

# Employment Ontario Information System (EOIS) Service Provider (SP) Connect

## Service Provider User Guide



## Chapter 6: Literacy Service Plan (LSP)

### Chapter 6: Literacy Service Plan (LSP)

#### Document History

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## Document History

Version #	Date	Description
1.0	August 2018	Initial Draft

# EOIS-SP Connect: Service Provider User Guide

## 6.1 Introduction

The Ministry is providing Regional Networks with LBS Activity Reports reflecting Literacy and Basic Skills program learner activity data. The series of reports will include 2016-17 data by:

- learner stream
- service delivery sector
- the four regions of the province
- Consolidated Municipal Service Manager (CMSM) catchment areas
- Provincial report

The information provided in the reports, along with the intelligence of local community partners, will allow for analysis of trends and gaps in order to promote a coordinated approach to service delivery. The LBS Activity Reports will be complemented by a Literacy Service Plan template, which will be completed by each LBS Regional Network.

## 6.2 Roles and Responsibilities

Role	Action
Regional Network Service Provider Signing Authority (SPSA)	<ul style="list-style-type: none"> <li>➤ Complete and Submit a Literacy Service Plan</li> <li>➤ Create, complete and submit individual site Service Delivery Chart</li> </ul>
LBS-SD Service Provider Signing Authority (SPSA)	<ul style="list-style-type: none"> <li>➤ Create and complete individual site Service Delivery Chart</li> </ul>
Regional Network Service Provider Admin (SPA)	<ul style="list-style-type: none"> <li>➤ Can enter data in the Literacy Service Plan</li> <li>➤ Can enter data in the individual site Service Delivery Chart</li> </ul>
LBS-SD Service Provider Admin (SPA)	<ul style="list-style-type: none"> <li>➤ Create and complete individual site Service Delivery Chart</li> </ul>
Ministry Local Consultant (MLC)	<ul style="list-style-type: none"> <li>➤ Review and Approve a LSP</li> <li>➤ Obtain SDM approval outside of system, confirm approval within SP Connect when Approving.</li> </ul>

## 6.3 Literacy Service Plan (LSP) Statuses

The following shows the various statuses of LSP as they move through the approval process.

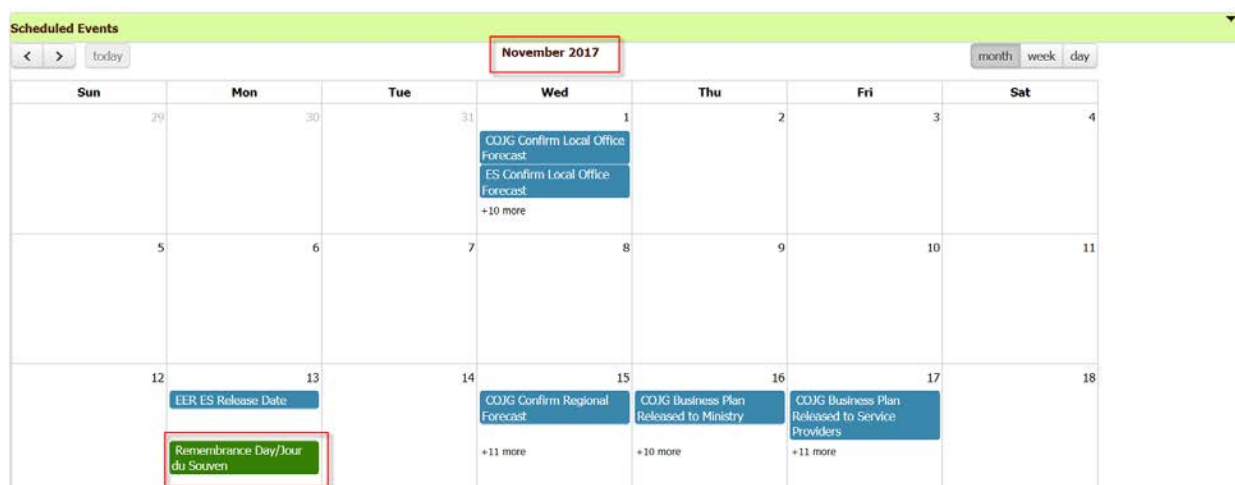
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Status	Description
Open	The LSP is ready to be populated by the SPSA or the SPA.
Submitted	The LSP has been submitted by a SPSA. A MLC must action the LSP.
Pending Resubmission	The LSP has been rejected by an MLC. The SPSA must correct and re-submit the LSP.
Confirmed	The LSP has been recommended by an MLC.

