecting on the accomplishments of one of the students, Mary Keim, Mike shared the following observation with me:

“Due to the time constraints in Mary’s life, it’s unlikely she could have attended GED class in Lancaster City. In my view, if you hadn’t hosted a class she could attend, she would have been unable to get her GED.”

Mike’s words illustrate an important point. The Literacy Council’s collaboration with this community organization helped provide classes that were accessible to a student like Mary.

Mary accomplished her first step by earning an HSE last spring. She is now rising to the next step. She is currently pursuing a post-secondary education credential in healthcare.



Community Partnerships (continued)

Pipelines and Pathways to Reclaiming Careers

-Linda Cullen, ESL Services Coordinator



Between 2006 and 2017, The United States Citizenship and Immigration Services Cuban Medical Professional Program provided a pathway to a new life in the United States

for Cuban doctors and other medical personnel who were sent to work or study in another country. These professionals could apply at a U.S. embassy or consulate and request parole in the United States. Since 2006, over 7,000 Cuban doctors have come to the United States and about 240 of them are living in Lancaster County. Most of these Cuban doctors had to bypass English classes because they needed to work. Without English skills, they had to get jobs in warehouses, construction and the service sector. If learning English was challenging for them, how would they ever get on a path to reclaiming their careers in the United States?

Thanks to a new program at The Literacy Council, hope for many of these internationally trained professionals has been restored. It all started when Dr. Dan Weber, a retired OBGYN, returned from a visit to Cuba. Dan was determined to make a difference and saw this as a win for both the doctors and for communities in need of physicians.

The first group of Cuban doctors began studying English with Dan in 2016. This volunteer led group learned English in the context of a medical setting. In 2017, Lancaster Health Center (LHC) partnered with the National Institute for Medical Assistant Advancement. LHC was one of 5 health centers selected as an externship site for the National Institute for Medical Assistant Advancement (NIMAA). NIMAA offers an affordable, rigorous, seven-month education program that uses on-line Instruction taught by national experts, synchronous sessions that link participants across the US, hundreds of hours

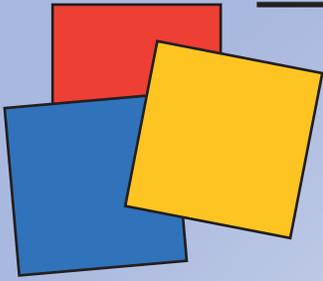
of textbook assignments while simultaneously working 240 hours in an externship. All program components were prerequisites to sitting for the NHA certification exam. The NIMAA program was the perfect fit for Cuban doctors to get on a career path in the United States; however, limited English proficiency would be a major challenge.

The Literacy Council received funding from the Pennsylvania Department of Labor and Industry in partnership with South Central PA Works and Lancaster-Lebanon Intermediate Unit 13 (IU13) to pilot Integrated Education and Training and the NIMAA class was the perfect fit. The Literacy Council provided an English as a Second Language teacher onsite to ensure that language issues were addressed.

Not only did all of the students complete the training, they got the highest scores on the final exam in the nation. This first cohort of five doctors did this while working full-time jobs. Thanks to the BB & T Economic Growth Fund through The Lancaster County Community Foundation awarded to LHC, the participants received a full scholarship for their training and now have jobs at LHC.

Thanks to the vision of Dan Weber, the backbone support of The Literacy Council and dedicated community partners, highly skilled immigrants and refugees can take the first step on a career path. Today, Dan's vision has expanded to preparation for the main pathway to be a licensed physician in the U.S. through the United States Medical Licensing Exam in partnership with Penn State Hershey Medical Center.





Highlighting Successes

Career Pathways Pipelines: Meeting Students Where They Are

—Bobbi Hurst, Student Services Coordinator

It was the beginning of June when I got a call from a client I will refer to as G.M. She was applying to The Ruth Matthews Bourger Women with Children Program (WWC) at Misericordia University. With all other necessary application materials submitted, she was feeling a sense of apprehension and fear relative to submitting the completed essay. There was a deadline: G.M. had about two weeks to complete the application process.

With a two week time-line, and G.M. still working, it was time to get creative with support. She emailed me a copy of her essay to review. At that point, it was about four pages long, so I emailed back with suggestions regarding what parts to eliminate, what to keep, and what needed to be re-worded. G.M. would edit the essay and re-send to me with changes and I would email back with more comments and suggestions. This was an on-going process.

