



The Literacy Council  
of Lancaster-Lebanon

# The Literacy Line

Winter 2023

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Literacy & Learning  
*Success Centers*

Lancaster | Lebanon

**The Literacy Council of  
Lancaster-Lebanon**

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The Literacy & Learning Success Centers, a service of  
The Literacy Council of Lancaster-Lebanon.

## Meeting the Demand – Our Next Big Challenge

**Cheryl Hiester, Executive Director**

As 2022 comes to an end, we want to share some news with our friends – good and bad.

The good news: Students are coming back in bigger than expected numbers! The Lancaster and Lebanon centers are welcoming students to classes and tutoring – both in person and remotely. Students are accessing services, they are working hard, learning and meeting their goals. Our community of teachers, tutors, and students is growing and thriving.

The bad news: Public funding is not keeping up with the demand for our services, and not just locally.

On December 13, ProPublica published a very rare article on adult literacy in the US (<https://www.propublica.org/article/literacy-adult-education-united-states>). **A fifth of American adults struggle to read. Why are we failing to teach them?** The nation's approach to adult education has so far neglected to connect the millions of people struggling to read with the programs set up to help them.

Here in Lancaster and Lebanon counties, our funding from the PA and US Department of Education funds us to serve 260 adults through June 30. We are already at 88% enrollment. We strive to ensure that anyone seeking education services gets a seat and this year, it will be a big lift for us. We must rely more heavily on local support to ensure that all students who seeks services can get a seat in our program.

Your investment as a funder and donor provides access to free adult literacy and basic education to any adult in need – no strings – just a high-quality educational experience. As you consider your end of year contributions, please consider investing in The Literacy Council of Lancaster-Lebanon.

In addition to funding, we also need volunteers to work directly with students who are ready to build their skills for success at work, at home and in the community. Volunteers can work one-on-one with a student, work with a small group, or provide assistance to students enrolled in a class. It is a highly rewarding experience. If you live in Lancaster County, contact Jane Myers ([jane@literacysuccess.org](mailto:jane@literacysuccess.org)). If you live in Lebanon County, reach out to the newest member of our team, Maribel Gonzalez ([maribel@literacysuccess.org](mailto:maribel@literacysuccess.org)). They cannot wait to hear from you!



**Save the Date: May 22, 2023**  
**Lebanon Country Club**

<https://bit.ly/LinksForeLiteracy2023>

## ExtraGive Sparks the Spirit of Giving for the Holidays

**Erika Otthoffer, Adult Student Assessor and Kat Ludlow, Student Services Coordinator**

# EXTRA™ GIVE



The spirit of giving is alive and well around the holiday season and in Lancaster. Lancaster County engaged in a day of giving through the 11th annual Extraordinary Give (ExtraGive) event sponsored by the Lancaster Community Foundation. ExtraGive was celebrated for 24 hours on Friday, November 18th with 452 total local organizations participating.

Thank you to everyone who donated to The Literacy Council of Lancaster-Lebanon during ExtraGive 2022. Our donation amounts were up, and we had 21 new donors! We are so grateful for the support of our community.

The Literacy Council of Lancaster-Lebanon spread the word about our mission and services for students and how the community can contribute to our integral work through social media and community outreach on the day of ExtraGive. Kat Ludlow and Erika Otthofer represented The Literacy Council through a tabling event at Zoetropolis Cinema Stillhouse in Lancaster City. A special thanks to Kat for coordinating this opportunity for outreach! Kat and Erika enjoyed the opportunity to speak to members of the community about our educational services and support for immigrants and refugees learning English and GED students pursuing their GED/high school equivalency.

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Erika: The ExtraGive event was a valuable opportunity to make the community aware of the services that The Literacy Council offers to adult learners from Lancaster and Lebanon counties. In my role at The Literacy Council, I intake, orient, and assess new and current students in our program, so it was great to have Kat represent our organization from a different perspective as an ESL instructor and the refugee services coordinator. I enjoyed enlightening others about our work to educate immigrants, refugees, and GED students and the impact that adult education has on their personal and professional growth. We had a few individuals sign up to volunteer as tutors and many people took brochures to share with their neighbors, friends, and community. It was exciting to see people willing to spread the word. We also connected with other social-service oriented non-profits in Lancaster tabling at the event to hear about their mission and how it aligns with ours. I hope that in the future, we can reach out to more individuals in the community that can benefit from adult education and collaborate with other nonprofits in Lancaster.

