

ANNUAL REPORT

2018/2019



KL&S
Kingston Literacy & Skills



To empower lives through
literacy and language,
and support communities
where everyone has the
skills to achieve their full
potential

Who Are We?

Kingston Literacy & Skills (KL&S) is a not-for-profit community organization with professional, knowledgeable staff and dedicated volunteers. We deliver language instruction for newcomers, literacy upgrading and workforce preparation programming to adults in Kingston and the surrounding communities.

Since our beginnings in 1977, we have been unwavering in our efforts to support and encourage adults with limited literacy skills; we work with them to achieve their goals of further education, employment, or independence.

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



Kingston Literacy & Skills Annual Report 2018-2019

Table of Contents

4	MESSAGE FROM OUR EXECUTIVE DIRECTOR AND BOARD PRESIDENT
5	PROGRAMMING HIGHLIGHTS
9	STUDENT SUCCESS STORIES
10	FAST FACTS
12	BOB JOHNSON AWARDS
14	FINANCIAL REPORT
15	BOARD OF DIRECTORS & THANK YOU



Chuck Dowdall
Executive Director



Lynne Gutoskie
President, Board
of Directors

Program Highlights

In 2018, Kingston Literacy & Skills continued to experience considerable change in response to a record-breaking growth in program delivery and financial performance.

Our Literacy & Basic Skills (LBS) Program continued to experience an increase in learners again as a result of new partnerships established for the delivery of Targeted Training, POS (Point of Sale) Training, Occupational Curriculum Programming, Life Skills Workshops, and One-to-One Tutoring.

As a result of the success of the Corrections Literacy Initiative (CLI) introduced as a “pilot” project in 2017 in partnership with Quinte Detention Centre, this initiative was recognized as a full tenure program by the Province of Ontario in 2018. The result of this program delivery is that 42 Learners have direct access to continue with their literacy training and employable skill development while residing within the correctional facility.

Our Language Instruction for Newcomers to Canada (LINC) and Care for Newcomer Children to Canada (CNC) experienced dramatic growth as a result of the increase in the level of Newcomers resettling in the Kingston community under the Refugee Resettlement Initiative. As a result, the LINC and CNC programs exceeded 100% capacity with ever growing waitlists which required the expansion of programming to include 8 classes offered daily and expanded Child Minding support in both mornings and afternoons.

Financial Highlights

The organization recorded its strongest financial performance since its inception in 1977. Revenues increased to a level of \$1,636,733 with revenue over expenses improving \$85,246 over prior year. A record level of \$36,000 in donations was received in 2018 from individual donors and \$15,000 in corporate sponsorship support was received from the organization’s signature fundraiser, the Grate Groan Up Spelling Bee.

In 2018, the Board of Directors expanded its membership welcoming Patricia Enright from Kingston Frontenac Public Library, Dr. Elizabeth Moore from Providence Care, and Ellen Bater. The Board said goodbye to long standing members Bonnie Livingstone and Lester Webb whose support of Kingston Literacy & Skills was unwavering.

In Memoriam

Kingston Literacy & Skills was saddened with the sudden death of Past President Arlene Cronin. Arlene’s commitment and vision will always remain a pillar of the organization’s vision and we dedicate the record-breaking success of the past year in her honour.

Looking Ahead 2019-2020

The future growth of the organization will be dependent on future mandates of the respective provincial and federal government funders. To this end, Kingston Literacy & Skills is undertaking a strategic review for the purpose of diversifying funding tranches to ensure the longevity of the programming provided by the organization. The first step in undertaking this process is the successful completion of National Accreditation anticipated in June 2020.

The success of the organization over the past 41 years would not be possible without the continued commitment and support of the volunteers, staff, Board of Directors, funders, community, and partnering agencies.

Literacy and Basic Skills (LBS)

Kingston

In 2018-2019 the LBS program continued with an expanded delivery to meet the growing needs of the community.

Specialized training of Occupational Curriculum for Personal Support Workers provided a comprehensive learning format which required the completion of online course material, presentations, and workshop modules.

