

Obstacles / Challenges

- Demographic / explaining the problem
- Rural Context
 - Reaching learners
 - Getting them come to the centre
 - Recruiting learners
 - Isolated in school
- Increasing reach
- School boards tics
- Research & statistics are so convoluted
- Lack of resources to do community outreach
 - Community tables take up time and resources
- Library hours are limited
- Reporting quantity vs. quality
- Sensitisation
 - Recognizing the signs of low literacy
- Difficult to explain what success looks like
- Identifying problems of learners who are in the middle

Solutions/What is working

- Network
- Services offered
- Having a common message
- PSA & Radio ads
- Partnership of referrals
 - CLSC
 - Doctors
 - Dentists
 - Hospitals
 - Clinics
 - Food banks
 - Cultural Organizations
 - Churches
- Pamphlets - Did you know these services are available?

What did you allocate the additional funding to?

- Human Resources
 - Increase staff hours
 - Increase hourly rates
 - New staff
 - Program Coordinator
 - Development Agent
 - Lead Tutor
 - Learning for Life Coordinator
 - Special Programs Coordinator
 - Technical Consultant
 - Communications Coordinator
- Expanding territory where services are offered
- Tech upgrades
- ED
- Benefits / Vacation

What did your organization focus on this past year?

- Moving
 - New office
 - Better location
 - Integration with community & organizations
- Strategic Planning
 - Tutor training
 - Hired tutor
 - Reorganizing
- Funding received from the school board for literacy
- Montreal Children's Library / Mother Goose programs
- Project: At risk of dropout
- Website
- Succession planning
- Rebranding
- Navigating PACTE (new logo, etc.)
- Board composition
- Lifelong Learning program
- New tutor training
 - Human performance

How does your organization measure success?

- Still standing
- Recruit & retain tutors
- Attendance & participation
- No suivis from PACTE
- # of students and volunteers
- Individual goals that have been met
- Testimonies

Why is your organization a member of LQ?

- Information
- Networking
- Government Representation
- Support
- Direction
- Community network
- Craft one message and one representative to help with government
- Feel like we are part of a bigger support network
- Information sharing
- Resources
- We can learn from each other
- Our strength as a group
- Anglo literacy organizations get to brainstorm
- Coming together to share and unload
- Solidarity
- New ideas