



Celebrating Success! Building a Stronger Community

**YORK COUNTY
LITERACY COUNCIL**

Office hours

Monday
8:30 AM – 5:00 PM
Tuesday
8:30 AM – 7:00 PM
Wednesday
8:30 AM – 5:00 PM
Thursday
8:30 AM – 5:00 PM
Friday
8:30 AM – 3:00 PM



Education is the Cornerstone of Building a Stronger Community

In the U.S. today, there are 30 million adults whose reading skills compare to those of an average 3rd grader. That reading level translates to 40,000 functionally illiterate adults in York County. Without basic reading, writing, math and computer skills, these individuals struggle. They struggle to be active participants in our community, struggle to pay their bills, support their families, and stay healthy.

How does the York County Literacy Council help? The Literacy Council assists students in overcoming educational hurdles with practical real-life application. The subject areas of health, workplace and personal finance are integrated into classroom instruction. Students develop their vocabularies while learning to prepare for a doctor's visit, enhance their math skills in a presentation on budgeting, and learn proper grammar and sentence structure while creating their resumes and cover letter. Through their learning our students are prepared for new opportunities and are making a better world for themselves and their families.

The year 2012-2013 has been both heart-warming and exhilarating as York County Literacy Council assisted 966 adults to build stronger educational foundations, eliminating academic barriers by providing programs that realistically meet needs. Students' hard work and determination transformed into successes of earning their GEDs, citizenship, employment, and self-sufficiency!

We are thankful for the many long-standing and new donors and volunteers who support YCLC programs. Our doors are open for York County adult residents who are seeking programs to improve their lives and strengthen our community. In the following pages you will read about the lives, special challenges and successes of some of our students. Janell, whose story appears on page 4, is an example of how productive our students can become if afforded a little extra effort to help them achieve their goals. After studying with a YCLC tutor, Janell passed her GED and obtained employment with a local manufacturer. The manufacturer gained a motivated employee and Janell now has a promising new career.

By enhancing the skills needed to access information, gain employment, achieve economic stability, advocate for good health, and become involved in society, our students are building a better life for themselves and their families. Their newly learned skills elevate the overall quality of life here in York County.

Truly, education is the cornerstone of building a stronger community.

Lori Mitrick
Board President



Bobbi Anne DeLeo
Executive Director



2013

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Meeting Adults' Educational Needs

Basic Literacy helps students develop their foundational reading, writing, mathematics and speaking in the English language.

966 students served
38,250 hours of literacy instruction

Student 2012-2013 Enrollment

YCLC Programs	Hanover	York
Adult Reading	16	262
English as a Second Language	84	552
Literacy in the Workplace	0	52

Value of Improving Language Skills



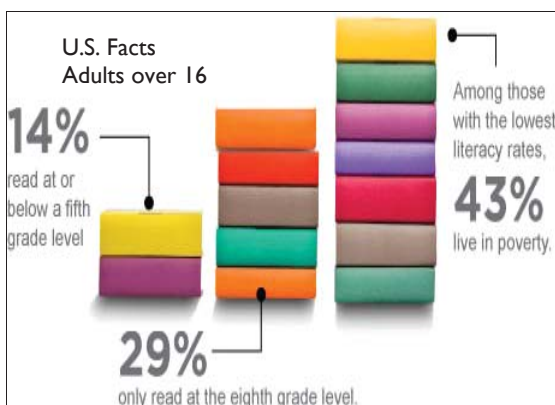
“When I was asked by the HACC test administrator where I learned my English, my response was the York County Literacy Council. The test administrator nodded knowingly that he was familiar with the good work the council was doing with ESL students.”

Estarlin Taveras

Today there are many different reasons why people come to America and settle in York County. Many want to join family, find a job to earn money, go to school, have access to better health care or get a home. According to the US Census Bureau there were approximately 15,660 York Countians who are foreign born and 28,990 whose language spoken in their homes is not English.

Estarlin Taveras from the Dominican Republic, is one of these individuals who came to the York community seeking opportunities. Within a month of arriving in March 2012, Estarlin was enrolled in an ESL class to improve his language skills and to learn and understand the American culture. His ultimate goal is to obtain a United States college degree.

