



Annual Report 2017-2018

To empower lives
through literacy and
language.

Kingston Literacy & Skills Annual Report 2017-2018

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**To empower lives through literacy
and language.**

Introduction

Kingston Literacy & Skills (KL&S) is a non-profit community organization. With professional, knowledgeable staff, and dedicated volunteers, we deliver literacy upgrading and workforce preparation programming to adults and families in Kingston and surrounding communities.

KL&S strives to continually provide innovative programming that meets the needs of our students in order to help them realize their goals. Some of our programs have been developed in partnership and through consultation with Kingston Community Health Centre, Kingston Employment Youth Services, Re-Start, and City of Kingston (Community & Social Services).

Building on our past success, KL&S continues to further support our students with their learning journey to achieve their full potential through strategic growth of new and innovative programming.

Guiding Principles

Mission

To empower lives through literacy and language.

Vision

Communities where everyone has the skills to achieve their full potential.

Message from Our Executive Director and Board President



In 2017, we commemorated the 40th anniversary of Kingston Literacy & Skills. Since inception, the focus of this organization has been and continues to be: *“To empower lives through literacy and language.”*

Program Highlights

Our Literacy & Basic Skills (LBS) program experienced an increase in learners as a result of a new partnership established with Quinte Detention Centre; introduction and delivery of “Life Skills” workshops on subject material related to budgeting, stress management, digital interaction and skills development; introduction of a customized Point of Sale (POS) curriculum where learners are provided with “hands-on” training on the various modes of technology used in the retail and hospitality industry.

Considerable attention was focused in 2017 to the rural communities being serviced by the LBS program; specifically, the County of Lennox & Addington. To meet the needs of this community, KL&S moved its Napanee premises to a new central location with an upgraded IT infrastructure to support a more effective learning experience in both a traditional and digital format.

Our Language Instruction for Newcomers to Canada (LINC) reached a 100% capacity in learners. The growth initially driven by the Syrian Refugee Resettlement Initiative has now diversified to include multiple newcomers who have relocated to Canada independent of any government sponsorship. To accommodate the demand, expanded program delivery will remain at the current levels through 2018-2019 and 2019-2020.

Our Family Literacy program continued with an increase in service delivery for the Reading and Parents Program (RAPP), Baby Music Circle, and Toddler Music Times. Despite the success of this program, the dedicated funding from the Ministry of Children & Youth Services

ceased as of December 31st, 2017, with oversight for the delivery of the program being transferred to the municipalities. As a result, it was necessary for KL&S to discontinue program delivery at the end of fiscal 2017 until such time as alternate dedicated funding has been identified.

Our Finance & Operations portfolio experienced considerable changes through 2017 resulting in further improved financial performance and efficiencies. This past year, KL&S recorded a 27.5% increase in revenue with expenses remaining consistent with historical reporting. Discounting the one-time costs associated with the closure of the Family Literacy Program, KL&S recognized an annual surplus of \$20,010. In addition, KL&S was humbled to be the recipient of the first quarterly donation of \$10,000 from 100 Men Who Care, as well as being the recipient of a will bequest of \$50,000.

In 2017, the Board of Directors further expanded its membership welcoming Leslie Casson and Robin Tippet from St. Lawrence College, Ramneek Pooni from Queen’s University, and Vicki Craig from the Ministry of Health & Long Term Care.

Looking Ahead 2018-2019

The growth of the organization will continue with the introduction of new program initiatives based in digital literacy, securitization of private-public partnerships, and undertaking the process of securing national accreditation through the Canadian Centre for Accreditation.

The success enjoyed by KL&S over the past year and into the future would not be possible without the commitment and support of the volunteers, staff, Board of Directors, funders, community, and partnering agencies.

