

Literacy and Basic Skills
Learner Carryover and Transition Guide
for April 2012

January 2012

TABLE OF CONTENTS

| | |
|--|----|
| SECTION 1: PURPOSE OF THIS GUIDE _____ | 3 |
| SECTION 2: LBS LEARNERS WHO EXIT PRIOR TO APRIL 1/12 _____ | 4 |
| SECTION 3: LBS LEARNERS WHO EXIT AFTER APRIL 1/12 (I.E., CARRYOVERS) _____ | 6 |
| SECTION 4: ROLE OF THE LBS-IMS AGENCY APPLICATION IN 2012/13 _____ | 11 |
| APPENDICES: TOOLS AND RESOURCES _____ | 13 |
| A HIGH-LEVEL ROAD MAP OF SUGGESTED ACTIVITIES _____ | 14 |
| FREQUENTLY ASKED QUESTIONS _____ | 15 |
| GLOSSARY _____ | 17 |

SECTION 1: PURPOSE OF THIS GUIDE

Introduction

The Literacy and Basic Skills (LBS) Learner Carryover and Transition Guide has been developed to provide LBS 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 follow-up outcomes for learners who are anticipated to Exit LBS **prior to April 1, 2012**;
- Directions on how to record LBS learners in EOIS-CaMS who commenced LBS during the 2011/12 fiscal year (or earlier) and who are anticipated to carryover to 2012/13;
- Advice on suggested activities that can be taken before April 1, 2012, to move learner information to EOIS-CaMS; and
- Specific requirements of LBS providers to decommission the LBS-IMS Agency Application during the 2012/13 fiscal year.

This is an exciting time for the LBS service provider network and ministry as we move closer to the new 2012/13 fiscal year that will be marked by the continued implementation of the Ontario Literacy Curriculum Framework (OALCF), the launch of the EOIS-CaMS and the introduction of Phase I of the Performance Management Framework. Our interest is to support LBS service providers as we make the transition to these initiatives during the initial six-months of 2012/13.

Starting in April 2012, EOIS-CaMS will replace the current legacy management information solution, the LBS-IMS Agency Application and LBS Interim Solution Portal.

As part of the transition to the OALCF and EOIS-CaMS, current LBS learners may require continued service and follow-ups after April 1, 2012. LBS providers are encouraged to develop plans for the transfer of LBS learner information to the EOIS-CaMS to support service continuity and learner follow-ups. The ongoing implementation of the OALCF and roll-out of EOIS-CaMS makes this planning important.

The information and examples highlighted throughout this *Guide* are designed to assist LBS providers as they proceed through the fourth quarter of this fiscal year and move into 2012/13.

IMPORTANT

Who should read this *Guide*?

The Literacy and Basic Skills (LBS) Learner Carryover and Transition Guide has been developed to assist LBS providers. The ministry recommends executive directors and program managers become familiar with its content and take steps to share important information with all LBS staff.

SECTION 2: LBS LEARNERS WHO EXIT PRIOR TO APRIL 1/12

This section will highlight:

- learner follow-up requirements for those learners who will Exit LBS prior to April 1/12; as well as
- A specific learner carryover scenario and how the learner records must be recorded in EOIS-CaMS, starting in April 2012.

This section will also outline proposed timing of key activities as we move closer to the fiscal year-end.

