

**COMMUNITY LITERACY OF ONTARIO
MEMBERS' E-COMMUNIQUE
NOVEMBER 2012**

Dear CLO Members,

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

Topics covered in this e-communiqué are:

1. Proud to Announce: CLO's NEW Strategic Plan
2. Links to the Recorded Version of CLO's Webinar on *Client Privacy*
3. CLO's Effective Evaluation Strategies and Techniques Toolkit
4. CLO Webinars on LBS and Performance Management
5. The Power of Simple Words
6. Update on CLO's Annual General Meeting
7. "Brighter Prospects" Report Released from the Commission for the Review of Social Assistance in Ontario
8. Service Delivery Advisory Group November Meeting Resources
9. Employment Ontario News and Information

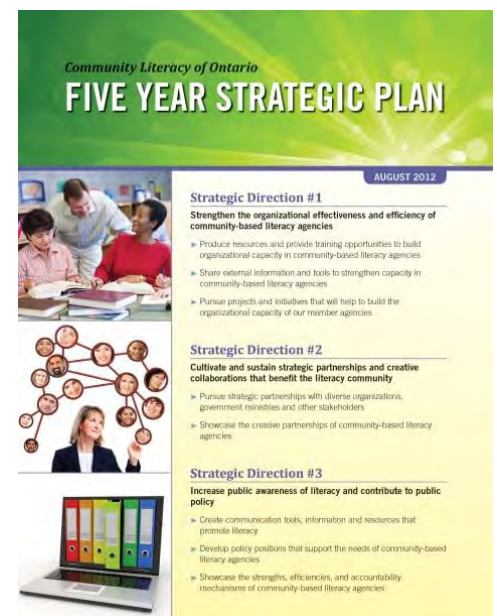


PROUD TO ANNOUNCE: CLO'S NEW STRATEGIC PLAN

The Board of Directors and staff have been hard at work developing CLO's new strategic plan. We were pleased to present our new plan at CLO's November 2012 Annual General Meeting. You can access our plan online at: www.nald.ca/clo/resource/clo_strategic_plan_august2012.pdf

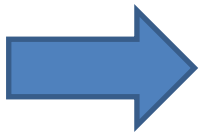
Community Literacy of Ontario has five strategic directions:

1. Strengthen the organizational effectiveness and efficiency of community-based literacy agencies
2. Cultivate and sustain strategic partnerships and creative collaborations that benefit the literacy community
3. Increase public awareness of literacy and contribute to public policy
4. Advance the use of technology and encourage the use of innovative practices
5. Ensure that CLO is a strong, sustainable, and healthy organization



LINKS TO THE RECORDED VERSION OF CLO'S WEBINAR ON CLIENT PRIVACY

On November 1, 2012, Community Literacy of Ontario held a highly successful webinar on the topic of privacy. During the webinar, CLO shared a variety of resources and tools relating to privacy concerns in Ontario's literacy agencies. We also highlighted many real-life examples relating to privacy.



If you missed this event, don't despair (or call the Privacy Commissioner!), you can access the recorded version of our webinar on client privacy in literacy agencies here: <http://vimeo.com/52630059>.

This cartoon comes from the Office of the Privacy Commissioner. The Privacy Commissioner has a wide variety of valuable resources related to the topic of privacy that are highly recommended by CLO.

Be sure to check out their resources at: www.priv.gc.ca/index_e.asp



"THAT WILL BE \$28.75...NOW IF I CAN JUST GET YOUR POSTAL CODE, PHONE NUMBER AND A SMALL BLOOD SAMPLE.."

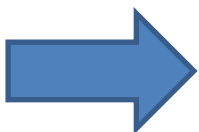
NEW CLO RESOURCE: EFFECTIVE EVALUATION STRATEGIES AND TECHNIQUES TOOLKIT

Usually, the best ideas, approaches and tools come directly from the literacy field. Community Literacy of Ontario's "*Effective Evaluation Strategies and Techniques Toolkit*" is no exception. CLO was very fortunate to work with some very creative and progressive practitioners in Ontario's literacy field – to draw ideas from them, bounce ideas off them, and, when necessary, to get reality checks from them!



