

COMMUNITY LITERACY OF ONTARIO MEMBERS' E-COMMUNIQUE DECEMBER 2012

Dear CLO Members,

Community Literacy of Ontario is pleased to present its **DECEMBER 2012 Members' E-Communiqué**.

Topics covered in this e-communiqué are:

1. [CLO's Risk Management Webinar #2: Cyber Risks](#)
2. [Links to the Recordings of CLO's LBS Performance Management and EOIS-CaMS Webinars](#)
3. [CLO's Financial Management E-Communiqué](#)
4. [A Very Busy Year: CLO's Annual Report](#)
5. [Laubach Literacy Ontario's Winter 2012 Expressions E-Magazine](#)
6. [Alphaplus' Survey on the Ontario Adult Literacy Curriculum Framework](#)
7. [Working with Volunteers: 25 Good Ideas](#)
8. [The State of the Field of Literacy and Essential Skills in Canada](#)
9. [Employment Ontario News and Information](#)
10. [Holiday Treat: Finnish Christmas Glögg](#)



CLO'S RISK MANAGEMENT WEBINAR #2: CYBER RISKS

Community Literacy of Ontario is pleased to present the second of four free webinars from our "*Reducing Risk/Protecting People*" project. This second webinar will focus on the important topic of **CYBER RISKS**. It will be held online on January 17, 2013, from 10 to 11 a.m.

As organizations become increasingly involved in online learning, social media and other digital tools, it is important that they develop policies and procedures to help them establish and maintain a professional online presence and reputation. During this one-hour webinar, CLO will overview issues to consider and share examples of good practices, checklists, real-life examples and sample policies.

Watch your inboxes for registration information in early January!

As well, CLO will make a public recording of this webinar so that anyone who was unable to attend the webinar can still access this training opportunity.



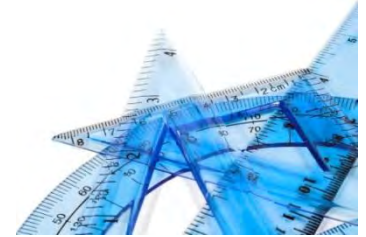
"IT'S BEEN COMPLETELY RECONDITIONED... AND FOR AN EXTRA FIFTY BUCKS I'LL PUT BACK ALL THE JUICY STUFF I FOUND ON THIS GUY'S HARD DRIVE!"

Source: Office of the Privacy Commissioner



LINKS TO THE RECORDINGS OF CLO'S LBS PERFORMANCE MANAGEMENT AND EOIS-CAMS WEBINARS

Community Literacy of Ontario is delighted to share the link to our recorded webinars on the *LBS Performance Management System*. Through this webinar series, participants will gain a deeper understanding of LBS PMS, performance leadership and how Employment Ontario Information System – Case Management System (EOIS-CaMS) data and reports can be used to make evidence-based decisions and service improvements in their agencies.



These webinars are facilitated by Angela Hoyt of Evolution Group Inc. Angela has an in-depth understanding of MTCU and Employment Ontario policies and programs, the LBS PMS, EOIS-CaMS performance and operational reports, and performance leadership.

Community Literacy of Ontario's webinar series covers the following:

<p style="text-align: center;">WEBINAR #1</p> <p style="text-align: center;">Leadership and Performance Management in LBS</p>	<p><i>This webinar provides an overview of performance management systems. It also highlights the critical role of leaders in an outcomes-based service model and the connection between performance management and service excellence.</i></p>
<p style="text-align: center;">WEBINAR #2</p> <p style="text-align: center;">LBS PMS: Performance Management – Business Intelligence and Reports</p>	<p><i>This webinar focuses on two of the three components of the LBS PMS:</i></p> <ul style="list-style-type: none"> • <i>The Performance Measurement Framework: the service quality standard, core measures and organizational capacity</i> • <i>Business Intelligence: the use of CaMS data and reports to make evidence-based decisions and service improvements. The Detailed Service Quality Report will be reviewed in detail.</i>
<p style="text-align: center;">WEBINAR #3</p> <p style="text-align: center;">LBS PMS: Continuous Improvement – Data Analysis</p>	<p><i>This webinar focuses on the third component of LBS PMS - Continuous Improvement: the integration of measuring and planning into the fabric of the organization. It shows how data “tells a story” of past performance and provides key information to support future-focused evidence-based decision making from agency, regional, sector and provincial perspectives.</i></p>

All of the webinar recordings can be accessed via CLO's website at:
www.nald.ca/clo/webinars.htm

These important webinars were funded by the Ontario Ministry of Training, Colleges and Universities as part of Community Literacy of Ontario's *Reducing Risk; Protecting People* Research and Development project.