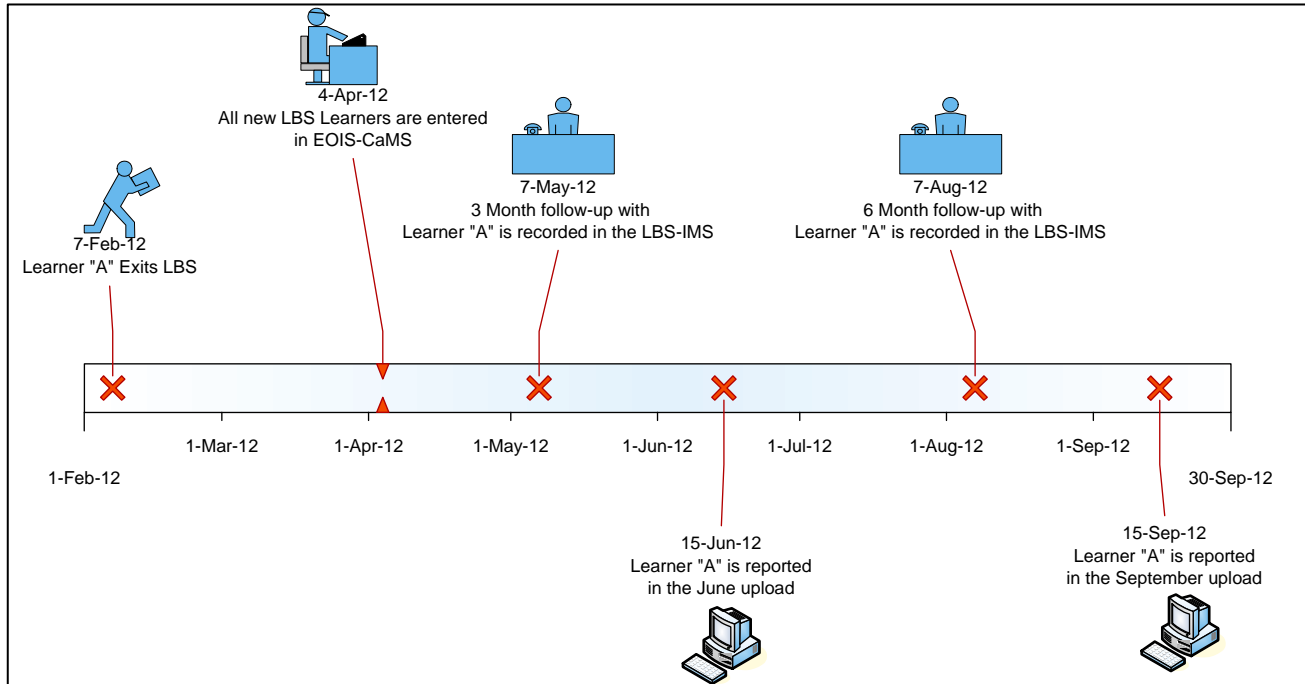
The section will differentiate between 'requirements' and 'recommended' activities, where necessary.

Follow-Up Requirements of Learners

For LBS learners who Exit prior to April 1/12, LBS providers will be required to conduct and record learner follow-up outcomes pursuant to the *LBS Program Guidelines, December 2010 edition*. (Please note – the *Literacy and Basic Skills Service Provider Guidelines, November 2011*, do not apply to situations where the learner Exit occurs prior to April 1/12.)

In these Exit scenarios, LBS providers will continue to use the LBS-IMS Agency Application and LBS Interim Solution Portal **ONLY** for the purpose of reporting the follow-up outcomes of implicated learners.

Example #1: LBS Learner Exit Prior to April 1/12



Note: The April 4th EOIS-CaMS launch date is to be confirmed. An announcement will follow soon.

IMPORTANT

LBS Learner who Exit Prior to April 1/12

- LBS providers are to use status quo processes for recording learner Exit outcome information for the three and six month follow-ups.
- The LBS-IMS Agency Application and the LBS Interim Solution Portal process is **ONLY** to be used for recording and reporting learner outcomes for those learners who Exit prior to April 1/12.
- For LBS learners who carryover to April 2012, all new learner records must be created in EOIS-CaMS by the LBS provider.
- As a result, during the transition period of April 2012 to November 2012, LBS providers will be expected to use both LBS-IMS Agency Application and EOIS-CaMS.
- They are not required to complete the LBS Participant Registration form or have a Learner Plan. They are not required to provide all information contained within the Learner Plan template (*posted on the OALCF website*).

SECTION 3: LBS LEARNERS WHO EXIT AFTER APRIL 1/12 (i.e., CARRYOVERS)

The management of learner information and follow-up of LBS carryover learners who continue in LBS after April 1, 2012 will require different processes due to:

- the ongoing implementation of the OALCF, and
- the roll-out of EOIS-CaMS.

This section highlights:

- what this scenario may look like for LBS providers as they transition to the OALCF and EOIS-CaMS;
- steps that could be undertaken by LBS providers, prior to April 1, 2012, to prepare for the transition;
- a **temporary, one-time** workaround for registering carryovers in EOIS-CaMS starting in April 2012, so they will be marked as a carryover learner; and
- available tools and resources.

