

*****CLO'S March 2007 E-BULLETIN*****

Community Literacy of Ontario is pleased to present our March 2007 E-bulletin. CLO's monthly e-bulletin will:

- Serve as a monthly summary of current information of interest to member programs
- Be sent to paid CLO members only
- Include web sites of interest to CLO members

CLO's March 2007 E-BULLETIN contains information on:

1. [CLO's Member Survey](#)
2. [CLO Project Updates](#)
3. [CLO's January Our Voice Newsletter](#)
4. [CIPMS – Basic Information](#)
5. [Workforce Resources](#)

1. CLO's Members Survey

It is difficult to believe that we are rapidly approaching the end of the 2006/2007 business year. April 2007 is just around the corner and CLO is planning on how to best meet your needs in the upcoming year. We will assess our past performance and your current needs by asking you to complete the attached survey. It addresses two key areas: Continuous Improvement Performance Management System (CIPMS) and CLO's service during the past year. By looking closely at the results of these two survey areas we will be extremely well positioned to meet your needs in 2007/2008.

2. CLO Project Updates

a) STRATEGIC PLANNING

In April 2006, Community Literacy of Ontario received funding from the Ontario Trillium Foundation to create a strategic plan that would allow CLO to strengthen and increase its organizational capacity to serve its members. CLO's staff, board of directors and project consultant (Jane Barber) have worked diligently during the past year and have developed a concrete plan that we will soon share with our members.

The next phase of this project (April 2007 to March 2008), will focus on providing training to help literacy organizations engage in strategic planning to build their own organizational capacity. Throughout the next year, CLO will offer the following training opportunities:

- Offering two face-to-face regional workshops on Strategic Planning
 - May 24th at LLEO's Annual Conference in Kingston
 - October 12th at CLO's Annual General Meeting/Conference in Toronto
- Delivering two online workshops on Strategic Planning via Centra Symposium
- Developing a web-based, self-directed training module on strategic planning to be housed on our Literacy Basics training website

More information on these exciting training opportunities will be available in the near future! If you have any success stories about successful strategic planning in your agency or useful tools and resources for planning, please share them with CLO. We would be very grateful for your help – and so would your colleagues in other community literacy agencies! Please email Jette at jcosburn@bellnet.ca.

b) SUCCESS INDICATORS FOR INDEPENDENCE GOALS

Community Literacy of Ontario has also received funding from the Ministry of Training, Colleges and Universities for a project called "Success Indicators for Independence Goals." This project supports the Learner Skill Attainment Framework being developed for Literacy and Basic Skills programs . CLO is pleased to announce that Robyn Cook-Ritchie has been hired as the consultant for this very important initiative.

CLO's project focuses on the learner pathway of Foundation Skills for Lifelong Learning and involves researching success indicators and transition markers in the domain of independence. Success indicators for independence goals are difficult to develop and difficult to measure effectively. How for example can independence goals such as "increased self-esteem", "improved attendance", "self-motivation", and "problem-solving be effectively measured?

Based on the results of this research, a framework will be developed identifying the main transition and success markers (in the domain of Independence) needed to demonstrate foundations for learning relevant to the Essential Skills of Reading, Document Use and Numeracy.

Furthermore, CLO will assess where independence fits within the Essential Skills and identify how the framework for identifying and measuring success in the domain of independence could be expressed/articulated to the Essential Skills scale.

Stay tuned for future project bulletins!

c) THE ABCs OF THE CONTINUOUS IMPROVEMENT PERFORMANCE MANAGEMENT SYSTEM

CLO has recently received funding from the Ministry of Training, Colleges and Universities for a project called "The ABCs of the Continuous Improvement Performance Management System." Vicki Trottier has been hired as project staff. This project will begin in March 2007.

Project deliverables are:

Research: CLO will conduct research to identify the needs of community literacy agencies relative to implementing CIPMS.

AlphaCom: CLO will moderate a CIPMS AlphaCom discussion group to share tools, ideas and resources.

Resource Guide: CLO will write a CIPMS resource guide to help literacy agencies increase their capacity to implement the CIPMS.

Face-to-Face Training: CLO will deliver face-to-face training on the CIPMS at our Annual General Meeting /Conference on October 11, 2007.

Centra: CLO will deliver the curriculum for two online training workshops about the CIPMS.

Literacy Basics: CLO will write the curriculum for a self-directed web-based training module on the CIPMS. This module would be housed on CLO's highly popular Literacy Basics website.

d) LITERACY BASICS PLUS: SOMETHING NEW IN THE NEIGHBOURHOOD!