## 6.4 Due Dates and Statutory Holidays

Release Dates and Due Dates exclude any weekends and/or government recognized statutory holidays (example: Remembrance Day and Easter Monday).

All government recognized statutory holidays will be displayed on the calendar tab.



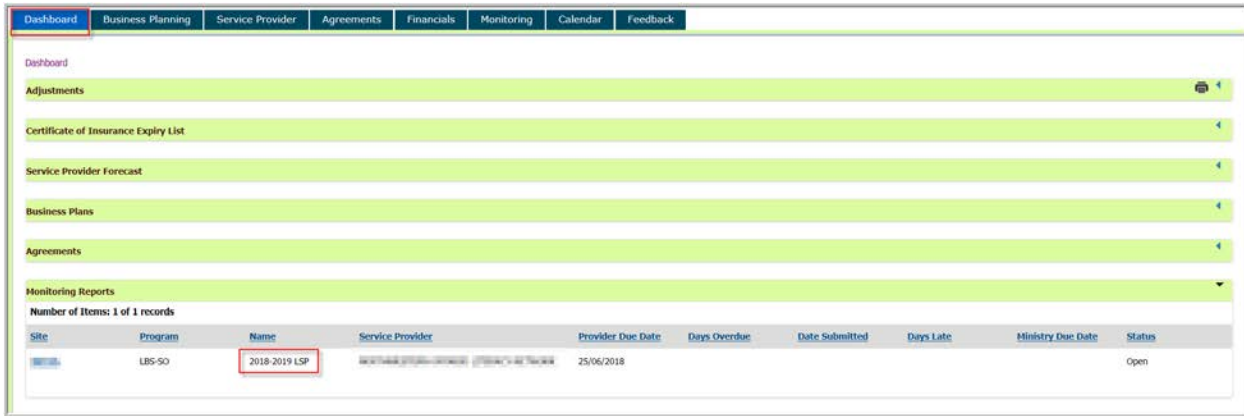
## 6.5 Pre-Requisite of Service Delivery Site prior to Completing a Literacy Service Plan (LSP)

Prior to the completion of a Literacy Service Plan, all itinerant sites must already be logged into SP Connect, separate from the LSP. This needs to be completed by the Service Delivery Site (SDS). Please see Section 4.5.1 of User Guide 4 – Service Provider Management on how to add an itinerant site.

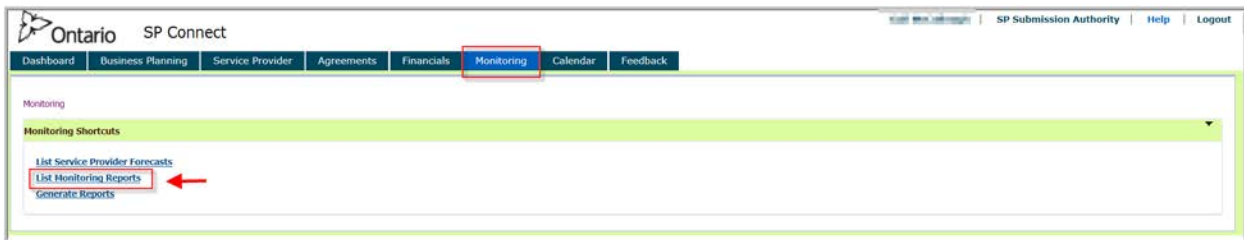
## 6.6 Populate a Literacy Service Plan (LSP)

This functionality is available for the Regional Network Service Provider Submission Authority (SPSA). From the Dashboard, the LSP will display under the Monitoring Reports panel.

