



The Literacy Council
of Lancaster-Lebanon

The **Winter 2025**
Literacy
Line

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Literacy & Learning
Success Centers

Lancaster | Lebanon

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Lancaster-Lebanon**

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

**Innovation, Flexibility, Creativity,
Success – It's Our Way of Doing Things!**

Cheryl Hiester, Executive Director

Thank you for exploring the 2025 Winter Edition of *The Literacy Line!* This issue is all about innovation, creativity, and going beyond for our learners. Inside, you will meet Klaude, the newest member of the Success Centers team, and discover Evan's creative approach to gamifying learning. Cathy and Megan highlight how our educators make learning real and meaningful for our students.

Success is all around us. Read about the powerful impact of an excellent tutor-student match and how one dedicated student is getting closer to earning a high school diploma. Kat's heartfelt reflection on her students, coworkers, and workplace is sure to inspire – it certainly warmed my heart.

This edition also features an uplifting story from Success Center alumnus JR Rodriguez, a graduate of our International Healthcare Professionals Program. And recently, I received a message from another IHPP graduate—here's what she shared:

Dear Cheryl,

Thank you so much for your kind words and all the incredible work you and the Literacy Council do for the community.

I am deeply grateful for the support you provided me when I needed it most. Thanks to the Literacy Council, I was able to reclaim my career and am proud to say that I am once again a practicing physician in the United States.

I wanted to share some exciting news with you—I am nearing the end of my residency and will be graduating in June 2025. I recently signed a contract for an Emergency Medicine position here in McAllen, Texas.

I'm planning to visit Lancaster soon and would love to stop by the Literacy Council to personally thank you and everyone there who played a role in my journey. It would mean so much to give you all a big hug and express my gratitude in person.

Thank you again for believing in me and for all you do to empower others to achieve their dreams.

Warm regards,
Greity Dominguez, MD

Everyone at the Literacy & Learning Success Centers is happy for Greity and her family. We are looking forward to those hugs.

Don't miss the poetry written by Meredith's Level 3 class.

Getting Creative: Bringing Learning to Life

Cathy Roth, Adjunct Instructor

There are many layers to teaching adult learners—curriculum, learner goals, learner level, etc. We must look at the textbook content and our students' situations (family, work, community) and think about levels of cultural knowledge that students may or may not possess.

Here is an example of how text material is expanded to meet the needs of students. I am teaching a unit which is titled Family and Friends. As I started the unit, I asked students to tell me about their children, and we identified their stages of development from infant, toddler, preschooler, school-age child to teenager. Students had the opportunity to talk to each other and compare families.

The unit opens with a listening activity in which students hear a call from a school attendance office to tell a parent her teenager missed a class. The mother learns her daughter skipped 7th period to go to the mall, thinking that she wouldn't be missed because there was a substitute teacher. There was a lot of vocabulary to explain—missed, absence, permitted, on restriction, strict, and trust. I also found myself explaining what “substitute teacher” meant. Since I had once been in that position, I talked about some of the incidents I had experienced.

Coincidentally, about a week later, a student called me and read a letter he had received from his 14-year-old son's school. The letter said there had been an incident in which a few students sat in the wrong seats on a day when a substitute was covering a class. They also answered to different names. His son happened to be in that group and was receiving detention. My ESL student didn't understand detention or the consequences included with it. I explained that what the students did was a common trick when a substitute teaches. The severity of punishment depends on the situation. How long did it persist? Was disrespect evident? Was his son the “ringleader” or an unwilling participant whose seat was taken by another?

I gave him some advice about responding to the letter—“I talked to my son and explained how it showed disrespect for the substitute. It will never happen again. Thank you for informing me of the situation.”

Our next lesson will include the vocabulary—coincidence, what a coincidence that this happened right now when we were in that unit.

An Extra Big Thank You

Ilsa Powell Diller, Outreach and Resource Coordinator

On behalf of the Literacy & Learning Success Centers of The Literacy Council of Lancaster-Lebanon, we would like to extend a huge thank you to all who supported us during the ExtraGive 2024. We doubled what we received last year, and we are so grateful for that! All the funds donated to us during the ExtraGive support our programs and services, enabling us to continue providing adult basic and literacy education to adult learners in our community.

