

ADULT LEARNING CENTRES HALTON



Annual Report 2023-2024

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Literacy North Halton, 72 Mill Street, Suite 206, Halton Hills, ON L7G 2C9

ADULT
LEARNING
CENTRES
HALTON



This Employment Ontario program is funded in part by the Government of Canada and the Government of Ontario.

The EO Service Promise is to:

- Deliver the highest quality of services and supports to help individuals and employers meet career or hiring goals;
- Provide opportunities for individuals to improve their skills through education and training;
- Ensure that individuals get the help they need at every Employment Ontario office; and
- Work with employers and communities to build the highly skilled and educated workforce Ontario needs to be competitive.



**United Way
Halton & Hamilton**

Improving Lives Locally

Literacy North Halton, operating as Adult Learning Centres Halton, is a United Way Halton & Hamilton Supported Agency.

Donors and Supporters

- The Leggat Family Fund
- Oakville Lions Club
- Denise Dilbey
- St. Alban the Martyr Anglican Church
- Kevin Campbell
- Shiny Mathews
- Donations in memory of Jean Somerville
- Project 818B Marketing
- Ami Gopal
- Abbey Park High School – Student Council



Literacy North Halton is a non-profit, registered charity 107782609-RR0001, funded in part by the Ministry of Labour Immigration, Training and Skills Development, and is a United Way Halton and Hamilton supported agency.

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-  **5 Halton Communities**
 -  **6 Literacy and Essential Skills Programs**
 -  **31 Volunteer Tutors, and Instructors/Trainers**
 -  **50 Program Sessions**
 -  **424 Adult Clients**

Mission

Empowering Learners to Reach Their Full Potential

We provide local, high-quality literacy and essential skills instruction to adults in support of their personal goals for independence, employment, and further education or training, particularly to those most in need.

Programs

Our ALNH programs focus on communication, reading, writing, numeracy, digital literacy, and employability skills through various small group classes and one-to-one support.

Basic Literacy & Academic Upgrading

- RSW+ Adult Tutoring: One-to-one and volunteer tutor-led, small group sessions focusing on foundational literacy skills – communication, reading, writing and numeracy – up to grade 8 level.
- ACE Academic and Career Entrance: A partnership program with Sheridan College, offering grade 12 equivalency credits in English, Math, and Sciences for adults planning for college entrance or apprenticeship.
- CAEC Canadian Adult Education Credential: A high-quality, Canadian high-school equivalency credential to replace the GED® test in Summer 2024. ALNH will provide test preparation support in reading, writing, and mathematics.

Job-ready & Essential Workplace Skills

- CSW Computer Skills for Work: Volunteer tutor-led, small group sessions covering digital literacy, computer skills, and business communication.
- HSW Essential Skills for Healthcare Support Worker Employment: Instructor-led sessions providing essential job-ready skills and in-demand industry certifications for support jobs in community home care and long-term care.
- SWS Skills for Work Success: Trainer-led sessions focusing on employability soft skills and foundational career planning for next level, stable employment.

[ALNH.ca/programs](https://alnh.ca/programs)



Meet our Board of Directors

Denise Dilbey, Chair - I am deeply committed to advancing education and equality in the workplace, a passion shaped by my varied experiences. My 30+ year career in international corporate and real estate sectors, strengthens my dedication to providing tools and resources that help enhance learners' workplace skills and lives, enabling them to realize their full potential in our Halton communities.

Shiney Mathew, Treasurer - I came to Canada as a South Asian foreign student to pursue my MBA. In 2001, I moved to Oakville with my family and recently retired after a successful 30-year career in Banking. I strongly believe that learning will equip people with the tools to access a broader job market and live an independent and fulfilling life.

Kim Sopinka, Secretary - I first came to the organization as a tutor, then later a Fundraising Chair and now a Board Member. As our focus has broadened from literacy and one-on-one tutoring to essential skills and the well-being of our growing community, my participation has realigned from teaching others to read and write to developing and understanding the competencies required to empower the community members we serve so they can thrive.



