

2022–2023

Community Report

Pathways to Success

Adult Literacy + Basic Education = Workforce Development



The Literacy Council
of Lancaster-Lebanon



Literacy & Learning
Success Centers
Lancaster | Lebanon

Our Mission, Vision, and Values



Mission

To provide opportunities for success for lifelong learning and learning for life.

Vision

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

Values

A Place of Welcome – We work hard to be a place where each person feels valued, safe, welcomed, and visible at The Success Centers.

Trust and Integrity – We do what we say. Our students, colleagues, community partners, funders, and donors entrust us to fulfill our mission, and we believe that it is our duty to be worthy of that trust.

Inspire Possibilities – Our programs inspire adults to realize their chosen potential. Our programs meet adult learners where they are and help them set and meet their goals. We commit to success for our students, staff, volunteers, and the program.

Board of Directors and Staff



Board of Directors: 2022-2023

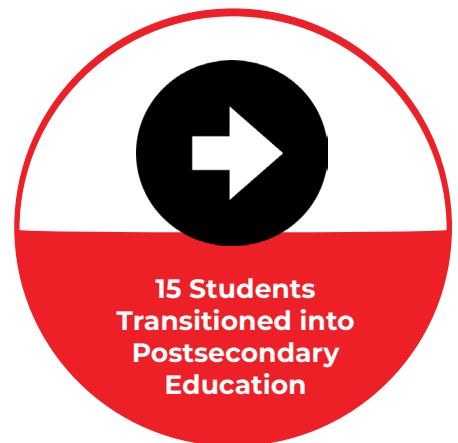
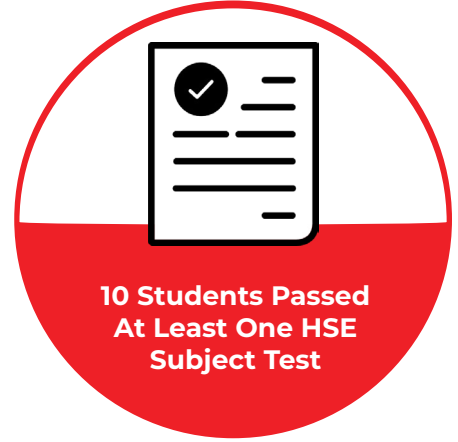
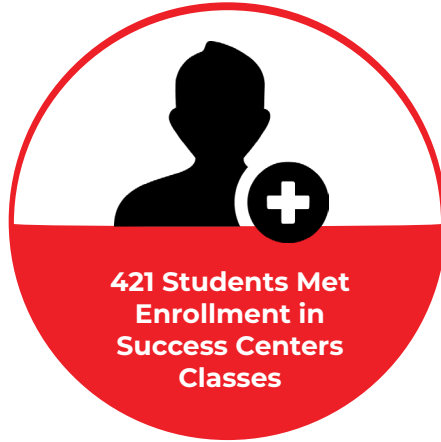
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Ashley Garcia
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Cheryl Hiester*
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**Non-Voting*

Staff

Meredith Aul, Adjunct Teacher
Jenny Bair, Program Director
Brittany Foose, Adjunct Teacher
Darrill Ersery, Program Coordinator
Megan Goerner, Student Advisor
Maribel Gonzales, Program Coordinator
Steve Hess, Adjunct Teacher
Mitchell Hiester, Program Assistant
Cheryl Hiester, Executive Director
Debra Linton, Adjunct Teacher
Katherine Ludlow, Instructor, Program Coordinator
Jane Myers, Volunteer Services Coordinator
Rita Nutter, Adjunct Teacher
Ilsa Powell Diller, Outreach and Resource Coordinator
Cathy Roth, Adjunct Teacher
Monica Shannon, Receptionist, Program Assistant
Lauren Swartz, Adjunct Teacher
Taylor Thomas, Program Coordinator
Debra Totten, Digital Navigator/Instructor

2022-2023 Student Outcomes



Strategic Priorities, Planning, & Execution



Having a great plan is just the beginning. The value of a strategic plan only happens when you put it to work. We have been hard at work developing our strategy execution focus. The Literacy Council is working with Ross Polvara of Unthinkable to coach us through this process.