Chuck Dowdall
Executive Director

Laura Niles
President, Board
of Directors

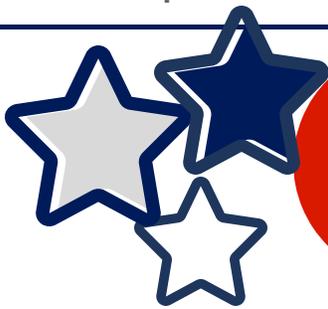
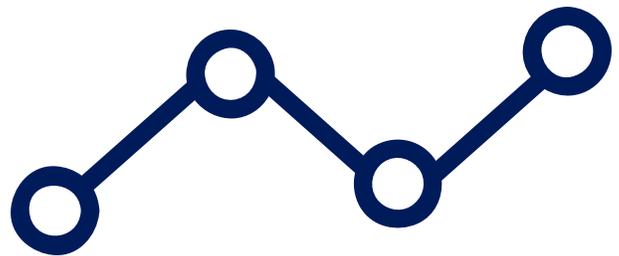
FAST FACTS: ACCOMPLISHMENTS

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LEARNERS ACCESSED ADULT LITERACY TRAINING

LITERACY & BASIC SKILLS (LBS) CHOSEN GOAL PATHS

	Kingston	Napanee
Employment	34%	46%
Apprenticeship	8%	1%
Secondary School	43%	27%
Post-Secondary	2%	7%
Independence	12%	18%



129

ADULT STUDENTS PROGRESSED AT LEAST ONE MILESTONE TASK

- 85% of LB students made progress towards their goal
- 95% of Language Instruction for Newcomers to Canada (LINC) students progressed to at least one skill level.



**VOLUNTEERS
PROVIDED**

6,514
HOURS

WORTH

\$182,135

41
CHARITY
BINGOS

15
VOLUNTEERS

\$15,700



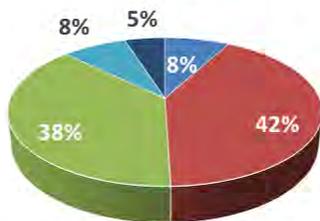
FAST FACTS: DEMOGRAPHICS

Educational Level on Intake, Kingston 2017-2018



- <Grade 9
- Gr. 9-11
- Gr. 12 or equiv.
- Gr. 13
- Some post-sec.
- Trade cert
- College Diploma
- University Degree
- Post Graduate

Educational Level on Intake, Napanee 2017-2018



- <Grade 9
- Gr. 9-11
- Gr. 12 or equiv.
- Gr. 13
- Some post-sec.
- Trade cert
- College Diploma
- University Degree
- Post Graduate

LINC STUDENTS

Refugees make up 84% of the LINC student population.

GENDER

- LINC student: 56% female, 44% male.
- LBS Kingston: 51% female, 49% male.
- LBS Napanee: 48% female, 52% male.

SELF-DISCLOSED IDENTIFIERS

- **LBS Napanee:**
 - 33% Person with a disability
 - 10% Indigenous
 - 1% Deaf
- **LBS Kingston:**
 - 43% Person with a disability
 - 14% Indigenous
 - 9% Visible minority
 - 8% Newcomer to Canada
 - 2% Francophone
 - 1% Deaf

LANGUAGES SPOKEN

- Arabic
- Mandarin
- Spanish
- Russian
- Bengali
- French
- Swahili
- Urdu
- Hindi
- Persian-Farsi
- Polish
- Cantonese
- Slavic

Literacy & Basic Skills (LBS)

Kingston



Each year, KL&S provides a specialized training of Occupational Curriculum focused on assisting individuals who wish to enroll in the Personal Support Worker (PSW) program. The training provides a comprehensive learning format which requires the completion of online course material, presentations, and workbook modules.

In 2017, a total of eight participants were registered in the program with seven participants successfully completing the training and advancing to the PSW program.

In 2017, Kingston Literacy & Skills coordinated a series of panel presentations for the third consecutive year in partnership with the City of Kingston (Community & Social Services), and St. Lawrence College Employment Services. These presentations provided an increased awareness to frontline workers of community programs and services available in addition to promoting the effectiveness of inter-agency referrals. A total of 33 community service providers participated in these panel presentations.

