

Memorandum

To: Literacy and Basic Skills network

From: Jacqueline Cureton
Director, Program Delivery Support Branch

Date: October 11, 2018

Subject: Literacy Service Planning and Service Coordination for 2019-20

The purpose of this memorandum is to provide your organization with information about the 2019-20 Literacy Service Planning and Service Coordination process.

The Literacy Service Plan templates and Service Delivery Charts for 2019-20 are now available in Service Provider Connect. Regional networks will be required to complete and submit these documents in Service Provider Connect, thereby reducing red tape and providing greater consistency in reporting.

By including the Literacy Service Plan template and Service Delivery Charts in Service Provider Connect, the ministry aims to reduce administrative requirements through automation and provide a better picture of the literacy needs across the province.

Accompanying this memo are instructional [Desk Aids](#) designed to assist regional networks and Literacy and Basic Skills service providers to complete Literacy Service Plans and Service Delivery Charts in Service Provider Connect. A questions and answers document is also available on the [Employment Ontario Partners' Gateway](#).

Literacy Service Plans and Service Delivery Charts must be completed and submitted to the regional network's Employment and Training Consultant in Service Provider Connect by close of business on **November 2, 2018**. The ministry will review and approve the Literacy Service Plans by November 16, 2018.

Should your organization have any questions, please contact your Employment Training Consultant.