



Annual Report for the Fiscal Year
ended
March 31st, 2017



Annual General Meeting Agenda

Thursday, June 22, 2017

Welcome

Chris Prosser

Business Meeting

Welcome & Introduction of Board
Greetings/Call to Order
Approval of Agenda
Approval of the 2015-2016 AGM Minutes
Executive Director's Report
Treasurer's Report
Election of Directors/Recognition of Retiring Board
Adjournment

Chris Prosser
Patti Lewis
Patti Lewis
Patti Lewis
Chris Prosser
Dana Duff
Cathy Skeen
Patti Lewis

Announcements

Chris Prosser

► Refreshment Break for 20 minutes ◀

Executive Director's Opening Remarks

Chris Prosser

Program:

Guest Speaker: *Joel Elliott*
Linda Brooks
Helen McLeod

Chris Prosser

Special Presentation

Carol Risidore

Chris Prosser/Patti Lewis

Student Awards

Chris Prosser

Presenters:

Best Attendance
Most Improved
Outstanding Student

Outstanding Tutor
Risidore Community Spirit

Julie Sigrist, Sue Damon
Lisa McArthur, Sue Damon
Julie Sigrist/Lisa McArthur
Johanna Brown
Julie Sigrist, Sue Damon
Julie Sigrist, Johanna Brown

Closing Remarks

Chris Prosser



United Way
Kitchener Waterloo & Area

**EMPLOYMENT
ONTARIO**



United Way
of Cambridge and North Dumfries

Charitable Business Number: #119242378

The Literacy Group of Waterloo Region

Minutes of Annual General Meeting

Wednesday, June 15, 2016

The Rotunda, Kitchener

1. **Welcome**
 - a. Meeting called to order by Patricia Lewis
 2. **Approval of Agenda**
 - a. Motion to approve: Diana Elkin, seconded by Cristen Brown
 3. **Approval of Minutes of the Annual General Meeting of June 17th, 2015**
 - a. Motion to approve: Debbie Ackroyd, seconded by Dana Duff
 4. **President's Report**
 5. **Executive Director's Report**
 6. **Treasurer's Report**
 - a. Motion to approve financial statement: John Dale, seconded by Cathy Skeen
 - b. Motion to approve auditors, Curtis-Villar: Patricia Lewis, seconded by Andrew Swatridge
 7. **Election of Directors**
 - a. Motion to approve slate of Board of Directors: Debbie Ackroyd, seconded by Dana Duff
 - b. Motion to approve Asad Ali and Winnie Lo who were appointed during the year. Cristen Brown, seconded by Dana Duff
 - 8.. **Adjournment**
 - a. Motion to adjourn: Patricia Lewis, seconded by Winnie Lo
-

I'll use this opportunity to say thank you to everyone who had a hand in helping The Literacy Group end 2016-2017 on such a positive note.

Once again TLG was recognized by our funding partners for the excellent work done by our staff, tutors and learners. Some of you were on hand during a site visit earlier this year and had the chance to speak with representatives from MAESD. They were very impressed with the feedback from learners that day. It was a great opportunity for them to experience first-hand how hard our learners work to improve their literacy and numeracy skills, as well as the enthusiasm and dedication of our tutors and staff.

Behind the scenes, staff and the Board of Directors worked on many of the ideas we identified during our strategic planning exercise last year. Over the last 12 months we worked on finding new funding sources, launched a new fundraising event, tackled the space crunch in Kitchener, developed a communication strategy and plan for TLG, explored using technology to enhance tutor and learner interaction, and conducted focus groups with tutors to look for opportunities that will help them in their role. Because so many of you were willing to take on this additional responsibility, we made sure that most of the opportunities we talked about were actually explored and put into effect.

One of our biggest strategic challenges was succession planning and I especially want to thank Carol Risidore and the committee that worked on this transition. When Carol stepped down as Executive Director in March, she did so knowing that she was leaving TLG a much stronger and more secure organization than she found it and that she is leaving it in the very capable hands of Chris Prosser and a passionate, caring team in Kitchener and Cambridge.

We've started 2017-18 from a position of strength and that's thanks to the hard work of everyone involved with TLG. Congratulations on a great year.