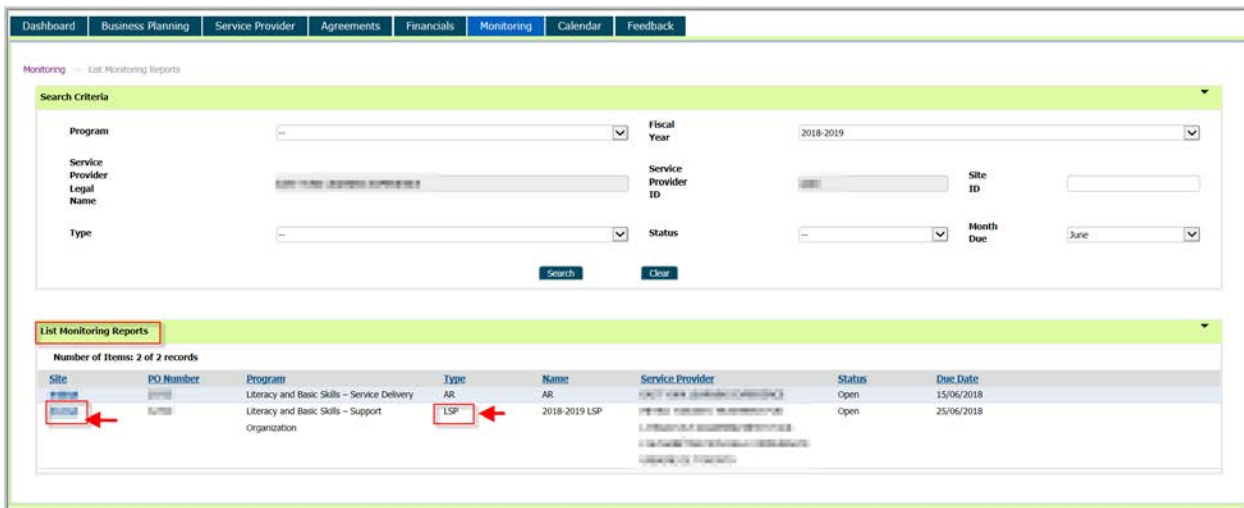
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If the LSP is not on the Dashboard under “Monitoring Reports”, then click on the “Monitoring” tab, “List Monitoring Reports” and change the “Month Due” to – and search by “Type” = Literacy Service Plan.



To populate the LSP, click on the Site link for the Type = LSP.



The LSP will display with tabs representing the Service Delivery Charts (i.e. Add Communities) and an All Panels which will display the entire LSP.

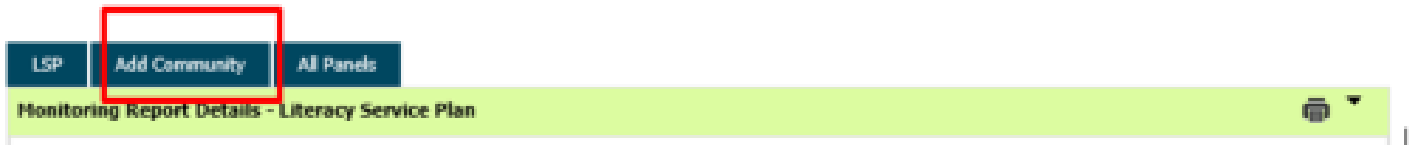
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Once a community is created, that community tab will show along with the Add Communities tab.

### 6.7 Create a Community

To add a community, click on the “Add Community” tab.



Enter the community name and comments in the Add Community Details pop-up.

A screenshot of a pop-up window titled 'Add Community Details'. The window has an orange header bar with a close button (X) on the right. The main area contains two input fields: 'Community Name' with a red asterisk and a text box containing '<Enter Community Name> - Mandatory', and 'Comments' with a large text area containing '<Enter Comments>'. At the bottom right, there are two buttons: 'Save' and 'Cancel'. A red arrow points to the 'Save' button, which is also enclosed in a red rectangular box.

The Community tab consists of the following panels:

- Community Details
- Overview
- Instructions
- Literacy Service Plan – Regional Network
- Community
- Status

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Community Details Add Service Delivery Chart

Community Name: Community A

Comments: Testing UAT

Overview

Instructions

Literacy Service Plan - Regional Network

Community

Save Delete Community

Status History

Date time	Status Change	Created By	Comments
19/06/2018 11:38	Open	SYSTEM	

Complete the Literacy Service Plan – Regional Network and Community questions.

Literacy Service Plan - Regional Network

List the names of all community services (such as Employment Ontario's (EO) Employment Services, Apprenticeship, Second Career, Ontario Works, local boards, other services related to housing or mental health, labour adjustment services and ESI/FSI services) who were consulted in the yearly literacy service planning process. \*

Community

What are the current demands in your community? Please include the profile of learners (e.g. OW and OOSP). \*

How will the regional network and LBS service providers address these demands? \*

What are the current trends in your community, including local labour market information (e.g. any changes to the employment and labour market) that will impact demand for LBS services? \*

How will the regional network and LBS service providers address these trends? \*

Click on “Save” to retain the information or “Delete Community” if the information is not required.

**Note:** You must save your work before moving to a different page if you wish to retain the information. If you leave this page without saving, the information will be lost.

Save Delete Community

## 6.8 Create a Service Delivery Chart



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In the Community tab, click on “Add Service Delivery Chart” tab. The community name and comments will be automatically populated.



Community Details	Add Service Delivery Chart
Community Name	Community A
Comments	Testing UAT

Select the appropriate sites from the list of service delivery sites pop-up. Note: All sites in a region will display and will not be automatically associated with a particular Regional Network.