A secondary platform of Targeted Training was introduced to the LBS program in late 2018 in partnership with community agencies. This program provided short course instruction in G1 preparation, Volunteering 101, Computer and Technology, Presenting Your Best Self, and Steps to a Positive Future. The purpose of this training was to connect participants with key community agencies and assist participants to establish SMART (Specific, Measurable, Achievable, Realistic and Timely) goals.

Napanee

In 2018-2019 KL&S continued with the provision of POS (Point of Sale) training expanded to include all formats required in the retail and hospitality sectors. Scheduling of LBS instruction was further revised to better meet the needs of students to accommodate their work schedules.

Moving forward in 2019, the programming of LBS in Napanee will be further expanded again to include for the first time at this location, Occupational Curriculum for Personal Support Workers as well as four additional classes providing literacy training in English, Math and Computers.



CLI (Corrections Literacy Initiative)

In 2018-2019, the success of the CLI Program was recognized by the Ministry of Training, Colleges & Universities (MTCU) and thereby transferred to a mainframe program status within LBS. This program provides literacy, numeracy and digital skills training to a group of 42 Learners residing at the Quinte Detention Centre to support their successful transition back into the workforce and community upon release.

At the time of this program being piloted, a total of three weekly classes were scheduled. Within one year of introduction, the number of weekly classes has doubled with further expansion of program delivery currently being reviewed for introduction in late 2019.

Literacy Instruction for Newcomers to Canada (LINC)

In 2018-2019 the LINC program continued to undergo further expansion as a result of a renewed commitment, nationally and municipally, of the Refugee Resettlement Initiative.

An additional 5 classes were added to the afternoon scheduling and as well, a new “Foundation” level curriculum was introduced for those Newcomers with extremely low English-speaking skills.

To supplement the classroom instruction further emphasis was placed on the orientation of LINC students to the local community and Canadian culture to include participation in Confederation Day, Canada Day celebrations, recreational activities, cultural associations, and job fairs.

The customized instruction combined with extra-curricular activities has resulted in a 95% success rate being maintained of all LINC students progressing in at least one skill level and/or graduation to a higher Canadian Literacy Benchmark level (CLB).

In 2018-2019, KL&S was contracted to provide 70 seats for LINC instruction with 100% capacity being achieved and a growing wait list for enrolment in the program.

Since the introduction of the LINC program in 2007, KL&S has provided instruction to 1,498 Newcomers. Looking ahead to 2019-2020, this level will increase to 1,600 students since its inception.

As a result of refugee resettlement taking place in Lennox & Addington, a pilot LINC project will be introduced in 2019-2020 with program delivery taking place at our Napanee offices. This LINC pilot project will be the first of its kind offered in a rural community of less than 10,000 people.



Care for Newcomer Children (CNC)

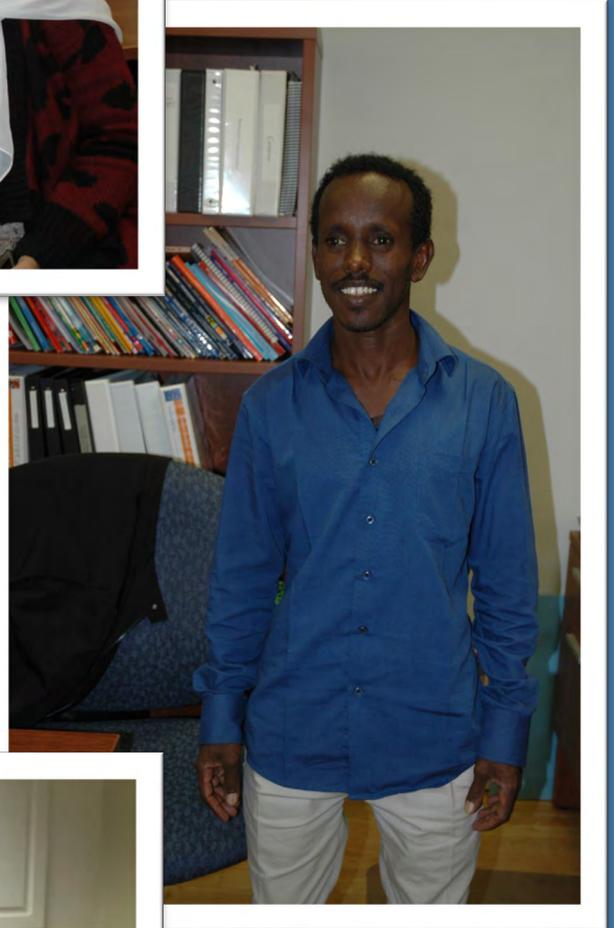
CNC provides high quality, play-based, emergent learning curriculum to Newcomer children ages 19 months to 5 years. CNC is overseen by staff registered with the College of Early Childhood Educators.