In January 2018, Kingston Literacy & Skills piloted a new initiative of “Targeted Training” in partnership with ReStart. The purpose of this initiative was to connect participants with community programs and services in assisting them to continue with their education or be successful in becoming employed. A main element of the initiative to assist participants to re-engage was the delivery of targeted workshops focused on goal setting, self-image, difficult disclosure, digital footprint, and stress management. Working with community partners, workshops were delivered at ReStart, Canadian Mental Health Association, and Addictions & Mental Health Services – KFLA.

Funding for this valuable initiative was provided by Community Response to Neighbourhood Concerns (CRNC) and the Davies Charitable Foundation.



Literacy & Basic Skills (LBS)

Napanee



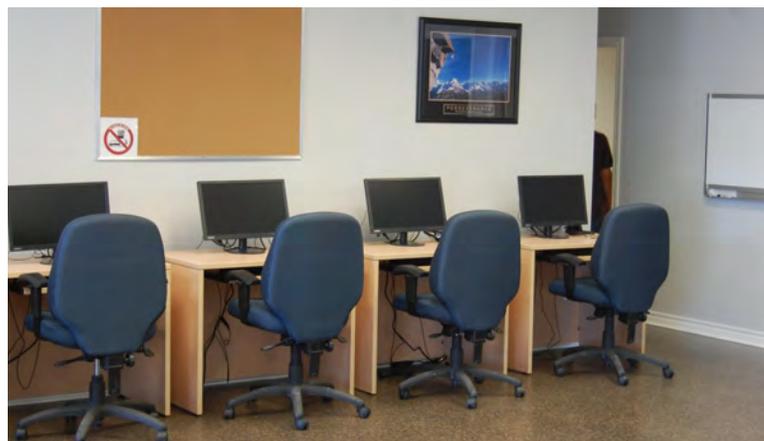
In 2017 with the support of the Ministry of Advanced Education and Skills Development (MAESD), Kingston Literacy & Skills introduced Point of Sale (POS) training at our Napanee location. This initiative provides participants with 12 hours of “hands-on” training on the use of the Point of Sale technology currently used in both the retail & hospitality industries. Kingston Literacy & Skills has been successful in partnering with local businesses for employment placement opportunities in order for participants to gain valuable experience from their training.

In 2017, Kingston Literacy & Skills was chosen as one of 11 literacy service providers across the province to participate in a five month “Pilot Project”, the Corrections Literacy Initiative (CLI), funded by the Ministry of Advanced Education and Skills Development (MAESD) in partnership with the Ministry of Community Safety and Correctional Services (MCSCS). Adults in custody face significant barriers to education, training, employment, and social inclusion. Approximately 75% of the correctional population has not completed Grade 12 and approximately 20% of the same population have less than a Grade 9 education. Despite these statistics, there has been no uniform approach to providing literacy & basic skills training in Ontario’s correctional institutions.

The intent of the Corrections Literacy Initiative was to address this gap so that adults within provincial correctional institutions can get the literacy, numeracy, and digital skills they need to actively participate and succeed in the workforce and society.

Based on the past success of KL&S working with clients who may face multiple challenges, KL&S was chosen as the service provider for this program to the residents of Quinte Detention Centre. Throughout the pilot, KL&S worked very closely with senior administrators of Quinte Detention Centre resulting in a total of six literacy classes being delivered weekly within the institution. Given the success of the pilot project, the Corrections Literacy Initiative was formalized as a dedicated LBS program for 2018-2019, serving and assisting approximately 40 individuals who otherwise would not have access to this learning environment.

Finally, in 2017, as a result of program expansion, KL&S relocated to new premises centrally located at 9 Advance Avenue in Napanee. The new premises provide students a digital learning environment with state of the art technology in both individualized & group settings.



LBS Student Success Stories

WE HAVE REMARKABLE STUDENTS

Here are some of their stories.

David* is in his 60s. When he was a child, school was very difficult for him. He didn't learn the way other children did and, because of it, he was treated poorly by teachers and students. He dropped out of school very young and went to work. He is a father, husband, volunteer, and kitchen manager. He'd always hidden his inability to read, until a few years ago when he was given some encouragement by a friend and decided to return to school. Having had a difficult experience in school when he was young, starting back up was stressful. It took a little while, but soon he was able to see what a positive experience school could be. He has worked very hard and has started to see daily improvements. He feels more confident at work and in life. This year, David read his first book independently.