Community Literacy of Ontario is pleased to announce that we have just added four NEW training modules to the Literacy Basics website (<http://www.nald.ca/literacybasics>):

1. Learner Retention
2. Learner Recruitment
3. Self-Management and Self-Direction
4. Outcomes-Based Program Evaluation

3. Link to CLO's January OurVoice Newsletter

In January 2007, CLO circulated its January edition of Our Voice newsletter. This newsletter is posted on CLO's website for your reading pleasure. Feel free to also share this link with your tutors or board volunteers.

<http://www.nald.ca/litweb/province/on/CLO/NEWSLET/jan07/1.htm>

4. CIPMS – Basic Information

The following is a general refresher on the CIPMS that you may find helpful....

In 2003/2004 MTCU began taking steps to implement the Continuous Improvement Performance Management System (CIPMS). The CIPMS focuses on three core measures: efficiency, effectiveness and customer satisfaction.

Early steps towards the CIPMS have included: the revised LBS program monitoring form, revised guidelines for post-training services and the learner satisfaction survey.

More recently, one of the major focuses of the CIPMS has been learner skill attainment. LSA is intended to assist LBS agencies to more effectively measure, document and report learner successes. CLO and other organizations have been funded to conduct project work in the area of LSA.

Dr. Pat Campbell has also conducted research as part of a study on assessment practices, tools and resources within the Canadian literacy community. This report, "Student Assessment in Adult Basic Education: A Canadian Snapshot" is posted on NALD at: <http://www.nald.ca/fulltext/snape/cover.htm>.

Recent CIPMS initiatives include MTCU exploring the enhanced use of available data from the IMS to begin to formalize measures around efficiency. As well, MTCU will be working with literacy agencies to improve response rates to the learner satisfaction survey and they are encouraging the expanded use of AlphaRoute. CIPMS is also about effective program monitoring, program evaluation, goal setting, documenting activity, and evaluating, recording and demonstrating progress.

For more information on the CIPMS check with your program consultant or read the MTCU letters on AlphaCom's Info-LBS discussion group dated March 2, 2005, May 12, 2005, November 23, 2005, September 12, 2006 and November 3, 2006.

5. Workforce Resources

Community Literacy of Ontario would like to share the following interesting workforce resources:

- **Finding Your Way at Work: Beyond Reading and Writing** by the Ontario Literacy Coalition, 2006. This resource is designed for instructors and learners to use and covers such topics as: Understanding Your Workplace; Workplace Expectations: Getting Organized; Working Together; and Keeping with Change.

For more information on this resource, please contact OLC at:
<http://www.on.literacy.ca>

- **How Do Your Skills Measure Up?**

This is a free web-based tool developed by Skill Plan and TOWES (Test of

Workplace Essential Skills) that can be used for self-assessment of the essential skills: <http://measureup.towes.com/english/index.asp>

· **Applications of Work and Learning Project (AWAL)**

The AWAL Database (<http://www.awal.ca>) was developed to provide workplace applications of the Essential Skills. This database is available on-line to anyone searching for ways to bring workplace relevance to classroom activities.

· **Occupational Curricula**

Literacy Link Eastern Ontario has recently produced eight occupational curricula on CDs for LBS learners. They include learning activities (and answers) and exit demonstrations based on each occupation's Essential Skills. Each curriculum is in pdf format. Some of the occupations include Landscaping and Grounds Maintenance Labourers, Hospitality, Health Care, and Food Counter Attendants, Kitchen Helpers and related occupations. The complete list of the curricula and instructions for ordering are at:

http://www.lleo.ca/LLEO_assets/pdfs/cd_order.pdf

· **Building for the Future: Connecting to Apprenticeship**

Building for the Future (BFF) was produced by Preparatory Training Programs of Toronto (PTP). It is designed as a career exploration resource for adults or youth interested in exploring the skilled trades. To order (at a cost of \$64.50) please visit: <http://www.ptp.ca/Publications.htm>

· Literacy Link South Central has just produced an innovative resource called **Choose Your Life**. This booklet is a fun and interactive way for youth to explore job search options. It also addresses various ways to upgrade literacy skills and further education. In a subtle and entertaining way, this book suggests to youth that the decisions they make now will affect their choices in the future. Please contact <http://www.llsc.on.ca> for more information.

· Some other good workforce related documents are the **WorkWrite Series** by the Preparatory Training Programs of Toronto (PTP).

Volume 1 is a collection of instructional workbooks and teacher's guides focusing on the functions and features of workplace documents.

Another great resource in this series is Workplace Communications. This resource demonstrates various ways individuals within a workplace communicate with each other. The book contains a broad range of original workplace document types and styles and discusses the use of notices, postings, memoranda, agenda, meeting minutes, fax cover sheets, email work orders, job postings and letters.

For more information, please visit: <http://www.ptp.ca/Publications.htm>

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