Similar to the LINC program, provision of CNC programming was expanded in 2018-2019 to include both mornings and afternoons with a total of 26 seats contracted by IRCC (Immigration, Refugees and Citizenship Canada). Having such a positive play-based environment has met with considerable success where children of CNC upon graduating for enrolment in kindergarten have been assessed as advanced in their speech, social interaction, and language skills.

CNC is further supported with dedicated volunteers who attend weekly to assist the children with their learning as well as college students who wish to complete a placement as part of their required ECE curriculum.

As in the case of LINC, children in the CNC program attend all extra-curricular activities with their parents as part of a socialization process to the local community and Canadian culture.





WE HAVE REMARKABLE STUDENTS

Here are some of their stories

When **Mark** started at KL&S, he was very clear he would never do homework. He was not thrilled about returning to school, but he would come to classes when he could. Little by little, his attendance improved, and so did his outlook. He began doing homework. He considered moving on to further education and training. When he left KL&S, he attended St. Lawrence's College Prep program. He is now planning on enrolling in a post-secondary program in the fall. *Way to go Mark! We knew you could do it.*

Sally attended KL&S for twelve months in 2015-16, upgrading her English, math and computer skills. She also worked diligently to complete our Retail Occupational Curriculum. When she left the agency, she began volunteering with a not-for-profit retail organization. We are very proud to report that Sally is now the assistant store manager, and is doing very well. *Congratulations Sally! Your hard work and positive attitude certainly paid off.*

In the spring of 2018, KL&S students **James** and **Kathy** were accepted into a KEYS Job Centre program for individuals who self-identify as having a disability. Though they experienced many challenges in attaining their employment goals, they both successfully completed a culinary training program which included a practical placement component, and are now happily working in the culinary field. *Hats off to both of you! Your tenacity is an inspiration.*

Sometimes our students land on one of our programs at exactly the right moment in their lives. That was the case for **Courtney**, who completed our Security Guard Occupational Curriculum during the summer of 2018. She followed that up with the Commissionaires course, and successfully completed provincial exams. She is now working in communications for a well-respected security agency. *Well done, Courtney! Your determination will carry you far.*

Bronwyn suffered a severe injury in her workplace that tragically resulted in her needing to pursue a new career. She completed our Clerical Occupational Curriculum as well as upgraded her English, math and computer skills. She then went on to successfully complete college prep, and is now taking business courses at St. Lawrence College. She hopes eventually to become a Chartered Professional Accountant, and we have no doubt she will achieve that goal! *Keep it up, Bronwyn.*