This fall Estarlin started undergraduate courses at HACC York. During the past year and a half, Estarlin found employment, obtained his driver's license, attended presentations on the American financial system, became an American Red Cross blood donor, improved his language skills, learned to navigate American culture and became a part of the community.



A 15% increase in the total number of students receiving services resulting in 966 adults having the opportunity to learn vital English literacy skills yielding student achievements.

222 Students improved their basic literacy skills or improved their English language skills

147 Students increased assessment scores and/or advanced a Class level

Achieving Economic Stability

Financial Literacy helps students understand today’s challenging economic environment. Instruction covers banking, credit, understanding a paystub, and other skills needed to plan for a sound financial future.

608 Students achieved a financial literacy goal

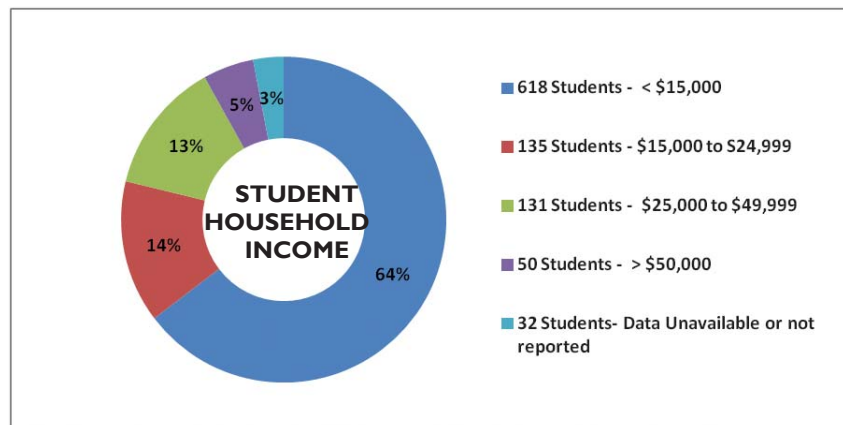
324 Students acquired consumer skills

11 Students earned their GED

14 Students achieved their U.S. Citizenship

\$60 Billion

Annual loss to Americans who struggle with financial literacy and are victims of predatory lenders and financial scams.



Value of a GED Diploma



“I am proof that this piece of paper does matter! “

Janell Sollmer

Every year, roughly 500 high school students drop out of York County schools. Today, the General Education Development certificate, more commonly referred to as a GED, is a credential that is the equivalent of a high school diploma. It can be a valuable tool for job hunting and college admission.

Janell Sollmer understands the value of obtaining her GED. She wanted to help support her family with a better paying job. She dropped out of school in the 9th grade after years of struggling to learn. Janell has dyslexia. As she began seeking employment, she was told that a GED is a requirement of employment.

Janell began being tutored at the York County Literacy Council in May of 2011 to work towards obtaining her GED. Janell “clicked” with her tutor and received the instruction she needed to pass the math and final section of the GED. Her tutor taught her “tricks” to remember a rule or process and they tried many approaches to learning until they found the right approach for Janell. They went back to the basics and set goals with a timeline. All of this proved to be successful for Janell. In October of 2012 she passed her GED exam. The impact of earning a GED is evident when adults are trying to make positive changes in their lives. Janell is now employed full time and has supervisory responsibilities.

Developing Job Readiness and Employability Skills

Workplace Literacy helps students apply their literacy skills to obtain, retain and improve their employment by focusing on topics such as job search strategies, resume writing, interviewing proficiency and dressing for success.

