

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

FROM: Teresa Damaso, Director, Program Delivery Support Branch

DATE: June 19, 2015

SUBJECT: **Contract management process for the Literacy and Basic Skills (LBS) program**

OBJECTIVE:

The purpose of this bulletin is to inform service providers delivering the Literacy and Basic Skills (LBS) program that the ministry is continuing the process of improving service quality and accountability.

WHAT IS HAPPENING:

The ministry is putting processes in place to align LBS contract management with processes already in place for other Employment Ontario programs. The processes will help us remain effective, customer-focused and efficient as we continue striving to achieve the highest standards of service quality for Ontarians.

NEXT STEPS:

Once fully implemented in 2016-17, the contract management process will have two components:

1. **Measuring performance** – Under LBS performance management, all LBS service delivery sites are accountable for achieving a minimum standard of service delivery quality. This component of the process will monitor the achievement of the provincial service quality standard (SQS) at the end of every fiscal year. Service delivery sites that do not meet SQS will be notified in writing and will work closely with the ministry on improving their SQS.
2. **Measuring compliance and accountability** – The ministry will measure the achievement of identified compliance and accountability requirements for each service delivery site. Sites that do not meet the requirements will be notified in writing and will work closely with the ministry on improving their compliance and accountability.

These two components, and the notifications sites could receive, are distinct; the ministry will assess these requirements separately. For example, not meeting a SQS will not automatically result in ministry action to improve a site's compliance and accountability requirements.

To help service providers leading up to full implementation of these processes, implementation will occur in two phases:

Developmental Phase (2015-16)

Towards the end of June 2015, the ministry will issue notification letters to sites that did not achieve the SQS in 2014-15. Those sites will work with the ministry to develop plans to improve performance.

In the coming months, the ministry will communicate key compliance and accountability requirements. The ministry will conduct a review to determine if these requirements were achieved. Sites not meeting the requirements will be notified and will work with the ministry to develop plans to improve compliance and accountability.

Full implementation Phase (2016-17)

Effective April 1, 2016, a letter (or letters) outlining performance improvement and/or compliance and accountability expectations, along with a specific timeframe in which to improve, will be sent to all LBS service delivery sites that:

- Received a notification letter in 2015-16 but have not corrected the deficiencies;
- Did not achieve the provincial Service Quality Standard in 2015-16;
- Are not achieving the key compliance and accountability expectations

This will constitute full implementation of the new LBS contract management process.

If your organization has any questions about this process, please contact your local TCU office.