



The Literacy Council
of Lancaster-Lebanon



Literacy & Learning
Success Centers

Lancaster | Lebanon

2023–2024

Community Report

Volunteers

Foundations

**Faith Based
Organizations**

**Workforce
Development
Organizations**

Advisors

Students

Partnerships

**Educational
Institutions**

**Government
Agencies**

**Community
Based
Organizations**

Employers

Donors

Instructors

Shared Vision, Shared Success

Our mission and values drive the work of the staff, the board, and volunteers of the Success Centers. Our shared vision leads to shared success of our students.

■ 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.



The Partnership of a Board and Staff

The board and staff work together to create strategic priorities and a plan for success for our programs and students.

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2023-2024 Impact Data

What We Do

The Literacy & Learning Success Centers expand the talent pipelines for jobs and job training by providing the education that many adults need to get and keep good jobs. Through a [wide range of education programs](#), adults can get skills and ongoing career pathway support to help them meet their goals.

Why We Do It

Of working age adults in Lancaster and Lebanon Counties, [21.5% have literacy skills](#) at or below the level needed for work, family, and life in the community. In Lancaster and Lebanon Counties, 13% working age adults do not have a high school diploma.

When adults participate in 100 hours or more in adult education, they experience, on average, \$9,621 in extra earnings. (Morgan, Waite, Diecuch, The Case for Investment in Adult Basic Education, March 2017 <https://proliteracy.org/Blogs/Article/196/The-Case-for-Investment-in-Adult-Basic-Education>)



427 STUDENTS ENROLLED

(81 served by volunteer tutors and teachers)



66% ADVANCED

at least 1 educational functioning level
(Equivalent of 1-2 years of schooling)



85% IMPROVED THEIR LITERACY & BASIC SKILLS



4 STUDENTS BECAME U.S. CITIZENS



58 STUDENTS EARNED DIGITAL SKILLS CERTIFICATES

The Impact of Partnership-Combined Outcomes with Lancaster-Lebanon IU13 Community Education



86% WORKING 6 MONTHS AFTER EXITING PROGRAM

(students with employment goal)



77% ATTAINED COMMONWEALTH OF PENNSYLVANIA DIPLOMA

(students with a High School Credential goal)

Source: 2022-2023 National Reporting System Data – 2023-2024 will be available later this year.

Strategic Priorities

Career Mobility | Digital Excellence | Access, Opportunity, and Belonging

Our desire is a future where every adult in Lancaster and Lebanon counties with a basic education need has access to free, high-quality education services. With more than 100,000 adults in Lancaster and Lebanon Counties who struggle with the most basic academic skills, there is much work to do. The only way to support this goal is to have a growth mindset with strategic goals that support our ability to grow and collaborate to help us move in that direction. Our strategic priorities pave the way for setting and measuring our progress.

For some years, our strategic focus has been outward—setting our sights on community partners with goals that align with building stronger connections for our learners. In 2023-2024, we turned our focus inward to strengthen our team and build out operational planning systems to support student success, focusing on career mobility and digital excellence in a welcoming setting where students feel they belong.

Communication and accountability are essential components of the work of our staff. In program year 2023-2024, we expanded our leadership team by shifting existing staff into supervisory roles. Our new advising and instructional leaders established communication and accountability systems that have kept staff focused on the work and the priorities. Instructional and advising staff are working closely together to make a difference in students' lives, driving funding expectations, and achieving outcomes.

■ Career Mobility

In program year 2023-2024 the advising team began work on creating classroom presentations on topics such as career options, career pathways, and job resources. In addition to providing these resources staff help students with job searches, interview preparation, and resume writing.

■ Digital Excellence

We entered round five of a digital literacy grant funded by the Pennsylvania Department of Labor. This grant funded workshops and individualized instruction for adults in Lancaster and Lebanon communities who seek to build digital skills. Students participating in this program learned basic computer skills, how to create an email account, how to conduct an online job search, and how to maintain a positive digital footprint.

■ Access Opportunity and Belonging

Advisors scripted informational videos to help students from all cultures and language backgrounds access important information about Success Center programs. The videos were designed to not only be a resource for students but also help them establish a sense of belonging in our programs and community.

Advocacy In Action

The Literacy Council and Pennsylvania Association for Adult Continuing Education (PAACE) (<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 at <https://paacesite.org/page-1075256>.

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, visit <https://www.palegis.us/find-my-legislator>.