Value of Literacy in the Workplace



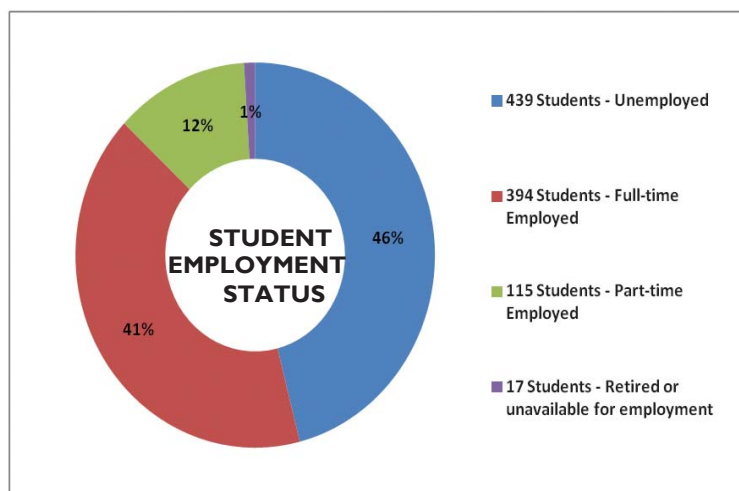
“These classes were offered on company time prior to the start of each of our three shifts and were conducted on site. We are very proud of our team members’ progress and their commitment to learning and producing safe, quality products.”

Dawn Food Products, Inc. is the world’s largest privately owned, global bakery supplier with annual sales of over \$1 billion, and over 4,000 people working in more than 40 countries.

Dawn’s culture drives global growth by embracing diversity while encouraging constant learning and continuous professional development. In York, PA this diversity was highlighted when Dawn’s Safety and Food Safety Training proved problematic for some of our team members for whom English is not their first language. Our comprehensive training, which is offered through an ELearning program, was challenging despite the excellent materials and accompanying video presentations.

Since ‘Safety is our first ingredient’ we wanted to make sure everyone is always up to date on all safety topics and procedures. We were delighted when over 80 team members signed up to take the English As A Second Language course we partnered with the York Literacy Council to develop using the coursework materials from Dawn Food Products.”

E. Joy McFerren, Senior Human Resource Manager



\$225 Billion

Annual loss in worker productivity, tax revenue, and unemployment benefits because of low literacy.

684 Students improved their employability skills

108 Students entered employment or improved their current job

Involving Community

Volunteers are critical partners to the success of the York County Literacy Council and our community. Their assistance enables us to provide services, an investment in the community.



Value of Giving Back

“ The ESL program is my life. I feel very grateful, and this is my big opportunity to learn English and to be involved in the community. I love this country, and I know I need to speak English. I put all my effort to get my goals.”

Milady Nagles

Milady entered the Hanover ESL program as a tutored student in the summer of 2010. In January 2011, she also joined the ESL Beginner Level Class. After a few short months, she advanced to the ESL Intermediate Level Class. Milady still attends the Intermediate Class regularly, and has long term goals of eventually pursuing a communications degree and obtaining employment in a community service agency. She never hesitates to express her appreciation for all that YCLC has done for her:

Holding true to her feeling of gratitude for YCLC, Milady also has an overwhelming desire to give to others. In May 2013, Milady herself became an ESL tutor for YCLC. She currently tutors two beginning level students. In addition to tutoring, she volunteers for New Hope Ministries as a Spanish translator on an as needed basis.

350 Volunteers donated 15,000+ hours

serving as tutors, classroom aides, board members, facilitators, special events and office helpers.

If we have mistakenly omitted any volunteers, please let us know so that the oversight can be corrected.