LNH BOD prepares for UWHH Holiday Helping Hands

Jodie Mandarino - As a professional Librarian, Jodie Mandarino understands the importance of literacy as a fundamental skill essential for unlocking everyone's full potential. She is dedicated to fostering a culture of exploration and lifelong learning within the Halton community, aiming to make the joy of discovery and growth accessible to all.

Ami Gopal - Ami Gopal has over 22 years experience and a proven track record in fundraising and communications within non-profit organizations. She enjoys nurturing meaningful relationships and building community support, striving to create impact through dismantling barriers and addressing systemic inequity.

Bruce Catoen - As a 38-year resident of Halton and a former CTO of a multi-national corporation I have seen the dramatic rise in demand for continued education of adults. The pandemic has created even more need in our community for healthcare support workers and working with computers. At ALNH we have continued to adjust and refine our programming for the evolving the needs of the community.

Vivian Zhao – With 27 years of corporate experience in various leadership roles in both China and the U.S. and now as an ICF certified Leadership/Career Coach, I have always had passion to help people gain confidence to pursue self-growth and a better life. Just like Kofi Annan, the former Secretary-General of the United Nations said, “Literacy is bridge from misery to hope.”

Report from the Board Chair

This year has been a milestone for Literacy North Halton, marked by significant achievements and growth. We have expanded our service delivery area within Halton Region to include Oakville and Burlington, ensuring our local programs reach more communities. Our volunteers are the heart of Literacy North Halton, playing a crucial role in making our organization vibrant and transformative.

Strategic Objectives and Financial Sustainability

The Board of Directors has been focused on strategic objectives to ensure financial sustainability, including clear fundraising goals that align with our needs and capabilities. Our fundraising strategy aims to attract new donors while maintaining meaningful communication with our existing supporters. Building brand recognition in Halton is a key objective. We partnered with Candybox, a local digital marketing firm, to modernize our branding and develop a new website reflecting our expanded programs and service area.

Governance and Recruitment

To support our expansion, we have recruited new volunteer directors and established formal committee structures to distribute the workload effectively. Our Governance Committee is updating our By-Laws to comply with the new ONCA by Fall 2024.

Events and Community Building

We ended the fiscal year with a successful fundraising Word Play Games Night in Georgetown, in collaboration with the Mississauga Scrabble Club and Halton Hills Public Libraries. We plan to host similar events across the various Halton communities.

Acknowledgements

We extend our heartfelt appreciation to outgoing volunteer directors Kim Sopinka, Ami Gopal, and Jennifer McAleer. Their significant contributions to our organization will leave a legacy. On behalf of the Board, I express deep gratitude to our learners, volunteer tutors, instructors, and staff. Their dedication and commitment are the driving forces behind our success.