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



The Power of Partnerships

■ Teachers and Advisors

Adult learners have more than school to think about. They have jobs, families, and demands that compete for their time and attention. Success Center advisors and instructors work hard to help adult learners persist.. Communication and accountability are essential components of the work of our staff. In program year 2023-2024, we strengthened the partnership of teacher and advisor to ensure that our learners have the support they need to overcome barriers to help them persist and meet their goals.

■ Programs and Scholars

Through grant funding from the Lancaster STEM Alliance and donor-designated funds, the International Healthcare Professionals Program (IHPP) has thrived and grown. This program combines education and mentoring to help medical professionals reclaim careers in their new home. Programs through IHPP include:

- Medical ESOL: This program provides contextual English language instruction focusing on healthcare conversational skills. Scholars review clinical dialogues and articles to prepare for a weekly session with a tutor.
- USMLE Licensing: This program provides didactic support and career guidance for scholars preparing for US medical licensing exams and is led by Penn State College of Medicine students and local physician educators. After passing the three USMLE exams and the Medical English exam, scholars are eligible to enter the National Resident Matching Program. **So far, eight (8) physicians have been successfully matched and entered residency training programs.**
- Nursing: IHPP collaborates with Penn State Harrisburg's Second Degree Accelerated BSN program. **To date, 22 scholars have received their BSN degree, have passed the U.S. National Council Licensure Examination (NCLEX), and are working in local hospitals and outpatient settings. Eight (8) BSN graduates are enrolled in local nurse practitioner training programs.**
- Medical Interpreter: **Eighteen (18) physicians have completed Medical Interpreter training.** This has enhanced their ability to serve the healthcare field while they study nursing or prepare for the physicians' exams.

■ Community Partners and Success Centers

The Literacy & Learning Success Centers and IU 13 have been strong partners for many years. Together, we connect with our workforce development partners to support the success of our students. These partnerships help us address the needs of our students and guide them along their journey to success. As a partner of the Lancaster and Lebanon CareerLinks, we can connect learners to job search activities and resources as well as support job seekers who need basic education services.

Due to an injury, Lisa (*name changed*) found herself unable to do her job after many years. When she indicated that she wanted to improve her digital skills to qualify for positions in a new career, we connected her to our digital literacy program. After one week in the program, she knew she was in the right place with the right instructor and was looking forward to learning as much as possible.

Lisa completed several modules in our digital literacy curriculum and became proficient in many skills. It wasn't long until she was ready for her next step. Lisa enrolled in administrative assistant training with IU13, our long-standing partner in adult education. Lisa is now on her way to earning her certificate in the program and a new career.

Imagination Library & the Success Centers

■ Children Served

- In 2023-2024, 800 children were enrolled in Imagination Library.
- Since starting with this program in 2010, more than 1,400 children have graduated from Imagination Library. That means they reached age five, and have a wonderful home library of books they can continue to enjoy and share with others.



■ 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.