What this scenario may look like

Starting in April 2012, LBS providers must use the new *LBS Participant Registration* form, as outlined in the *Literacy and Basic Skills Service Provider Guidelines (November 2011)*. The ministry is currently making plans to publish the *LBS Participant Registration* form in January 2012.

The new *LBS Participant Registration* form has been carefully designed to support LBS providers as they:

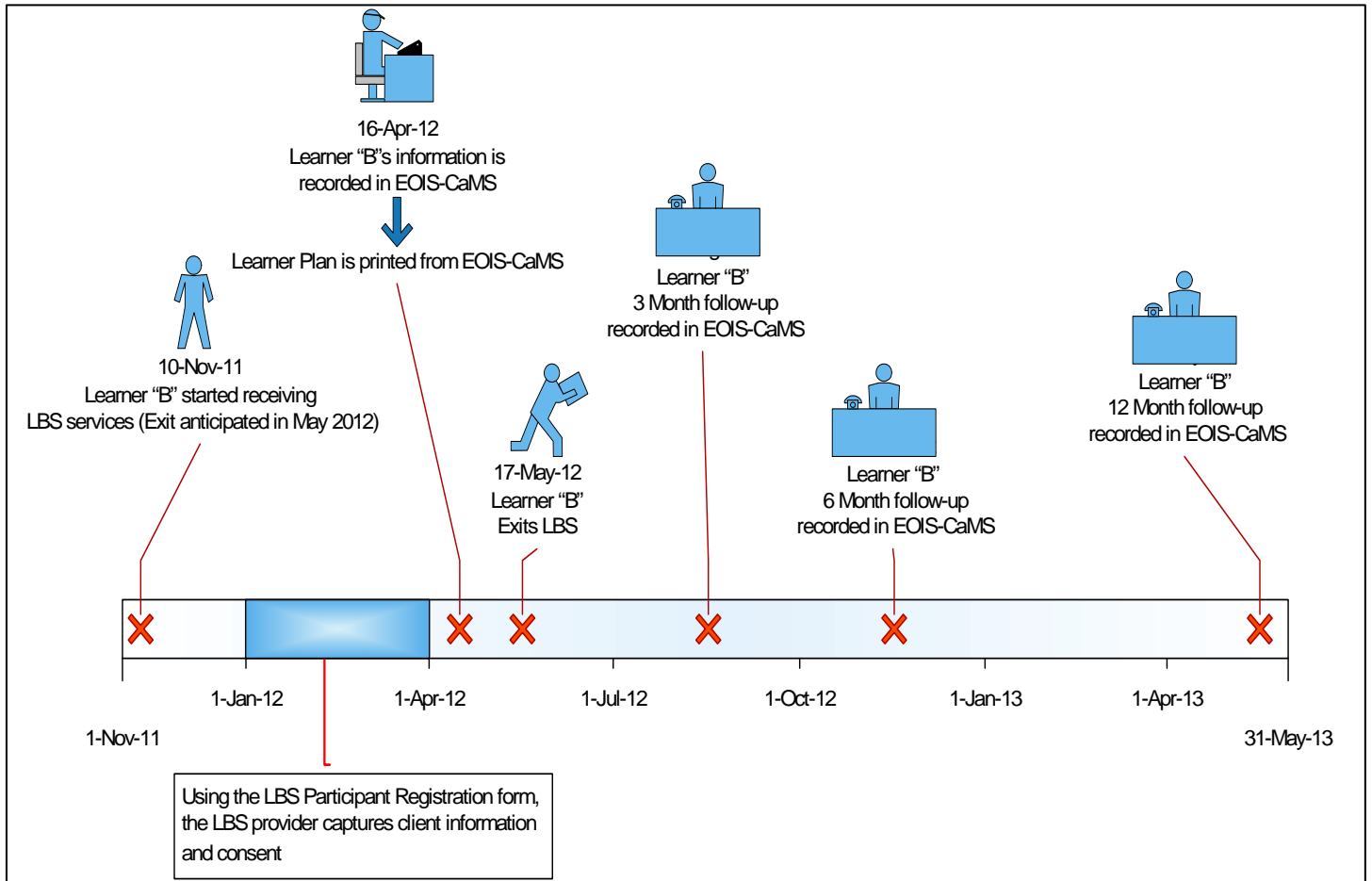
- capture client information which is required to help agencies record eligibility and suitability;
- record the client's consent to collect information;
- register and set up LBS learners in EOIS-CaMS; and
- develop the Learner Plan.