The ExtraGive continues to shine not only as an amazing day of local giving in our community but also as an event that unites organizations and the Lancaster County community. We look forward to participating again next year.

EXTRAGIVE™



Drawing by Louines Sanon, Level 1 ESL Student.

Spotlighting Our Friends & Neighbors Who Call Lebanon Home

Steve Hess, Program Supervisor

On Thursday, November 21, 2024, the students at the Lebanon Literacy & Learning Success Center organized and hosted: **A Passport to the World: Spotlighting our Friends and Neighbors who Call Lebanon County Home** event for their family and friends, the congregation of the Lebanon Church of the Brethren, and the Success Center staff.

Student committee chairs Karina Wolf and Delicia Carrasco planned the events for the evening with the driving question, “How can we allow the community to experience and understand the contributions our students bring to their communities through attending Adult Basic Education programs?” The final project featured opportunities for guests to get to know students and their cultures, the contributions they make to the community, catered food representing the diverse population of the students, a hand-made pinata, raffles, and a night to celebrate diversity and learn about the programs the Literacy & Learning Success Centers provide.

In preparing for this event, students worked together to create poster boards that served as visual representations of their countries and talking points to engage guests. Students also made the

decorations for the evening and helped set up the venue the night before.

In reflecting on this event, Ignacio Villarreal-Garcia, the emcee for the evening, commented that this kind of event is important because “it integrates students with the community and people of the church” and provides opportunities to “learn about the cultures of different countries.” He wants the community to know he is studying English to “strive to be better tomorrow.”

Cheryl Hiester, the Executive Director of the Literacy & Learning Success Centers, noted, “The impact of a project like this is significant. The students learned valuable skills, got to be ambassadors of their countries and The Success Center, and had a lot of fun.”

As we look ahead to 2025, the Lebanon Literacy & Learning Success Center will continue to provide opportunities for our students to engage in student-led projects that build community in and outside the classroom and enable them to learn skills that embody our mission to provide opportunities for success through lifelong learning and learning for life.





Project Based Learning: Learning By Doing

Lauren Swartz, ESL Instructor

Last semester, I surveyed my students to learn more about their interests and needs. The top two areas were jobs and medical care in the US. So, I planned a unit in which my students could learn about medical vocabulary, going to the doctor, how to talk, preparing for the visit and other items of interest. After the unit, I assigned the class a project:

1. Create a brochure about medical care for someone who is new to the country. The brochure was to include vocabulary, resources, tips for getting medical care, and actual clinic or hospital information.

2. Record a radio advertisement for pharmacy.
3. Draw a detail photo inside a medical clinic and label the rooms/equipment.
4. Create a chart of common illnesses with symptoms and remedies.

One of my students, Ward, chose option 1. Check out their entire brochure below.

Universal Design for Learning encourages students to complete projects based on real-world situations and to choose representations that engage students in how they learn best.

CHOOSE US CHOOSE YOUR FUTURE



Directions, Instructions,
Informations and more..

Contact us online at
WWW._____.org
or call the office
1(000)000-0000
or for text telephone (TTY)
1(000)000-0000

also you can download the app for
free on google play or the app
store.

scan here to go directly to the
website.

For interpreter please call
the same number listed
above (press 2) or text at
(TTY) number.

PCP stands for primary care practitioner, who can be a doctor or a nurse who provides most of your health care. Usually your **PCP** gets to know you and your family **MEDICAL HISTORY** and suggests what kind of health care you and your family need, and helps you and your family get other health services when you ask or when your **PCP** sees it's necessary and/or urgent to refer to other health services.

PCP gives you and your family regular **CHECKUPS** and visits when you or one of your household is sick with respect and fully equal with zero discrimination, no matter what your language, race, financial status, sex, gender, express, nation, religion, affiliation, thoughts...etc.

A **PCP** can refer you or your household to a **SPECIALIST** or arrange other types of health care as needed, except **BEHAVIORAL HEALTH CARE**.

A **PCP** provides health information and answer all your questions and concerns.

A **PCP** update you and your family medical record.