To me, the spirit of giving is about selflessly taking time and effort out of our lives to share with others. This sharing can be as simple as a smile, a kind gesture, or giving time to someone that needs our support or a listening ear. The most meaningful, genuine gifts given come from within our hearts. Our time and talents are just as valuable as money. Education is a gift that many of us are blessed with that we feel empowered to share with others. I am grateful that at The Literacy Council, we have the pleasure of educating and empowering our students to gain success for lifelong learning and learning for life. As one of the first faces that students meet at The Literacy Council or the “teacher” that gives students their test in their classes, I strive to give patience, empathy, and a listening ear. It is insightful to learn about students’ lives, successes and barriers, unique cultural experiences, and their perceptions of Lancaster and American culture. It brings me great joy to see that students feel comfortable enough to share their experiences, seek out ways to expand their knowledge of the English language, and pursue new opportunities to learn in and outside of their English class.

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**Happy Holidays and Best Wishes for a Happy and Healthy New Year!**





## Christmas Tree Lane Event

*Ilsa Powell Diller, Outreach and Resource Coordinator*

The Literacy Council of Lancaster-Lebanon (LCLL) is one of 100 local non-profits participating in the 2022 Christmas Tree Lane event at Clipper Magazine Stadium. To participate, the LCLL tree was sponsored by Executive Coach (thank you!) and decorated by LCLL staff. Christmas Tree Lane is open to the community on select nights December 1 – December 23. As you stroll through the aisle of trees in the breezeway, you will see that each tree has a unique QR code. When you find the non-profit(s) you wish to support, simply scan the QR code and donate a \$1. That's it! All non-profits will receive all the donation money for their specific tree, and the three non-profits with the highest votes will win an extra prize—\$1,000, \$750, and \$500 respectively.

Christmas Tree Lane is a great holiday activity to do with your family. Check out the Barnstormers website at [www.lancasterbarnstormers.com](http://www.lancasterbarnstormers.com) to see the event schedule and learn more about the event. If you can't attend in person, you can purchase votes for LCLL through this link: [www.lancasterbarnstormers.com/product/executive-coach-literacy-success](http://www.lancasterbarnstormers.com/product/executive-coach-literacy-success). Please share this link to help support The Literacy Council get as many votes as possible. As always, every vote counts!

## ExtraGive (continued from page 2)



Kat: It was a great night to be out and about representing The Literacy Council for ExtraGive, especially in a place such as Zoetropolis Cinema Stillhouse who continuously strives to support and advocate for the city's local non-profits. While the magic that is ExtraGive may only come one day a year, the spirit and purpose that drives the give is a lifetime and daily commitment for so many. This is what I saw to be the common thread that tied all of us together that evening. Being surrounded by other community organizations that had an equal amount of purpose and energy that Erika and I brought as representatives for The Literacy Council was inspiring!

To be able to share that night about my work as a teacher and those amazing adults who make up our program was just another reminder of why I teach. There was an excitement for many of those that did not know that the majority of our students are recent refugees whose lives have been impacted by our classes. Our students continue to constantly amaze me with their dedication and perseverance within our program. It was an honor to be able to share the mission and importance of The Literacy Council that night. The passion that motivates us as teachers was evident with every new conversation. To be able to share firsthand knowledge of how a class has the potential to change lives for the better was the takeaway for the evening for many. I know that The Literacy Council is making a huge impact in the lives of our students since I have the privilege to see successes every day in the classroom. There are days that a student who is learning to read may only be able to process one sentence in class, but this accomplishment is celebrated by all. Every step no matter how small is a success.