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Select site(s) to create service delivery charts✕

	Service Provider	Site
<input type="checkbox"/>	Adult Learning & Training Centre	4686A
<input type="checkbox"/>	Algonquin College	3714C
<input type="checkbox"/>	Algonquin College	3714D
<input type="checkbox"/>	Algonquin College	3714E
<input type="checkbox"/>	Algonquin College	3714F
<input type="checkbox"/>	Algonquin and Lakeshore Catholic District School Board	4670A
<input type="checkbox"/>	Alternative Learning Styles and Outlooks	4478A
<input type="checkbox"/>	Alternative Learning Styles and Outlooks	4478B
<input type="checkbox"/>	CARREFOUR DE FORMATION POUR ADULTES INC	4684A
<input type="checkbox"/>	COALITION ONTARIENNE DE FORMATION DES ADULTES	4639A
<input type="checkbox"/>	COMMUNITY LEARNING ALTERNATIVES (HASTINGS COUNTY AND DISTRICT)	4470A
<input type="checkbox"/>	COMMUNITY LEARNING ALTERNATIVES (HASTINGS COUNTY AND DISTRICT)	4470B
<input type="checkbox"/>	Centre Moi j'apprends	4515A
<input type="checkbox"/>	Centre Moi j'apprends	4515B
<input type="checkbox"/>	Centre Moi j'apprends	4515C
<input type="checkbox"/>	Centre Moi j'apprends	4515D
<input type="checkbox"/>	Centre d'alphabétisation La Route du Savoir de Kingston	4655A
<input type="checkbox"/>	Fleming College	3789B
<input type="checkbox"/>	Fleming College	3789C
<input type="checkbox"/>	Fleming College	3789D
<input type="checkbox"/>	Fleming College	3789E
<input type="checkbox"/>	John Howard Society of Kawartha Lakes & Haliburton	4483A
<input type="checkbox"/>	John Howard Society of Kawartha Lakes & Haliburton	4483B
<input type="checkbox"/>	John Howard Society of Ottawa	3718B
<input type="checkbox"/>	KAWARTHA PINE RIDGE DISTRICT SCHOOL BOARD	4587A
<input type="checkbox"/>	KAWARTHA PINE RIDGE DISTRICT SCHOOL BOARD	4587B

→

If sites are already checked off, it indicates the sites have already been assigned to a LSP Service Delivery Chart.

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Select site(s) to create service delivery charts

<input type="checkbox"/>	John Howard Society of Ottawa	3718B
<input type="checkbox"/>	KAWARTHA PINE RIDGE DISTRICT SCHOOL BOARD	4587A
<input type="checkbox"/>	KAWARTHA PINE RIDGE DISTRICT SCHOOL BOARD	4587B
<input type="checkbox"/>	Kingston Literacy & Skills	4669A
<input type="checkbox"/>	Kingston Literacy & Skills	4669B
<input type="checkbox"/>	La Cité collégiale	3779C
<input type="checkbox"/>	Limestone District School Board	4544A
<input type="checkbox"/>	Loyalist College	3775A
<input type="checkbox"/>	Loyalist College	3775C
<input type="checkbox"/>	MOHAWK COUNCIL OF AKWESASNE	4474A
<input type="checkbox"/>	NORTHERN CONNECTIONS ADULT LEARNING CENTRE	4589A
<input type="checkbox"/>	NORTHERN CONNECTIONS ADULT LEARNING CENTRE	4589B
<input type="checkbox"/>	OTTAWA-CARLETON DISTRICT SCHOOL BOARD	4585A
<input type="checkbox"/>	Ottawa Catholic District School Board	4479A
<input type="checkbox"/>	PETERBOROUGH NATIVE LEARNING PROGRAM	4591A
<input type="checkbox"/>	PETERBOROUGH NATIVE LEARNING PROGRAM	4591B
<input checked="" type="checkbox"/>	People Words & Change/Le Monde des Mots	4480A
<input type="checkbox"/>	Prince Edward Learning Centre	4547A
<input type="checkbox"/>	RENFREW COUNTY DISTRICT SCHOOL BOARD	4584A
<input type="checkbox"/>	Renfrew County Community Upgrading Program	4482A
<input checked="" type="checkbox"/>	St Lawrence College	4321C
<input type="checkbox"/>	St Lawrence College	4321E
<input type="checkbox"/>	St Lawrence College	4321G
<input type="checkbox"/>	TRENT VALLEY LITERACY ASSOCIATION	4605A
<input type="checkbox"/>	TRI-COUNTY (STORMONT, DUNDAS, GLENGARRY) LITERACY COUNCIL	4475A
<input checked="" type="checkbox"/>	Trillium Lakelands District School Board	4568B
<input type="checkbox"/>	Upper Canada District School Board	4672A
<input type="checkbox"/>	Upper Canada District School Board	4672B
<input type="checkbox"/>	Vision Loss Rehabilitation Ontario	4590D

Save Cancel

Once sites are selected, click on “Save”. The sites will now have their own separate tab.

