

# Literacy Service Plans and Service Delivery Charts 2019-20

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## Questions and Answers

### **1. What has changed for the Literacy Service Planning and Coordination process for 2019-20?**

For 2019-20's Literacy Service Planning and Coordination process, the ministry is releasing the Literacy Service Plans template and the Service Delivery Charts in Service Provider Connect thereby,

- Reducing red tape and providing greater consistency in reporting across the province
- Reducing administrative requirements for the network and local offices through automation
- Allowing the ministry to examine literacy needs across different communities
- Creating a greater awareness of the importance of Literacy Service Plans and their linkages with service provider business plans

There is no longer a need to submit the Literacy Service Plan by fillable Portable Document Format (PDF).

### **2. Has the role of the regional networks changed in the Literacy Service Planning and Coordination process now that the Literacy Service Plans are in Service Provider Connect?**

The role of the regional networks in the Literacy Service Planning and Coordination process has not changed. All regional networks are required to complete the Literacy Service Plan template and Service Delivery Charts in consultation with the Literacy and Basic Skills service providers and relevant community partners in their catchment areas.

### **3. Has the role of the service providers changed in the Literacy Service Planning and Coordination process now that the Literacy Service Plans are in Service Provider Connect?**

The role of the service providers in the Literacy Service Planning and Coordination process has not changed. Service providers are responsible for working alongside the regional network to ensure literacy service needs are identified, discussed, and included in the Literacy Service Plan. Individual regional networks may call upon service providers to complete Service Delivery Charts.

**4. Who will complete the Literacy Service Plans and Service Delivery Charts in Service Provider Connect?**

Regional networks are responsible for completing the Literacy Service Plans. Regional networks can either complete the Service Delivery Charts on behalf of service providers or allow the service providers to complete their own.

**5. Are supporting resources available to assist regional networks and service providers in completing the Literacy Service Plans and Service Delivery Charts?**

Yes, desk aids have been posted to the Employment Ontario Partners' Gateway to assist regional networks and service providers in completing the Literacy Service Plans and Service Delivery Charts in Service Provider Connect.

**6. Can regional networks upload additional documents in Service Provider Connect?**

No, regional networks will be unable to upload supporting documentation such as data reports, tables, charts or other reference materials to Service Provider Connect. Regional networks are requested to submit any supporting documentation to Employment and Training Consultants through email.

**7. Will regional networks and service providers be able to view the Literacy Service Plans submitted by other regional networks and service providers in Service Provider Connect?**

No, regional networks will not be able to view Literacy Service Plans completed by other regional networks. Service providers will only be able to view Literacy Service Plans completed by their own network.

**8. Will service providers be able to view Service Delivery Charts completed by other service providers within the same network?**

No, service providers will only be able to view their own Service Delivery Charts.

**9. Do regional networks that span two separate regions follow the same Literacy Service Plan submission process as regional networks with one agreement region?**

No, the submission process is different. As in the past, regional networks that span two regions are required to submit separate Literacy Service Plans for each region. Due to system limitations, however, regional networks will complete Literacy Service Plans for their agreement region in Service Provider Connect and will follow the current paper-based template process for the second region. The ministry is currently working towards a system fix for this cross-regional issue for 2020-21.

**10. What is the responsibility of the regional network once the Literacy Service Plan has been approved by the ministry?**

Once the ministry has approved the Literacy Service Plan, the regional networks will then distribute to the Literacy and Basic Skills service providers in their catchment area for use during the business planning process.

**11. Will there be changes to Service Provider Connect in the future?**

The ministry will seek input and feedback from the regional networks during the 2019-20 fiscal year to inform potential improvements to Literacy Service Plans in Service Provider Connect.