



**MEMORANDUM TO:** Literacy and Basic Skills Delivery Agencies

**FROM:** Barb Simmons  
Director, Service Delivery Branch

**DATE:** April 27, 2011

**SUBJECT:** **Process to Update Service Provider Information on the  
Ministry of Training, Colleges, and Universities' (MTCU)  
Website**

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## **OBJECTIVE**

The purpose of this bulletin is to provide your organization with the process to change/update your organization's information as it is listed on the Ministry's website.

## **BACKGROUND**

The Ministry of Training, Colleges, and Universities (MTCU) provides an online authoritative list of all Employment Ontario (EO) service providers through the "Find an Employment or Training Service" function on the Ministry's web site. Through signing a Literacy and Basic Skills (LBS) Agreement, your organization is contractually obligated to ensure that the contact information for each of your service delivery sites is included in the "Find an Employment or Training Service" database and is kept up-to-date.

In order to ensure quality customer service to our EO clients, MTCU works with a third-party organization, Find Help Information Services, to ensure that the information contained in the "Find an Employment and Training Service" database is always kept up-to-date. This database is part of the larger 211 database of provincial social services information from which the "Find a Service" results on the MTCU web site are drawn.

All LBS providers who are open and delivering LBS services should have a record displayed on the web site with the correct information and your organization is expected to make updates to your own records as necessary.

## **NEXT STEPS**

- Your organization should ensure that your record in the "Find an Employment and Training Service" listing, including your agency's name, address, and telephone

number, is correct and up-to-date. The “Find an Employment and Training Service” can be accessed on the Ministry’s web site at <http://www.edu.gov.on.ca/eng/tcu/search.html>.

- If your organization’s record(s) needs to be updated, please use the following process:
  - Conduct a search for your organization in the database, either by city or type of service (i.e. Literacy and Basic Skills)
  - Click on the name of your organization in this list of search results which are displayed. A bubble will open up with the name and address of your organization
  - Click on the link “more info”. A new screen will open over the bubble with additional details and three tabs at the top (details, glossary, and update).
  - Click on the “update” tab. A new window will open with a form to submit updated organization or program information
  - Complete the form and click the Preview button at the bottom of the form to review, then click the Submit button
  - Once the update is submitted, a contact from the community information centre in your area, one of Find Help’s community partners, will contact your organization to validate that the changes suggested are correct and that you have the authority to provide these updates on behalf of your organization.
  - The local community partner will send this validated record change to Find Help to update the 211 database. Those changes should then appear on the web site.

Please note that the full validation process should take no longer than 7 business days. Your organization is encouraged to check your record in the “Find a Service” at that time to ensure that the requested changes have been made. In the event that any submitted changes have not been made after 7 business days, please contact Judith Klie, in the Ministry’s Service Delivery Branch, at [Judith.klie@ontario.ca](mailto:Judith.klie@ontario.ca) or 416-326-5612.

If you have any other questions, please contact your Employment and Training Consultant.