



## Literacy Service Plan (LSP)

This desk aid is specific to LBS-SO Service Delivery Sites Only

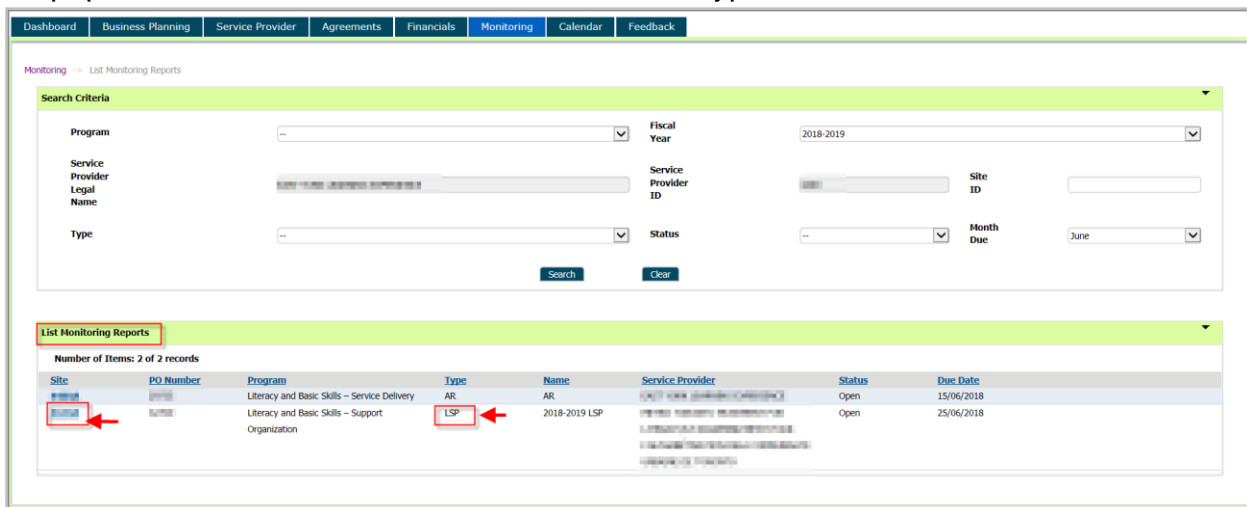
### What are Literacy Service Plans (LSP) and Service Delivery Charts (SDC)?

LSPs and SDCs are two documents that are completed by the regional networks and the LBS service providers as part of the Literacy Service Planning and Service Coordination Process. LSPs and SDCs purpose is to facilitate effective and efficient delivery of the LBS program within their communities.

Starting in 2019-20 fiscal year, LSP template and the Service Delivery Charts have been integrated in SP Connect to support the Literacy Service Planning and Coordination Process for each community. This integration aims to support the LSPSC process by providing provincial consistency in the LSPs, easing administration burdens through automation and allowing the ministry to examine literacy needs different communities.

### Populating a Literacy Service Plan (LSP)

1. From the Dashboard, the LSP will display under the Monitoring Reports panel. If the LSP is not on the Dashboard, click on Monitoring, List Monitoring Reports, and use Literacy Service Plan as the Type in the search panel. Change the Month Due criteria to the appropriate field.
2. To populate the LSP click on the Site link for the Type LSP.



3. The LSP will display with tabs: the LSP tab with instructions, a “Community Name” tab which would have been created by the LBS-SO Regional Network and an All Panels which will display the entire LSP. To complete the specific site LSP, click on “Community Name” tab and then click on Site ID tab.

The detailed steps can be found in Chapter 6 of the EOIS-SP Connect User Guide

Monitoring -> List Monitoring Reports -> Monitor Report 4685A

LSP - 4685A - Community 1 All Panels

Monitoring Report Details - Literacy Service Plan

Reporting Period	01/04/2018 - 31/07/2018	Due Date	31/08/2018	Status	Open
Site	4685A	Service Provider		PO Number	
Program	Literacy and Basic Skills - Support Organization	TP Accountability Office			
Employment Training Consultant		Consultant Email			

4685A

4. Enter the information under Service Delivery Chart Details. Keep in mind the Goal Path figures should equal 100% of the Estimated Number of Learners Served at this Location.

Service Delivery Chart Details

Site

Site Name

Site Address

Sector Not For Profit Agency

Community Name Community A

Comments Details about Community A

Total Number of Learners to be Served 0

Estimated Number of Learners Served at this Location \*

Client Focus \*

Rationale \*

Stream \*

Anticipated OALCF Complexity Level (s) Served \*

Goal Path \*

Goal Path	Estimate % of Learners Served
Employment	20
Apprenticeship	20
Secondary School Credit	20
Postsecondary Education	20
Independence	20