A **PCP** does not cover **BEHAVIORAL HEALTH CARE** needs like **MENTAL HEALTH**, drug or alcohol **TREATMENT**, instead your **PCP** will guide you or your household to these services either from the **BEHAVIORAL HEALTH** plan that works for you or refer you to **PSYCHIATRIST**, **PSYCHOLOGIST** or **THERAPIST** around your district and covered by your **MEDICAL INSURANCE**.

A **PCP** office usually works 8am-5pm Monday through Friday, 9am-1pm on Saturday.

Please if you or your household have an urgent condition call 911 or go to

the **ER** immediately.

If you experience any problem with your **PCP**, you can file a complaint or grievance. To make a complaint or grievance, you have to read your member handbook to learn how to resolve the problem, or call or write your plan about the issue, and if you're unhappy with the plan's response, you can always ask for a fair hearing, and if you find any difficulties writing a complaint or reaching the hearing and appeals office you can call your **PCP** office to guide you.

Through your **HEALTH PLAN** you can choose your **PCP**, and if you don't know how to do that or which **PCP** fits your health needs and you're looking for professional advise, you can call us by the contact info included at the front page.

PCP: Primary Care Practitioner.

Medical History: A record of information about a person's health may include information about allergies, illnesses, surgeries, immunizations, and results of physical exams and tests.

Checkup: A general examination of someone's or something's condition.

Specialist: A doctor who works in and knows a lot about one particular area of medicine, an eye/heart/joint specialist.

Behavioral Health Care: Includes the emotions and behaviors that affect your overall well-being. Behavioral health is sometimes called mental health and often includes substance use.

Treatment: The action or way of treating a patient or a condition medically or surgically.

Psychiatrist: A medical doctor (an M.D. or D.O.) who specializes in mental health, including substance use disorders.

Psychologist: A person who specializes in the study of mind and behavior or in the treatment of mental, emotional, and behavioral disorders.

Therapist: Someone whose job is to treat a particular type of mental or physical illness or disability, usually with a particular type of therapy.

Medical Insurance: A contract that requires your health insurer to pay some or all of your health care costs in exchange for a premium.

ER: Emergency Room.

Health Plan: programs or organizations that provide health benefits, whether directly, through insurance, through reimbursement, or otherwise

Edutainment: Why Engaging Learners Matters

Evan Ippolito, Program Coordinator

Edutainment: entertainment (as by games, films, or shows) designed to be educational.

School can be a drab place. We all have memories of instructors who seemed to have personal vendettas against fun and classes we couldn't wait to get out of, but things are different at the Literacy & Learning Success Centers. Every class is full of laughter, and students leave with smiles.

Our students are very hardworking. They face many obstacles and come to class with full work schedules and families to care for. So, we make sure English classes are something to look forward to. They often include creative projects like making podcasts, social excursions to local businesses, and many fun games.

I believe we learn best when entertained, so English practice is fun at the Success Centers. As a recent example, I used a simple board game in my Level 1 class that turned otherwise boring exercises into a head-to-head competition. Students rolled six-sided dice and moved their team's piece along a track like Candyland. On each space was a pronoun and a verb. The student had to make sentences using pronouns

and verbs like "She is running." The first team to make 10 sentences won. Despite its simplicity, everyone (including me) was on the edge of their seat by the end of the activity, waiting for the 9-9 tie to be broken. Students were barely resisting the urge to shout correct answers, and when we heard that game-deciding "We are studying," the class erupted into cheers. Surely, nobody forgot that sentence.

Even in the less exciting moments, students are encouraged to express themselves if they feel comfortable doing so. Pretty quickly, my students noticed I called names or asked questions in predictable ways each class. Now, some try to get ahead of me and parrot how I'd speak before I do it. I make a face and act shocked, but it's no problem with me. They're speaking more English that way, and we all laugh when I intentionally break the pattern the next time.

School doesn't have to be drab. With the right resources, mindset, and creativity, we can turn mundane exercises into learning moments that students remember fondly and excite everyone to further their English literacy journey.

Meet Klaude

Jenny Bair, Program Director



We are so pleased to officially welcome our newest member of the Success Centers team, **Klaude Larieux!** In just a few months of working with us, Klaude has shown himself as a kind and compassionate student advisor by providing a welcoming smile and a calming demeanor.

You can meet Klaude at our Lancaster office where you'll find him orienting and testing new students. You might spot him online providing information on community resources in a remote class. In the Lebanon office, he may be found advising a student on the next steps of their journey. And if you are lucky, he may tickle the ivories to help lift your mood!

