

Memorandum

TO: Literacy and Basic Skills Service Providers

FROM: Jacqueline Cureton
Director, Program Delivery Support Branch

DATE: January 24, 2019

SUBJECT: Literacy and Basic Skills Waitlists

The ministry is following up on a request from service providers to pursue the capture of waitlist information to support effective service planning. The perspective and concerns of service providers are important to us and so we felt it necessary to address this issue.

This memo introduces a standardized definition for Literacy and Basic Skills waitlists and provides information on reporting waitlist data in the Employment Ontario Information System-Case Management System (EOIS-CaMS).

Although waitlist data can currently be captured in EOIS-CaMS, it was identified that improvements needed to be made. To ensure accuracy and consistency, the ministry is now requiring service providers to enter waitlist data into EOIS-CaMS on a monthly basis, using the following definition:

“A waitlist is a list of individuals who have received information and referral services and have been determined to be eligible and suitable for Literacy and Basic Skills training and have expressed interest in attending, but have not been placed in the training of their choice.”

The consistent collection of this information will help the ministry to better understand the demand for literacy and essential skills programming in communities around the province.

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Thank you for your continued commitment to the Literacy and Basic Skills program. Should you have any questions, please contact your Employment and Training Consultant.