As the submission deadline got closer, I insisted that we meet face-to-face for about two hours. G.M. came to The Literacy Council after work to focus on the final edits and to reduce the essay from what was now two pages to just one page, an essay focused on clear and concise responses to the topic questions, not too much, but enough to paint a comprehensive picture of a worthy college applicant. Again, the name has been changed to initials to protect her privacy.

What follows is the finished product:

"I am G.M., a Puerto Rican born single mother of a seven year old, a HACC college student, daughter, sister, co-worker, friend and citizen. English is my second language and I am striving to become fluent, confident and one hundred percent bilingual. I would mostly describe myself as being resilient and determined. I work hard to overcome the challenges of juggling full-time employment, childcare, and post-secondary education. With the majority of my immediate family in Puerto Rico, I have to find and utilize all accessible resources. I am determined not to give up on myself.

One quality I appreciate in myself is my desire for constant improvement in all aspects of my life: as a mother,

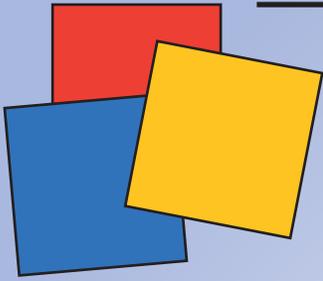
family member, friend, student, co-worker and citizen. This has been realized through parenting my daughter as a single mom, building relationships with friends for support, employment as an Office Assistant for the Out of School Youth Program at Careerlink, promotion to a coordinator position, and finally, my attainment of 30 credits and Dean's List at Harrisburg Area Community College in the Social Sciences program.

Another quality I appreciate in myself is my humanitarianism. I believe all people in this world have value and purpose. I worked with a student in the Out of School Youth Program who was homeless and a mother of three children all under the age of five years. Her welfare and the welfare of her children were important to me. I supported her efforts to change her life and she did. She is now studying for a GED, is in transitional housing, has a full time job, and is taking care of her children.

The quality I appreciate the least in myself is that sometimes I get overwhelmed and fearful about situations. I want to be able to think more about a problem before I react emotionally. For example, in January 2018, I allowed myself to become overwhelmed and fearful about the application process for Misericordia. I did nothing. I became immobilized by my fears. But then, I started to think more about my daughter and her well-being, and less about myself. More thinking, less reacting.

My goals for the future are ambitious, but, I think realistic. First, I want to continue to be a positive force, build a stable and secure life and be a role model for my daughter. Second, I want to continue building relationships and using support systems so I can think less about basic needs and more about goals and dreams. And finally, I want to complete my Bachelor's in Social Work and also, continue to my Master's degree and licensure."

G.M. clicked SUBMIT and the rest is history. I have reached out to G.M. a couple of times by phone and email, again, to meet G.M. where she is now, a matriculated student in the Ruth Matthews Bourger WWC at Misericordia University. She is into her mid-term exams and reporting that all is well.



Highlighting Successes (continued)

LCLL Intern Success Story: Roger Van Scyoc

When I graduated from Lebanon Valley College in 2013, I wasn't sure what the next step was. I studied hard. I played on the tennis team. My professors and classes were great. I enjoyed school and felt like I didn't want to leave.

But then came graduation, walking across the stage and stepping off into the real world. College does it all can to prepare you for "the real world," but no amount of speakers, internships and career services can replicate an actual career. Experience really is the best teacher.

A close second is Cathy Roth. I met Cathy, the Student Services Coordinator in Lebanon, while looking for volunteer opportunities after graduation. When I first came to the Literacy Council, she immediately welcomed me and made me feel at home. I started teaching classes shortly afterward. She gave me the materials, support and guidance I needed at every step in the process. I always felt comfortable asking her for help.

Then there were the students. They came from everywhere. I loved learning about their countries, their cultures, what foods they liked – especially the last part. They impressed me with their wit and aptitude for learning another language, particularly one as hard as English. I admit that I was – and still am – jealous of their ability. More on that later.

Motivation plays more than small role in their success. They're in a foreign country. They work hard. Many have families. Despite this, or perhaps because of it, they still came to class after they clocked out. I didn't know about hard work until I met them.

It wasn't all work though. During class, we had fun. We played games. We talked a lot. We had a food day for one of my final classes at the Literacy Council where

everyone brought in a food from their country. Outside of class, we participated in community activities through the United Way. Before I knew it, one month had turned into a year.