Respectfully submitted,

Patti Lewis



THE LITERACY GROUP

MORE THAN READING

Executive Director's Report

The Literacy Group faces a very sad time as we say good bye to Carol Risidore who diligently served the organization for ten and a half years. During her time with the organization, Carol has been a pioneer in Adult Literacy. Under Carol's leadership, TLG benefited from innovative and exciting ideas, and grew substantially. On behalf of the staff, volunteers, and our learners, thank you so much Carol for your dedication and leadership.

The Literacy Group has seen some great successes this year, and is currently looking ahead to a new chapter that promises more and more opportunities to support our learners and the community. I would like to share with you an exciting change that has taken place at The Literacy Group; Lisa McArthur has recently taken on the role of Program Manager. Lisa has been a fantastic addition to TLG and I look forward to working with her in a management role. Also, at the reigns of our WSIB program is Nadine Bachour whose experience in ESL delivery is supporting a number of clients back into the workplace.

This past year we have seen continual success in our core and modular programming. Some of our new programs include the Independent Learning Group, where learners come and learn outside of their regular sessions, and the Northstar Foundational Computer classes, in which learners take away foundational digital skills and achieve a certification. Our outreach programs have seen nothing but success, with particular mention of the Reading For Health program with Kinbridge Community Centre and two Essential Skills programs with the Woodworking Manufacturing Council. TLG's partnerships with the community have never been stronger and, with the support of Project Read, The Literacy Group has seen an increase in partner referrals into our programs.

I am very excited to step into the role as The Literacy Group's Executive Director, and look forward to many exciting opportunities as well as overcoming any challenges that may lay ahead. I am confident in TLG's continued success and growth, knowing that we have the best team working together for the better of the learners.

Respectfully submitted,

Chris Prosser

I am happy to report on the financial affairs of The Literacy Group of Waterloo Region for the fiscal year ended March 31, 2017.

In the fiscal year, the organization has achieved a greater than budgeted surplus in revenues over expenditures. This was completed by monitoring expenses, while being able to reface our Kitchener office space. This is a great result as we are seeing Carol retire and welcoming Chris into his new role.

The Literacy Group will continue to monitor costs as fundraising and donation revenue are difficult to project. The Literacy Group continues to strive for sharing our knowledge base within various programs and opportunities within the region.

As a result, the overall surplus of the year is \$29,218 with a fund balance at year end of \$110,417. This surplus is better than the previous fiscal year's \$9,574 deficit. We are very thrilled with the hard work everyone has endured to allow this to happen.

Looking to the next fiscal year, we anticipate another challenging and exciting year ahead with growth in Chris' new role as Executive Director, while seeing where Chris can lead us in our next chapter.

Respectfully submitted,

Dana Duff

Fundraising Committee Chairs' Report

I am pleased to report that the year of 2016-2017 is full of new initiatives and divergent fund development programs. The fundraising committee has raised \$15,646.52 during the year ending March 30, 2017.

The greatest challenge of the period was how to modernise and streamline our existing fundraising model while incorporating new methods of communication and novel approaches.

This year we operated with a smaller than usual core team of fundraising committee members due to issues beyond our control. Despite this, we were able to put on a series of exceptional events that both achieved the goals of raising funds for The Literacy Group and resulted in additional exposure for our programs.

Our Rodding for Reading antique car show, put on with the assistance of the Lead Kings Car Club to benefit The Literacy Group, remained our chief fundraiser. We enjoyed excellent weather during this event and were able to actualize a new sponsorship breakdown plan. We also, despite being faced with unexpected manpower challenges, were able to leverage digital platforms to not only get the word out but assist in managing the preparation for this event. With everyone's hard work and dedication a total of \$10,532.98 was raised during this event.

This year also saw the lead-up to the retirement of two of our long-term initiatives. The Read-a-Thon and Gift of Literacy both have run their natural course. Due to the shifting nature of public engagement, both of these fundraising projects were held for the last time. The Read-a-Thon made a total of \$954.15 and the Gift of Literacy did not result in any notable donations despite heavy utilization of social media platforms and modern graphical messages.

To replace them, the fundraising team held a successful Leading with Literacy event in September. Leading with Literacy came together as a practical workshop led by two local authors and public speakers who donated their time. It was attended by a wide range of community members and allowed ourselves to reach a wider breadth of audience to spread our message and encourage commitment from.

Several minor initiatives were also actualized this year. Members of our Board of Directors came together and held a Finders Keepers 'glam' rummage sale where donated jewellery and small accessories were sold. The fundraising committee also continuously utilized Facebook and Twitter as participation tools in non-profit community fundraising contests and projects. This allowed The Literacy Group to both act as an active participant in the larger non-profit community and generate funds for our programs and services.

