

Ministry of Advanced Education  
and Skills Development

Program Delivery Support Branch  
33 Bloor Street East, 2nd Floor  
Toronto ON M7A 2S3  
Tel: (416) 314-4268  
Fax: (416) 325-6162

Ministère de l'Enseignement  
supérieur et de la Formation  
professionnelle

Direction du soutien à la prestation des  
programmes  
33, rue Bloor Est, 2e étage  
Toronto ON M7A 2S3  
Tél: (416) 314-4268  
Télé: (416) 325-6162



**MEMORANDUM TO:** Literacy and Basic Skills (LBS) Regional Networks and Service Providers

**FROM:** Ministry of Advanced Education and Skills Development (MAESD)

**DATE:** September 6, 2016

**SUBJECT:** **2017-18 Literacy Service Planning and Coordination**

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## OBJECTIVE

This is to provide your organization with information on the Literacy Service Planning process for 2017-18. The Regional Network Literacy Service Plan template and 2017-18 Service Delivery Chart are now available on the [Employment Ontario Partners' Gateway](#). The Literacy and Basic Skills (LBS) program Consolidated Municipal Service Manager (CMSM) data reports will be e-mailed to the regional networks.

## WHAT'S NEW

The Regional Network Literacy Service Plan template has been revised with a more fulsome explanation of roles and responsibilities for those involved in the literacy service planning and coordination process, including the responsibilities of regional networks, service providers and MAESD. It also further explains how the Literacy Service Plan is used. No changes have been made to the Service Delivery Chart.

## NEXT STEPS

We are diligently working to resolve the situation that caused the delay. We recognize this has an impact on your schedule and we acknowledge the pressure this late posting will have. Being mindful of the tight timelines for completion we thank you in advance for your understanding and cooperation. If there are any circumstances or concerns that you would like to discuss we encourage you to please contact your Employment and Training Consultant to seek further direction. The ministry will organize a provincial call with regional networks this week to discuss the expectations related to the constrained completion timelines.

All regional networks will be required to complete the Literacy Service Planning template and Service Delivery Chart by answering all the questions. Answers should be

brief and in point form where possible. Any supporting documentation such as data reports, tables, charts, other reference materials must be attached as appendices as part of the Literacy Service Planning submission package.

**The completed Literacy Service Planning template and the Service Delivery Charts must be forwarded to the regional networks' respective MAESD employment and training consultant via email attachment by close of business on September 23, 2016.**

Once Literacy Service Plans have been approved by MAESD (by September 30, 2016), regional networks are to distribute the Literacy Service Plans to the LBS service providers in their catchment area.

During business planning, service delivery sites will acknowledge that their business plans align with the community's Literacy Service Plan. The 2017-2018 LBS business plan for regional networks should reflect the Literacy Service Plan.

## **BACKGROUND**

Regional networks are required to conduct literacy service planning and coordination as part of their agreement with MAESD. The focus is on maintaining the high quality delivery of the LBS program as well as to enhance linkages to Employment Ontario programs and other community services and supports.

The revised Literacy Service Plan template and Service Delivery Chart will assist regional networks as they prepare for 2017-18 LBS business planning. Completion of these materials is a requirement for all LBS program regional networks.

The LBS program CMSM data reports and the electronic LBS Literacy Service Plan map will complement the Literacy Service Plan template and will inform the analysis of literacy services within communities across the province.

If your organization has any questions, please contact your MAESD consultant.