In our [2021-2022 Community Report](http://tinyurl.com/3tn6tknj) (<http://tinyurl.com/3tn6tknj>), we shared our three strategic priorities:

- Career Pathways
- Digital Excellence
- Diversity, Equity, and Inclusion

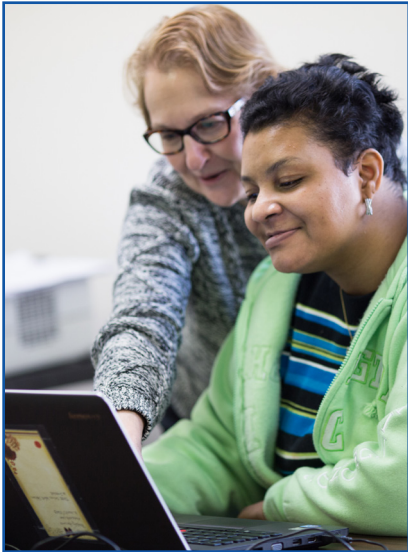
Now, we get down to it! Using new management systems, we are laying out our accountabilities and focusing on what really matters: our students, our staff, our volunteers, and our community. We are learning new ways of thinking and working. We are changing the way we think about communicating and prioritizing our activities. It's hard work and is already paying off.

As we look ahead to 2023-2024, we will have a new balanced scorecard for the board and staff to monitor our progress. We will actively engage our team in the execution, support everyone's professional development, and build our skills.

Our students are our purpose. Continuous improvement is our guidepost. Growth is our goal. With more than 120,000 adults needing literacy and basic education services in Lancaster and Lebanon Counties, we will strive to find ways to ensure that all adults who want a basic education can get one.

In 2022-2023, we focused on digital excellence. The next page gives a highlight of this priority.

Digital Excellence

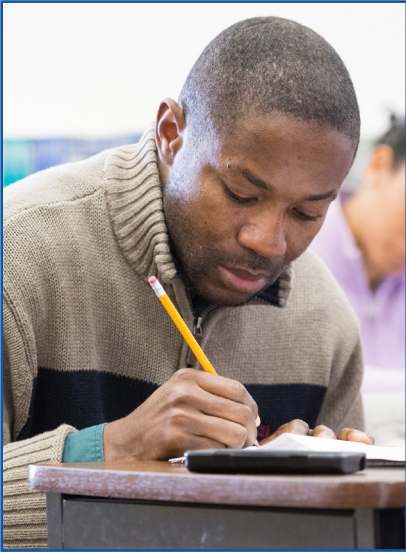


Using technology to enhance our students' experience is a strategic priority for The Success Centers. Now that we once again provide in-person classes, many of our students prefer remote learning. It gives them more time in their day, removes barriers such as transportation and childcare, and allows people to meet with their teachers and other students from their homes. As a way to support our students who want to come in person and our students to learn from home, we started offering a "hyflex" option. In a hyflex class, the teacher is in the classroom with a group of students while students who prefer to learn at home can join the class. With a grant from the Forest Path Foundation, we were able to purchase three Crestron Hyflex devices that provide a high-quality experience for students in the classroom and at home. Jane Myers teaches an academic English class in our Lancaster Center and volunteered to test the hyflex model. Jane is a self-described technology beginner. On the first day of class, Jane was alone and in tears by the time it was over. Jane, being Jane, vowed that no machine was going to beat her. She dug in, learned, and has had a highly successful experience. Jane said, "Hyflex ensures access to my students. Jane has students who live an hour's drive away, so coming in person is impractical. Other students have young children or work long hours. Hyflex is the best of both worlds."

Amanda Ruth teaches math in our Lebanon Center. Amanda took on the challenge and worked out ways to enhance the learner experience using a digital drawing tablet, student annotation, and connecting students through Zoom who struggled with gaining access through Teams. "My class numbers had a huge boost. I went from having about five students online in the 2022 fall session to having five or six students in person and another seven + students online." The students who had been with me got the benefit of coming in if they were having tech troubles or were looking for a face-to-face class, and the new students coming into my class were able to integrate to make a choice."

Jane and Amanda are the pioneers who paved the way for more hyflex options. Hyflex learning has not been without its challenges. The equipment is easy to use, but that ease of use can bring challenges when things go wrong. Teachers and students are learning how to overcome the challenges. Together, we will build digital excellence.

Advocacy In Action



The Literacy Council and [Pennsylvania Association for Adult Continuing Education \(PAACE\)](https://paacesite.org) (<https://paacesite.org>) are hard at work raising awareness about the value of Adult and Family Literacy Education in our region and across our Commonwealth.

Our Message

Adult and Family Literacy Education is Workforce Development.

Our Focus

More resources for Adult Education programs like ours.

Read more [here](http://tinyurl.com/3dabxxbt) (<http://tinyurl.com/3dabxxbt>).

We are grateful for a 23% funding increase this year, and now, we focus on full restoration of funding to the 2007 level (with an inflationary adjustment) of \$30 million.

We ask the community to help us make the case for increased funding. You can let your Pennsylvania legislators know that supporting adult and family literacy education is an investment in Pennsylvania. To find your legislators, click [here](https://www.legis.state.pa.us/cfdocs/legis/home/findyourlegislator/) (<https://www.legis.state.pa.us/cfdocs/legis/home/findyourlegislator/>).