The introduction of the new participant form and launch of EOIS-CaMS means LBS providers will require specific learner information (which appears as mandatory and non-mandatory data fields in EOIS-CaMS) to transition learners to the OALCF and new system. This becomes particularly important for LBS learners who commenced service prior to April 1/12.

The Learner Plan template posted to the OALCF website in October 2011 was developed to include the information captured on the *LBS Participant Registration* form, but does not make specific references to the milestones and culminating tasks. The milestones referenced on the *LBS Participant Registration* form approximately correspond to the key tasks identified on the Learner Plan. In 2011/12, service providers described key tasks in terms of competencies, task groups and levels. The milestones are aligned to each level of each competency and task group, but provide a standard assessment method to replace the interim, non-standard key tasks. LBS providers who have been gathering the information on the Learner Plan template may be well-positioned to approximate the milestone the learner could achieve based on the key tasks and enter the milestone(s) on the *LBS Participant Registration* form.

The following schematic highlights new processes. Possible implications and expectations for recording of follow-up outcomes are outlined later in this section.

**Example #2: Learner Exit after April 1/12.
Carryover Learner is to be set-up in EOIS-CaMS**



Registering Carryover and New Learners in EOIS-CaMS

With the launch of EOIS-CaMS starting in April 2012, and decommissioning of the LBS-IMS Agency Application, as well as the LBS Interim Solution Portal, carryover learners (from 11/12) and all new LBS learners registered after April 1/12 will be entered in EOIS-CaMS. In the above scenario, the learner started in November 2011 and is expected to Exit in May 2012. As a result, the learner must be set up in EOIS-CaMS, with the appropriate follow-up outcomes captured in EOIS-CaMS.

IMPORTANT

Registering LBS carryover and new learners in EOIS-CaMS

- The LBS-IMS Agency Application and the LBS Interim Solution Portal is **ONLY** to be used for capturing the learner outcomes of clients who 'Exit' prior to April 1/12.
- The specific system steps for registering carryover and new clients will be covered in the EOIS-CaMS training which is taking place in February and March 2012, as well as in system user guides, and desk aids.
- As per the new *LBS Service Provider Guidelines*, providers will be required to conduct follow-ups at 3, 6, and 12 month intervals for all learners.
- LBS providers may use the *LBS Participant Registration* form prior to April 1/12, for recording mandatory carryover learner information and the client's consent.

A closer look at the set up of carryover learners

In order to successfully set up carryover learners in EOIS-CaMS, LBS providers will need to consider a few basic steps as part of an overall plan, which include:

- Estimating the number of carryover learners for their agency
- Assessing whether the agency has the required information to register a learner in EOIS-CaMS at a point in time after April 1/12
- Determining whether critical or mandatory client registration information is missing. The ministry recommends LBS providers develop a plan for collecting missing data from learners and recording this data in the *LBS Participant Registration* form. This activity must also include securing the appropriate client consent on the new participant registration form
- With the appropriate information, LBS providers will create the Employment Ontario Case and LBS Service Plan in the system as part of registering LBS Learners in EOIS-CaMS
- Once the LBS Service Plan has been created, agencies must mark learners who are being set up in the system as 'carryovers' from the previous fiscal year

Why do we need to mark the carryover clients? Doesn't the system do this automatically?

LBS providers will start to use EOIS-CaMS after the system launch, tentatively scheduled for April 4, 2012 (TBC). As a result, there is no direct way, short of a one-time workaround, to indicate that LBS learners are carryovers from 2011/12. This situation will be resolved in the future (i.e., in March-April 2014), as carryover learners in EOIS-CaMS set-up prior to March 31, 2013 will carryover to April 1, 2013).

To manage this temporary transition issue, the ministry has developed a simple workaround that will enable LBS providers to mark carryover learners, so they are visible in system generated reports such as the LBS Case Activity Report. (More information regarding LBS reports will be made available under separate cover.)

The process of marking a carryover learner in EOIS-CaMS requires one simple step when creating the LBS Service Plan in the system. In order to mark a client in the system, LBS staff users of EOIS-CaMS will be required to enter **January 1st, 2012, as the *Date of the Assessment* for their *Learner Gains score***. This field can be found in the *Client Summary* section of EOIS-CaMS (see Figure 1, page 10). The *Client Summary* section can be accessed after the service plan has been created.