Continue reading to learn more about Klaude!

Hometown: I was born in Brooklyn, New York but was raised in Philadelphia, PA from the age of five. I bleed green (Eagles fan), and I eat green (sometimes...but I love chicken and steak too much). Philly has taught me everything that I know and will forever be home.

Childhood Dream Job: When I was four, I had an assignment on John Glenn. That's when I decided I wanted to be an astronaut. That dream quickly fizzled after realizing that there would be a possibility that I could be stranded in space and not see my family. At five, I wanted to be a Pastor and a musician. Working here at the Success Centers, I can transfer some of the skills that I have acquired along with what's innate to me, to better help my students. I can use my Pastoral heart to care for and advise my students; be a listening ear and help them overcome any barrier they may face or use my creative skills from music to spice up a presentation.

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Student Poems

Meredith Aul, Adjunct Instructor

Students in Meredith Aul's Level 3 ESL class were asked to write Thanksgiving Acrostic poems. Meredith shared a few Acrostic poems right before Thanksgiving and asked them to write their own using Thanks, Thankful, or Grateful. Enjoy reading what these students created.

Thankful by D.H.

Thanks to all
Home and tranquility
Admire the snow
Never be sad
Kind teachers
Flowers and Sweets
United family
Learn English

Thankful by J.M.

Thanks Lord
Happy
Agriculture
No worries
Kindness
Favorite holiday
Uncles and cousins
Love you so much

Thanks by C.G.

Turkey is the traditional meat in America.
Home tells me about your friend.
At the table there are many people
Near me there are many children
Keep your eye open
Some children came to celebrate with me.

Thankful by E.G.

Truth
Heaven
Armor of God
Neighbors
Kindness
Forgiveness
Unity Love

Thanks by F.P.

Thanks time. (I love the time of gratitude).
Home together. Eating turkey and sharing with the family.
Appetito. We all eat with such a grateful heart.
Nice. A perfect and grateful day.
Kisses and hugs, love and gratitude.
Family. I love all my family. We all share—grateful.
Universo tells how grateful we are.
Lemon. I love juice lemon!

Grateful by N.M.

Gift and blessing of God
Rain of changes and new beginnings.
April was the month chosen to bloom.
Think of my four J's.
Every day it excites my heart and makes me the best version of myself.
Family is my safe haven
Umbrella that helps me in the storm.
Life and Love is what they will always be for me.



JR's Story of Persistence and Inspiration

JR Rodriguez CRNP; International Medical Graduate, Healthcare Professional



My story begins in Cuba, where I graduated from medical school in 2012. But when I came to the United States in March 2015, the life I had built was left behind. With little money, no connections, and barely any English, I found myself standing at the edge of an unknown future. The harsh reality quickly set in—survival came first. My wife became pregnant almost immediately, and we were crammed

into a small, dilapidated studio apartment. It wasn't just the space that was suffocating but the weight of uncertainty. Our daughter was born into those humble surroundings, and I knew I had no choice but to work.

I took any job I could find: nurse's aide, Lowe's driver, Uber, Amazon deliveries, car salesman—you name it, I did it. Each role pushed me further away from the career I once had, but it also sharpened my determination. Every package I delivered, every car I sold, was a reminder of where I had come from—and where I was meant to be.

Then, fate intervened. One day, I crossed paths with Dr. Weber, a man who would change everything. He

was teaching Medical English as a Second Language (ESL). I had brushed off the idea of attending at first, thinking my English had improved enough. But when Dr. Weber and I finally met, something inside me stirred. He asked what I had done in Cuba, and I replied with words that I hadn't spoken in what felt like a lifetime: "I was a doctor."

That moment reignited a flame in me—a fire that was almost extinguished. Dr. Weber connected me with the Literacy & Learning Success Centers at The Literacy Council of Lancaster-Lebanon. There, I met extraordinary people like Cheryl Heister, Jane Myers, and Steve Hess. These remarkable individuals, with their boundless generosity and belief in my potential, helped me find my way back to healthcare. Their support was the lifeline I needed as I embarked on a new chapter, earning my RN to BSN degree from Penn State.

