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**TO:** Literacy Partners

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

**CC:** Teresa Damaso, Central Region Branch  
Robert Dupuis, Eastern Region Branch  
Jim Adams, Northern Region Branch  
Sherree Mahood, Western Region Branch

**DATE:** August 04, 2011

**SUBJECT:** Summer 2011 update to LBS Service Delivery Organizations

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The purpose of this memorandum is to provide an update on the important Literacy and Basic Skills (LBS) program initiatives MTCU has been working on as part of Employment Ontario's commitment to ongoing transformation and improvement to customer service.

As I wrote to you on April 5, 2011, the ministry is providing a one-time allocation of \$5M as part of the Ontario Budget increase to LBS base funding to support the implementation of the Employment Ontario Information System (EOIS), the new Ontario Adult Literacy Curriculum Framework (OALCF), research and development. From that allocation the ministry has provided targeted one-time information technology and EOIS training support investments to support the implementation of EOIS and the OALCF. I am now happy to inform you that in 2011-12, the ministry will distribute an additional \$1M of that funding across all service delivery organizations to support administrative changes and internal staff development in all streams and sectors, and agreements will be amended in fall 2011.

I am also pleased to advise you that LBS service delivery organizations will in 2011-12 have an opportunity to request funding to strategically address urgent needs that may arise due to unforeseen circumstances, such as field support and training support for learners. Another \$0.5M one-time funding allocation is being made available for this purpose. Further details on how to apply for this additional funding will be shared with you in the next few weeks.

### **LBS MONITORING TOOLS**

We have refreshed the current monitoring tools for LBS service delivery organizations for 2011-2012. These tools will enhance service to Ontarians by streamlining

procedures, and increasing the effectiveness and consistency of monitoring LBS organizations across the province. Over the next few months, MTCU consultants will be visiting all service delivery organizations to conduct site monitoring visits. While reporting requirements for LBS service delivery organizations will remain largely unchanged, MTCU consultants will be using the updated tools to ensure all site visits are consistent, efficient, and reliable. You can find the refreshed tools on the Employment Ontario Partners Gateway (EOPG) website at: <http://www.tcu.gov.on.ca/eng/eopg/programs/training.html>

## **LBS-IMS DATA COLLECTION AND REPORTING**

Earlier this year we announced changes to the LBS-IMS data collection and reporting system, including how LBS agencies submit their data to the ministry. I would like to stress the importance of reporting on time and using the system to do so. Please note that detailed instructional guides on LBS data collection and reporting for fiscal year 2011-12 were made available in early April 2011 and posted on the EOPG website. I understand that some organizations are still facing challenges adapting to the change and thank you in advance for your patience with this interim LBS data approach. Please direct any questions you may have to your local MTCU consultant.

## **LEARNER SATISFACTION SURVEY RESULTS**

The Learner Satisfaction Survey is part of the LBS Continuous Improvement Performance Management System (CIPMS). The ministry is committed to implementing a performance management system. When fully developed, the LBS performance management system will also address the other core measures of efficiency and effectiveness.

Learner satisfaction is one of the core measures of success. All LBS delivery agencies were earlier this year required to administer a survey of seven questions to all exiting learners who receive training. The ministry is pleased to announce that 2010-11 survey results were submitted by 308 LBS sites, which represents a 100% return rate compared to 87% for the previous year, with 93% of LBS learners reporting overall satisfaction with the program at their agency.

The LBS program is central to this ministry's commitment to provide opportunities for Ontarians to build critical foundation skills and participate in a knowledge-based economy. We will continue to keep you informed of improvements being made to LBS as part of Employment Ontario's commitment to ongoing transformation and improvement to customer service.

I appreciate your hard work and continued service to LBS learners.

Sincerely,

Barb Simmons