I am very excited to see what process improvements and promotional fundraisers we come up with for the coming years. As technology changes and community engagement changes with it, I am thrilled to act as Chair of the Fundraising Committee and help align The Literacy Group fundraising goals with new parameters and approaches.

Respectfully submitted

Diana Elkin



INDEPENDENT AUDITOR'S REPORT

To the Members of The Literacy Group of Waterloo Region

We have audited the accompanying financial statements of The Literacy Group of Waterloo Region, which comprise the statements of financial position as at March 31, 2017 and March 31, 2016 and the statements of revenues and expenditures, changes in net assets and cash flows for the years ended March 31, 2017 and March 31, 2016, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audits is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The Literacy Group of Waterloo Region as at March 31, 2017 and March 31, 2016 and the results of its operations and its cash flows for the years then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Guelph, Ontario
June 16, 2017

Curtis-Villar LLP
CURTIS-VILLAR LLP
Chartered Professional Accountants
Licensed Public Accountants

THE LITERACY GROUP OF WATERLOO REGION

Statement of Financial Position

March 31, 2017

	2017	2016
ASSETS		
CURRENT		
Cash-unrestricted	\$ 76,384	\$ 44,682
Cash-restricted	15,455	11,966
Term deposit <i>(Note 3)</i>	10,000	10,000
Accounts receivable	24,042	9,300
Prepaid expenses	4,051	3,239
	<u>129,932</u>	<u>79,187</u>
 PROPERTY, PLANT AND EQUIPMENT <i>(Note 4)</i>	 <u>27,398</u>	 <u>36,898</u>
	<u>\$ 157,330</u>	<u>\$ 116,085</u>
 LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued liabilities <i>(Note 6)</i>	\$ 37,068	\$ 15,542
 DEFERRED INCOME <i>(Note 5)</i>	 <u>9,845</u>	 <u>14,208</u>
	<u>46,913</u>	<u>29,750</u>
 NET ASSETS		
General Fund <i>(Note 1)</i>	67,636	38,418
Lottery Fund <i>(Note 1)</i>	16,092	16,092
Capital Asset Fund <i>(Note 1)</i>	26,689	31,825
	<u>110,417</u>	<u>86,335</u>
	<u>\$ 157,330</u>	<u>\$ 116,085</u>

ON BEHALF OF THE BOARD


 _____ Director

 _____ Director

THE LITERACY GROUP OF WATERLOO REGION
Statement of Revenues and Expenditures
Year Ended March 31, 2017

	Ministry of Advanced Education and Skills Development Kitchener Restricted 2017	Ministry of Advanced Education and Skills Development Cambridge Restricted 2017	Lottery Fund Restricted 2017	General Fund Unrestricted 2017	Total 2017	Total 2016
REVENUE						
Grants	\$ 235,733	\$ 103,765	\$ -	\$ -	\$ 339,498	\$ 308,310
Other income	-	-	-	65,127	65,127	80,539
Fundraising	-	-	25,210	32,435	57,645	55,917
United Way	-	-	-	39,804	39,804	39,000
Donations	-	-	-	7,618	7,618	17,558
Book sales	-	-	-	1,028	1,028	637
Memberships	-	-	-	500	500	650
Interest	-	-	-	138	138	279
	235,733	103,765	25,210	146,650	511,358	502,890
EXPENDITURES						
Salaries and benefits	158,038	64,124	20,350	72,201	314,713	352,059
Rent, maintenance and utilities	25,976	24,000	-	-	49,976	49,760
Resources	2,354	1,793	1,146	33,628	38,921	66,227
Field support	27,621	-	-	-	27,621	-
Office and general	5,863	4,169	764	7,653	18,449	16,627
Training	6,371	2,735	-	-	9,106	8,527
Fundraising expense	-	-	2,950	3,718	6,668	5,816
Telephone	3,398	2,190	-	232	5,820	5,912
Amortization	2,099	2,265	-	-	4,364	2,536
Professional fees	1,976	1,976	-	-	3,952	2,401
Professional development and memberships	1,671	451	-	-	2,122	1,593
Travel	366	62	-	-	428	1,006
	235,733	103,765	25,210	117,432	482,140	512,464
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES	\$ -	\$ -	\$ -	\$ 29,218	\$ 29,218	\$ (9,574)