To me the spirit of giving just lies in the simplicity of just being kind and remembering to laugh. Life is so short and hard enough already we might as well make it as easy as we can for one another. Kindness looks different to each of us but whatever that is to you, set the intention to be that at least once a day. Over time it just becomes part of who you are, and it really is just that easy. There is so much that we share when we are able to give the gift of laughter to others and to ourselves. Especially when we can laugh at ourselves which is the gift that my students give to me each day. A laugh is understood and felt no matter what language you speak in, and it fills the heart with joy. That one moment of joy can be all the difference to just one person in the world that day.

The relationships we continually form with our students and the community are truly priceless. We collectively learn to consider the needs and gifts of others, while valuing individuality and culture and striving for academic and professional progress, embracing differences, and finding common ground. Our spirit of giving is a constant element that defines who we are and what we do at The Literacy Council. We wouldn't have it any other way.





## **The Hardest Part: HK's Leap of Faith**

***Megan Goerner, Student Advisor***

The “leap of faith” is often the hardest part of any journey. One must decide to jump from a cliff, hoping to land on softer ground. HK knows the leap of faith, all too well. As a man, with a wife and a child, he watched his own military slaughter friends and family who were pursuing democracy. “My family and I ran from place to place and ended up resettling to the United States for the safety of our lives and, more importantly, for the future and education of our little girl.” HK, and his family, resettled in the United States in December 2021, knowing that he “never wanted to restart his life from zero” but he “did not have other choices.”

As most students find, rebuilding is a long process. HK is working to stabilize his income and expenses with little money to put aside. He has a full-time job with the responsibilities of a father, husband, and English language barriers to overcome. “I never thought language would be a barrier, as I was not a complete stranger to English, but there were shocking moments when I didn’t understand most of what people said and what I spoke was not understood due to limited proficiency, thick accents, and imperfect pronunciation.”

HK enrolled in our virtual evening program to improve his English. As he worked on his English, he also worked on the goal of going to college. “I believe that an investment in education yields greater return as I want to get to another level in my work and professional career. I have noticed that the United States has a lot more opportunities (fields of study, mode of delivery, flexible schedules, aids and organizations that support education) and you just need to find the right opportunity that fits your lifelong journey.” As his English improved, he worked on getting his diploma evaluated. “Because I came to the United States unprepared, I did not have a chance to carry my original educational certifications, but thankfully The Literacy Council and IU13 helped me get my education evaluated, which led to me being accepted for admission to Millersville University.” As of now, HK plans to study Business Administration in the 2023-2024 school year.

As he comes to this exciting part of his journey, he faces yet another crossroads as he will have to “carefully allocate not only my time but also my energy to learning and work.” He will also face the financial challenges of paying for university but there are opportunities to pay for college through grants, scholarships, and loans. HK plans to work with the financial aid office at Millersville University and he will complete the Free Application for Federal Student Aid (FAFSA). This application is very important as in recent years there are claims that billions of dollars have been left unused for college education.

HK has been a great inspiration to me, but he thinks he is “way underqualified to inspire others.” HK, you are exactly what inspires the world. You went from a world that you knew from birth to a completely foreign land. In a year, you found work, improved your English, and are looking at attending college. You are making your dreams come true, one step at a time. I think those reading this will be inspired by your leap of faith and maybe it will help someone decide to change their life too. I wish you all the best and special thanks to you for sharing your life and story with me.



## **Kudos to the Success Centers Staff!**

***Jenny Bair, Program Director***

Although we are only halfway through the program year, we have already enrolled nearly 90% of the students we are contracted to serve. This is an amazing accomplishment! An achievement like this is the result of one thing: a hard-working and dedicated staff!

Thank you to all the staff for making the Success Centers a place where students want to connect, learn, and meet their goals...a place where tutors want to engage, teach, and invest in their students' achievements. And, for showing every person who comes to our programs that they are welcomed, valued, and respected.

I am sincerely honored to work with...put out fires with...chat with...sigh with...sometimes weep with...and often giggle with this truly incredible group of people!

## **Eighteen Students from Seventeen Countries**

***Jane Myers, Volunteer and Tutor Services Coordinator***

Sitting in my kitchen one evening and whining about writing another newsletter article, my husband, who did not want to hear it, asked me about my day. I began talking about my class and a new student from Mexico. At some point in the conversation, I realized that I was teaching a class of 18 students from 17 different countries. I knew, at that point, what I would contribute.