If you would like to help, please contact Cheryl Hiester at cheryl@literacysuccess.org.

Grant Highlight: United Way Level Up & Launch



United Way
of Lancaster County



The Literacy Council of Lancaster-Lebanon received a [matching grant](https://www.uwlanc.org/level-up-launch/) (<https://www.uwlanc.org/level-up-launch/>) from the United Way of Lancaster County to create videos in multiple languages so that our beginning level English learners would better understand our services and how to participate in classes to learn English. The project began in the Spring of 2023. The videos will be completed in the 2023 2024 program year. Megan Goerner and Taylor Thomas, Success Centers staff members, serve as the project leads.

This project matters because...

“The Literacy Success Centers are often one of the first stops for students who cannot understand, speak, read, or write English. English fluency can keep many students from accomplishing their dreams. This year, with support from United Way of Lancaster County’s Level Up and Launch project, we will embark on a journey to create tutorials in various languages so that our students from Lancaster and around the world feel welcome and connected. This project supports access to our programs and the important information we share about resources. The videos will help our students hear about our program firsthand, which will provide them with a greater sense of direction, support, confidence, and belonging to our community. It will also help our staff understand the goals of our students and use student gifts and talents to help them become the best workers, best parents, and best versions of themselves. At the Literacy Success Centers, we do whatever it takes to empower our students to change their lives through literacy and language fluency, the first step for many who dream of a better life for themselves, their families, and our community.”

–Megan Goerner, Student Advisor

“This pivotal project holds immense significance as it grants autonomy and authority upon our students, addressing crucial challenges stemming from low literacy rates and language barriers. Through crafted videos featuring multiple translations and voiceovers, we transcend linguistic boundaries, ensuring equal access to our programs and resources. By directly tackling communication hurdles that arise from these challenges, particularly during orientation, we provide essential tools for our highly vulnerable student population.”

–Taylor Thomas, Project Coordinator

Imagination Library



Letter from Dolly

(Taken from: <https://imaginationlibrary.com/letter-from-dolly/>)

Hi everybody. This is Dolly.

Before he passed away, my Daddy told me the Imagination Library was probably the most important thing I had ever done. I can't tell you how much that meant to me because I created the Imagination Library as a tribute to my Daddy. He was the smartest man I have ever known but I know in my heart his inability to read probably kept him from fulfilling all of his dreams.

Inspiring kids to love to read became my mission. In the beginning, my hope was simply to inspire the children in my home county but here we are today with a worldwide program that gives a book a month to well over 1 million children.

Of course, I have not done this alone. The real heroes of our story are the thousands of local organizations who have embraced my dream and made it their own. They raise millions of dollars each year and wake up every day with a passion to make sure their kids have every opportunity to succeed.

It's been quite a journey but we have so much more left to do. I would love for your community to join our family so please take the time to explore our website. Let's share this dream that all children should grow up in a home full of books.

The first step is always the hardest, but you'll never know unless you try..."

Imagination Library is powered by Pequea Valley School District, Water's Edge Mini Golf, and Lancaster Rotary South.