Bob Adams	Libbert Bowman	Susan DiGruttolo	Martha Green	Debra Holland	Anna Lamond
Fahreta Ahmetovic	Chris Boyle	Terry DiGruttolo	G. Corlyn Griggs	Kim Hollens	Kelsey Lamond
Wilda Alessi	Donna Brander	Martha Dows	Ashley Grimm	Don Holroyd	Karen Laino
Dr. Maria Alexandrov	Eileen Britt	Michael Dows	John Grinnalds	Patricia Hoover	Audrey Landi
Betty June Anderson	Dick Brown	Gene Dyke	Sharon Gumerlock	Beverly Hopper	Michael Lando
Angela Anderson	Deb Bryant	Gladys Eby	Bill Gutshall	Janette Hopple	Irene Langley
Luke Anderson	Jeanne Buckingham	Yvette Engle	Joe Hackett	David Hortman	Regie Lartz
Stacey Baer	Leona Bull	Alex Everhart	Allison Hagerman	Wayne Housman	Sue Lavery
Barbara Bahn	Stella Buntentbach	Darleen Farrenholtz	Clare Hagerman	Sara Hunt	Tamara Leas
Carol Bailey	Susan Bush	Joyce Filius	Blanche Hake	Mindy Inners	Bill Leavens
Laura Bair	Marla Butcher	Peggy Fink	Lee Hall	Julia Jasper	Christopher Leavens
Connie Bankert	Ginger Caddon	Barb Fishel	Jason Hamberger	Deborah Jenkins	Hyun Lee
Patricia Banks	Richard Campbell	Robert Fishel	Richelle Hamberger	Nancy Jones	Alisha Lehigh
Terence Barna	Maureen Campbell	Barb Flickinger	Jane Hamme	Michael Juiliano	Skip Lehman
Albert Barnes	Kim Canfield	Patrice Foley	Leigh Hansen	Mildred Kahley	John Lewis
Mary Barnes	Gia Carter	Karen Foltz	Debby Hare	Wanda Kaltreider	Stan Libert
Mike Baron	Lynnette Carter	Danielba Fraga	Brenda Harlacher	Elizabeth Karevicius	Nathan Lightner
Mary Bates	Andrea Cecil	Sharon Franklin	Kristine Harlacker	Evelyn Kerr	Jill Lenick
Jennifer Battista	Dawn Chagouris	Diane Friedman	Steve Harman	Wayne Kelley	Monica Lissayer
Stephen Baublitz	Kuen Cheung	Meredith Frost	Suzanne Harman	Roberta Kepner	Kelly Livengood
Patricia Behrend	Dave Chown	Marybeth Gallagher	Cortney Harner	Valerio Kibinda	Dick Lloyd
Daniel Benenson	Peggy Chown	Avelina Garcia	Stephen Harrison	Kimberlee Kile	Charlotte Long
Elizabeth Bengtson	Debra Chrimer	Bernice Genovese	Matthew Hartman	Shirley Kinard	Kathy Lord
Nancy Bennett	Sandy Christensen	Bob Gerkin	Roger Haun	Eileen Kindig	David Loring
Barry Berlin	Trudy Cihak	Madeline Gingerich	Eilen Hayes	Donna Kline	Kathy Lucas
Myron Bidinger	Jay Cohen	John Gingrich	Ronald Herman	John Klinedinst	Amanda Lueders
Ellen Biasecker	Martin Cohen	Vicki Glatfelter	Dick Hershey	David Knight	David Mac Veigh
Marie Bine	Roger Coleman	Jocelyn Gonzalez	Suzy Hershey	Anne Knorr	Wendy Magloire
Mike Black	Gerald Copp	Cindy Goodling	Mike Hewitt	Kay Koehler	Joan Mallgrave
Lisa Blake	Karen Coulter	Richard Gordon	Stephanie Himes	Douglas Kohr	Edward Malloy
Wanda Boone	Beverly Crowl	Diana Graham	Jennifer Hoffman	Elizabeth Kopp	Laura Manley
Kay Bortner	John De Leon	Barbara Graver	Regina Hoffman	Pauline Kucinsky	Frances Martin
Robert Bowen	Ann DeMille	Terry Greaney	Donna Hoke	Sarah Kuljevan	Linda Martin

Stan Libert 2013 Bea Blatner Award



The Bea Blatner Award was established in 2002 in memory of our friend and long time volunteer Beatrice Blatner. Bea was the epitome of the perfect volunteer. She served on committees and the board. She was a donor, and tutored students for 20 years well into her 90's.

Stan and his wife, Madellyn, served in the Peace Corp for two years in Oman teaching Omani students to be nurses. Back home in the USA, Stan was a Registered Nurse for 24 years with the Visiting Nurse Association but is now retired. Stan says their time in Oman was a great learning experience and every day was an adventure. It was hot and humid but the people were very friendly and hospitable. If they saw a stranger in their town they would invite them into their homes for tea and sweets. Stan and Madellyn were in Oman during the time Iran held U.S. hostages. One of the cab drivers in Oman was Iranian and he apologized over and over to them for what his country was doing to the Americans.

Stan says that God blessed him with his first wife, Madellyn and they both loved to read. One day Madellyn heard about YCLC on the radio (God was working again) and that YCLC needed volunteer tutors. In 1987, Stan and Madellyn both took the tutor training and became tutors working with different students. Stan taught Adult Reading students for five years before taking a break.