THE LITERACY GROUP OF WATERLOO REGION

Statement of Changes in Net Assets

Year Ended March 31, 2017

	General Fund Unrestricted 2017	Lottery Fund Restricted 2017	Capital Asset Fund Restricted 2017	Ministry of Advanced Education and Skills Development Restricted 2017	Total 2017	Total 2016
NET ASSETS - BEGINNING OF YEAR	\$ 38,418	\$ 16,092	\$ 31,825	\$ -	\$ 86,335	\$ 102,941
Excess of revenue over expenditures	29,218	-	-	-	29,218	(9,574)
Amortization	-	-	(5,136)	-	(5,136)	(7,032)
NET ASSETS - END OF YEAR	\$ 67,636	\$ 16,092	\$ 26,689	\$ -	\$ 110,417	\$ 86,335

The Literacy Group Statistics

For the fiscal year ended March 31, 2017

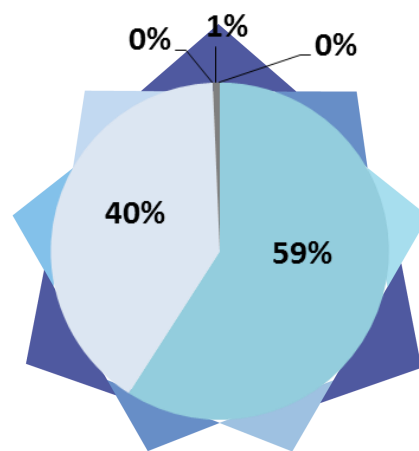
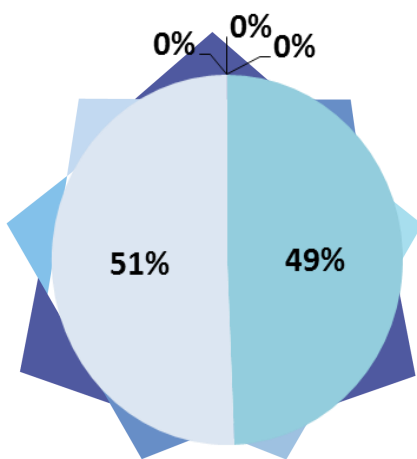
Cambridge

Numbers of Learners served: 77

Kitchener

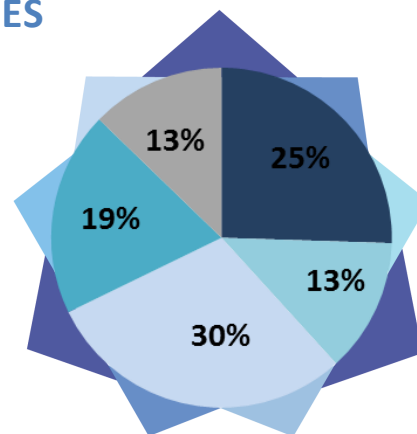
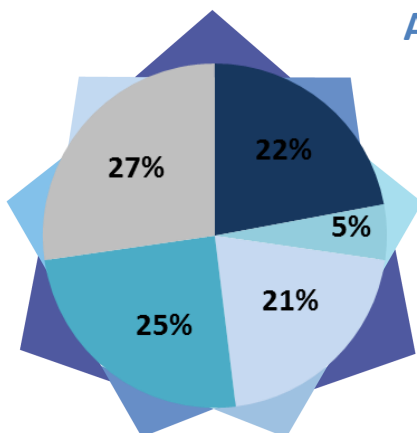
Numbers of Learner served: 149

GENDER



■ Male ■ Female ■ Trans ■ Other ■ Prefer not to disclose

AGE RANGES



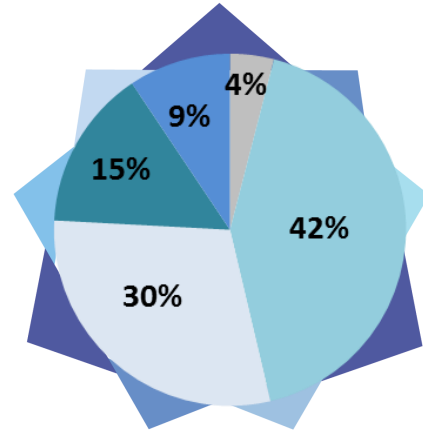
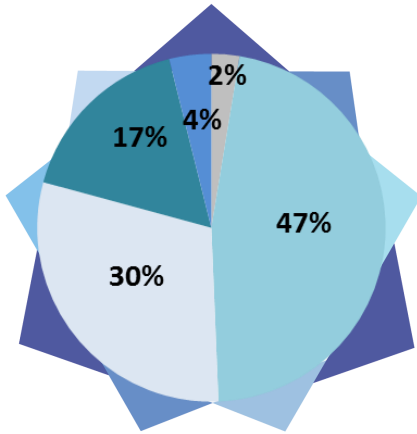
■ 18-24 ■ 25-29 ■ 30-44 ■ 45-54 ■ 55+