With the January 1, 2012 date entered, agencies will be able to identify their carryover learners by sorting the LBS Case Activity reports with this assessment date.

Step-by-step instructions for how to mark carryover learners will be covered in detail during the system classroom training starting in February 2012, as well as in system user guides, and desk aids.

Figure 1 – EOIS-CaMS: *Create Client Summary*

Create Client Summary: Literacy and Basic Skills 1613056 - Mister Blues 5160293

| | | | |
|--|----------------------|---|---------------------------------------|
| Language | | | |
| * Language Spoken at Home: | <input type="text"/> | * Language Spoken at Last Workplace: | <input type="text"/> |
| * Service Provision Language: | <input type="text"/> | | |
| Source of Income | | | |
| * Source of Income: | <input type="text"/> | | |
| Education | | | |
| * Highest Level of Education Completed: | <input type="text"/> | * Country Highest Level of Education Completed: | <input type="text"/> |
| * Time Out of Formal Education : | <input type="text"/> | * Time Out of Training : | <input type="text"/> |
| * History of Interrupted Education : | <input type="text"/> | | |
| Employment | | | |
| * Labour Force Attachment: | <input type="text"/> | * Employment Experience: | <input type="text"/> |
| * Registered Apprentice: | <input type="text"/> | * Time Out of Work: | <input type="text"/> |
| Assessment | | | |
| * Entry Assessment Tool: | <input type="text"/> | Date of Assessment (for Entry Assessment Tool): | <input type="text"/> |
| * Learner Gains Score: | <input type="text"/> | Date of Assessment (for Learner Gains Score): | <input type="text" value="1/1/2012"/> |
| * Estimated Learner Weekly Time Commitment : | <input type="text"/> | | |
| Canadian Language Benchmarks Assessment | | | |
| * Speaking: | <input type="text"/> | * Reading: | <input type="text"/> |
| * Listening: | <input type="text"/> | * Writing: | <input type="text"/> |
| Comments | | | |
| <input type="text"/> | | | |

[Save](#) [Cancel](#)

IMPORTANT

Workaround for marking LBS Carryover Learners in EOIS-CaMS

- LBS providers will be required to set-up carryover learners in EOIS-CaMS, using a **one-time workaround**, outlined on pages 8 - 10 to mark carryover learners so they are easily visible and can be derived from the LBS Case Activity Report that is scheduled to be deployed in April 2012. The screenshot of the EOIS-CaMS Client Summary page includes the data field for the Learner GAINS assessment date. As part of the workaround, LBS providers will enter the date of January 1, 2012, as the mark to signify an LBS carryover learner. This workaround will not be required in the future, as "active" learners and carryover learner numbers will be visible in future LBS reports.

A Reminder

LBS staff attending the Service Provider Caseworker classroom training will receive instruction on this workaround. In future, the number of carryover learners will automatically filter into specific operational reports that will be made available to LBS providers. Additional details will follow in the coming months.

SECTION 4: ROLE OF THE LBS-IMS AGENCY APPLICATION IN 2012/13

As noted earlier in this guide, the LBS-IMS Agency Application will be utilized in 2012/13 to solely support the recording of learner follow-up outcomes. Given the instructions outlined earlier in this Guide, the ministry anticipates the final upload of learner outcome data will likely occur in November 2012 (for the October reporting month, see page 4 of this Guide).

The ministry is making plans for decommissioning both the LBS-IMS Agency Application and the LBS Interim Solution Portal in fall 2012, once the reporting of learner outcomes has concluded and the activity report has been submitted in November 2012. Immediately following the final upload in November 2012, the interim reporting process and the portal will no longer be available. In addition, EOIS Help Desk resources designated to the LBS-IMS will be reassigned to support other EOIS applications.

What does the decommissioning of the LBS-IMS mean for LBS providers?

The LBS-IMS Agency Application resides on LBS providers' desktops and includes learner records and therefore contains sensitive information. For some LBS providers this may include several years of client information contained in their database. All LBS providers will be required to take steps to archive and protect historical learner information as part of their decommissioning requirements.

All use, retention, storage and destruction of learner personal information must be in compliance with Freedom of Information and Protection of Privacy Act (http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90f31_e.htm#BK5) and an LBS provider's legal agreement with the ministry.