In 2004, Stan decided to return to tutoring and took the tutor training again. This time he wanted to tutor ESL students. Stan has been working with a couple from Cambodia for nine years. One of the highlights of this match was when the wife received her U.S. Citizenship and Stan took them on a trip to Washington D.C. It was very special for all of them to see the attractions that highlight our nation's history and constitution. Everyone enjoyed the trip!

Stan has also tutored other ESL students with much success. For the past three years, he has served as a classroom aide in YCLC's Beginners ESL evening class two nights each week. When asked about her classroom aide Marianne Thomas, ESL Beginners Instructor, officially responded "Stan's unparalleled reliability and dedication to the ESL Beginners class make him an asset to the classroom teacher and every student in the class. Stan is loyal, conscientious, flexible, and responsive to each student. Students know they can turn to him for accurate answers and unbiased help. His education and professionalism have uniquely prepared him to aid the mission of YCLC by increasing the literacy skills of our ESL students." But Marianne said that her real response is, "Every night when I say my prayers, I say, 'Thank God for Stan Libert!'"

Stan has provided 1483 hours of service to YCLC (and he is always ready and willing to help in any way that he can. He has been steadfast, supportive, patient and a good friend to YCLC and those who seek instruction.

A few years after Madellyn passed away, Stan found love again. God blessed him again with his second wife Karen and together they raise animals on a farm in Glen Rock. Stan now travels quite a distance in order to help students learn literacy skills but he does it because he knows the experience will be life-changing for them. In the true essence of the Bea Blatner Award, Stan is committed to helping others. It is our pleasure to recognize Stan Libert for his selfless efforts as a kind and dedicated York County Literacy Council volunteer. We can't thank you enough Stan for your devotion and service!

Margaret Martin	Joanne Olejkowski	Phyllis Reeling	Jennifer Sears	Jack Strathmeyer	Maryellen Valentine
Kimberly Martino	Linda Overmiller	Amy Reeve	Lynne Segro	Steve Studivant	James Valentine
Margie Mattis	Elaine Page	Janice Reeve	Elizabeth Seitz	Kay Stull	Andrew Vavreck
Amanda McLaurin	Jimmie Page	Tabitha Rhoades	Erica Seitz	Delmar Sutton	Marite Velasco
Kathy Melato	Keri Palacios	Mark Riggs	Linda Seitz	Wesley Talada	Catherine Virago
Peter Mergenthaler	Michael Patashna	Roberta Rishel	Isabell Sellers	William Talada	Carol Wagman
Jack Messersmith	Virginia Patterson	Sally Roberts	Rudolph Shacklett	David Tangredi	Chris Wagman
Chad Meyers	Melody Patton	Michele Robinson	Bryan Shelley	Paul Tangredi	Alicia Walter
Meleah Miller	Pat Phelan	Annette Roderick	Crystale Shelley	Elyana Tarlow	Cheryl Walter
Jim Mills	Dolores Phifer	Diane Rodkey	Yvonne Sherevan	Cherie Taylor	Henry Wardrop
Paul Minnich	Lezlie Phillips	Dana Rodriguez	Dan Shoemaker	Edouardo Thibault	Melanie Watts
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Phyllis Morley	John Pyles	William Sabey	Mark Sosa	Sherrill Trimpey	Christina Woodland
Karen Muller	Dustin Quance	Maria Santos	Luther Sowers	Ana Tuali	Peihua Yi
Susan Myers	Earl Quance	Doris Sauble	Jack Springer	Donna Truitt	Susan Yeaple
Milady Nagles	Emily Raffensberger	Patricia Sauvageau	Carol Stamer	Alys Tucker	Mary Yep
Sandra Neal	Sara Raffensberger	Ryan Scala	Kae Sterner	Rich Tuell	Beverly Zamora
Patricia Norris	Kathleen Rager	Avis Scherer	Terry Steyer	Karen Umland	MaryAnn Zelinski
China Oakes	Irene Rainville	Deborah Schoelkopf	Sharon Stottlemeyer	Wayne Umland	
Elizabeth O'Connor	Linda Ranker	Patricia Schuman	Carol Stowell	Marsel Urazaev	
Thomas O'Connor	Till Reed				

Accessing Resources

Health Literacy is the ability of individuals to obtain, process, and understand basic health information and services needed to make informed health decisions. Health literacy teaches adults to read labels, to take medications safely, and to understand relevant health issues including wellness and nutrition.