I asked my students if they wanted to participate in an activity, and if so, to email me their feelings about being in the US. There was no pressure on them. I told them to be honest and to share both the good and the bad. The following quotes are from a few of the students who gave me permission to share their feelings with you.

Teresa/Cuba: "My English class is a special place where our unique goal is communication in the same language, but on the other hand, our cultural diversity lets us offer richness to the class. Professor Jane teaches us about culture, traditions, and how this nation was built by immigrants. Literacy Council teaches me from what is a penny to how to apply for a job. Thanks for the opportunity to share my experience."

Juana/Dominican Republic: "I have been living in this country for three years, and although I never imagined living outside of my beloved country, sometimes there are opportunities that we must take advantage of. I came to this country for my daughters, and I hope they know how to take all the positive things this nation offers for their development. I am very happy and grateful to be here."

Jackie/South Korea: "I immigrated to the United States last February. My mother is a US citizen, so she invited my siblings and me. Because I had plans for immigration, I sent my three children to the US many years ago. Now two of my children are in college and one is in high school. I had expectations rather than fear of immigration. But I realized my English is too poor day by day. What I miss about Korea is my credit standing. In Korea, my credit and financial status were good, but in the US, I have to start from zero again. I want to study hard so that English is no longer my obstacle in settling down in the US." (Jackie works full-time and is building her credit rating.)

I am grateful to be part of a welcoming community and to have 18 students from 17 countries who illustrate how diversity and culture contribute to the richness of our class.

## **Changes in the HiSet Test**

***Amanda Ruth, Program Coordinator***

In late September HiSet changed its look. The creators of the HiSet test had been ETS, and they were the ones that originally brought the HiSet test to Pennsylvania. With the introduction of the HiSet test to PA in 2016, there was an option for a paper-pencil test again. When GED® updated in 2014, Pennsylvania was left without such an option.

With the change in publishing companies, HiSet can be found at a new website [www.hiset.org](http://www.hiset.org). Students that had created an account before need to make sure that they log-in to the new website so that they can update their account. The new website has numerous resources that students, teachers, and tutors can utilize. The change in companies has not come without a few hiccups along the way. The paper-pencil tests that students have taken since October have been slow to be graded and returned, but tests can still be scheduled and taken.

If you or someone you know is interested in taking a high school equivalency exam, both the HiSet and the GED test are available to help you earn your high school equivalency certification. Both tests are rigorous and if you have additional questions or are interested in preparing for your test, please consider coming to the Literacy & Learning Success Centers in Lancaster or Lebanon to sign up for one of our class options.

For more information about our services in programs in Lancaster and Lebanon counties, visit our website at [www.literacysuccess.org](http://www.literacysuccess.org) or call us at 717-295-5523.

## Welcome Maribel!

**Jenny Bair, Program Director**

I am very happy to welcome Maribel Gonzalez to The Literacy Council team! Maribel joined our staff on November 7, 2022, bringing experience from various educational and community settings. She has already shown herself to be a fun co-worker and valuable member of our tutoring program team in our Lebanon office. Keep reading to learn about Maribel.

### About Maribel...



**Hometown:** Lebanon, PA & Utuado, Puerto Rico

**Childhood Dream Job:** Marine Biologist or Anthropologist or Criminal Forensic Scientist

**First Job:** Folding clothes at a sewing factory

**Education:** Bachelor's Degree in Behavioral Health Studies from Alvernia University

**Movie:** The Wizard of Oz

**Book:** *El Niño que enloqueció de amor* by Eduardo Barrios

**Guilty TV Pleasure:** I am an ID addict! I love to watch anything related to real-life crime investigations.

**Hobbies:** Traveling and learning other languages

**Music of Choice:** While I listen to just about any type of music, I tend to gravitate towards hip-hop.

**How do you live The Literacy Council Mission?:** Healthy individuals constitute healthy communities. I have always believed that it is never too late to learn, and I love to empower others to reach their full potential.