The following requirements are intended to assist LBS providers with planning for decommissioning their LBS-IMS Agency Application.

1) Access

It is recommended that access to the database file (xxx.mdb) and historical learner data be restricted exclusively to staff who require access. This could be the senior manager, the designated privacy official or the person who is responsible for compiling reports for the ministry.

2) Backups

It would be prudent to create and store a back-up copy of all historical learner data on high-quality CDs or USB portable memory sticks. Ensure that back-up copies are stored in a secure location with restricted access.

3) Duration of access

As per Section 7.2 of LBS providers' legal agreement with the Ministry:

The Recipient shall keep and maintain, both during the term of this Agreement and for a period of seven (7) years after:

- *all financial records (including invoices) relating to the Funds or otherwise to the Program in a manner consistent with generally accepted accounting principles; and*
- *all non-financial documents and records relating to the Funds or otherwise to the Program, including but not limited to, records and documents containing personal information within the meaning of FIPPA, MFIPPA and PIPEDA.*

4) Destruction

If learner personal information is stored in various locations, it is also recommended that providers make reasonable efforts to irrevocably delete legacy data storage from all desktops, laptops and portable memory devices that do not need access to LBS legacy data. There are a number of free or inexpensive and easy-to-use solutions that will overwrite private information with random patterns until the data is no longer recoverable.

By taking these steps, LBS service delivery organizations will ensure the safe storage and control of learner information contained in the LBS-IMS Agency Application.