Today, I am not just a survivor of circumstance, I am a Registered Nurse with a master's degree, ready to become a healthcare provider. Along the way, I have learned some invaluable lessons: to always believe in myself, even when the path ahead seems impossible; to not be afraid of failure, because every challenge is a stepping stone to growth; and most importantly, to never, never, never give up, because with persistence, there is always light at the end of the tunnel. No matter how dark it may seem, hope is always there.

Everyone at the Literacy & Learning Success Centers is so happy about his success. Congratulations, JR, you inspire us!

Digital Excellence

Cheryl Hiester, Executive Director

One of the strategic priorities for the Literacy & Learning Success Centers is digital excellence. Our goal is for all our learners to have digital skills for life at home, school, work, and in the community. We are excited to share that The Literacy Council was recently approved to receive 200 laptop computers through the Digital Connectivity Program of the Pennsylvania Broadband Authority. We had to submit an application outlining our plan for using the computers (read more [here](#)). More than 9,100

laptop computers will be distributed throughout the Commonwealth. To see which organizations will be receiving laptops, click [here](#). One of the benefits of this grant is an opportunity for our staff to learn more about SkillUp™ PA—a free e-learning resource for Pennsylvania residents to strengthen their job skills.

The Literacy Council of Lancaster-Lebanon is grateful to the Pennsylvania Board Development Authority for making this possible!



A Matched Pair: A Tutor Flexes and Gets Creative

Jane Myers, Volunteer Services Coordinator



In March 2022, Stephanie became a volunteer at the Literacy & Learning Success Centers and wanted to work with a student in either Columbia or Mountville. In April 2022, Beatriz, a recent arrival from Cuba

who moved to Columbia, completed orientation. At this time, Beatriz had no English skills. Although Stephanie had no experience with beginning language students, she agreed to tutor Beatriz.

Beatriz set two goals: 1) to speak with her tutor and everyone else in English and 2) to complete a job

application. As fate would have it, Beatriz moved to Lancaster a year later. Stephanie and Beatriz had become close, and progress was being made. Stephanie agreed to drive into the city and continue their sessions in our Lancaster office. Beatriz is now speaking English to her tutor and anyone else who happens to be in the office when she is there for her sessions. She has a part-time job where she also uses English.

Having spent all their time in the classroom, Stephanie decided it was time to have a lesson outside. The weather was perfect, and much could be learned by stepping out of the classroom setting. Instead of a walk and talk, Stephanie created a scavenger hunt. It was a lot of fun, and Stephanie saw how excited Beatriz got every time she found an object on the list.



Student Spotlight

Deb Linton, Adjunct Instructor

Dennisbeth Gonzalez Hernandez passed her HiSET math exam. Way to go Dennisbeth! Best wishes as you prepare for future exams.

The HiSET test is one of two tests that Pennsylvania residents can take to earn a Commonwealth of Pennsylvania High School Diploma. The HiSET exam is made up of five sections:

1. Language Arts – Reading – measure the ability to understand, interpret, and analyze a broad range of literary information and informational texts.
2. Language Arts – Writing – measures the ability to recognize and produce standard American English, edit and revise the written text, and generate and organize ideas in writing.
3. Mathematics – measures mathematical knowledge and competencies. Test takers may use a calculator.
4. Science – measures the ability to use science content knowledge, apply principles of scientific inquiry, and interpret and evaluate scientific information.
5. Social Studies – measures the ability to analyze and evaluate information in history, political science, psychology, sociology, anthropology, geography, and economics.

Klaude

(continued from page 5)

First Job: My first job at 18, was working at Citizens Bank Park. I had a friend in high school who worked there along with his older sister. I was a retail associate for the Majestic Clubhouse Store and a hat stand.

Education: High School: Northeast High School; College: Undergraduate - Millersville University 2012-2016: Music Business Technology with a Piano Concentration; Graduate – West Chester University: 2019-2021 Music Theory/Composition

Movie: I have way too many favorites, so I'll stick to genres: Action, Comedy, Rom-Com, Documentary, Period Pieces, Gangster Films, and Musicals.

Book: My favorite book is the Bible; very thought provoking and dense when read in proper context. Fun fact: This was the first book that I read when learning how to read.