## ESL Goals

**Lauren Swartz, Adjunct Instructor**

A critical piece for adult learning is goal setting. It helps both instructors and students structure learning and plan out a stepwise process for goal attainment. Lauren Swartz, an instructor at The Literacy Council, shares an example of goal setting with her students for the 2022-2023 program year.

With the PLC trainings this year, I have made it a goal for my students to write an informative essay. We will practice peer editing as well. Our topic is Antarctica. The students worked very hard on creating topic sentences and conclusions for their essays. Editing is our next step in completing this goal.

Our trainings, on teaching skills that matter and professional learning communities, are guiding teachers to focus on skills that are integral to students' success. We are currently focusing on writing and social media skills which are very pertinent to adult education.



## ESL Resources

- **ESL Fast**  
<https://www.eslfast.com>
- **Word Wall**  
<https://wordwall.net/resource/6962230/daily-routines>
- **Memory Games**  
<https://matchthememory.com/dailyroutines2>
- **Games to Learn English**  
<https://www.gamestolearnenglish.com>
- **Live Worksheets**  
<https://www.liveworksheets.com>
- **Excellent ESL 4U**  
<https://www.excellentesl4u.com>



## Remembering Margaret (Peg) Cascieri and Dr. Sheila (Sherry) Royce *Cheryl Hiester, Executive Director*

Two notable people in adult literacy passed away in November.

**Peg Cascieri** was a long-time tutor at The Literacy & Learning Success Center in Lancaster. She taught math for more than five years and helped several students pass the GED test. The last student Peg tutored was Daniel Beiler. Daniel grew up in an Amish home and needed to get his high school equivalency diploma. He started the process before he volunteered to serve in Ukraine for a humanitarian relief organization. Peg tutored Daniel remotely while he was in Ukraine and helped him pass the test. Daniel was one of the speakers at our graduation celebration.

The staff knew Peg from her frequent visits to The Literacy & Learning Success Center. What many of us did not know was just how accomplished she was. Peg was a graduate of Lancaster Catholic High School who went on to earn bachelor's and master's degrees in Biochemistry from Penn State University and her Ph.D. in Biochemistry from Rutgers University. Peg worked for Merck Research labs in neuroscience, endocrinology, and immunology. She developed a drug for cancer patients to help soothe nausea during chemotherapy. Peg's husband was able to use the drug she developed during his cancer battle.

When Peg retired from her career, she joined our team as a volunteer teacher in 2016. In reading Peg's obituary, we learned that she enjoyed camping, hiking, photography, art and was, in fact, a talented pianist. Peg's sister told us that she was an accomplished gourmet cook.

Peg struggled with a serious and painful health condition that did not stop her from giving back. Jane Myers enjoyed working with Peg during her tenure as a tutor. Jane describes Peg as kind, generous, humble, and tough.

Rest in peace, Peg – we miss you!

**Dr. Sheila (Sherry) Royce** passed away on November 21, 2022. Since 1967, Dr. Sherry Royce was a leading figure in adult basic and literacy education in Lancaster and Lebanon counties, across the Commonwealth, and nationally. Her contribution to the field of adult learning has included her work as the Director of Adult Education at Lancaster-Lebanon Intermediate Unit 13 (IU13), her contributions as a researcher and professional developer with the Pennsylvania Department of Education's Bureau of Adult Basic and Literacy Education, her tenure as Treasurer of the American Association of Adult Continuing Education (AAACE), and her publication of thirteen adult basic education and English as a second language books published by the NY Times subsidiary, Cambridge Books, Fearon, and the Institute of Modern Languages. Dr. Royce was a leader in advocating for the importance of adult learning, creating resources for adult basic education, and empowering adults with low literacy to achieve audacious educational goals.