After my experience in Lebanon, I went to graduate school at Penn State and completed my masters program this May. While I completed my masters, I volunteered with the Mid-State Literacy Council in State College, PA, teaching ESL classes and meeting students and teachers from around the world. That experience led to position with AmeriCorps, the domestic version of the Peace Corps, and I was able to do what I love – teaching English – while finishing up my degree.



Now, I'm writing this letter from Korea, my birthplace, where I recently began teaching English in two middle schools and one high school. On the weekends, I go hiking with my friends or have some adventure exploring a new place and getting reacquainted with my homeland. Each always involves food.

Meeting Cathy and volunteering at the Literacy Council was one of the best experiences to happen to me. For graduate school, for volunteering again, and now for teaching abroad, Cathy wrote me a reference and took time to help me reach my goals. She's been a great mentor and friend. I'm lucky to have met her.

When we have the right words, even just a few, we can survive, even in a place where the language or culture is different. After living in America for so long, I'm living that experience now.

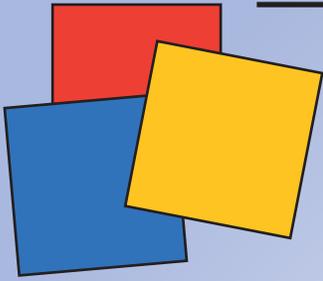
These days, I'm looking for classes similar to the ones I taught back in the U.S. For example, I recently enrolled in a Korean study group. If it's anything like the experience I had in Lebanon, then I'll count myself lucky once again.

LCLL Intern Success Story: Genevieve Spears

From my first day as an intern at the Literacy Council, I felt welcomed and valued as a member of the team. I was assigned projects that challenged me and broadened my perspective of the world. I had the

unique opportunity to lead a class of three women who had recently resettled in the United States. These women spoke no English nor did they share a common language.

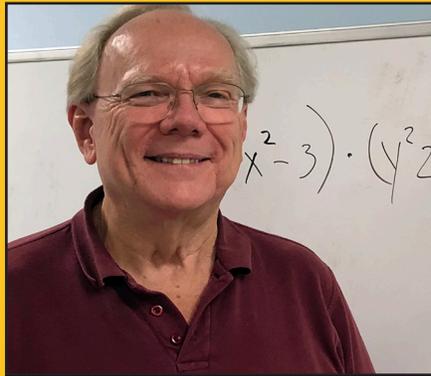
continued on page 10...



Highlighting Successes (continued)

Pastor Ron Ludwick: Math Tutor –Jonile Miller, Lebanon Office Manager

Pastor Ron Ludwick has served The Literacy Council as a volunteer since 2014. He teaches pre-HSE math in the Lebanon Careerlink Building. Ron typically teaches a small group consisting of 1 to 6 students. Several of his students have been recognized for their achievements. Two students were invited to speak at a political gathering concerning adult education about their learning experience and their continuing plans to reach their goals. Ron was in attendance and even though he would not take any bit of credit for their accomplishments, he did look very proud. One of his greatest joys is when one of his students has that “aha” moment after working hard to master a mathematical concept. This is reward



enough for the pastor of the Lebanon Church of the Brethren who spends 2 afternoons a week teaching the most difficult of all subjects, math. As he says, “The rewards are incalculable.”

A very humble man, Ron has two children and five grandchildren. He enjoys teaching math and the occasional round of golf. His favorite activity is singing in a male quartet, Zion Choral, and also the Messiah College Choral Arts. He also volunteers at Lebanon County Christian Ministries, and is a member of RSVP, a volunteer organization. He’s a very busy man that the students feel lucky to have in their corner.

Volunteers Making an Impact: A Fresh Start for Latin American Medical Professionals –Jane Myers, Volunteer Services Coordinator

In 2016, Dr. Dan Weber approached the Literacy Council of Lancaster-Lebanon with a proposal to serve a group of newcomer professionals. The class is still going 2 years later. Dr. Weber, Sylvia Shellenberger, Richard Shoup (both Sylvia and Richard are Literacy Council volunteers), and students from Franklin and Marshall College meet every Thursday to study medical terminology, simulate patient care and cases, update resumes, and practice medical entrance exam questions.