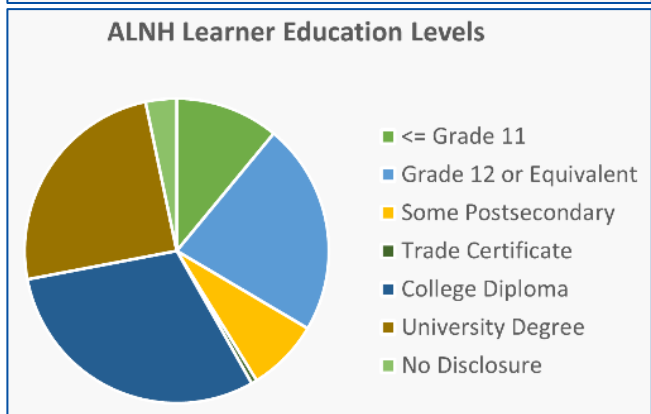
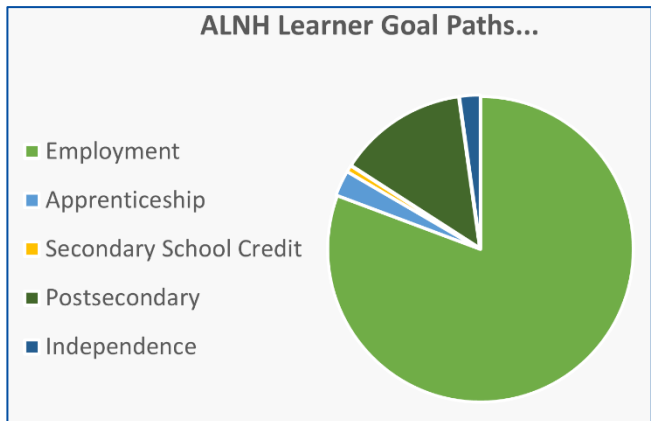
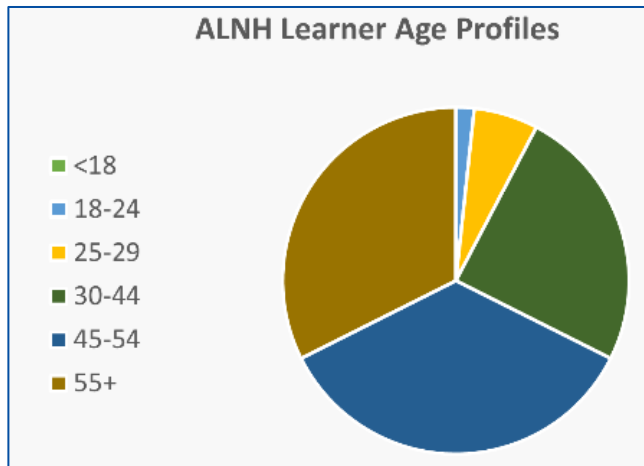
As we reflect on 2023-2024, we are proud of our accomplishments and remain committed to overcoming challenges and seizing future opportunities. With our dedicated team and supportive community, Literacy North Halton will continue to make a significant and lasting impact.

Sincerely,
Denise Dilbey
Chair, Board of Directors
Literacy North Halton



LNH BOD Executive Committee at UWHH Evening of Celebration

About ALNH Learners



HSW Program Learners Tour Halton Region Allendale LTC

Our ALNH Community Partners

- Centre for Skills Development
 - Employment Services
 - Immigrant Services
- Sheridan College - Faculty CAPS
- VPI Inc. Working Solutions, Georgetown
- HCDSB Thomas Merton - Adult & Cont. Ed.
- HDSB Gary Allan Learning Centres
- YMCA Hamilton Burlington
- Halton Hills Public Libraries
- Milton Public Library
- Burlington Public Library
- Oakville Public Library
- Nucleus Independent Living / Mississauga
- Halton LHIN Regional Learning Centre
- Halton Region, Services for Seniors
- Bayshore HealthCare
- Acclaim Health - Home & Community Care
- STRIDE - Supported Training/Mental Health & Addiction

Knox Presbyterian Church, Milton
 Simcoe Muskoka WDB - Soft Skills Solutions®

Literacy North Halton is a member of:

- Community Literacy Ontario
- Peel-Halton-Dufferin Adult Learning Network
- Community Development Halton & Volunteer Halton
- Halton Hills Chamber of Commerce
- Milton Chamber of Commerce



WordPlay Scrabble® Event at Halton Hills Public Libraries

Report from the Executive Director

At ALNH, it has been a year of growth, adaptation, and connection, focusing on providing local, relevant, impactful programs. In early 2023, we expanded our service delivery area to include Oakville and Burlington, emphasizing foundational literacy, academic upgrading, digital and soft skills building, and job-ready training to meet the needs of all Halton clients.

