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MEMORANDUM TO: LBS Service Providers

FROM: Teresa Damaso, Central Region Branch
Robert Dupuis, Eastern Region Branch
Jim Adams, Northern Region Branch
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Barb Simmons, Service Delivery Branch

DATE: January 16, 2012

SUBJECT: January update to LBS Service Providers

MEMO #: LBS2012-01

Firstly, we would like to thank you all for your ongoing support and patience as we prepare to implement the Ontario Adult Literacy Curriculum Framework (OALCF) for Literacy and Basic Skills (LBS) Program service providers. The purpose of this memorandum is to provide an update on the important LBS Program initiatives MTCU has been working on as part of Employment Ontario's commitment to ongoing improvements to the LBS Program and customer service.

Last summer the ministry announced plans to distribute an additional \$1 million in one-time funding across all service providers to specifically support the administrative changes and internal staff development that may be needed to make the transition to the OALCF, the use of the Employment Ontario Information System: Case Management System (EOIS-CaMS) and the Performance Management Framework (PMF) for LBS in 2012-2013. We are pleased to inform you that the ministry has now invested a total of \$2 million for this purpose and by now you should have all received a letter confirming additional funding. Each LBS service provider will now determine their individual revisions in administrative or delivery practices that may be necessary to support the transition in the last quarter of 2012-2013.

Literacy and Basic Skills Learner Transition and Carryover Strategy

Starting in April 2012 EOIS-CaMS will replace the LBS-IMS Agency Application and LBS Interim Solution Portal. As part of the transition to OALCF and EOIS-CaMS, current

active LBS learners may require service and follow-ups after March 31, 2012. In the next few days the ministry will publish the *Literacy and Basic Skills (LBS) Learner Carryover and Transition Guide* that has been developed to provide in-person LBS service providers with the information they need to support the transition of client information from the existing LBS-IMS Agency Application to the EOIS-CaMS starting in April 2012. The guide provides:

- Instructions for reporting LBS learner follow-up outcomes for LBS learners who are anticipated to exit LBS prior to April 1, 2012;
- Directions for recording LBS learners, in EOIS-CaMS, who commenced LBS service during the 2011-2012 fiscal year (or earlier) and who are anticipated to carry over to the 2012-2013 fiscal year;
- Suggested activities that can be carried out before April 1, 2012, to prepare LBS service providers as they move client information to EOIS-CaMS; and
- Specific requirements of LBS service providers to decommission the LBS-IMS Agency Application during the 2012-2013 fiscal year.

The guide will be posted on the Employment Ontario Partners Gateway website at <http://www.tcu.gov.on.ca/eng/eopg/programs/training.html>

LBS Participant Registration Form

Starting in April 2012, in-person LBS service providers must use the new LBS Participant Registration form, as outlined in the *2012-2013 Literacy and Basic Skills Service Provider Guidelines*. The ministry will publish the LBS Participant Registration form in late January 2012. The LBS Participant Registration form has been carefully designed to support agencies as they:

- capture client information which is required to help LBS service providers record eligibility and suitability;
- record the client's consent to collect personal information;
- register and set-up LBS learners in EOIS-CaMS; and
- develop the Learner Plan.

The introduction of the new registration form and launch of EOIS-CaMS means LBS service providers will require specific learner information to transition learners to OALCF and the new system. LBS service providers that have started using the Learner Plan template that is posted on the OALCF website will find that it already contains the majority of information that is collected on the LBS Participant Registration form. This becomes particularly important for LBS learners who commenced service prior to April 1, 2012. Following its publication in the near future, LBS service providers are encouraged to start using the new registration form as part of their transition and carry-over strategy.

This is an exciting time for the LBS network and ministry. Regular updates will be provided to support you as we move closer to the 2012-2013 fiscal year. If you have any additional questions related to this update, please contact your Employment and Training Consultant.

We appreciate your hard work and continued service to LBS learners.

Sincerely,

Teresa Damaso, Central Region Branch
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Jim Adams, Northern Region Branch
Sherree Mahood, Western Region Branch
Barb Simmons, Service Delivery Branch