Example of % equaling 100%

Add Itinerant Location

Save

Delete Service Delivery Chart

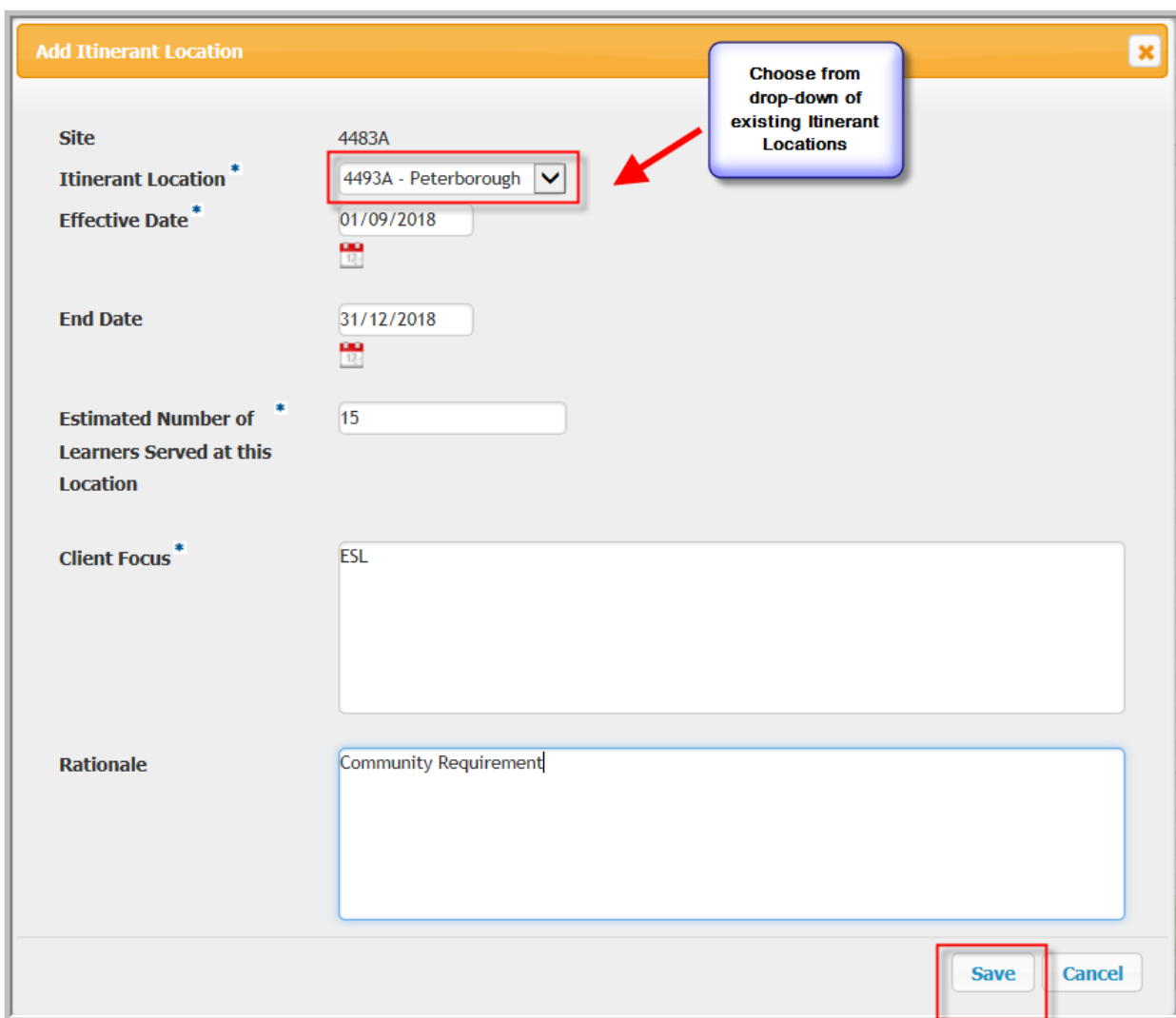
Click on “Save” to retain the details or “Delete Service Delivery Chart” if the information is not required. Ensure “SAVE” is clicked on prior to “Adding Itinerant Location”. As noted below Itinerant

The detailed steps can be found in Chapter 6 of the EOIS-SP Connect User Guide. Locations must already exist in the Service Delivery Site's profile in order to be included in the Service Delivery Chart.

Prior to the completion of a Literacy Service Plan the Service Delivery Site (SDS) must have already included any itinerant sites.

## Adding an Itinerant Location

Click on the "Add Itinerant Location" and complete the details. Click on "Save" to retain the information or "Cancel" to disregard.



The screenshot shows a web form titled "Add Itinerant Location" with a close button (X) in the top right corner. The form contains the following fields:

- Site:** 4483A
- Itinerant Location \*:** A dropdown menu showing "4493A - Peterborough". A red box highlights this dropdown, and a blue callout box with a red arrow points to it, containing the text "Choose from drop-down of existing Itinerant Locations".
- Effective Date \*:** 01/09/2018, with a calendar icon below it.
- End Date:** 31/12/2018, with a calendar icon below it.
- Estimated Number of Learners Served at this Location \*:** 15
- Client Focus \*:** ESL
- Rationale:** Community Requirement

At the bottom right of the form, there are two buttons: "Save" and "Cancel". The "Save" button is highlighted with a red box.