Positive Learner Experiences

We saw a rise in client numbers and overall learner satisfaction, with positive feedback appreciating our welcoming learning environments, quality materials, and the professionalism of our instructors and volunteer tutors. Many reported gaining both valuable skills and increased confidence.

Welcoming New Learners

With economic pressures and high living costs, demand for our short-term job-ready programs has surged. Popular courses include CSW Computer Skills for Work, HSW Essential Skills for Healthcare Support Worker, and our new SWS Skills for Work Success, addressing local job market needs. Despite economic challenges affecting overall learner commitment to training, Halton's growing immigrant population has fueled program demand.

Outreach and Partnerships

Our presence in Oakville and Burlington within Centre for Skills locations has strengthened community ties and cross-referrals. Programs like RSW+ Adult Tutoring and CSW Computer Skills for Work have been well-received. We've expanded partnerships with local organizations and collaborated with regional stakeholders, facilitating referrals and broadening community connections.

In the fall, we launched our SWS Skills for Work Success program, combining soft skills with foundational career planning for next level stable employment. New partnerships in the healthcare sector have enriched the learner experience in our HSW Essential Skills for Healthcare Support Worker program.

Addressing Challenges

Economic issues and the Halton roll out of the Ontario Integrated Employment Services (IES) model initially slowed referrals, but we anticipate increased demand for job-ready programs. The GED® Test discontinuation in Canada prompted us to guide learners toward alternative high school equivalency pathways, boosting interest in our ACE program in partnership with Sheridan College.

Looking Ahead

We plan to meet rising demand through strategic planning and capacity building. Our Board of Directors is focused on financial sustainability, seeking local funding and donations. Our rebranding and new website will enhance our online presence and showcase our expanding programming. We look forward to continuing to grow and to provide local, quality literacy and essential skills programs in the coming fiscal year.

Michele Proud
Executive Director

Highlights from our Program Coordination Team

RSW+ Adult Tutoring

- Seasonal Tutor Training Sessions - 17 new Volunteer Tutors from diverse backgrounds
- 20 new Learner & Tutor Matches, with excellent feedback from both participant groups
- Word of mouth referrals often come from learners who have had a positive experience

“I really enjoyed the organized format of the program. I’ve always felt supported with the resources and the competent and friendly program coordinator.” – Volunteer Tutor

“My tutor is great. She did lots of preparation for my class. She taught me grammar, writing, and reading, also gave me very useful suggestions. I really appreciate it. – RSW+ Learner

ACE Academic Upgrading – In partnership with Sheridan College

- Learners had opportunities to join Sheridan College Program Guest Speaker sessions
- Many successful graduates transitioning into diverse college programs including: Nursing, ECE, Recreation Therapy, Social Service Work, Aviation, IT, Apprenticeships
- The ACE Certificate, an Ontario Gr. 12 equivalency, continues to open doors to next steps

“Amazing! Due to this program I was able to get into college and I am starting my first day tomorrow.” – ACE Learner

To our ACE Instructor, “I was in your class two years ago and am just finishing the ECE Program. I owe you a thank you because it all started with your help in the academic upgrading communications course which I still visit to freshen up my writing skills once in a while.” – ACE Learner

CSW Computer Skills for Work

- Service delivery expansion into south Halton and a targeted marketing campaign
- Welcomed many new Volunteer Tutors from Oakville and Burlington communities
- Offered 22 unique, small group sessions across north and south Halton in F2023/24
- Learners continue to praise the supportive environment and practical training
- Also, in partnership with the LHIN Regional Learning Centre: offered multiple on-site sessions for frontline healthcare workers, with learners earning Northstar™ certificates.

“I needed to know the basics. Everything I was looking for, I found in this course. “

“My experience in this program is very positive. In a smaller learning group, the instructor was able to provide one on one training at a time and sharing the information immediately if it was of benefit with the group. The extra assignments provided to work on at home were very helpful by the instructor. The instructor was very informative and provided very clear instructions.”

