

**Ministry of Training,
Colleges and Universities**

Service Delivery Branch
33 Bloor Street East
2nd Floor
Toronto ON M7A 2S3

**Ministère de la Formation
et des Collèges et Universités**

Direction de la prestation des services
33, rue Bloor Est,
2^e étage
Toronto ON M7A 2S3



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: October 14, 2011

SUBJECT: October update to LBS Service Delivery Organizations

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

LITERACY SERVICES PLANNING (LSP)

As you are all aware, the annual funding cycle begins with the LBS service providers in each community meeting to plan and coordinate literacy services for the next fiscal year. All service providers participate in the literacy services planning and coordination (LSPC) process in their community. Regional Networks facilitate the LSPC process to draft a plan of LBS service provision that addresses emerging community needs and ensures there is no duplication of service provision.

The result of the literacy services planning and coordination is an agreement developed by all LBS service providers in the community on the provision of literacy services. The LSPC Committee recommends the agreement to the Ministry. A ministry staff person attends meetings when required and is available to provide consultation to the LSPC committee on key issues. e-Channel service providers plan and coordinate the literacy services for their virtual community on a provincial basis.

The new Ontario Adult Literacy Curriculum Framework (OALCF) includes a competency-based curriculum framework that describes the learning adult learners need to transition successfully to their goals. The key organizing principle of the OALCF is the learner's goal path. The curriculum framework also describes learner proficiency at three levels of performance and helps practitioners and learners clarify the connections between literacy development and the tasks learners perform in work, learning, and community settings.

As the LSPC Committees start this planning and coordination process they must ensure that the focus of the LBS service provider's programming and services relates to LBS Program objectives and to learners' goal pathways. This means ensuring that the description of each LBS service provider's programming and services, at each of their sites, includes the proportion of learners expected to be served in each of the five goal paths. In addition to the important role the literacy services plan plays at the local level, these plans influence other program and policy decisions. It is recommended that regional networks involve other community service providers and stakeholders whose information and feedback may enhance the local planning and co-ordination process.

Since the annual LBS Business Plan is matched to the results of the community planning and coordination process agreement, the agreement is drafted prior to the business planning process. To assist LSPC Committees with this planning you will find attached a sample of the suggested format for 2012-2013 LSP Service Delivery Charts. Regional networks should submit their agreement to their TCU Consultant by November 10, 2011.

LEARNER SATISFACTION MID-YEAR REPORTING

LBS Service Delivery Organizations are required to submit their survey results directly to the Ministry of Training, Colleges and Universities (MTCU) using an online reporting tool. In addition, organizations should email individual spreadsheet results to their MTCU Consultant. By now you should have received instruction on how to submit your organizations results to the ministry using the online reporting tool. The deadline for reporting is November 1, 2011.

OALCF FALL TRAINING and ONLINE SURVEY

Earlier this year the stream and sector support organizations received funding from the ministry to provide a second round of training on the OALCF. This training will include direction on administering milestones and culminating tasks to learners, information on goal path requirements, and how to develop the learner plan. I encourage all service providers to contact their stream and sector support organizations to register for this training, which will be delivered from late October to mid-December, depending on the support organization. I also encourage you to visit the OALCF website on the EOPG website at <http://www.tcu.gov.on.ca/eng/eopg/oalcf/> to learn more about the tools and resources available to you.

An on-line survey in French and English (Survey Monkey) will be introduced in the next few weeks that will gather and collate input from service providers on the quality of the OALCF tools and resources as they support the service providers to implement the OALCF approach (task-based, competency-based, transition-oriented and supported by timely referrals and service coordination). The on-line survey is due to be released later in October 2011 and accessed through the AlphaPlus website. An email notice to each service provider inviting them to complete the survey accessible through AlphaPlus will be sent by AlphaPlus.

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 the LBS Program.

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

Sincerely,

Barb Simmons