Jasmine* came to our program after she heard about us through a family member who had a positive experience upgrading their skills with us. Jasmine had never enjoyed school before and suffered from severe anxiety, so it was a big step for her to come to our program. While she was only able to stay for three months, she was very pleased with the progress that she had made. She now volunteers at her children's school.

Steve* joined our program in the summer of 2016. While he had a college diploma from about 15 years ago, health issues had impacted some of his skills, and he needed a refresher for his math, English, and computer skills. When he noted that his goal was to start his own business, he was referred to a live program for entrepreneurs, as well as online courses in Being Your Own Boss and Bookkeeping. He is now in the process of developing his own online business.

Dale* joined our North Kingston program in October 2017. At the time, he had no interest in pursuing further education. After a couple of months in the program, something changed for him, as his progress was steady and he realized he was capable of academic success. By the end of this fiscal year, he had made the decision to move on to College Prep and apply for a post-secondary program where he could pursue his interest in computer technology.

Family & Early Literacy (FEL)

- **The Come Walk in My Mocassins** newsletter continued through the partnership of The Indigenous Family Literacy Circle, Hastings-Frontenac-Lennox & Addington (HFL&A), and Aboriginal Healthy Babies. The goal of the newsletter was to increase awareness, sensitivity, and appreciation for Indigenous culture, language, and peoples.

- **Story Walks** continued in parks and nature trails where parents and children followed a story on consecutive signs, completing the suggested activity providing a fun combination of physical and literacy activities in natural settings.

- **Let's Read!** continued with a successful distribution of books to newborn babies, toddlers, and their parents through the Sharbot Lake Medicine Team, Loyalist Family Medical Team, and Kingston Community Health Centres.

- **Side-By-Side Training** continued to be provided to childcare support staff with the incorporation of the Ministry of Education's pedagogy into their respective programs.

- **Reading and Parents Program (RAPP)** successfully prepared and delivered RAPP packs to families who took part in school readiness programs at Better Beginnings for Kingston Children (BBKC) and Kids Connecting.

- **Baby Music Circle & Toddler Music Times** continued to be offered in Napanee and rural locations of Lennox-Addington with participants learning new songs, rhymes, and finger plays to facilitate the use of music in the development of language skills for young children.

As a result of these programs being delivered, a total of 462 parents and children were served, 116 professional service referrals were completed, and 27 professional links were established.

It's been a year of transition for Family & Early Literacy.

The Early Literacy programming was historically funded by the Ministry of Children & Youth Services. In 2017, the delivery of child and family programs, including Early Literacy was transitioned to the Ministry of Education and in turn devolved to the municipalities through the newly established EarlyON Centres.

Therefore, the historical funding provided by the Ministry of Children & Youth Services for Early Literacy programming was concluded on December 31st, 2017. As a result, KL&S, like other service providers in the communities traditionally served, was put in the unfortunate position of having to close our programming due to a lack of dedicated funding.

Language Instruction for Newcomers to Canada (LINC)



In 2017, LINC programming expanded to address the increased demand for language instruction for Newcomers to Canada. The total number of students served grew 46% over prior year with a total enrolment of 119 students. As a result of this dramatic growth, three additional classes were added to the programming schedule with individual class size increased from a maximum of 12 to a maximum of 15. To further support our students with their outside commitments, dedicated classes were moved from the afternoons to the mornings resulting in a 100% attendance record being achieved.

To address a growing concern about the gap between reading and writing skills for LINC students, additional support classes were introduced into programming whereby students were provided with the opportunity to take additional classes in a one-to-one setting for individualized attention and support in their learning.

To better orient LINC students to the community and overall Canadian culture, classroom instruction was bolstered by various community excursions involving history of the community, recreational activities, learning public transit, cultural associations, and participation in job fairs.