Robin, an immigrant with only a third-grade education, reached her goal through the RSW+ Adult Tutoring program at her local ALNH centre. Initially assessed at level 1a, she struggled with basic literacy, but her dedication and the support of her ALNH volunteer tutor facilitated remarkable progress. Through regular practice with writing, reading, and varied activities like texting exercises and sight word practice, Robin now enjoys reading short stories from the library and confidently participates in her community, including joining the local Senior's Centre. Her journey to a literate, engaged individual demonstrates the profound impact of personalized adult education, empowering her to embrace new opportunities.

HSW Essential Skills for Health Care Support Worker

- Our HSW program is highly popular, with strong demand and waitlists for each session
- A new partnership with Halton Region's Services for Seniors provides learners with guided tours of the Allendale Long Term Care facility, to learn about the LTC workplace
- Additional partnerships including with Bayshore, have led to job offers for participants.
- Use of Google Classroom enhances online learning skills for employment and training
- Learners earn multiple recognized certificates through online and in-person training
- Comprehensive approach equips learners for in-demand healthcare support roles.

"I am not so confident with my skills. Being in this classroom I learn so much. I enjoyed the class, the environment is awesome, course material and the content are well organized." Instructor "is very helpful, patient, and understanding. The google classroom is awesome. I am looking at Sheridan and George Brown College for PSW or Practical Nursing."

SWS Essentials Skills for Work Success

- Our new "Skills for Success" SWS pilot program ran in Fall & Winter in Oakville location
- Participants earned their Soft Skills Solutions© certification and work-ready certificates
- Once introduced to the basics of career planning, learners built their career action plans
- Given its success to date, SWS will become a core program in the 2024/25 fiscal year

"This program has helped me to meet my employment goal by teaching me about tools and resources that are available to me, and the skills that I already have. It has enabled me to be able to identify the first steps necessary to move forward. My favourite... the class size."

The Trainor "is an excellent Facilitator. He brings in a rich experience, practical advice and strong perception, industry knowledge and great connection qualities. He is insightful in understanding and uncovering the participants needs and is patient and a good guide."

Opal, a recent immigrant with a background in housekeeping, joined our ALNH HSW Healthcare Support Worker Employment program to transition into a healthcare support role. Demonstrating exceptional dedication, she regularly attended classes, participated actively, earned various certifications, and overcame language and digital literacy barriers with resilience. Upon completion of the HSW program, Opal was hired by a national Home and Community Health Care organization as a Community Health Worker. Her employer then sponsored her Personal Support Worker (PSW) training, further enhancing her career. Opal expressed her appreciation for her ALNH instructor's support on her continuing learning journey. Opal's story highlights the HSW program's success in empowering individuals with the essential skills to improve employment on a path to a stable income.

Praveen became a Permanent Resident of Canada in 2019 and settled in Oakville. She engaged with ALNH as a first-time job seeker in Canada, referred through an online search. Praveen's journey towards employment success and personal growth is a testament to her determination. Enrolling in the CSW Computer Skills for Work program, Praveen learned essential computer skills, including Windows and Microsoft Office, which she saw as crucial for workplace success. She continued her development in the SWS Skills for Work Success program, enhancing her soft skills and gaining clarity on her employment goals. Her hard work and dedication led to full-time employment in retail home decor. Praveen's story highlights the impact of ALNH programs in fostering both personal growth and improved essential skills, ultimately equipping her to thrive in the Canadian job market.



