

LBS Business Planning for 2012-13

- The annual funding cycle begins with all service providers participating in the literacy services planning and coordination (LSPC) process in their community.
- In 2012-13, the ministry's strategic direction will focus on the implementation of the recently released Ontario Adult Literacy Curriculum Framework (OALCF) for LBS Program service providers.
- The new 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.
- 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.
- It is important to note that while the ministry expects organizations to indicate on their individual business plans if they plan to continue to serve previously-served client groups. Changes to any current service may be approved provided a clear rationale is provided, particularly where alignment of services to goal paths is improved.



LBS Performance Management System

- The LBS Program Performance Management System will assist service providers to be even more effective, customer-focused and efficient in achieving a high standard of overall service quality.
- The LBS Program Performance Management System supports:
 - priority setting (what gets measured gets improved);
 - resource allocation (what gets measured gets funded);
 - evidence-based problem solving and decision making;
 - continuous improvement based on data-driven decisions.
- The business plan in 2012-13 will also introduce Phase 1 of the LBS PMF and Service Quality Standards (SQS). In 2012-2013 data will be collected for all measures through EOIS-CaMS, but the interim Service Quality Standard (SQS) for Phase 1 will be based only on measures for which we have been collecting data through the current LBS Information Management System (LBS-IMS).
- **Key Dates:**
 - November 10, 2011 – Literacy Service Plan Agreements due to MCTU
 - November 15, 2011 – Business Planning launch for LBS service delivery organizations