FAST FACTS: LINC

52

NEW STUDENTS
ENROLLED

167

BENCHMARKS ACHIEVED

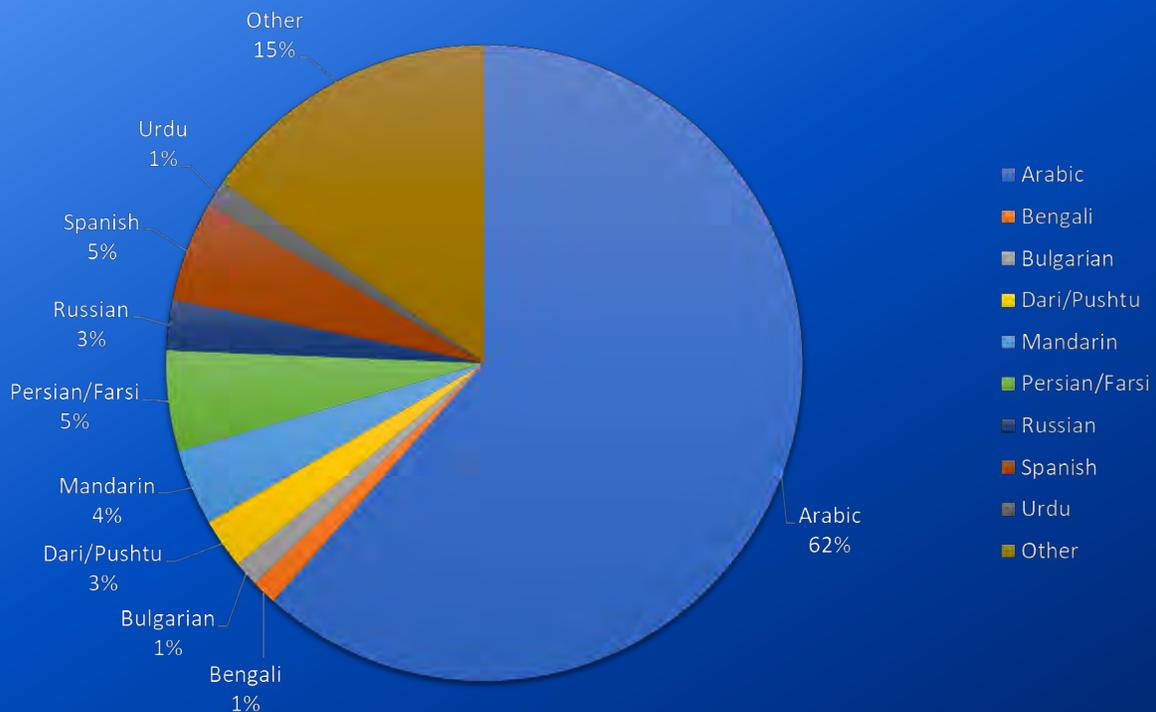
210

STUDENTS SERVED

66

AVERAGE DAILY
ATTENDANCE

Language Breakdown



FAST FACTS: LBS

132

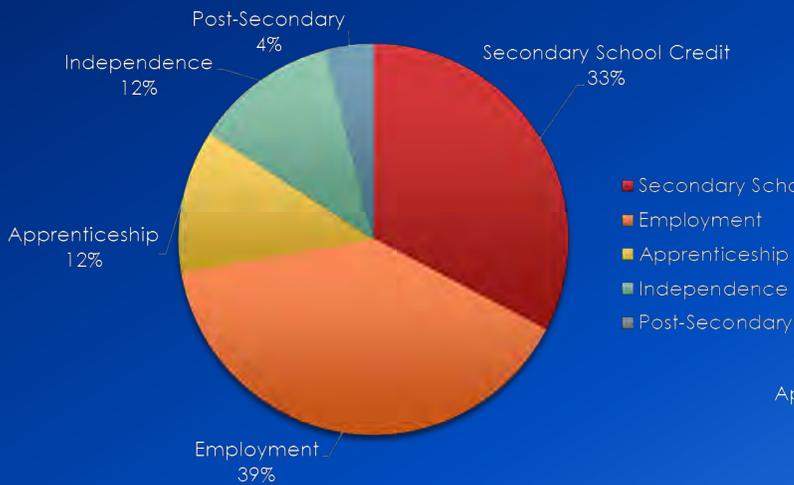
ADULT LEARNERS
SERVED

104

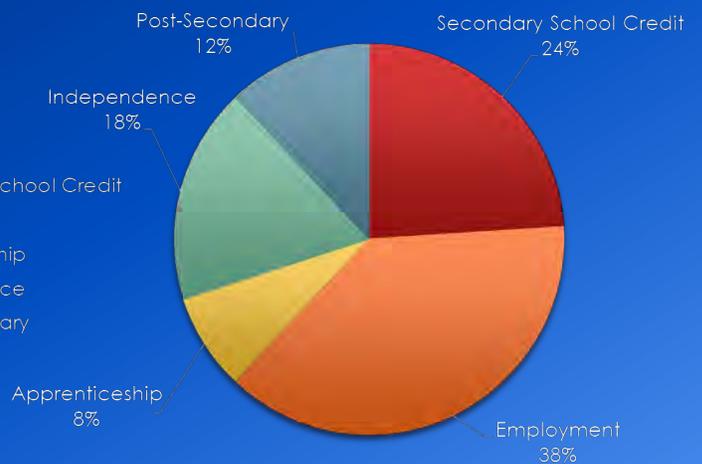
LEARNERS PROGRESSED
AT LEAST ONE MILESTONE

Chosen Goal Paths

Kingston



Napanee



Bob Johnson Achievement Award

Bob Johnson



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 the accomplishments, achievements and successes of KL&S students.

2018 Award Recipients

Rosa Valente



Rosa Valente was an accomplished bodybuilder, athletic model, possessed a master's degree in biology, and was working towards becoming a Doctor of Chiropractic Medicine when she was forced to return to Canada for family matters. Only months after her return, she suffered a devastating stroke that left her with aphasia (loss of speech) and apraxia (loss of motor planning). Rosa has been with KL&S for two years, working diligently within the LBS program in Kingston to regain her reading and writing skills. Thanks to her determination, she has successfully launched her own business producing and selling natural dog treats, and she plans to put the award towards its expansion.

Reham Bedawi



Reham Bedawi is a Syrian refugee that resettled in Canada in July 2016. A mother of five, she enrolled in our LINC program in September, only two months after arriving. Despite the considerable challenge of caring for her family while still devoting the time to learn English, she was extremely successful at KL&S and graduated from the program at our highest level of English language training after only two years. She even began volunteering with her former sponsoring group to help new refugee families in adapting to life in Canada. She has chosen to continue her language journey at Limestone Community Education, and hopes to enroll in an Early Childhood Education program in the future.