Several LINC students also participated in special skills training programs offered in partnership with Kingston Employment & Youth Services, including industrial sewing, fork-lift training, and food handling.

As a result of this program expansion, approximately 95% of all LINC students progressed in at least one skill level within the year and the vast majority of this group graduated to a completely higher Canadian Literacy Benchmark (CLB) level. Outside of classroom instruction, many of our LINC students have been very successful in securing employment, volunteer opportunities, and dedicated skills training.

Looking forward to 2018-2019, further expansion will be introduced within the LINC programming to include a dedicated Digital Literacy curriculum, as well as expansion on a pilot project basis of LINC programming to the County of Lennox & Addington.



STUDENT FEEDBACK

"This program has helped me succeed in Canada. It has a wonderful group of teachers who work hard and have always supported and encouraged me.

They taught me how to improve my language skills to be able to communicate with people, make friends, speak with doctors and my children's teachers.

Also, I learned a lot of information about Canada, its culture, traditions, people, etc.). Now I feel more comfortable and independent. I can do things by myself. I can speak and understand people, and my life has become easier than before.

I am wishing this program continued success in the future and always be the best!"

- Aya*

Care for Newcomer Children (CNC)

CNC offers two childminding programs times, morning and afternoon for newcomer families Monday to Friday. The CNC programming is high quality, play based, emergent learning curriculum, delivered by knowledgeable registered Early Childhood Educators.

Having such a positive and safe learning environment, rich in educational learning opportunities allows the student parents to learn the importance of "early learning" and "best practice" for their children's future. It also allows the adult LINC students to focus more on their personal settlement to Canada and studies to eventually gain employment within the community and worry less about their child's needs during the day at LINC.



CNC brings in many people from the community, such as dedicated volunteers giving their time each week, professionals with whom CNC has worked closely through the years (such as the Kingston Health Unit), and eager college students looking for school placements to gain rewarding childcare experience working within a unique setting.

Bridging the Gap: CNC has teamed up with a dedicated LINC instructor who is fluent in Arabic for the delivery of "Family Group Times". The collaboration allows for translation of all documents, posters, and informational brochures to assist parents and children with their participation in the program.



Bob Johnson Awards



In 2012, a generous endowment was established by Bob and Beverly Johnson in memory of their son, Bob Johnson who passed away in November 2012.

Bob volunteered with various literacy organizations, was passionate about the learning journey of his students, and selflessly gave so much of himself throughout the community. The Achievement Award established in his memory is intended to recognize accomplishment, achievement and success of one or more of KL&S students.

2017 Bob Johnson Award Recipients

Margaret Lang



Margaret was determined to be independent and not let any challenge stop her from succeeding. Margaret has faced issues of physical and verbal abuse in addition to dealing with a learning disability. Since enrolling in the LBS program at Napanee, Margaret has excelled in her studies in addition to successfully completing her first aid course and employment classes at CareerEdge. As a result of her hard work and determination, Margaret has been successful in securing employment in the retail sector in Napanee.

Ken Sparrow



Ken came to Kingston from Alberta to start a new life. Despite little formal education he displayed tremendous English skills; however the big challenge was adapting to a structured teaching environment. Ken not only excelled in his studies, he clearly showed a passion for writing using his lived experience as a subject matter. As a result of his determination, Ken intends to proceed with College Prep followed by enrolling in Film and TV Production studies.

Amy Holden



Amy is very committed to making her learning journey a priority. Since enrolling in the LBS Program, Amy has dramatically improved her reading skills through the use of decoding techniques as well as mastering touchtype in using the computer for various purposes. As a result of her hard work and determination she has overcome various challenges to be independent, employed full-time, with a further goal of attending college in her chosen field.

Hussein Maree



Born in Aleppo, Syria, Hussein dropped out of school in Grade 7 to help support his father and family. Hussein and his family immigrated to Canada in 2015 to escape violence, riots, civil war, and death. From the first day of starting classes, Hussein always expressed his gratitude for the opportunities provided in Canada. Since arriving in Canada, Hussein has never looked back. In 1.5 years Hussein has gone from speaking no English to mastering the language. Hussein now works in a local coffee shop while continuing to work on his English skills with the goal of pursuing his studies at college.

