

**Service Delivery Advisory Group Meeting
October 21, 2011**

9:00 a.m.–11:15 a.m. Teleconference

Agenda

Boardroom 932C

Teleconference #: 416-212-8012, outside the GTA 1-866-633-0848
passcode 6628291 plus the # sign.

- 9:00-9:15 a.m. Welcome/Introductions – *Laurie LeBlanc and Kathy Mills***
- 9:15-9:30 a.m. ES Business Planning Process**
– Gail Southwick
- 9:30-9:55 a.m. Literacy & Basic Skills**
- Ontario Adult Literacy Curriculum Framework –Harry Bezruchko
 - LBS Evaluation –Susan Golets
 - LBS business planning update for 2012/13 –Sarah VanDuzer
- 9:55-10:25 a.m. Overview of Employment Trends – Ray Gormley, SPPD**
- 10:25-11:10 a.m. SDAG NGO Updates/Discussion Items – *Kathy Mills***
- SDAG communication protocols – “Rules of Engagement”
 - EO Managers’ Forum – Considerations for 2012
 - From the Employment Service field – current key issues
- 11:10-11:15 a.m. Wrap-Up**
- Next meeting date