

Our Voice

CLO's Survey Results

Community Literacy of Ontario

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In January 2003, Community Literacy of Ontario sent out a "Survey of Ontario's Community Literacy Agencies" to all Anglophone community literacy agencies in the province. CLO developed this survey in order to gain a current picture of the successes and challenges faced by community literacy agencies. In addition to program information, agencies were also asked to share information on various human resource issues.

All individual information collected in this survey is completely confidential. The data in this survey covers the period of April 1, 2001 - March 31, 2002. All percentages have been rounded and may not equal 100%.

There are 100 Anglophone MTCU-funded Anglophone community literacy agencies in Ontario. We want to express our most sincere thanks to the 63 agencies who took the time to respond to this important survey!

Program Information

- Total community literacy agencies responding to this survey = 63
- 89% of agencies are independently incorporated, self-governing, non-profit organizations
- 11% are governed by a multi-service agency
- 43% of agencies indicated that they were Laubach-affiliated

Geographic region

- Central = 27% of agencies
- East = 19% of agencies
- Northeast = 21% of agencies
- Northwest = 11% of agencies
- Southwest = 22% of agencies

Community Size

- Rural = 38% of agencies
- Mixed = 29% of agencies
- Small urban = 19% of agencies
- Large urban = 14% of agencies

Learners

- In 62 agencies, a total of 6,571 learners were served (for an average of 106 learners per agency)
- Out of 60 agencies responding, an average of 31% of learners had independence as their major goal

Staffing Levels

- Total staff members = 271 people (for an average of 4.3 people per agency)
- Total full-time equivalents = 149 people (for an average of 2.4 people per agency)
- Agencies responding = 63

Volunteers

- Total number of volunteers = 3,281 (for an average of 52 volunteers per agency)
- Total volunteer hours = 219,439 (for an average of 3,483 volunteer hours per agency)
- Agencies responding = 63

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Funding

In 2001-2002, which types of programming did your agency offer with MTCU FUNDING?

- One-to-one tutoring = 92% of agencies
- Small group instruction = 90%
- Youth literacy programming = 6%
- Family literacy programming = 6%
- Workplace = 10%
- Workforce = 39%
- Other = 25%
- Agencies responding = 63

In 2001-2002, which types of programming did your agency offer with OTHER SOURCES OF FUNDING?

- One-to-one tutoring = 33% of agencies
- Small group instruction = 40%
- Youth literacy programming = 14%
- Family literacy programming = 31%
- Workplace = 10%
- Workforce = 10%
- Other = 19%
- Agencies responding = 63

Please indicate other sources of funding for your agency in 2001-2002

- Other provincial government departments = 25%
- Federal government (HRDC or NLS) = 37%
- Trillium Foundation = 25%
- United Way = 31%
- Private foundations = 24%
- Corporations = 19%
- Local community = 63%
- Local business = 44%
- Other = 54%
- Agencies responding = 59

In 2001-2002, what percentage of your annual operating budget came from OTHER SOURCES OF FUNDING?

- On average, 25% of the annual operating budgets of agencies came from other sources (non-MTCU)
- Agencies responding = 60

Contact Hours

- Total contact hours contracted to deliver in 2001/2002 = 572,659 (for an average of 9,090 per agency)
- Actual contact hours delivered in 2001/2002 = 526,430 (for an average of 8,356 per agency)
- In 2001-2002, agencies received a total of \$5,931,256 in funding from MTCU to deliver that level of service
- Total contact hours contracted to deliver in 2002/2003 = 597,221 (for an average of 9,480 per agency)
- On average, agencies received annual funding of \$100,530
- Agencies responding = 59

Community Events and Partnerships

Community literacy agencies participate in the following types of community events:

- Community presentations = 90%
- Community fairs and special events = 87%
- Promotional events such as open houses, scrabble tournaments, etc. = 77%
- Writing articles in the local newspaper or submitting press releases, etc. = 84%
- 24% participated in other promotional activities
- Agencies responding = 62

Community literacy agencies have the following types of partnerships:

- Local employers = 45% of agencies
- Local referral agencies = 68%
- Local community agencies = 90%
- Local community service clubs = 50%
- Ontario Works = 77%
- Other literacy agencies = 75%
- Other types of partnerships = 40%
- Agencies responding = 60

Salaries and Benefits

Position of Executive Director or other management position

- Total number of respondents in this position = 39
- Average hourly wage for this position = \$21.44

Position of Program Coordinator or Student-Tutor Coordinator

- Total number of respondents in this position = 46
- Average hourly wage for this position = \$17.87

Position of Administrative Assistant or Secretary

- Total number of respondents in this position = 31
- Average hourly wage for this position = \$13.66

Position of Paid Instructor

- Total number of respondents in this position = 42
- Average hourly wage for this position = \$17.08

Position of "Other"

- There were 14 respondents listed in the "other" category.
- This category represented several different positions. Because of these differences, it is not possible to analyze this category.

Staff Benefits

- 38% of agencies provide health and dental benefits
- 9% of agencies provide employer RSP contributions
- 9% of agencies provide a pension plan
- 31% of agencies provide long term disability insurance
- 28% of agencies provide life insurance
- 6% of agencies provide their staff with a percentage of their salaries in lieu of benefits
- 57% of agencies do *NOT* provide ANY health, dental or pension benefits to their staff
- Agencies responding = 62

Christmas Holidays

- 49% of agencies close with pay during the Christmas holidays
- Agencies responding = 63

Vacation

- In 49% of agencies, staff receive additional vacation (beyond the standard 4% / two weeks)
- Agencies responding = 63

CLO's 2003 CONFERENCE

CLO is delighted to announce that "The Use of Technology in Ontario's Community Literacy Agencies" conference has been scheduled for September 25 and 26, 2003.

The exact location of the conference will be announced in CLO's April E-Bulletin and an information package will be mailed to all MTCU funded Anglophone community literacy agencies later in the spring.

Please mark your calendars and plan to join us for this wonderful training opportunity!

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Non-Profit Management

How is your literacy agency overseen?

- 95% of agencies are overseen by a board of directors
- The remainder indicated “advisory group” or “other”
- Agencies responding = 62

What types of financial and human resource costs does your agency incur to support the work of your board or advisory committee?

- Hosting and attending board meetings = 100%
- Board training, support and orientation = 78%
- Board travel = 32%
- Taking minutes = 67%
- Other = 15%
- Agencies responding = 54

In the past five years, staff in community literacy agencies have taken training in the following areas:

- Board roles = 64%
- Financial management = 31%
- Human resource management = 25%
- Volunteer management = 77%
- Managing a not-for-profit sector organization = 46%
- Other = 31%
- Agencies responding = 52

Who paid for the above training?

- The literacy agency = 83%
- The individual = 6%
- The literacy agency and the individual = 10%
- Agencies responding = 48

How was the above training delivered?

- By the literacy field = 28%
- By an external organization = 26%
- By a combination of both = 46%
- Agencies responding = 50