



MEMORANDUM TO: LBS Service Providers

FROM: Barb Simmons
Director, Service Delivery Branch

CC: Teresa Damaso, Central Region Branch
Robert Dupuis, Eastern Region Branch
Jim Adams, Northern Region Branch
Sherree Mahood, Western Region Branch

DATE: December 20, 2011

SUBJECT: December update to LBS Service Delivery Organizations

MEMO #: LBS2011-01

Firstly, I would like to thank you all for your ongoing support and patience as we prepare to implement of the Ontario Adult Literacy Curriculum Framework (OALCF) for Literacy and Basic Skills (LBS) program service providers. We have come a long way in the history of the program and we are only able to do this thanks to the remarkable dedication of our LBS service providers to the literacy needs of our learners. The Ministry of Training, Colleges and Universities (MTCU) remains committed to providing quality LBS services to the learners. 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.

In 2012-2013, the ministry's strategic direction will focus on the implementation of the recently released OALCF for LBS program service providers. April 1, 2012, will mark the beginning of the transition to OALCF implementation. Many LBS service providers are already delivering goal-directed, transitions-oriented programming and are using demonstrations as a way to assess task-based learning. This activity will continue in 2012-2013 under OALCF with milestones and culminating tasks replacing demonstrations.

The ministry has thus taken several steps to assist LBS service providers to develop capacity and understanding on how to implement the OALCF in an efficient manner. We have posted OALCF tools and resources on the Employment Ontario Partners Gateway

(EOPG) OALCF website at <http://www.tcu.gov.on.ca/eng/eopg/oalcf/> to provide all LBS service providers with practical support in understanding the new curriculum framework. By April 1, 2012, all service providers will have a Milestone Selection Guide and the learner assessment activities for the milestones and the culminating tasks and be able to begin to conduct task-based and goal path related assessment.

LBS BUSINESS PLANNING

In my last update on November 16, 2011, I announced the commencement of the 2012-2013 Business Planning process for our Literacy and Basic Skills (LBS) service providers. Our priorities for 2012-2013, outlined in the 2012-2013 LBS Service Provider Site Business Plan Instructions and Templates, continue to support the goals of the LBS program and the vision of Employment Ontario. Once the business planning process is finalized, we will send out new one-year agreements for 2012-2013 to all LBS service providers. These agreements will outline your commitments as well as the ministry's expectations for 2012-2013, based on the recently published 2012-2013 LBS Service Provider Guidelines. Our goal is to continue to support you in being successful as you begin to implement the OALCF and use the EOIS-CaMS. We expect that over the first few months of the 2012-2013 you will go through an initial period adjusting to the new tools and systems. Therefore, as announced during business planning, funding and service commitments for 2012-2013 will remain consistent with the base operational funding and service commitments for 2011-2012. Please note that the term "base operating funding" refers to the 2011-2012 LBS base operating funding prior to 2011 Ontario Budget announcement plus funding received from the additional \$9M increase to base operating funding.

LBS PERFORMANCE MANAGEMENT FRAMEWORK

The LBS Program Performance Management System will assist service providers to be even more effective, customer-focused and efficient in achieving a high standard of overall service quality. The client and learner data that will be entered into Employment Ontario Information System-Case Management System (EOIS-CaMS) will generate statistical reports that will reflect the new LBS Performance Management Framework (PMF) performance indicators. The Learner Plan Template and Instructions which have been recently posted provide service providers with an overview of many of the reporting expectations in 2012. With this knowledge, service providers have the balance of 2011-2012 to determine how the change will occur and what steps they can take to prepare. Starting in April 2012, EOIS-CaMS will generate a Learner Plan that can be tailored to accommodate individual service provider's needs.

The PMF for LBS and Service Quality Standards (SQS) will be implemented in two phases starting in 2012-2013 and in 2014-2015. As announced during business planning, Phase 1 will start implementing the PMF in 2012-2013 and continue in 2013-2014. Data will be collected for all measures through the Employment Ontario Information System-Case Management System (EOIS-CaMS), but the interim SQS for Phase 1 will be based only on measures for which we have already been collecting data through the current LBS Information Management System (LBS-IMS). The new LBS Service Provider Guidelines provide more information about Phase I and Phase II of the PMF for LBS.

ADDITIONAL SUPPORTS

By now you should have all started to receive letters with additional funding to specifically support the administrative changes and internal staff development you may need to make the transition to OALCF, the use of EOIS-CaMS and the PMF for LBS in 2012-2013. Each LBS service provider will determine the revisions in administrative or delivery practices that may be necessary and, in recognition that not all LBS service providers are at the same point of readiness, will discuss unique challenges with their employment and training consultant (ETC).

We plan to send you regular updates from now until April 1, 2012, and will be including useful resources and tools, such as Qs and As, that will help as you move forward.

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

Sincerely,

Barb Simmons