Alison Thompson



Alison joined the LBS program at KL&S in 2015 at Rideau Heights. On her journey to independence, Alison had to overcome a considerable number of challenges. Since her first day she has been committed to improving her math and English skills and in the process her new found confidence has reawakened her artistic talents which she have up 30 years ago. Alison is the prime example that literacy comes in many forms whether it is a textbook, computer or artistic platform. Alison has gone on to enrol in art courses at 100 Islands School for the Arts.

Yifang Chen



Yifang is the example that age has no boundaries. Enrolling in the LINC program at KL&S in 2014, Yifang despite her age and physical disabilities maintained a perfect attendance record, completed additional homework each day, mentored other students, remained the most enthusiastic about digital literacy, and created a class "chat group" on-line as an additional language support for current and former students.



Presentation of Awards by His Worship, Mayor Bryan Paterson.

Our Board of Directors



From left to right:

- Bonnie Livingstone
- Laura Niles
- Leslie Casson
- Robin Tippet
- Blair Hicks
- Ramneek Pooni
- Lester Webb
- Shar Taw Moo
- Lynne Gutoskie
- Vicki Craig

Absent:

- James Bonham-Carter
- Thamayanthi Siriwardene



Financial Summary

	March 31, 2017	March 31, 2018
Revenue:		
Ministry of Advanced Education and Skills Development	\$ 320,984	\$ 441,266
Ministry of Children & Youth Services	\$ 144,000	\$ 105,000
Immigration, Refugees and Citizenship Canada	\$ 614,964	\$ 873,875
City of Kingston	\$ 25,000	\$ 35,738
United Way Serving KFLA	\$ 41,000	\$ 40,000
Human Resources and Skills Development Canada	\$ 3,436	\$ 2,630
Prince Edward Lennox & Addington Social Services Foundations	\$ 12,063	\$ 4,587
Fundraising and Donations	\$ 32,577	\$ 3,975
Professional Services	\$ 1,880	\$ 2,493
Interest Income	\$ 1,680	\$ 1,054
Resource Sales	\$ 2,910	\$ 675
Bob Johnson Awards	\$ 4,166	\$ 6,249
Amortization of Deferred Contributions	\$ 42,504	\$ 73,299
Total Revenue	\$ 1,247,644	\$ 1,591,041
Operating Expenses:		
Amortization	\$ 42,504	\$ 73,299
Childcare, Transportation and Travel	\$ 13,092	\$ 10,289
Communication	\$ 12,055	\$ 19,700
Facilities	\$ 183,426	\$ 194,669
Field Supports	\$ -	\$ 9,465
Fundraising	\$ 3,475	\$ 1,378
IT Refresh	\$ -	\$ 3,718
Insurance	\$ 6,030	\$ 6,631
Materials and Resources	\$ 27,611	\$ 21,514
Office and General	\$ 19,372	\$ 36,629
Professional Development	\$ 15,897	\$ 14,636
Professional Services	\$ 29,694	\$ 31,488
Wages and Benefits	\$ 889,075	\$ 1,147,615
Total Expenses	\$ 1,242,231	\$ 1,571,031
Excess Revenue from Operations	\$ 5,413	\$ 20,010
Costs Related to Program Closure	\$ -	(\$ 94,927)
Excess (expenditures) revenue for the year	\$ 5,413	(\$ 74,917)

Auditors – Collins Blay, LLP

OUR GLOBAL ONLINE REACH



- A. Canada
- B. United States
- C. France
- D. United Kingdom
- E. Colombia
- F. Peru
- G. Brazil
- H. India
- I. China

- J. South Korea
- K. Jamaica
- L. Mexico
- M. Philippines
- N. Ukraine
- O. Germany
- P. Ireland
- Q. Thailand
- R. Australia

- S. Iran
- T. Slovenia
- U. United Arab Emirates
- V. Switzerland
- W. Algeria
- X. Italy
- Y. Malta
- Z. New Zealand





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