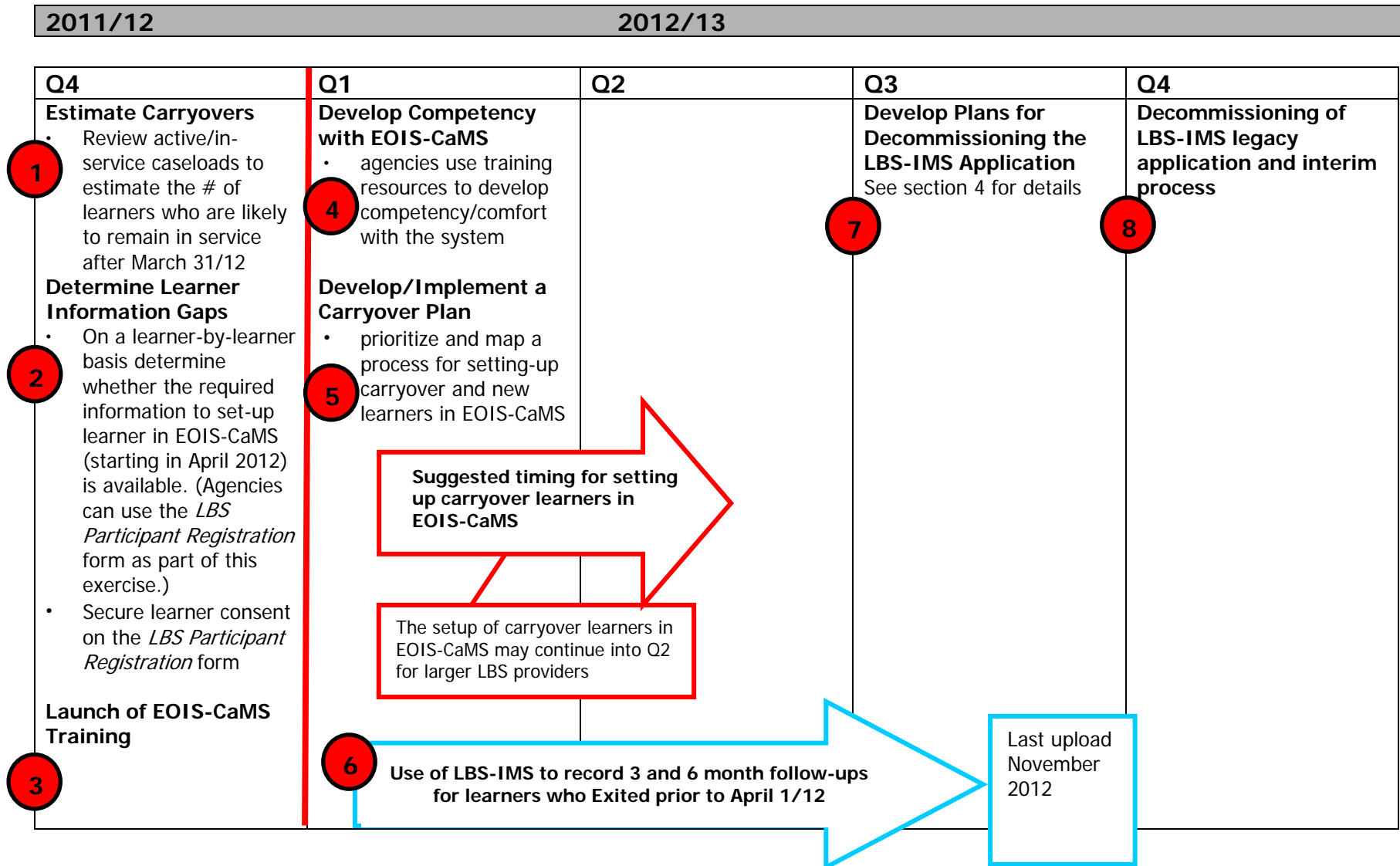
IMPORTANT

Decommissioning of the LBS-IMS Agency Application

It is important that LBS service delivery organizations understand the steps that should be taken in 2012 to archive and protect historical LBS Learner data which resides in their LBS-IMS database. A bulletin will be published in 2012 to remind LBS service delivery organizations of this important requirement.

Appendices: Tools and Resources

A HIGH-LEVEL ROAD MAP OF SUGGESTED ACTIVITIES



FREQUENTLY ASKED QUESTIONS

Q: This document focuses on expectations for recording LBS learner follow-ups and registering learners in EOIS-CaMS, but what are the ministry expectations regarding the documentation of carryover clients in their learner file?

A: LBS documentation requirements are outlined in Section 4.2 of the *Literacy and Basic Skills Service Provider Guidelines, November 2011*, available at the Employment Ontario Partners' Gateway (EOPG). The documentation requirements outlined in the guidelines pertain to both carryover and new learner files. Consequently, there should be no difference in the documentation for carryover and new learners. If LBS providers have any questions, they should contact their MTCU Consultant.

Q: Does this mean we must have a *LBS Participant Registration* form on file for all carryover learners being set-up in EOIS-CaMS?

A: Yes, as outlined in the *Literacy and Basic Skills Service Provider Guidelines, November 2011*, LBS providers are required to use the *LBS Participant Registration* form to collect relevant learner information AND to record the learner's consent to the collection of personal information.

LBS providers may use the *LBS Participant Registration* form prior to April 1, 2012, for the purposes of recording missing information on carryover learners, as well as to record the **mandatory** client consent.

If an LBS provider has been using the Learner Plan template, posted on the OALCF website in October 2011, they will have already collected the information required on the *LBS Participant Registration* form and will be able to transfer that information to the form. Learners must sign their consent on the new *LBS Participant Registration* form.

Q: What are the ministry's expectations for transitioning learner plans to the new curriculum framework for those clients who will Exit LBS early in the new fiscal year?

A: Each learner's circumstances will vary, but LBS providers are expected to take appropriate and timely steps to ensure they are transitioning LBS learner plans to the new curriculum framework for carryover learners regardless of their anticipated Exit date from LBS. If the learners are almost ready to transition, some reassessment may help you and the learners determine if they are ready to try the culminating task or if there are still some gaps in learning that need to be addressed.

Q: For the learner plans of carryover learners, does the LBS service provider need to choose only the milestone tasks, culminating task and include other goal requirements that the learner has yet to complete before their Exit?

A: Again, each learner's circumstances will be unique, so the number of milestone tasks and the culminating task will vary by learner. LBS providers must exercise sound judgement in determining the content of their learner plan. However, we recommend LBS providers only record the milestone tasks and other goal requirements on the learner plan that the learner will be working on during the 12/13 fiscal year, or beyond, in order to be ready to transition out of LBS.

Q: Has the definition of a learner Exit changed?

A: No, the ramp-up of the OALCF and launch of EOIS-CaMS has no bearing on the definition of a learner Exit.

Q: Are LBS providers expected to reassess learners who started service prior to April 1, 2012 and who are anticipated to carryover to the 2012/13 fiscal year?