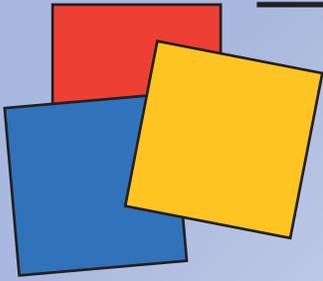
In addition to the medical class, the students meet individually with volunteer tutors to work on improving their English language skills. While the majority of the students are employed full time in a variety of positions outside the medical field, their goal is to return to the medical field in some capacity. In 2017, 12 students completed the medical

class, another group will finish in December, 2018, and a third group will start January, 2019. Two students stated: “This program helps us feel better about ourselves.” “This program is food for the soul.”



Since the inception of the class, students have gone on to Medical Assistant training and employment and Certified Nursing Assistant training. Future opportunities include Registered Nurse training, bilingual patient navigation, and entrance to a preparation group at Penn State Health Milton S. Hershey Medical Center for the USA medical licensing exams. Dan, Sylvia and Richard along

with student volunteers from F & M College exemplify the spirit of a volunteer led project supported by a backbone organizations that empowers newcomers to reclaim their careers.



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. (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 nine years, the program has expanded in both counties. Through grant funding,

the Literacy Council has been able to offer the Imagination Library program at various locations 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 over 900 children. Currently, there are 502 active participants (combined number from all of the zip code areas administered by the Literacy Council), and 433 children have graduated from the program (meaning they reached age 5).

Running the Imagination Library Program through the Literacy Council is not FREE. Administrative costs exist each year, and we continually seek additional grant funding to both support existing zip code areas and expand to other areas that wish to have the Imagination Library Program available to children.

For more information, please visit the Imagination Library website: imaginationlibrary.com.

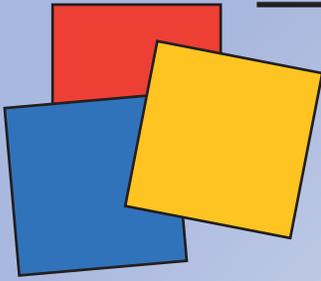
For questions specific to the areas served by The Literacy Council of Lancaster-Lebanon, please contact Ilsa Powell Diller at 717-295-5523 or ilsa@getliterate.org.

Genevieve Spears (continued from page 8)

It was my responsibility to teach them basic English: days of the week, months of the year, their address, their phone number, and how to tell time. Even without sharing a common language, we connected deeply and made progress in our lessons. I learned as much from Gulbashara, Mue, and Xiomara as they learned from me. I carried experiences and lessons from the Literacy Council with me when I graduated college and found myself teaching Kindergarten in a low-income school in Memphis. The experience of moving to a place where I knew no



one and starting a new job was extremely humbling. I often thought of the women from my class and their courage and resilience. I am now pursuing my Masters in Social Work at the University of Memphis where my experience at the Literacy Council is still relevant. Social work is about helping people and communities thrive, as the Literacy Council does every day. While it has been nearly four years since I was a team member at the Literacy Council, I like to think that I bring a part of their work with me to my daily experiences.



Thank You: Our Volunteer Tutors

Lancaster County

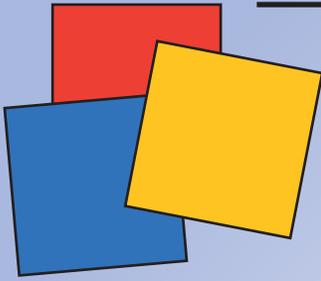
Diane Adams
Barbara Andersen
JudyKay Bard
Amberly Barker
Amy Bauman
Rebekah Bell
Beth Bert
Keith Bert
Bev Birk
Glenda Broad
Philip Buckwalter
Frank Carano
Mike Carle
Peggy Cascieri
Sheila Cohen
Diana DeLucca
Joel Eigen
Steve Eisner
Brian Elliott
Mark Eppler
Susan Evans
Lori Finley
Duane Finley
Maria Frego
Lauren Fye
Tom Gates
Lisa Gautsche
Dianna George
Tina Glanzer
Barbara Glass
Philip Golden
Carol Gore
Al Gore
Theresa Grosh
Peggy Hall
Gloria Hartley