CLO's webinars were held in late November and early December 2012. Community Literacy of Ontario recorded these webinars so that they could be freely shared with Literacy and Basic Skills practitioners, service providers in Employment Services and any other interested participants.



CLO'S FINANCIAL MANAGEMENT E-COMMUNIQUÉ

CLO recently emailed our *Financial Management E-Communiqué* to community-based literacy agencies in Ontario. This helpful resource is freely available on our website and it includes the following information:



- Sample financial policies
- Board roles
- An overview of funder expectations
- Imagine Canada's Standards Program
- Additional tools and resources



See: www.nald.ca/clo/communiqué/oct2012_financial_management_e_communiqué.pdf

A VERY BUSY YEAR: CLO'S ANNUAL REPORT

Now that was a very busy year in CLO-land! We developed a new strategic plan. We produced resources and training on key topics for literacy agencies such as risk management, performance management, OALCF, organizational capacity, blended learning and more. We actively engaged in social media and other ways of communicating. We produced *Literacy: Why It Matters*. We took baby steps towards creating a social enterprise. We were honoured to be awarded the *Council of the Federation Award for Literacy* from the Government of Ontario. And so much more...

To learn all about CLO's activities in 2012, please read our *Annual Report* at: www.nald.ca/clo/annual_report/ar_2011_2012.pdf



LAUBACH LITERACY ONTARIO'S EXPRESSIONS E-MAGAZINE

Laubach Literacy Ontario's Winter 2012 *Expressions E-Magazine* is available at: www.laubach-on.ca/emag.

This helpful magazine covers topic areas such as:

- Technology
- Curriculum
- Program administration and more.



ALPHAPLUS' ONTARIO ADULT LITERACY CURRICULUM FRAMEWORK SURVEY



Between December 13, 2012, and January 11, 2013, AlphaPlus invites Ontario's Literacy and Basic Skills service providers to participate in a 15-minute, online survey to help with the development of a plan to review the core components of the Ontario Adult Literacy Curriculum Framework and an examination of three of the core OALCF documents. You can access this survey here:

www.surveymonkey.com/s/5KZLXZR



WORKING WITH VOLUNTEERS: 25 GOOD IDEAS

Our friends at Decoda Literacy in BC have just created a wonderful new resource called “*Working with Volunteers: 25 Ideas for Good Practice.*” You can access this free and helpful resource at: <http://decoda.ca/working-with-volunteers-25-ideas-for-good-practice/>

THE STATE OF THE FIELD OF LITERACY AND ESSENTIAL SKILLS IN CANADA

The Canadian Literacy and Learning Network has just released a report on the *State of the Field of Literacy and Essential Skills in Canada*. This extremely important report reviews and analyzes demographic, economic, labour market and governmental trends and literacy issues in Canada.

To download this report, visit: www.literacy.ca/literacy/state-of-the-field-2012/

EMPLOYMENT ONTARIO NEWS AND INFORMATION

MTCU’s Employment Ontario Partners’ Gateway (EOPG) website provides a wealth of important information for LBS agencies. See: www.tcu.gov.on.ca/eng/eopg/newpostings

**EMPLOYMENT
ONTARIO**
Ontario’s employment & training network

Recent news on the EOPG includes:

- December 11, 2012: [Letter to EO Partners](#)
- December 7, 2012: [2013-14 Service Delivery Network Development Fund Call for Concept Paper](#)
- November 29, 2012: [CaMS/2012-7 Bulletin](#)
- November 14, 2012: [2013-14 LBS Business Planning](#)
- November 13, 2012: [November 5, 2012 Meeting](#) of the SDAG (Service Delivery Advisory Group)
- November 5, 2012: [ADM Letter to EO Partners](#)
- November 2, 2012: [ES Snapshot #3: 2012/13](#)

HOLIDAY TREAT: FINNISH CHRISTMAS GLÖGG

Last December I shared my recipe for Luumutortut (Finnish Prune Tarts). For this year’s holiday treat, I’m happy to share my recipe for *Christmas Glögg*:

- 1 bottle of blackcurrant or red grape juice
- Sprinkle of cardamom seeds, ginger, and nutmeg
- Several cloves and one cinnamon stick
- ¼ cup each of orange and lemon peel
- 1 cup of white sugar

Add the juice to a pot and add the spices, peel and sugar. Simmer the Glögg over a low heat for an hour. Be sure to not let it come to a boil. Strain the mixture. Add a few raisins and almonds to each glass and serve immediately!

Joanne Kaattari