Nidal Al Jalam



Nidal Al Jalam immigrated to Canada in March 2017, along with his wife, Abir, and their four children, one of whom arrived with a severe medical issue that required regular treatment in Toronto. Despite this, Nidal began studying English in our LINC program almost immediately after arriving. Nidal's work ethic is exceptional, and he began working part-time as a cook shortly after enrolling at KL&S, and has increased his level of employment to full-time since, all without hampering his attendance in class. He has progressed steadily in his English, and has adapted to life in Canada with a vigour and enthusiasm that is exhilarating to behold.

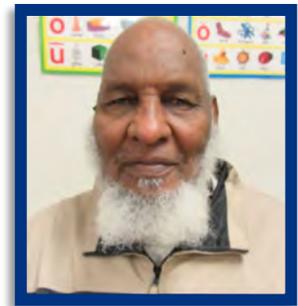
Mohammad Al Homsy

Mohammad Al Homsy is a native of Lebanon, where he endured seventeen hour work days and poor pay. While on a trip to Syria to get a Syrian passport, he was arrested without cause, and during his confinement he suffered daily abuse by his captors. He survived this experience and brought his family to Canada in December 2015. He made his way to Kingston with the help of a sponsor, and in July 2016 became a student at KL&S and he has since advanced steadily through the benchmarks. He has since demonstrated compassion, strength and the potential to realize his dreams. He currently has his sights set on citizenship, and volunteers at Martha's Table as his way of giving back to the community.



Bashir Ibrahim Habib

Bashir Ibrahim Habib first started attending LINC classes in May 2017. Despite his advanced age and the physical challenges associated with coming to class everyday, he has maintained consistent attendance. Viewed as a role model by his fellow students for his dedication and optimism, he will often be the first one to arrive for class giving him time to review for the upcoming lesson. When he first arrived he knew no English, but now he is able to read, write, and speak it.