Value of Healthy Living

About one third of the adult population in the United States has limited health literacy. Low literacy affects the US health cost and can be the difference between life and death for the patient.

YCLC hosts classroom presentations on health literacy topics. This year Penn State Nutrition Links presented "Teaching People How to Eat for Less!" and we also had several local health care providers visit the classes to explain levels of medical care and terminology.

Health Stories student books and workbooks offer interesting stories, activities and worksheets to learn about common illnesses, medical procedures, and the U.S. health care system. Workbooks offer additional practice on vocabulary, listening, and reading comprehension. Wellspan Community Partnership Grant and Bob Hoffman Foundation funded the New Readers Press Health Stories.

\$230 Billion

The cost of low health literacy each year.



756 Students achieved a wellness and healthy lifestyle goal

Digital Literacy helps students to effectively navigate computers and related technology efficiently.

Value of E-learning

In today's tech centric world, adults need computer skills and access to technology to succeed in our society, whether they are trying to apply for a job on-line, find accurate health information on the internet, or simply send an email to their child's teacher.

Readers Raise Achievers Program, a pilot program funded by York County Community Foundation and Synergis-Tech, empowers students who are parents to raise children who have strong literacy skills. The objective of the pilot program is to expand YCLC collaboration of technology resources to enable parents to achieve their individual goals which include assisting children with their homework, reading to their children, learning skills to work with their children and increasing their involvement in their children's education.

YCLC recognizes the urgency and responsibility of preparation for the new GED® testing series which will begin in January 2014. The new test goal is to align the test with demands of the workforce and postsecondary program increasing in difficulty. The new GED exam will also move from paper to digital. The test will require computer and keyboarding skills. Paper and pencil testing will be a thing of the past. All test components must be completed on the computer, including the essay writing. Students will have to become accustomed to doing an essay on the computer. YCLC continues to seek funding to purchase laptops and software that enable YCLC to provide training for students to move into the world of digital literacy.



1/5 One in five American adults cannot access or use the Internet. Those without a high school education are among the least likely to have access.

325 Library cards issued to students, tutors and volunteers

41 Students increased involvement in their child's literacy activities

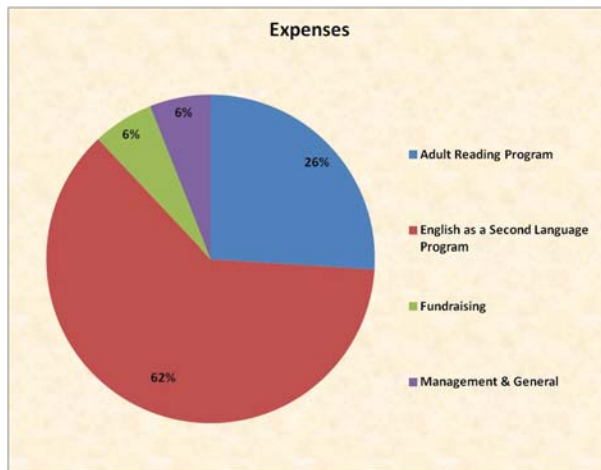
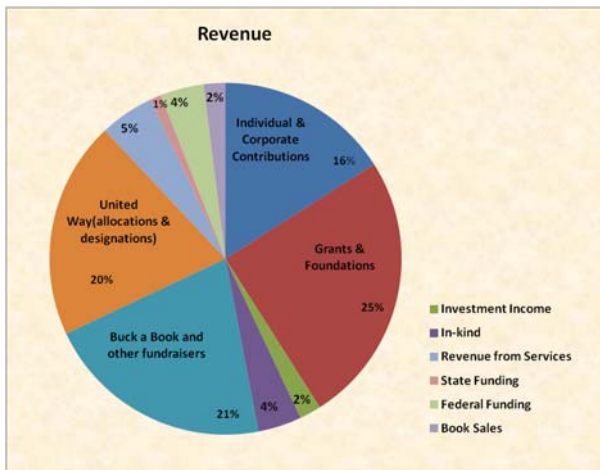
5 Laptops were added to YCLC's computer lab

Financial Stewardship

York County Literacy Council practices sound financial management and is committed to ensuring the efficient and effective use of all donor's investments to accomplish our mission to create a better quality of life for York County adults, their families and our community.

