

The Literacy Link – Supporting you through change

October 2015



Performance Management Support

Literacy Link South Central is committed to providing performance management assistance to LBS service providers. Through this newsletter, LLSC will share tools and resources gathered from our partners around the province that can be used to impact your organization's performance management. If there are specific topics you would like to see in upcoming issues, please contact Literacy Link South Central at literacylink@gmail.com

Developing a Culture of Evaluation

From March 2015 until March 2017, Literacy Link South Central and Community Literacy of Ontario will be working in partnership on a project called *Developing a Culture of Evaluation*. This project will help non-profit organizations in Ontario learn about the value of creating a culture of evaluation and how to foster this in their own programs.

How can this project help you?

By monitoring the success of your program, you can increase your customer satisfaction. Evaluation isn't just about collecting statistics; it's about ensuring the program will meet the needs of your clients.

Through this newsletter, you will learn about the project deliverables and resources produced to date.

Project Overview

The Developing a Culture of Evaluation project is funded by the Ontario Ministry of Citizenship, Immigration and International Trade, under the Partnership Project. The partnership project is designed to help strengthen Ontario's not-for-profit sector, and we are honoured to be part of this initiative.

Evaluation is often viewed as an overwhelming process, but it is becoming more necessary in the everyday activities of non-profit organizations.

Deliverables of the project include:

- 8 online training modules
- 6 webinars
- 10 community of practice online clinics
- An online discussion board on programs evaluation
- A literature review

Resources

In June 2015, an annotated guide to evaluation resources was created. This guide covers 41 resources including websites, articles, handbooks and videos. Each resource is relevant to non-profit organizations, is free and easy to download online. To view or download the annotated guide, use the following link:

<http://www.communityliteracyofontario.ca/wp/wp-content/uploads/DCE-Annontated-Literature-Review.pdf>

The guide can also be found at the LLSC website (www.llsc.on.ca) and the CLO website (www.communityliteracyofontario.ca).

Over the summer, key informant interviews were conducted by telephone to discuss successes and challenges with performing evaluation. The project coordinator, Anne Marie Curtin, contacted 30 non-profits across Ontario to ask a series of questions. For those who were not contacted by phone, there was an opportunity to provide input via an online survey. The survey results are currently being compiled and will be available soon on the LLSC website and the CLO website.

Currently, an online discussion board called the Evaluation Culture Club is being used to bring together those who are interested in evaluation for non-profits. Discussions are currently taking place about what's new in evaluation, and successes/challenges experienced by members. This discussion board is free to use and is open for registration. In order to take part in the conversation, register for the discussion board by using this link:

<https://evaluationclub.contactnorth.ca>.

Additional Information

Project updates are continuously being posted on the CLO website and the LLSC website.

For more information about this project, please contact the project coordinator, Anne Marie Curtin at amcurtin@bellnet.ca.

Questions about this newsletter? Please contact us at 519-681-7307 or communications@bellnet.ca