Celebrating Student Success: A Teacher's Gratitude and Reflection

Kat Ludlow, Instructor and Program Coordinator



In looking at the past year and all that is to be grateful for, I count those strokes of gratitude to the amazing students I am so lucky to teach. The successes of the year have been abundant. Several of my students have advanced to the next instructional level. There have been three students in my

class who became citizens this year. Many others have gotten better jobs, passed a driver's license test, or can confidently read a paragraph! Babies have been born, and children have graduated. Students who have been with me for years have moved up to Level 3, and tears of joy celebrating their success have been shared and shed. Friendships have been made, and I now have students who claim me as extended family!

We celebrate these accomplishments at the Literacy & Learning Success Centers. This year, my gratitude for walking through the doors of this school and working for the Literacy & Learning Success Centers is one of immense pride. When someone asks me what I do, I say as if a proclamation, "I am an ESL Teacher with The Literacy Council of Lancaster-Lebanon, and I LOVE my job. I have a good life." Honestly, the words flow in this exact sentence each time.

I am unsure if every nonprofit is like this, but all those

who work here believe in and teach from the heart of our mission—Providing opportunities for success through lifelong learning and learning for life. There is no room for anything else. I have never worked for such an encouraging group as The Literacy Council of Lancaster-Lebanon. My coworkers have created a community of support, humor, and friendship. Team members go the extra mile for each other as we do for our students. The entire organization is a mirror reflection of the values of The Literacy & Learning Success Centers.

These values are:

- 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.

There is no other place that I could ever imagine working. How lucky is that?

Advisors Keep Our Students Warm this Winter through Financial Literacy

Megan Goerner, Program Supervisor



As the air turns cold and crisp, we're keeping warm at the Literacy & Learning Success Centers by fueling the flames of hope and education in our students.

In this session, our advising team encouraged our students' financial literacy through presentations to help manage increasing electricity bills over the winter. Students were taught to read electric bills, shop for lower electric rates on papowerswitch.com, and identify some financial assistance programs through PPL, UGI, PECO, and the Low-Income Home Energy Assistance Program (LIHEAP). This hands-on and practical education allowed our students to take charge of their finances

and electric bills to prevent the cold from creeping into their lives. Additional educational opportunities provided to our students this school year were an Introduction to Higher Education, Digital Skills: Taking Online Surveys, Introduction to Local Job Fairs, Accessing Food Banks and Food Resources, and Understanding Employment Scams.

Providing information and resources like those listed above is part of our mission to provide opportunities for success through lifelong learning and learning for life. Life skills are part of teaching the whole student to help them find many doors to open opportunities for success.

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

Providing opportunities for success through lifelong learning and learning for life.

Vision

Adults have 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.

Staff

Meredith Aul, Adjunct Instructor
Jenny Bair, Program Director
Shawn Gaffney, Adjunct Instructor
Megan Goerner, Program Supervisor
Steven Hess, Program Supervisor
Cheryl Hiester, Executive Director
Mitchell Hiester, Program Assistant
Evan Ippolito, Instructor
Klaude Larieux, Advisor
Deb Linton, Adjunct Instructor
Katherine Ludlow, Instructor and Program Coordinator
Jane Myers, Volunteer Services Coordinator
Rita Nutter, ESL Instructor
Ilsa Powell Diller, Outreach and Resource Coordinator
Cathy Roth, Adjunct Instructor
Monica Shannon, Receptionist/Program Assistant
Lauren Swartz, ESL Instructor
Taylor Thomas, Program Coordinator
Debra Totten, Digital Navigator

Board

The Literacy Council is governed by a volunteer board of directors. 2024-2025 board members:

Chad Burgess, President
Erik Cianci, Vice President
Stephanie Stauffer, Secretary
Philip Heckert, Treasurer
Scott Cole
Ashley Garcia
Martha Guaigua
Cheryl Hiester*
Joan Miller
Bill Morgan
Tim Steffen

*(Non Voting)

Volunteers Needed

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

To get started, contact:

Jane Myers,
Lancaster and Lebanon Success Centers
jane@literacysuccess.org



STANDARDS FOR
EXCELLENCE

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

The official registration and financial information of The Literacy Council of Lancaster-Lebanon, LVA, Inc. may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

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

–Zig Ziglar