Dr. Royce began her career in adult education in 1967. A lifelong learner, she noted she frequently turned to education during times of stress. When her mother died in 1961 at the age of 58, Sherry enrolled in Millersville University. While working evenings toward a MS in Education, she was also employed part time as a tutor at the new Lancaster County Reading Center in East Petersburg. In 1967, two new education programs were introduced within the Lancaster County School District. Given the choice of heading an in-school Learning Disabilities program or building a federally funded Adult Basic Education program, Sherry chose the latter. The program, then entitled Adult Basic Classes, was approved by the School Board on September 13, 1967, with a first-year budget of \$17,025. Five classes were established in Ephrata, New Holland, Elizabethtown, Columbia, and Quarryville. Staff positions included a guidance counselor and five teachers. Elizabethtown College students served as aides as part of their honors program. As director, Sherry described the program as: "the development of oral language facility...followed by students sharing their experiences through reading and writing." Units of study addressed life skills such as filling out job applications, buying a car, and figuring interest on a loan.

By 1975, Sherry Royce had expanded the program to Lebanon County and reported service to 2,002 adults in 68 classes with a budget of \$223,153. In 1984, when Mrs. Royce IU13 to complete her doctoral studies at Teachers College, Columbia University, adult program services had doubled, and funding had reached close to \$500,000 due to cooperative efforts with literacy councils and joint funding with industry, welfare and employment programs.

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## Remembering Peg and Sherry (continued from page 7)

In 1989, Dr. Royce received her Ed.D. from Teachers College, Columbia University. Her dissertation, *The Lonely Profession*, was a study of adult education practitioners and leaders which identified adult educator characteristics, concerns and perceptions of their professional organizations. At a time when adult basic education lacked the recognition, respect and financial support afforded to either K-12 education or continuing higher education, Dr. Royce was a staunch advocate for adults who wished to better their station in life by enhancing their literacy skills. She worked diligently to bring a level of professionalism to adult basic education through her leadership, research, and many publications.

In 1981, Dr. Royce received the Pennsylvania Association of Adult Continuing Education's Adult Educator of the Year Award. In 1982 she received the President's Award from the National Association for Public and Continuing Adult Education. In 1984 she received the President's Award for service as the first treasurer of the American Association of Adult Continuing Education. In 2007, she received the first Joan Y. Leopold Service Award for 40 years of service to adult education practitioners and students. In 2016, she received the Latham Literacy Leader Award through The Literacy Council of Lancaster-Lebanon.

From 1985 until 1998, Dr. Royce administered the Bureau of ABLE's Adult Education Success Stories project. The purpose of this project was to honor adult basic education students across the Commonwealth who had distinguished themselves by persevering in the face of substantial life obstacles, achieving academic excellence, and/or embracing adult education as a vehicle for transforming their lives. Each year, Pennsylvania honored 10 exemplary Adult Basic Literacy Education (ABLE) students at an awards luncheon and session during the Pennsylvania Association for Adult and Continuing Education's (PAACE's) Midwinter Conference. A booklet describing award winners' life histories and achievements was published annually as a component of the Success Stories project. This project served as a model for adult learner awards established by other states (New York, Virginia, etc.) and national organizations (Literacy Volunteers of America (LVA), Inc.), the American Association for Adult and Continuing Education (AACE).

The Adult Practitioner Excellence (APEX) awards were first funded in 1997 by the Bureau of ABLE as a vehicle to recognize Pennsylvania practitioners who reflect the best practices in their teaching and learning. Full time or part-time teachers, tutors, counselors and aides were eligible for this award. The criteria used to select APEX recipients formed the initial base of Pennsylvania's Adult Teacher Competency Standards developed in 1998 under Dr. Royce's leadership. Agencies were required to document their nominee's proficiency in selected areas of adult learning, instructional expertise, community involvement, professional development, and program operations. APEX recipients were honored at the Midwinter Conference PAACE luncheon and a special awards session following the luncheon. To be eligible for an APEX award, the nominee must have spent part of his/her working hours in direct contact with student(s) as part of ABLE, Family Literacy or ACT 143-funded programs or project, including workplace, institutional, or community-based programs.

Funded by Pennsylvania's Department of ABLE from 1984 to 2004, Focus Bulletins served as a homebound professional development vehicle for adult education teachers, tutors, trainers, and administrators. Developed and edited by Dr. Royce, its mandate was to bring exemplary ABLE research, practice, curriculum, and websites to the attention of Adult Literacy providers as well as to the USDOE/DAEL; state departments of education; regional and national clearinghouses; universities; and professional development specialists throughout the nation.

