

Memorandum

To: Literacy and Basic Skills (LBS) Regional Networks and Service Providers

From: Jacqueline Cureton, Director, Program Delivery Support Branch

Date: August 25, 2017

Subject: **2018-19 Literacy Service Planning and Coordination**

OBJECTIVE

This is to provide your organization with information about the literacy service planning process for 2018-19. The Regional Network Literacy Service Plan (LSP) template and the Service Delivery Chart are now available on the [Employment Ontario Partners' Gateway](#). You will receive the Consolidated Municipal Service Manager (CMSM) data report through your ministry Employment and Training Consultant (ETC).

WHAT'S NEW

In consultation with the regional networks, the LSP template has been updated to capture the LSP data in a more consistent manner across the province with:

- questions that highlight local community needs and the means in which the LBS network in those communities plan to address them
- questions removed or revised to ensure greater clarity and opportunities to allow for more narrative
- clear language
- simplified instructions on how to complete the LSP

The Service Delivery Chart has been revised to better capture goal path information by site as well as address information by location in a more uniform way.

CMSM data is now available in an Excel format to enhance accessibility and ease of use. This addresses the data integrity issues encountered by the regional networks in the past.

NEXT STEPS

All regional networks will be required to complete the LSP template and Service Delivery Chart in consultation with the LBS service providers and relevant community partners in their catchment areas.

The completed LSP template and the Service Delivery Charts must be forwarded to the regional network's respective ministry ETC via email attachment by close of business on October 27, 2017.

The ministry will approve the LSPs by November 10, 2017. Regional networks will then distribute them to the LBS service providers in their catchment area for use during the business planning process.

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 enhancing linkages to Employment Ontario programs and other community services and supports.

The LBS program CMSM data report informs the analysis of literacy services within communities across the province.

If your organization has any questions, please contact your ministry ETC.