Community Details 4589A 4589B Add Service Delivery Chart

Community Name: Community A

Comments: Testing UAT

Click on the site and complete the details as outlined.

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**Note:** For “Goal Path” the percentages included should equal 100% of the “Estimated Number of Learners to be Served”.

**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 \*

Anglophone  Deaf  Francophone  Indigenous  
 Level 1  Level 2  Level 3

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 above Itinerant Locations must already exist in the Service Delivery Site’s profile in order to be included in the Service Delivery Chart.

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Itinerant locations should be added by the Service Delivery Site prior to completing a Literacy Service Plan. For instructions on how to add an Itinerant Location to SP Connect, see SP Connect SP User Guide Chapter 4 - Service Provider Management. Any itinerant locations associated with a Service Delivery Site, within your region, for which a Service Delivery Chart has been created will display in the drop-down of “Itinerant Location”.

Note: For the 2018-19 fiscal year, when inputting an Itinerant Location, please include the Site ID at the front of the name. For example 1000A – Fun Library.

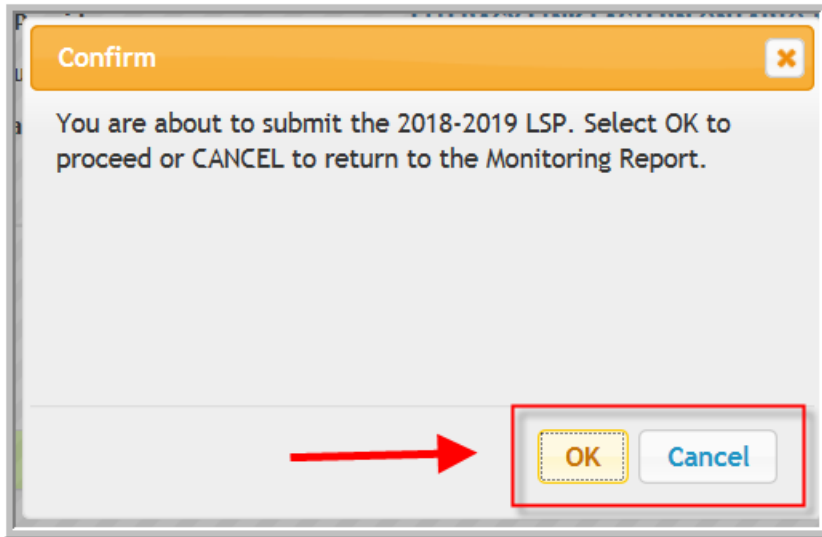
A screenshot of a web form titled "Add Itinerant Location". The form has an orange header bar with the title and a close button. The form fields are: "Site" (text input with "4589A"), "Itinerant Location" (dropdown menu), "Effective Date" (calendar icon), "End Date" (calendar icon), "Estimated Number of Learners to be Served" (text input), "Client Focus" (text area), and "Rationale" (text area). A blue callout box with a white border contains the text: "Select from drop-down. Note: Itinerant Locations must be set up in advance by the Service Delivery Site to appear here." A red arrow points from the callout box to the dropdown menu. Red boxes highlight the "Effective Date" and "End Date" calendar icons, and the "Estimated Number of Learners to be Served" text input. The text areas for "Client Focus" and "Rationale" contain the placeholder text "<Enter Text Here>". At the bottom right, there are "Save" and "Cancel" buttons.

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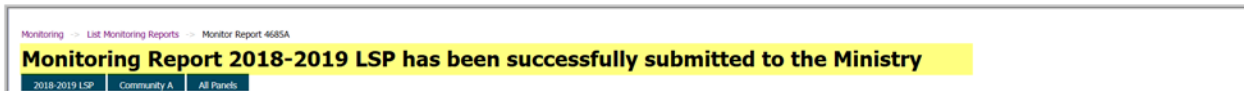
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Complete all mandatory fields (those marked with an asterisk \*) and click on “Submit”.

A Confirm pop-up will display. Click on OK to submit or Cancel to disregard.



A confirmation message will display at the top of the screen indicating the successful submission.



The status of the LSP will now be “Submitted”.

Status History			
Date time	Status Change	Created By	Comments
22/06/2018 09:22	Submitted	Carolyn Eva	
19/06/2018 11:38	Open	SYSTEM	