Denise Haun
Ralph Hawk
Cindy Herr
Marita Hines
Gary Hobday
Carol Hobday
Gene Homan
Milton Hostetter
Linda Johnson
Diane Kalata
Carmie Keiser
Jane Keller
Jeanne Kelly
Donna Kline
Mary Jo Kline
Diane Klos
Peter Koffler
Ann Kramer
Kim Kreamer
Debbie Kressig
Danielle Kulicke
Laura Lane
Amy Laughlin
Kathy Ledzinski
Roxanne Lehr
Judy Logan
Marcie Mack
Michelle Mann
Catherine Miller
Jane Myers
Denni Nail
Deb Nehlig
Jaci Nicely
Rita Nutter
Jim O'Connor
Becky Olson

Ellen Patton
Ron Pawling
Anne Peiffer
Suzanne Platt
Marilyn Raymond
Susan Richman
George Rosenstein
Susan Ruhl
Bonnie Shaffer
Carol Shane
Edward Shane
Monica Shannon
Sylvia Shellenberger
Samantha Shibley
Richard Shoup
Lois Silver
Stewart Smith
Jan Snyder-Hess
Laurie Stephenson
Jeri Stumpf
Brett Swailes
Marlene Usdin
Bethlyne Vanella
Lenore Vargo
Chris Wagenseller
Mary Wallace
Dan Weber
Jill Weisberg
Ruth Welch
Bob Wenger
Jennifer Willemin
Katherine Willems
Holly Williams
Jane Woodward
Deb Zimmerman

Lebanon County

Milton Cruz
Marsha Elliot
Kathleen Eschenfelder
Debra Ginder
Diane Gottlieb
Barb Grandia
Pat Harris
Joseph Hewitt
Cathy Large
Ron Ludwick
Ira Lydic
Del Roth
Janet Stauffer
Randy Swope
Admary Vargas
Roberta (Robin) Welte
Diane Williams
Amy Zinn



Thank You: Our Team

Board of Directors 2017-2018

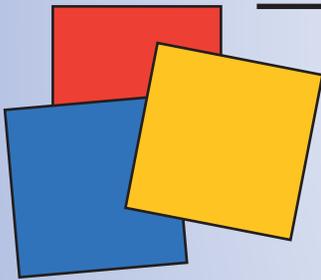
Rich Frerichs, President
Ashley Garcia, Vice President
Dave Diffendal, Treasurer
Eric Lukenbaugh, Secretary
Scott Cole
Willa Freer
Martha Guaigua
Sreeni Jakka
Mary Edith Leichliter
Heather Sharpe
Sandy Strunk
Marlene Usdin

Staff

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

Adjunct Teachers

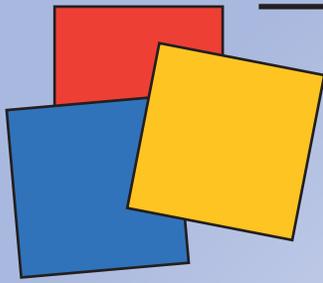
LynnMarie Blackman	Kerry Hurst
Laura Crocker	Sue Kurtz
Bernard Clarke	Sandy Osborn
Barbara Dorozynsky	Crystal Sload
Steve Hess	



Thank You: Our Community Partners

SACA/Tec Centro
Lancaster-Lebanon IU13
United Way of Lancaster County
United Way of Lebanon County
Lancaster County Community Foundation
Lancaster Sunshine Rotary
Lancaster Rotary South
Lebanon Rotary
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
Lancaster Health Center
Bertz Hess
Mountville Library
Doug Lamb Construction Company
La Placita
Industrial Resolution

Lancaster Workforce Development Board & The Lancaster
CareerLink
South Central PA Works & The Lebanon CareerLink
The Factory Ministries & The Together Initiative
Columbia Life Network
Elizabethtown Brethren in Christ Church
Harrisburg Area Community College: Lancaster Campus
Harrisburg Area Community College: Lebanon Campus
Lancaster County Career and Technology Center: Willow
Street Campus
Millersville University
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
Grace Lutheran Church
Columbia Library
School District of Lancaster
Eastern Lancaster County Library