CLO's "*Effective Evaluation Strategies and Techniques Toolkit*" contains information and resources on evaluation, performance management, data collection, performance measurement, customer service, effectiveness and service coordination. It also contains sample tools and checklists on a variety of topics relating to evaluation.

We hope that this toolkit provides literacy practitioners with information, strategies and sample tools that will be useful as you continue to evaluate the great work that you do.



You can access our evaluation toolkit by clicking here: www.nald.ca/clo/resource/clo_toolkit_effective_evaluation_strategies_and_techniques.pdf



CLO WEBINARS ON LBS AND PERFORMANCE MANAGEMENT

Community Literacy of Ontario is pleased to present a three-part webinar series on the Literacy and Basic Skills Performance Management System (LBS PMS). During these webinars participants will gain a deeper understanding of LBS PMS, performance leadership and how EOIS-CAMS data and reports can be used to make evidence-based decisions and service improvements.



This webinar series will be delivered by Angela Hoyt of Evolution Group Inc. The webinars are free of charge but spaces are limited. However, these webinars will be recorded so that all literacy practitioners will be able to access them. Links to the recorded webinars will be widely shared with the literacy community in December 2012. We recommend that participants attend all three webinars.

Registration information will be emailed out later this week so please watch your inbox!

This three-part series includes the following topics:

<p>Webinar 1 – Leadership and Performance Management in LBS (November 28, 2012 from 10 a.m. to noon)</p>	<p><i>This webinar will provide an overview of performance management systems and will highlight the critical role of leaders in an outcomes-based service model.</i></p>
<p>Webinar #2: The LBS Performance Management System – The Basics (December 5, 2012 from 10 a.m. to noon)</p>	<p><i>This webinar will provide an overview of the LBS PMS including the three core components of the LBS PMS: The Performance Measurement Framework; Continuous Improvement; and Business Intelligence</i></p>
<p>Webinar 3: LBS PMS Data and Reports (December 12, 2012 from 10 a.m. to noon)</p>	<p><i>The webinar will provide an overview of the EOIS-CAMS performance and operational reports and demonstrate that the data contained in the reports “tells a story” of past performance and provides key information to support future-focused evidence-based decision making.</i></p>

These webinars are part of Community Literacy of Ontario’s “Protecting People; Reducing Risk” project which was funded by the Ontario Ministry of Training, Colleges and Universities.

THE POWER OF SIMPLE WORDS

Plain language advocates rejoice! The amazing Ted-ED has created this short, educational and playful video called “The Power of Simple Words”:

<http://ed.ted.com/lessons/the-power-of-simple-words>



UPDATE ON CLO'S ANNUAL GENERAL MEETING

Community Literacy of Ontario was delighted to host its 15th Annual General Meeting on November 9, 2012 at the Delta Chelsea Hotel in Toronto. This special event was attended by over 50 participants with representation from 42 community-based literacy agencies from across Ontario.

CLO was honoured to have Barb Simmons, Director of the Service Delivery Branch, open the AGM with updates from the Ministry of Training, Colleges and Universities. In addition to typical AGM business, CLO shared its new strategic plan with the membership and overviewed CLO's plans for our social enterprise. Participants also enjoyed topical round table discussion groups on topics such as cyber risks, learner recruitment and retention, innovative programming ideas, and best practices in attendance. As well, a Risk Management Workshop was presented by Suzanne Gibson and a focus group on CLO's OALCF Independence Curriculum project was facilitated by Joyce Bigelow.