To the Directors of
Literacy North Halton (o/a Adult Learning Centres Halton)

Independent Auditors' Report

Qualified Opinion

We have audited the accompanying financial statements of Literacy North Halton (o/a Adult Learning Centres Halton) (the Organization), which comprise the statement of financial position as at March 31, 2024, and the statements of operations, changes in net assets, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Literacy North Halton (o/a Adult Learning Centres Halton) as at March 31, 2024 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Qualified Opinion

In common with many not-for-profit organizations, Literacy North Halton (o/a Adult Learning Centres Halton) derives revenue from fundraising and donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to amounts recorded in the records of Literacy North Halton (o/a Adult Learning Centres Halton). Therefore, we were not able to determine whether any adjustments might be necessary to revenue and excess of revenues over expenditures, assets, and net assets for the year ended March 31, 2024.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Responsibilities of Management and Those Charged with Governance 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.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

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Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian Auditing Standards (CASs), we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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CHARTERED
PROFESSIONAL
ACCOUNTANTS

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

June 12, 2024
Burlington, Ontario

SB Partners LLP

Chartered Professional Accountants
Licensed Public Accountants

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Literacy North Halton
(o/a Adult Learning Centres Halton)

Statement of Financial Position


March 31, 2024

Assets			
	2024		2023
Current assets			
Cash and bank	\$ 15,969	\$	154
Restricted cash - programming and relocation reserve funds	24,921		24,921
Short-term investments	32,532		31,185
Restricted short-term investments - programming reserve fund	5,200		5,000
Prepays and deposits	1,822		2,397
H.S.T. recoverable	7,119		3,413
	\$ 87,563	\$	67,070

Liabilities			
Current liabilities			
Accounts payable and accrued liabilities	\$ 8,849	\$	8,331
Deferred contributions	15,000		2,188
	\$ 23,849	\$	10,519

Fund Balances			
Unrestricted			
Operating fund	\$ 1,063	\$	(4,554)
Internally restricted			
Programming reserve fund	26,141		25,941
Relocation reserve fund	3,979		3,979
Contractual obligations reserve fund	24,136		23,097
Succession planning reserve fund	8,395		8,088
	63,714		56,551
	\$ 87,563	\$	67,070

Approved on Behalf of the Board


 Director

Director

The accompanying notes are an integral part of the financial statements.



Literacy North Halton
(o/a Adult Learning Centres Halton)

Statement of Operations

Year Ended March 31, 2024

	2024	2023
Revenue		
Provincial funding - Ministry of Labour, Immigration, Training and Skills Development (Note 5)	\$ 411,993	\$ 247,682
Donations and fundraising	38,146	66,920
Regional funding - Halton Region Community Investment Fund	-	9,614
Other revenue	4,300	3,040
Municipal funding - Town of Halton Hills Community Partnership Program Grant	-	2,000
Interest and other income	1,691	1,248
	456,130	330,504
Expenditures		
Wages and benefits	278,631	212,524
Rent	47,809	32,114
Fundraising	1,737	13,287
Professional fees	18,165	16,250
Computer expense	16,249	7,312
Resource material	13,424	10,959
Sheridan contract	12,500	12,500
Office and classroom supplies	9,410	9,373
Telephone and Internet	5,850	4,329
Outreach	36,437	4,471
Travel	3,960	1,770
Insurance	3,876	3,663
Interest and bank charges	919	614
	448,967	329,166
Excess of revenue over expenditures for the year	\$ 7,163	\$ 1,338

The accompanying notes are an integral part of the financial statements.

-2-



Literacy North Halton
(o/a Adult Learning Centres Halton)
Statement of Changes in Fund Balances
Year Ended March 31, 2024

	Operating fund	Programming reserve fund	Relocation reserve fund	Contractual obligations reserve fund	Succession planning reserve fund	2024 Total	2023 Total
Fund balances, beginning of year	\$ (4,554)	\$ 25,941	\$ 3,979	\$ 23,097	\$ 8,088	\$ 56,551	\$ 55,213
Excess of revenues over expenditures for the year	5,617	200	-	1,039	307	7,163	1,338
Fund balances, end of year	\$ 1,063	\$ 26,141	\$ 3,979	\$ 24,136	\$ 8,395	\$ 63,714	\$ 56,551

The accompanying notes are an integral part of the financial statements.

-3-



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