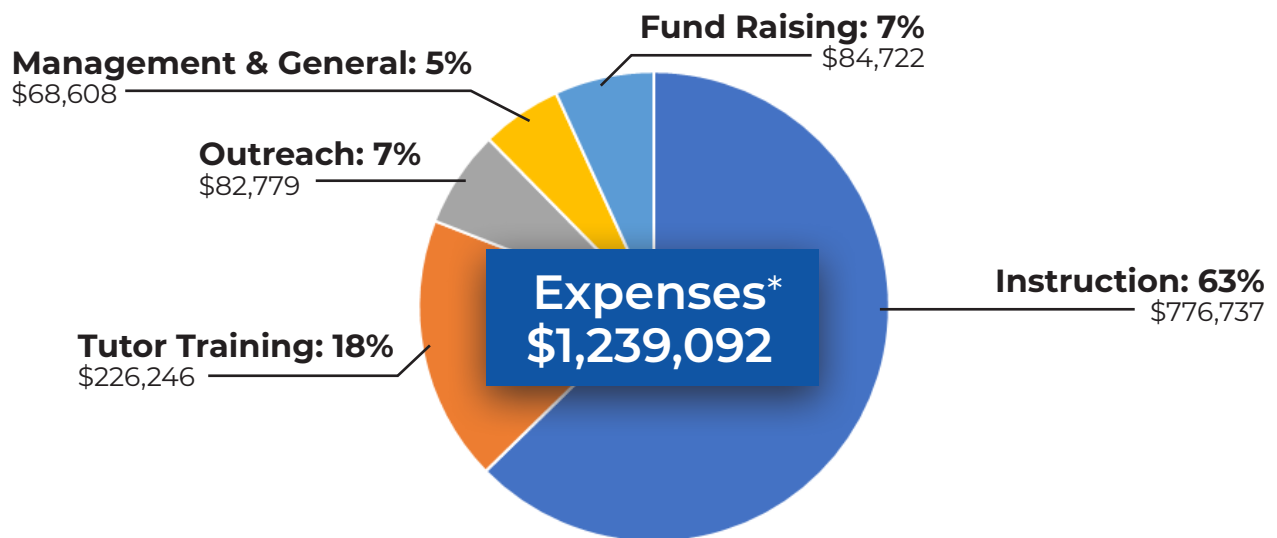
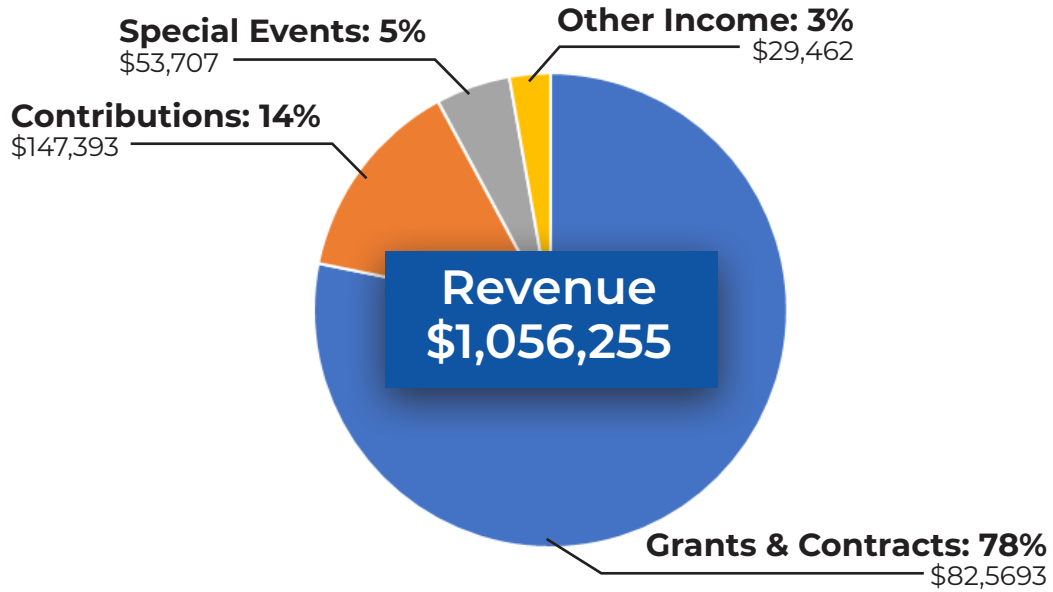
The first step is always the hardest, but you'll never know unless you try..."

A handwritten signature in black ink that reads "Dolly".

■ Imagination Library is powered by Pequea Valley School District and Lancaster Rotary South.



Financial Report: 2023-2024



*2023-2024 expenses were budgeted and offset by planned use of cash reserves.

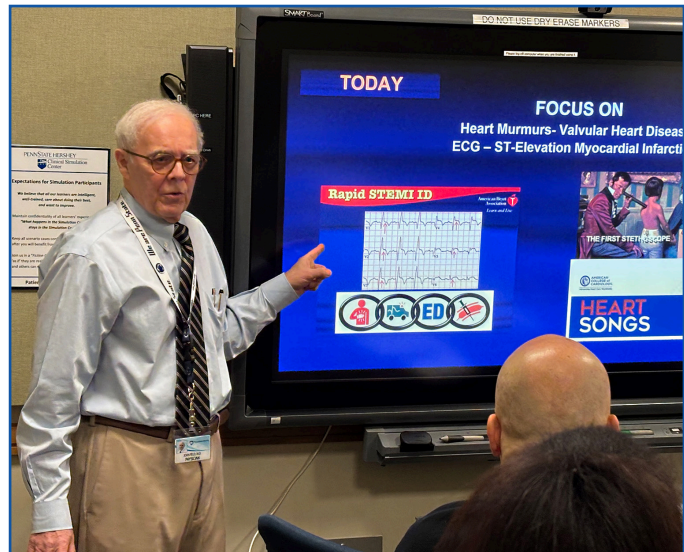
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Thank you to our volunteers!

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Thank you to our community partners!



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The Literacy Council of Lancaster-Lebanon

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www.literacysuccess.org

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