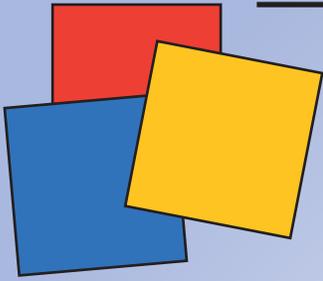


Thank You: Our Donors

Maria & Manny Alvarez
Jay & Patricia Anderson
James Armstrong
Shelley Armstrong
Sandra & Harvey Asher
Michelle & Richard Atwater
Amme Bair
Richard & Charlene Bair
Donna Baum
Amy Bauman & Seth Katz
Patricia Beamenderfer
Nancy Becker
Laura & Mic Bender
William & Elaine Benner, Jr.
Richard Bidgood
Patrick & Jane Blaser
Amy & Andrew Bockis
Megan Bollinger
Flere & Paul Bomba
Bob Borden
Robert & Anne Bowman
Susan Bowser
Robert & Diane Boyd
Terri Bridgwater & Jim Beidler
Jean Luc & Marianne Brigand
Glenda Broad
Zane Brown
Jason Burkhardt
Francis Byrne
Alan Caniglia & Janneke Vanbeusekom
Molly Carney
Amy & Richard Carroll
Vicki Carskadon
Peggy Cascieri
Lauri Castillo
Valerie Chevalier
Bernard & Lisa Clarke
Scott Cole
Eden Cohen
Sheila Cohen
Forrest & Kathryn Collier
Vincent Collier, III
Jessica Cox
Christine Crocamo
Beth Crosby
Marcille Crossland
Linda & Paul Cullen
Jeanne Daubert
Claude & Donna Dencler
Luisa DeSouza & Melanio Bruceta
Ravinder Dhallan
Diana & Greg Diehl
Ilsa & Michael Diller
Karen Donovan

Caitlin Downs
Diane Duell
Robin Dum
The Lawrence H & Elizabeth S. Dunlap
Foundation
Jim Eby
Karen & Menno Eby
Margaret Edkin
Joel Eigen
Steven & Marylou Eisner
Carole & Dana Ellenberger
Helen Esbenshade
John Esbenshade, III
T'rese Evancho & Joseph D'Amato
Bede Fahey
Barbara Fernandez
Miriam Fletcher
Michele Foley
Shirley Fortna
Cornelia Foster
Richard Frerichs
Nora & Scott Frick
Christine Gable
Ashley & Fernando Garcia
Adam & Isabel Gehr
John Gehr
Marjorie Gerhardt
Joe & Bethany Getway
Sherry Getz
Demetra Giourtis
Alan Glazer
Mary Glazier
Phillip & Melissa Golden
Lucila Gomez
Vaughn & Joyce Good
Darlene Graham
Irwin & Harriet Gribetz
George & Deborah Groleau
Martha Guaigua
James Haines & Rebecca Olson
Cherise Hamblin & Shaun Murphy
Peggy & Tom Hall
Mary & Chuck Hansen
Tod Harach & Steve Somers
Jeffrey Hawkes & Beth Oberholtzer
Marjorie Hazeltine
Charles Helm
Melvin & Laura Hess
Wendy Hess
Cheryl & Mark Hiester
Eugene Hilton & Marita Hines
Thomas & Fran Hopkins
Milton & Barbara Hostetter
Laura Howell

Alace Humphreville
Barry & Kerry Hurst
Jorge Intriago & Carmen Guaigua
Jasmine Jackson
Diane Kalata
Elizabeth Kamp
David Karl
Eleanor Kauffman
Suzanne & Barry Keener
Robert & Janet Kehrli
Sheila Kelley
Jeanne R. Kelly
Dana & Kathleen King
Diane & Dennis Klos
James & Linda Kopf
Carol & Barry Kornhauser
Marcia Kreider
Robert & Ann Krissingering
Charles Kulicke
James & Penny Kulp
Sanford Hyson & Thomas Latus
Katherine Ledzinski
Myrna Lee
Mary Edith & Michael Leichter
Debra Lenssen
Scott & Giovanna Lerner
Liliana Leyva Blanco
Christine Light
Trish & Jerry Link
Eric & Rebecca Luckenbaugh
Marcie Mack
Linda Mamourian
Jill & Louis Marotti
Nancy Marshall
Cathy Martin
Heather McCarthy
Marjorie McCarthy
Katherine McClelland
Rosemary & Walter McDonough
Catherine Miller
Phil Miller
Susan & Jerry Miller
Lietta Milton
Carlton & Helen Moe
Patricia Mogan
Anne M. Montgomery
Allen Morehead
Kerry Mulvihill
John & JoAnne Murphy
Jane Myers
Dennis Nail
Marvin Nicoleau
Melissa Olson
Frank & Anne Orban



