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COMMUNITY LITERACY OF ONTARIO

CIPMS E-COMMUNIQUE OCTOBER 2007

PROJECT HIGHLIGHTS

Community Literacy of Ontario has received funding from the Ontario Ministry of Training, Colleges and Universities for a project called: *"The ABCs of the Continuous Improvement Performance Management System."*

Through this project, CLO will provide community literacy agencies all across Ontario with information, training and resources to help them implement MTCU's Continuous Improvement Performance Management System. Our project will run from February 2007 to March 2008.



In March 2007 CLO sent out a survey to all community literacy agencies in Ontario asking them about their current level of knowledge of the CIPMS and their specific training and support needs. We further asked them to share any best practices they were aware of in the area of performance measurement and program evaluation. CLO received a response from 74 community literacy agencies across Ontario. Their responses have been compiled and are being used to inform the work of the project.

Currently, CLO staff are researching performance management, outcomes-based evaluation, agency self-assessment, success measurement and data collection. We are also conducting key informant interviews, planning for the core CIPMS training components across sectors and streams, researching examples of other organizations that use CIPMS, and locating useful resources and tools. As well, CLO staff are developing the content of the training and resource guide and we are preparing for the upcoming face-to-face, Centra and web-based training opportunities.

Community Literacy of Ontario is pleased to be linking on an ongoing basis with the Ministry of Training, Colleges and Universities and the other organizations that have also been funded for CIPMS projects: the Ontario Literacy Coalition, the Ontario Native Literacy Coalition, GOLD and La Coalition. Together, we have been meeting regularly as a provincial working group and sharing information and resources for the benefit of the Ontario literacy field.

CLO'S CIPMS PROJECT GOALS AND OBJECTIVES

CLO's deliverables for this project are:

- **Research:** In spring 2007, CLO conducted research to identify the needs of Ontario's community literacy agencies relative to implementing CIPMS. Responses were received from 74 agencies across Ontario.
- **Face-to-Face Training:** CLO will deliver face-to-face training to community-based practitioners from all around the province on the CIPMS on October 11 and 12, 2007 in Toronto. CLO also delivered two preliminary training sessions for Laubach Literacy Ontario in June 2007.
- **AlphaCom:** CLO will moderate a CIPMS AlphaCom online discussion group to share tools, ideas and resources starting in December 2007 and running to March 2008. This will be an open AlphaCom discussion available to interested practitioners from any sector.
- **Online Training:** CLO will deliver two live, interactive, online training workshops on Centra about the CIPMS on November 1 and 14, 2007. These training events will be open to literacy practitioners from all across the province. Registration information will be available in early October.
- **Resource Guide:** CLO is writing a resource guide to help literacy agencies increase their capacity to implement the CIPMS. In March 2008 this guide will be circulated in hard copy to Ontario's community literacy agencies. It will also be freely available for downloading on our website.
- **Web-based Training:** CLO will write the curriculum for a self-directed web-based training module on the CIPMS. This module will be available in March 2008 on CLO's highly popular Literacy Basics website (www.nald.ca/literacybasics). This training module will be freely and openly accessible all across Ontario and beyond.

ONLINE CIPMS TRAINING OPPORTUNITY

Community Literacy of Ontario is delighted to announce that it will be offering "The ABCs of CIPMS" online in November 2007. Please email our office at clo@bellnet.ca for an application form. "The ABCs of CIPMS" will be delivered on Centra and is open to LBS literacy practitioners from all sectors. Each session is open to only 20 participants and we expect that seats for this training event will fill up fast. The application deadline is October 16th, but please be sure to register as early as possible to avoid disappointment.

This three-and-one-half-hour workshop will introduce you to performance management for literacy agencies including the three key components of CIPMS: performance measurement, performance management and implementing continuous improvement into day-to-day operations. Key topics will include agency self-assessment, core measures and program indicators and understanding the data you collect. The workshop will also offer practical tips and tools, resources and best practices on how literacy programs can successfully implement CIPMS and make it work.

GOALS OF THE ABCS OF THE CIPMS ONLINE WORKSHOP

The ABCs of the CIPMS online workshop will help prepare you to:

- Effectively collect and analyze program data
- Use tools (such as the IMS Activity Report, the Learner Satisfaction Survey, the Program Monitoring Report and the new Self-Assessment Tool and Guide) for agency self-assessment
- Identify two areas for development/improvement as part of the 2008-2009 Business Planning Process
- Understand key concepts related to CIPMS

This training is funded by the Ministry of Training, Colleges and Universities and is one of several training opportunities being offered as part of MTCU's strategy to support literacy delivery agencies in Ontario implement a Continuous Improvement Performance Management System.

ONLINE TRAINING DATES

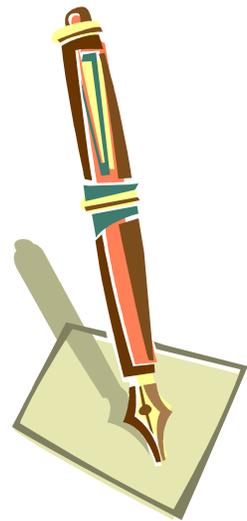
The ABCs of CIPMS will be offered twice:

- Thursday, November 1, 2007 from 9:00 a.m. until 12:30 p.m. EST
- Wednesday, November 14, 2007 from 1:00 p.m. to 4:30 p.m. EST

OTHER CIPMS TRAINING OPPORTUNITIES

If you cannot take part in this online training opportunity, don't despair! There will be other CIPMS training opportunities. For example, as part of the *ABCs of CIPMS* project, Community Literacy of Ontario will also be developing a self-directed web-based training module that will be added to our current *Literacy Basics* website (www.nald.ca/literacybasics) by April 2007. As well, CLO will also be producing a CIPMS resource guide that will be distributed to member programs in April 2007. This resource guide will also be freely accessible to other sectors on our website (www.nald.ca/clo)

As well, other CIPMS training opportunities will also be offered by The Ontario Literacy Coalition, GOLD, La Coalition and The Ontario Native Literacy Coalition to their respective sectors and streams. La Coalition is delivering training in October 2007. OLC, the ONLC and GOLD will be providing CIPMS training opportunities in early 2008. Each of these organizations will be in direct contact about their training with their own stakeholder groups.



CIPMS NEWSLETTER

Community Literacy of Ontario's shares up-to-date information on the CIPMS in its OCTOBER 2007 NEWSLETTER. The following topics are covered:

- CIPMS Resources and Training
- Definition of CIPMS
- Elements of CIPMS
- CIPMS and Literacy
- Agency Self-Assessment
- Learner Skill Attainment
- CIPMS and Employment Ontario

This newsletter was mailed out to all community literacy agencies and umbrella, regional and sectoral literacy networks. As well, for increased access, this newsletter is also available online at: www.nald.ca/clo/newslet/oct07/1.htm.

CLO'S SEPTEMBER NEWSLETTER

Community Literacy of Ontario's SEPTEMBER 2007 NEWSLETTER is also full of valuable information. Articles include:

- CLO's Results from the HR Survey of Ontario's Community Literacy Agencies
- CLO's Marketing Project
- Strategic Planning
- Getting Online Project
- Employment Ontario
- Essential Skills
- Learner Skill Attainment
- Resource Corner
- CLO Member Survey Results

This newsletter was also mailed out to the above stakeholders, however, it too is available online for added convenience and access at: www.nald.ca/clo/newslet/sept07/1.htm.