2016 – 2017

Cambridge

Kitchener

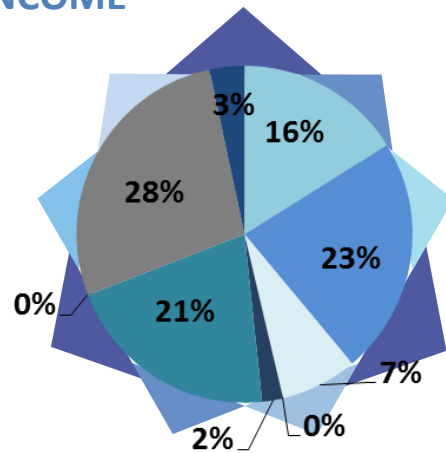
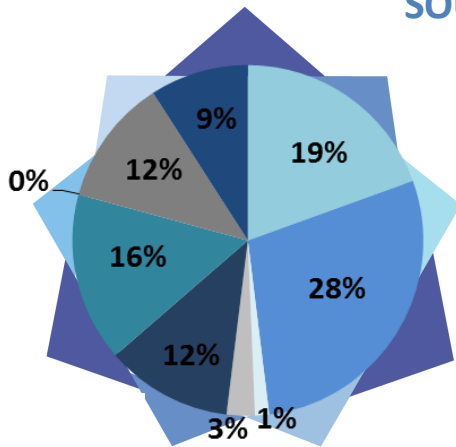
GOAL PATH



- Apprenticeship
- Independence
- Post-secondary

- Employment
- Secondary School Credit

SOURCE OF INCOME



- OW
- Dependent of OW/ODSP
- EI
- Crown Ward
- No Source of Income

- ODSP
- Self-employed
- Employment
- Other

The Literacy Group of Waterloo Region Board of Directors, Staff & Volunteers

2016 - 2017

Current Board of Directors

Patti Lewis, President
Diana Elkin, Vice-President
Dana Duff, Treasurer

Debbie Ackroyd, Secretary
Andrew Swatridge
Cathy Skeen

Danielle Avila
John Dale
Winnie Lo

Retiring Board Member

Cristen Brown

Slate of Board Candidates

Vlad Pop

Staff

Chris Prosser
Carol Risidore
Lisa McArthur
Sue Damon
Heather Lee (maternity leave)
Julie Sigrist
Johanna Brown
Joyce Baker
Marilena Benak /Sarah Hacking
Marian Baron

Executive Director
Past Executive Director/Consultant
Program Manager
Program Coordinator, Kitchener
Program Coordinator, Cambridge
Group Facilitator, Cambridge
Group Facilitator, Kitchener
Administrative Assistant, Kitchener
Administrative Assistant, Cambridge
Bookkeeper

Summer Students

Olivia Amorim, Gillian Lynch

Volunteers

Balqiisa Sheikh, Daniel Lantz, Don Proper, Steven Clifford,
Tammy Brown, Susan Youngson

Technology Volunteers

*Kim Burnett - Around K-W
Warren Brown*

Biography

Vlad Pop

Vlad is a proud resident of Waterloo Region, where he resides with his spouse Stacy and Beija, their rescue cat. When Vlad is not working in the HR department at Lutherwood, he spends time supporting Waterloo Region Police Service with special events such as Elmira Maple Syrup Festival and the local Christmas parades. Vlad took his formal studies in Psychology and Human Resources Management at the University of Waterloo in the faculty of arts. His work, volunteer and life experiences have helped Vlad develop a strong sense of community and connectivity, which will typically show in everything he does. Vlad believes that a person who is able to receive support with their literacy skills will have more opportunities in housing and employment and enjoy a better state of wellbeing.



Thank you to each of the Board members for their hard work and commitment to building a strong and effective organization. Through their tireless efforts, strategic thinking and innovative ideas, The Literacy Group of Waterloo Region has grown immensely.