FINANCIAL STATEMENTS

2012-2013



EVERY DOLLAR INVESTED IN ADULT LITERACY YIELDS \$7.14 IN RETURN

Funding for adult literacy programs decreased by \$6 million in 2011

Keeping the Classes Going, Doors Open, and Tutors Trained !

Thanks to our generous Community and the Leadership of Michelle and Bill Shipley, 2013 Literacy Empowerment Campaign Honorary Chairs, the Goal of \$50,000 was exceeded by 23%.

Literacy Empowerment Donors of \$1,000 or more

William & Anna Carter
 Todd & Katharine Lord
 Drs. Michael & Lori Mitrick
 Irvin Naylor

Bob and Donna Pullo
 Carl & Brenda Vizzi
 Coni Wolf
 Bill & Kim Yanavitch III

County of York
 Fulton Bank
 Glatfelter Insurance Group
 Glatfelter Paper
 People's Bank
 Shipley Group



Value of Your Legacy

“As a tutor, I have personally seen the positive changes in one’s life simply by becoming more literate. Using my talents to help others is my greatest joy in life and something I don’t ever want to end. That’s why I’ve chosen to list the York County Literacy Council as a beneficiary on my life insurance policy. I now have comfort in knowing that when my life on Earth has expired my legacy for helping others will live on...through the ongoing work of YCLC. “

Kim Watkins

2012-2013 Donors

Thank you for your investment of time, talent and resources

If we have mistakenly omitted any contributions, please let us know so that the oversight can be corrected.

INDIVIDUAL DONORS

Epic \$ 5,000+

Mr. & Mrs. Louis J. Appell, Jr.
Drs. Michael & Lori Mitrick
Coni Wolf

Poetic \$ 2,500+

Karen W. Brown

Classic \$ 1,000+

Robert A. Bowen
William S. & Ann L. Carter
Steve Harrison
Michael & Kim Klein
Debra D. Kleyhauer
John Leen
Todd & Katharine Lord
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Kim Watkins
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Scholar \$ 500+

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Novelist \$ 250+

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Gregory & Leslie Trimmer
Dr. & Mrs. Peter Van Giesen
Kristen M. Ventre
Carol Wagman
James Wilson

Reading Circle \$ 100+ ANONYMOUS

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Mr. & Mrs. Peter Andrews
Michael & Marilee Ball
Collens-Wagner Agency
Ms. Roseanna Banks
Terry Barna
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James K. & Judith H. Bergdoll
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Dr. & Mrs. Luther B. Sowers
Beverly Speight- Mohamed
Heather Stein

Mrs. Linda Stern
Keith & Cathy Stouch
David A. Stram
Mr. Mark Sweigart
Debra A. Taylor
Richard H. & Patricia S. Walters
Alfred & Margaret Weber
John & Annabelle Wenzke
Mrs. Metza Whiley
Darla J. Willis
Ms. Karen L. Wilson

Page Turner \$ 50+

ANONYMOUS
Charlotte D. Aldinger
Wilda Alessi
Mr. & Mrs. Peter Andrews
Louise Barrett
Nellie Behrens
Ronald & Tracy Benenson
Carolyn A. Blaszczyk
Robert A. Bowen
Mr. & Mrs. Stephen B. Brown
Michael & Patricia Bubb
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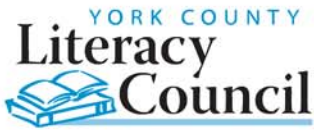
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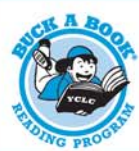
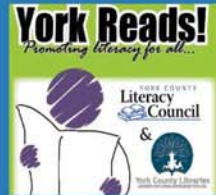


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