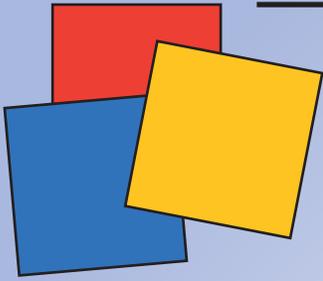
Thank You: Our Donors (continued)

Patricia Pacheco
Eric & Anita Parker
Ellen Patton
Margaret Patton
Edward & Anne Peiffer
Christina Peterson
Terry & Lisa Pfautz
Richard & Sylvia Powell
Bonnie Rannels
Jennifer Redmann
Cynthia Reiff
Gerald & Mary Alice Ressler
Luisa Restrepo & Frederick Curcio
Julie & Brett Rhoads
Linda & Samuel Rice
Katherine Roark
Alexander & Claudette Roca
Daniel Rodriguez Bauza
Jesus Rodriguez & Arielys Rivera
Amy G. Roe
Daniel & Susana Rohrer
George & Harriet Rosenstein
Cathy & Del Roth
Ruth Ruby
Beth Runkle
Ronald & Karen Sahd
Sandra & Ricky Sattazahn

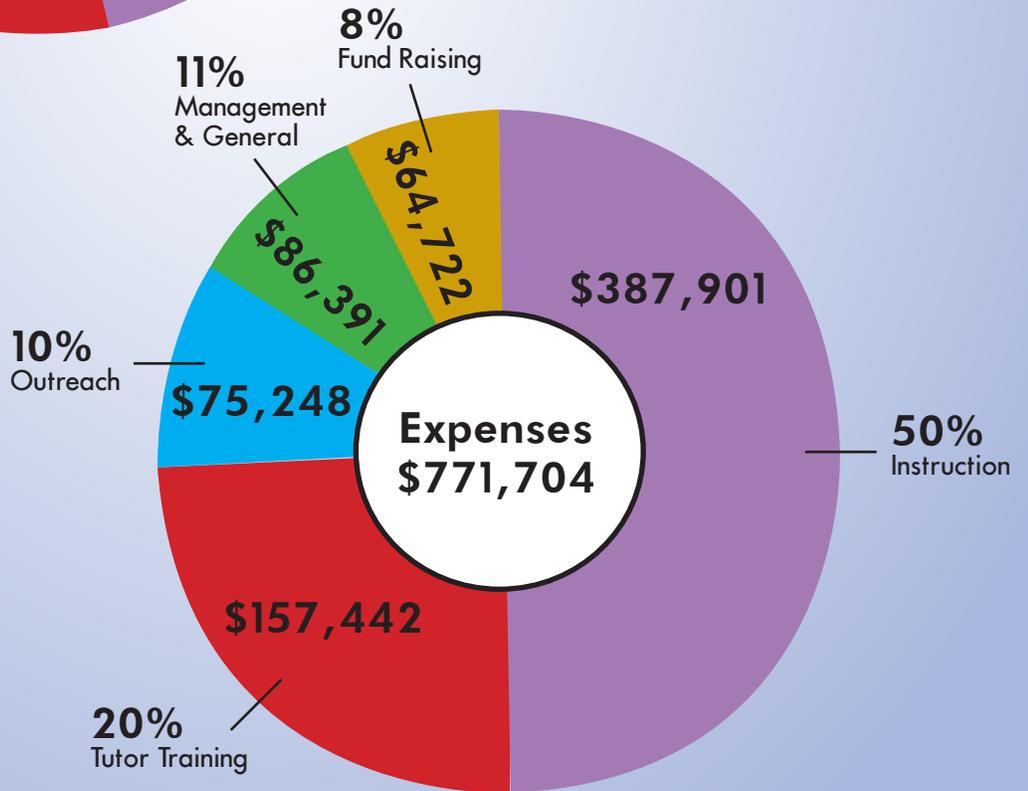
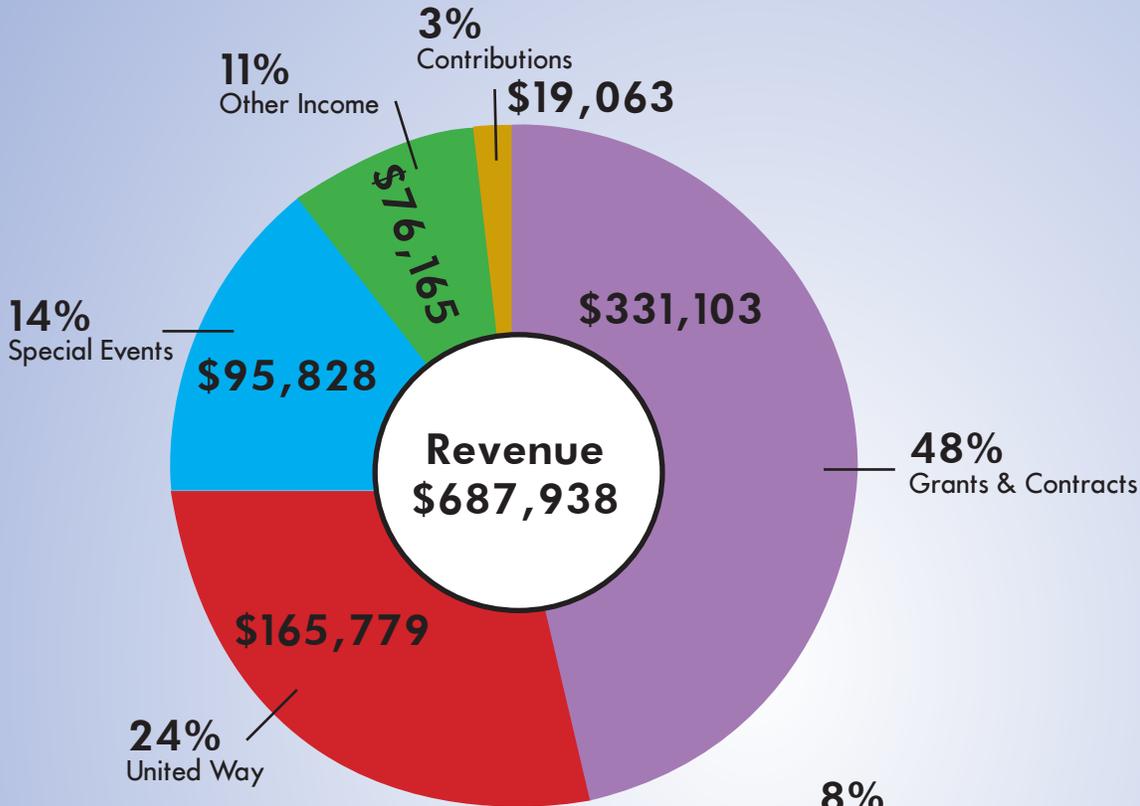
Chuck Sawicki
Karen Scheid
Elizabeth Schott
Sue Seevers
Nicholas & Jean Selch
Nancy Sharp
Heather Sharpe
Larry & Alison Sheaf
Michael Shellito
James & Dawn Shultz
Patricia Shinkosky
Jennifer & David Silbert
Miguel Silva Rodriguez
Lois Silver
Patricia Silveyra & Darryl Zeldin
Michael & Jeanie Small
Michael Sobkowski
Emmanuel Sotomayor & Aurora Bosch
Stephanie Stauffer & Kelly Williams
Dan & Georgia Steinbacher
The Steinman Foundation
Joan S. Stemen
Grier & Ellen Stephenson
Charles & Laura Strouphar, Jr.
Sandra Strunk & Willis L. Shirk
Luke Sureth
Glenda Synodinos

Stanley Szalak
Margaret Rose Tassia
David Taylor
Alan Tobie
Genevieve M. Tvrdik
Sara Urner
Glenn & Marlene Usdin
Angela Valli
Bethlyne Vanella
Edelmi Velazquez
Dorothy Vertti
Ed Vondran
Kathleen Wasong
Anna Mae Weaver
Dr. Daniel Weber & Nina Castillo
Judith Weber
Karen & Bob Weibel
Carol Weissert
Barbara Williams
Holly Williams
Darlene Wingert
Alan & Katherine Worley
Nancy Yoder
Kristine Young
George Zalalas
Lora Zangari





Financial Report



2017-2018 expenses were budgeted and offset by planned use of cash reserves.



THE LITERACY COUNCIL
OF LANCASTER-LEBANON



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

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.facebook.com/getliterate

www.getliterate.org



[@getliterate](https://twitter.com/getliterate)