CLO is pleased to welcome its 2012/13 Board of Directors:

- Elizabeth Debergh (Chair) - Wellington County Learning Centre (Arthur)
- Keith Harford (Vice-Chair) – Prince Edward Learning Centre (Picton)
- Patti Miller (Treasurer) – Literacy London
- Marsha Roadhouse (Secretary) Community Learning Alternatives (Belleville)
- Alfred Jean-Baptiste – Centre for Community Learning & Development (Toronto)
- Nanditta Colbear, Literacy Alliance of West Nipissing (Sturgeon Falls)
- Lorraine Bergstrand – Haldimand-Norfolk Literacy Council
- Pierrette Desrochers-Kavanagh – Iroquois Falls Adult Learning Centre
- Teresa Kerr – Trent Valley Literacy Association (Peterborough)
- Eileen Lee – YMCA Literacy Services Huntsville
- Maria Reolin, The Learning Place (Mississauga)
- Johanna White – Red Lake District Adult Learning Centre



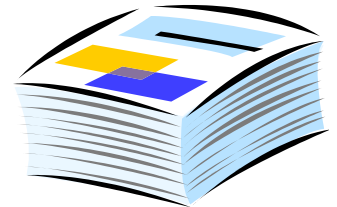
Community Literacy of Ontario would like to express its sincere gratitude to its retiring board members for their many years of exceptional service to CLO: Debra Barrett; Barbara McFater and Lynne Zuliani. We are so grateful for all you gave to CLO and wish you the best in the future!

"BRIGHTER PROSPECTS" REPORT RELEASED FROM THE COMMISSION FOR THE REVIEW OF SOCIAL ASSISTANCE IN ONTARIO

On October 24, 2012, the Commission for the Review of Social Assistance in Ontario released its report "*Brighter Prospects: Transforming Social Assistance in Ontario*":

www.socialassistancereview.ca/final-report?language=en_CA

The Ontario Nonprofit Network provides a helpful summary and commentary to this extremely important report: www.theonn.ca/social-assistance/



SERVICE DELIVERY ADVISORY GROUP NOVEMBER MEETING RESOURCES

The Ministry of Training, Colleges and Universities Service Delivery Advisory Group (SDAG) met on November 5, 2012. For more information see: www.tcu.gov.on.ca/eng/eopg/stakeholder/sdag.html

Resources shared by MTCU at the SDAG meeting were:

- ES Snapshot and Performance Management:
www.tcu.gov.on.ca/eng/eopg/publications/20121105_sdag_es_snapshot.pdf
- Literacy and Basic Skills Update:
www.tcu.gov.on.ca/eng/eopg/publications/20121105_sdag_lbs_update.pdf
- Employment Ontario Self-Service:
www.tcu.gov.on.ca/eng/eopg/publications/20121105_sdag_es_self_service.pdf



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



Recent news on the EOPG includes:

- November 5, 2012: [ADM Letter to EO Partners](#)
- November 2, 2012: [ES Snapshot #3: 2012/13](#)
- November 1, 2012: [Employment Services - Service Quality Measures and Indicators](#)
- October 26, 2012: [2012-2013 Summary of MTCU Funding Report](#)
- October 25, 2012: [2012-2013 LBS Support Organization Monitoring Package](#)
- October 25, 2012: [2012-2013 LBS Service Deliver Agencies – Literacy and Basic Skills Accountability Framework](#)
- October 25, 2012: [2012-2013 LBS Service Provider Audit and Accountability Requirements – REVISED](#)
- October 25, 2012: [2012-2013 LBS Support Organizations Audit and Accountability Requirements – REVISED](#)
- October 19, 2012: [2013-2014 Literacy Services Planning Memo](#)
 - [2013-2014 Literacy Services Planning and Coordination Guide](#)
 - [Service Provider Site Level Data Collection Template](#)
 - [The Regional Network LSP Roll-up Template](#)
- October 19, 2012: [CaMS/LBS 2012-6 Bulletin](#)
- October 15, 2012: [Updated Audit and Accountability Requirements for Service Providers 2012-13](#)
- October 15, 2012: [CaMS/2012-6 Bulletin](#)
- October 5, 2012: [2013-2014 Business Planning for 6 Employment Ontario Programs and Services](#)