A: Not necessarily; however, you may need to reassess some learners to determine where the gaps in their learning are in relation to the milestone tasks or the culminating task for their chosen goal path. This will help you and the learners choose which milestones to put on the learner plans. If the learners are almost ready to transition, some reassessment may help you and the learners know if they are ready to try the culminating task or if there are still some gaps in learning that need to be addressed.

Q: The guide suggests LBS providers use the *LBS Participant Registration* form to determine whether they have the learner documentation required to register carryover learners in EOIS-CaMS starting in April 2012. Does this mean the LBS provider can use the registration form prior to April 1, 2012? Are LBS providers expected to collect the client's consent even if it has been provided earlier on an LBS provider-designed registration form?

A: Yes, as noted above, LBS providers may use the participant registration form prior to April 1, 2012 to collect relevant learner information and to record the learner's consent on the date provided. While many LBS providers may have been previously using their own agency specific registration form and methods to record the learner consent, it is imperative that LBS providers use the *LBS Participant Registration* form provided by the ministry. This registration form has been designed to collect the required client information for the purposes of program administration and delivery. It also includes a plain language *Notice of Collection and Consent* which LBS providers are required to use, as per the *LBS Service Provider Guidelines* and your transfer payment agreement with the ministry. A client's consent on an agency-specific consent form will not be acceptable as it likely does not make reference to EOIS-CaMS and/or the indirect collection of personal information by the provider for the ministry.

Q: Does this mean we must have a *LBS Participant Registration* form on file for all carryover learners being set-up in EOIS-CaMS?

A: Yes, as outlined in the *Literacy and Basic Skills Service Provider Guidelines, November 2011*, LBS providers are required to use the *LBS Participant Registration* form to collect relevant learner information AND to record the learner's consent to the collection of personal information.

LBS providers may use the *LBS Participant Registration form* prior to April 1, 2012, for the purposes of recording missing information on carryover learners, as well as to record the mandatory client consent.

Note: LBS providers will not be able to enter learner information in EOIS-CaMS until the system goes live in April 2012, and providers have set up and trained authorized staff users. Starting in April 2012 all active learners, including carryover learners, must be entered into EOIS-CaMS. As EOIS-CaMS LBS reports are deployed, the ministry will rely only on EOIS-CaMS reports to track LBS service provider learner activity numbers against those in your Schedule B. Failure to set up and manage carryover learner information in EOIS-CaMS will mean that the LBS service provider will not get credit for that learner and this may negatively impact the Service Quality Standard as per the new LBS Performance Management Framework in 2012-2013. LBS providers should therefore plan accordingly.

GLOSSARY

| Term | Definition |
|---|---|
| Client Summary | The Client Summary is a section of the EOIS-CaMS and is made up of client information gathered from <i>the LBS Participant Registration</i> form. |
| Data file (xxx.mdb) | This is the database file where client records are stored and accessed through the LBS Agency Application. This database can be located locally on a computer or shared on a network drive for multiple accesses. The database is in a MS Access 2000 file format. |
| Decommissioning the LBS Agency Application and LBS-IMS Interim Reporting Process | The processes associated with terminating the use of the legacy system and reporting process. |
| Employment Ontario (EO) Case | A type of case within EOIS-CaMS in which all client profile, Service Plan and Ministry Product Delivery Case information is stored for a client. Every registered client within EOIS-CaMS has an Employment Ontario Case. |
| LBS Participant Registration form | As noted in the <i>Literacy and Basic Skill Service Provider Guidelines</i> , November 2011. Its use is mandatory. |
| LBS Case Activity Report | One of several LBS EOIS-CaMS reports that will be designed to support the administration and delivery of LBS. Once deployed, the LBS Case Activity for Service Providers report will contain client-level (aka learner-level) LBS participant activity, outcomes and client profile data. The report is schedule to be launched in April, 2012. More information on LBS EOIS-CaMS reports will be made available in future communiqués. |
| LBS Service Plan | The service plan is a system tool that allows an LBS service provider to plan and manage the delivery of services and activities to help a client achieve a specific goal path (e.g., Independence). |
| Mandatory and Non-Mandatory Fields in EOIS-CaMS | Mandatory fields in EOIS-CaMS are fields that must be entered before information can be saved. If any mandatory fields are missed, the system will not allow the user to save that specific page. |
| Workaround | A simple process created to compensate for a unique circumstance. |