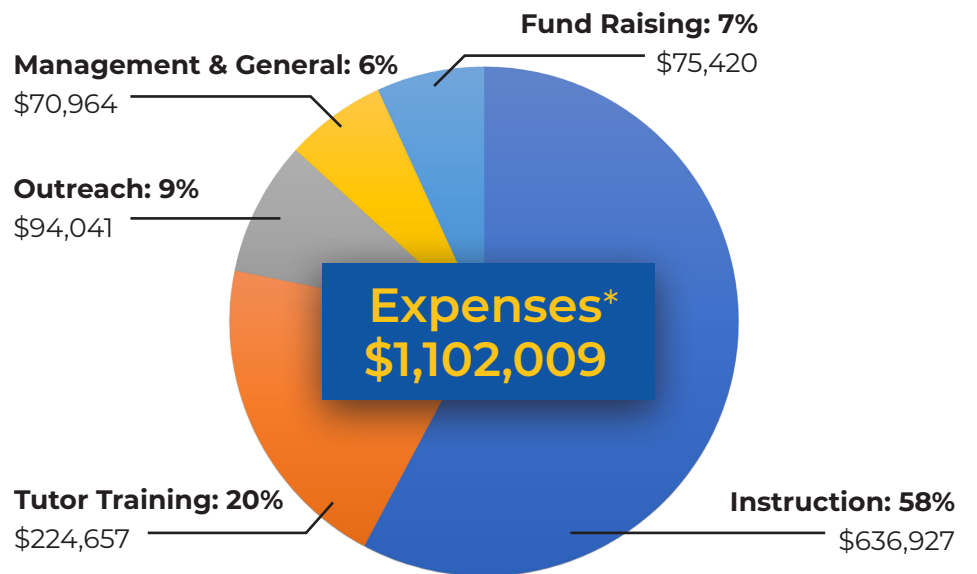
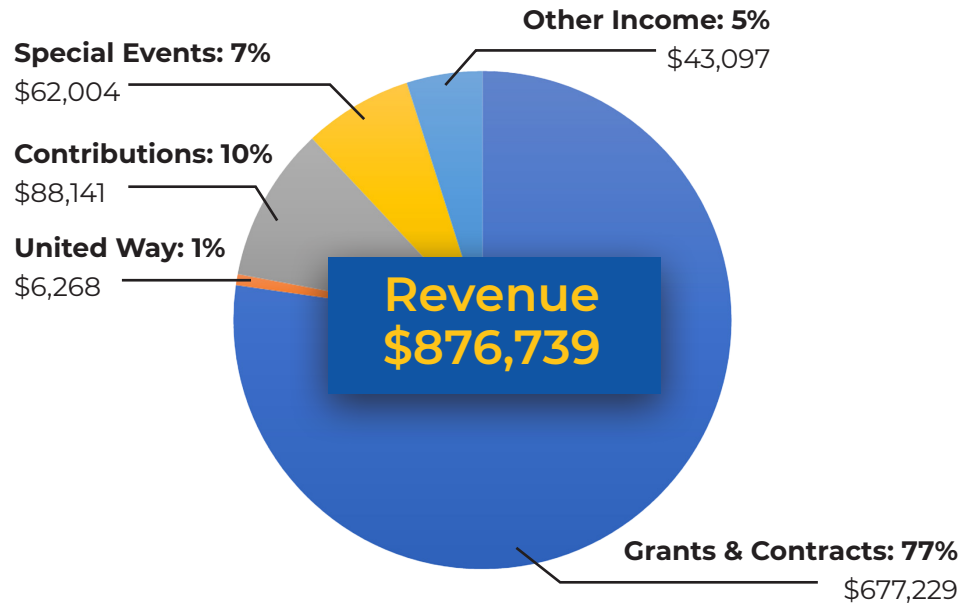
Financial Report: 2022-2023



The Literacy Council
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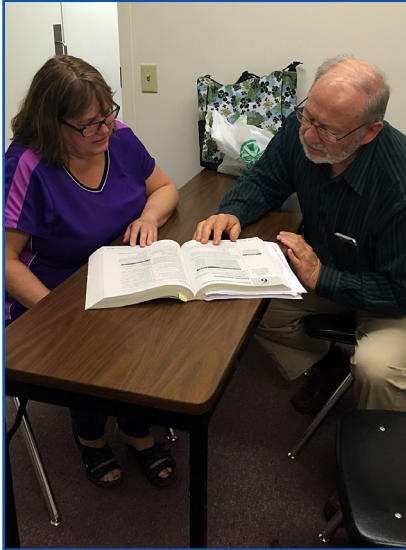


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*2022-2023 expenses were budgeted and offset by planned use of cash reserves.

Volunteer Tutors

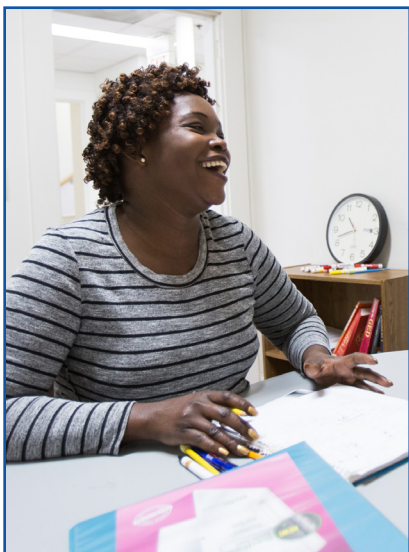


***Thank you to our
volunteers!***

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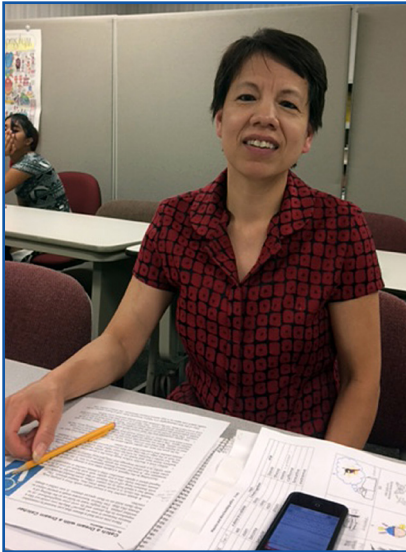


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Community Education
a service of iul3

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The Forest Path Foundation
The Pennsylvania Department of Labor

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Lebanon CareerLink
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