Moyaad Aleed & Mariam Aleed

Moyaad and Mariam were nominated together for their dedication to learning the English language, and their unstinting support of one another in advancing their studies. When they enrolled together in 2017, Moyaad, recognizing his need for additional time in class, signed up for both morning and afternoon classes. Mariam continued to attend classes in the months leading up to the delivery of their fourth child, and was able to return to school after only a few weeks. Both students have made good progress in their studies and went out of their way to seek alternative childcare so that they might both attend classes at the same time.



Financial Summary

	March 31, 2018	March 31, 2019
Revenue:		
Ministry of Training, Colleges & Universities	\$ 441,266	\$ 495,139
Ministry of Children & Youth Services	\$ 105,000	\$ -
Immigration, Refugees and Citizenship Canada	\$ 873,875	\$ 952,437
City of Kingston	\$ 35,738	\$ 26,420
United Way – KFLA	\$ 40,000	\$ 40,392
Human Resources and Skills Development Canada	\$ 2,630	\$ 3,463
Prince Edward Lennox & Addington Social Services Foundations	\$ 200	\$ 400
	\$ 4,587	\$ 2,048
Fundraising and Donations	\$ 3,975	\$ 50,887
Professional Services	\$ 2,493	\$ 12,555
Interest Income	\$ 1,054	\$ 6,452
Resource Sales	\$ 675	\$ 250
Bob Johnson Awards	\$ 6,249	\$ 6,249
Amortization of Deferred Contributions	\$ 73,299	\$ 40,041
	<hr/>	<hr/>
Total Revenue	\$ 1,591,401	\$ 1,636,733
Operating Expenses:		
Amortization	\$ 73,299	\$ 40,041
Childcare, Transportation and Travel	\$ 10,289	\$ 17,708
Communication	\$ 19,700	\$ 35,130
Facilities	\$ 194,669	\$ 221,583
Field Supports	\$ 9,465	\$ -
Fundraising	\$ 1,378	\$ 3,493
IT Refresh	\$ 3,718	\$ 94
Insurance	\$ 6,631	\$ 6,838
Materials and Resources	\$ 21,514	\$ 52,484
Office and General	\$ 36,629	\$ 33,755
Professional Development	\$ 14,636	\$ 9,214
Professional Services	\$ 31,488	\$ 102,913
Wages and Benefits	\$ 1,147,615	\$ 1,103,151
	<hr/>	<hr/>
Total Expenses	\$ 1,571,031	\$ 1,626,404
	<hr/>	<hr/>
Excess Revenue from Operations	\$ 20,010	\$ 10,329
Costs Related to Program Closure	(\$ 94,927)	\$ -
	<hr/>	<hr/>
Excess (expenditures) revenue for the year	(\$ 74,917)	\$ 10,329
<i>Auditors - KPMG</i>	<hr/> <hr/>	<hr/> <hr/>



Booth at the Princess Street Promenade



Faith United Church "Spell's Angels" — winners of the 2018 Grate Groan-Up Spelling Bee

2018-2019 Board of Directors



Officers

Lynne Gutoskie – President
Vicki Craig – Vice-President
Ramneek Pooni – Treasurer
Robin Tippett – Secretary

Directors

Laura Niles – Past President
Blair Hicks
Patricia Enright
James Bonham-Carter
Leslie Casson
Ellen Bater
Dr. Elizabeth Moore
Thamayanthi Siriwardene
Shar Taw Moo

Finally, a warm thank you to the many volunteers, donors, board members and sponsors who contribute so much of themselves to our mission of empowering lives through literacy and language.

Thank you!

Kingston

16 Bath Road, Unit #7
Kingston, ON K7L 1C4



Napanee

9 Advance Avenue
Napanee, ON K7R 3Y5



Visit us at www.klsread.ca or follow us at:



Kingston Literacy
& Skills



@klandskills

Phone: 613.547.2012

Toll Free: 1-866-557-READ

KL&S
Kingston Literacy & Skills

**EMPLOYMENT
ONTARIO**



United Way
Kingston, Frontenac, Lennox and Addington
Member Agency



Ontario



Immigration, Refugees
and Citizenship Canada
Immigration, Réfugiés
et Citoyenneté Canada