We are so grateful for their service and dedication to The Literacy Group, our mission, and our programs!

Risidore Community Spirit Award

The winner of this award:

- ♦ has showed exemplary concern for helping others within the classroom community
- ♦ has actively and consistently promoted TLG among family, friends, co-workers and others outside TLG
- ♦ has demonstrated in his or her life that literacy learning makes a difference (i.e. the student him/herself has exemplified to the community the value of literacy)

Kitchener
Arron Allenson

Cambridge
Donald Proper

Outstanding Student Award

The winner of this award has displayed exemplary spirit, enthusiasm, leadership and dedication while earning a commendable level of achievement.

Outstanding Student

Kitchener
Norticea Pomery

Outstanding Student

Cambridge
Nancy Benoit

Most Improved Award

The winner of this award has made significant achievements in the skills gained during the program.

Kitchener
Gavin Sadhu

Cambridge
Adrian Harron

Best Attendance Award

The winner of this award has shown commitment to learning and great respect for group instructor/tutor/classmates via exemplary attendance.

Kitchener
Garth Wellington

Cambridge
Linda Gallagher

2016—2017

Volunteer Tutor Recognition

2016-2017

The winner of this award has displayed exemplary spirit, enthusiasm, leadership and dedication to The Literacy Group.

Outstanding Tutor

Kitchener

Mary Jane Crusoe

Outstanding Tutor

Cambridge

Bonnie Kitchen

Tutors, you are the life blood of The Literacy Group. You bring passion and dedication, patience and understanding, a vast library of knowledge and skills, and you bring your valuable time and energy to our students and to all of us at TLG. Your students' journeys are often just starting when you meet them for the first time but with your support and encouragement it becomes a lifelong journey of discovery for them. We love that you celebrate the successes with your students and work hard to overcome challenges. You affect not only your student but, through them, their families and the wider community. You may not always see the far-reaching consequences of your work, but they are there.

You make a difference. And we can't thank you enough.

Andy McAuley	Edward (Ted) Paling	Lise Ellacott	Patricia Ofili
Allan Scharlach	Gloria (Oyie) Umali	Lynn Green	Peter Perry
Allan Wilson	Iain Davidson	Manu Pallapa	Phyllis Klein
Amy Senn	Jack Flatt	Margaret Gadsby	Rennie Brudnjak
Anne Thaler	Jack Rehder	Margot McCurry	Robert Thaler
Ann-Marie Kong	Janet Henkel	Mary Jane Crusoe	Shelley Trueman
April Souwand	Janet Horst	Matt Albrecht	Shirley Bauman
Arlene Reesor	Janet Schumacher	Micheal McEwan	Stacey Verhaeghe
Bonnie Kitchen	John Dale	Michele Mohamed	Stefan Stamate
Bruce Johnstone	Judy DeWitte	Michelle Jennings	Steven Clifford
Carol Bast	Judy Johnston	Nadine Bachour	Thuy Hoang
Carol Meagher	Judy Paul	Nana Gyamfi-Kumani	Tracy-Lynne Ahier
Carolyn Ward	Julianne Hartwig-Fischer	Neisha Bazzey	Valentina Stercer
Charles Cook	Kavita Chalhota	Nirmala Maharaj-Loquan	Victoria Strong
Diane Wilkinson	Kenneth Wright	Olena Stevenson	William Rattray
Divya Handa	Lillian Bass	Jim Stevenson	Windsor Viney

Thank you for contributing over 5,255 hours of your time!

FUNDERS

Ministry of Advanced Education and Skills Development (MAESD)
United Way of Cambridge and North Dumfries
United Way of Kitchener-Waterloo

DONORS

Aecon
Around Kitchener Waterloo
Canadian National Christian Foundation
Economical Mutual Insurance Company
Individual Donations:
In Memory of Catherine Windust
In Memory of Greg Ambrose
In Memory of Joyce Taylor
Investors Group
Local 4610 USWA District 6
New Apostolic Church
Sunlife Financial Matching Gift Program
TD Wealth
Woolwich Community Lions Club

SPONSORS

Irving Consumer Products Limited
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Spaenaur
Steven K. Ausman
 *United Way Parcel*

We are also supported by our **Friends of Literacy**, private donors whose contributions help us provide quality programming for our learners. We are grateful for support from the community, our members, private donors and corporate-giving programs.