For 20 years, Dr. Royce identified promising ABLE resources throughout the nation and classified them by areas of interest. Criteria addressing areas of innovation, effectiveness, adaptability, web design and readability were established by a Focus panel consisting of statewide ABLE educators. Panel members with expertise in the identified areas met yearly to review, rate and select exemplary products. Dr. Royce supplied the copy and edited each four-page Focus Bulletin.

Notably, Dr. Royce's work held a high regard for those members of our community who are often marginalized by the mainstream due to their limited education or inability to speak English. A lifelong learner herself, Dr. Royce had a knack for recognizing strengths where others see only deficits. Throughout her career she inspired thousands of adult learners to pursue education as a pathway to self-efficacy and self-sufficiency. She encouraged talented adult education practitioners to create meaningful careers in a profession that promised them little recognition, meager pay, and few opportunities for professional advancement. She understood the importance of literacy in safeguarding our democratic process, and her passion for lifelong learning continues to be infectious.

# The Literacy Line

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## 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

Success through Lifelong Learning and Learning for Life

### Vision

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

### Values

**Empowerment** – Our programs empower adult learners to set and meet goals to become the best version of themselves.

**Success** – Provide an environment of collaborative learning experiences, community partnerships and education innovations that allows our students to acquire the deep skills required to achieve the next step in their life goals. Our volunteers, staff, and board members are empowered to recommend changes that will foster the success of all our stakeholders.

**Respect and Integrity** – Our compassionate and caring approach and interactions are highly respectful of diverse backgrounds and cultures. Our integrity rests in our word, our deeds and actions to ensure trustworthiness and confidentiality.

**Sustainability** – The Literacy Council will make sound governance, program and fiscal decisions that honor the organizations ability to grow and thrive so that more adults in need can access our services. Our volunteers, staff, and board members are encouraged to actively advocate for adult education, lead by example and continuously refresh their skills to provide the highest quality experiences for our students.

## Board

The Literacy Council is governed by a volunteer board of directors. 2022-2023 board members:

Aliina Hirschhoff Hopkins, President  
Erik Cianci, Vice President  
Willa Freer, Secretary  
Philip Heckert, Treasurer

Chad Burgess	Martha Guaigua
Scott Cole	Cheryl Hiester*
Ashley Garcia	Stephanie Stauffer
Star Gibbs	

\*(Non Voting)

## Staff

Jenny Bair, Program Director  
Megan Goerner, Student Advisor  
Maribel Gonzalez, Program Coordinator  
Cheryl Hiester, Executive Director  
Mitchell Hiester, Program Assistant  
Kat Ludlow, Student Services Coordinator  
Jane Myers, Volunteer and Tutor Services Coordinator  
Ilsa Powell Diller, Outreach and Resource Coordinator  
Rita Nutter, Instructor  
Erika Otthofer, Adult Student Assessor  
Amanda Ruth, Program Coordinator  
Monica Shannon, Program Assistant  
Debra Totton, Digital Literacy and Navigation Coordinator

## Adjunct Instructors

Meredith Aul  
Brittany Foose  
Steve Hess  
Deb Linton  
Cathy Roth  
Lauren Swartz

## Volunteers Needed

Take action today and join us. We need volunteers to teach basic education skills.

To get started, contact:

Jane Myers,  
Lancaster Center  
[jane@literacysuccess.org](mailto:jane@literacysuccess.org)

Maribel Gonzalez,  
Lebanon Center  
[maribel@literacysuccess.org](mailto:maribel@literacysuccess.org)



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



The Literacy & Learning Success Centers are supported by United Way of Lancaster and Lebanon Counties, and serve as the lead agency for Collective Impact projects. In Lancaster County, Integration Services for New Americans. In Lebanon County, Pipelines and Pathways to Success.

*"When obstacles arise, you change your direction to reach your goal; you do not change your decision to get there." –Zig Ziglar*