

**LITERACY AND BASIC SKILLS LITERACY:
2014 – 2015 LITERACY SERVICE PLANNING AND
COORDINATION QUESTIONS & ANSWERS**

**Q1. WHY ARE REGIONAL NETWORKS REQUIRED TO COMPLETE THE
LITERACY SERVICE PLANNING TEMPLATE?**

A1. As per the LBS Regional Network agreement with the Ministry of Training, Colleges and University (Schedule A, #3 (I)), Regional Networks are required to conduct Literacy Service Planning and Coordination.

**Q2. WHY IS THE LITERACY SERVICE PLANNING TEMPLATE A MANDATORY
DOCUMENT?**

A2. The Literacy Service Planning template is a mandatory document as it outlines the minimum elements required in a Literacy Service Plan. This template was developed to ensure consistency in the Literacy Service Plan's for all Regional Networks across the province. The Literacy Service Plan will also assist regional networks as they prepare for 2014-2015 LBS Business Planning.

**Q3. WHY ARE REGIONAL NETWORKS NOT GIVEN ACCESS TO
EMPLOYMENT ONTARIO INFORMATION SYSTEM – CASE MANAGEMENT
SYSTEM (EOIS-CAMS)?**

A3. The Regional Networks are not given access to EIOS-CaMS because they do not conduct direct delivery of Ministry programs to clients.

**Q4. WHY WERE THE CONSOLIDATED MUNICIPAL SERVICE MANAGER
(CMSM) REPORTS DEVELOPED?**

A4. As a result of the decommissioning of the Literacy and Basic Skills Information Management System (LBS-IMS) and implementation of the Employment Ontario Information System – Case Management System, an alternative approach to providing depersonalized Literacy and Basic Skills activity information to Regional Networks was developed to support Literacy

Service Planning and Coordination. The previous Literacy Service Planning templates introduced for fiscal year 2013-2014 were a temporary solution. The CMSM data reports will be complemented by the Literacy Service Plan template.

Q5. WILL THE REGIONAL NETWORKS BE REQUIRED TO CHANGE THEIR LITERACY SERVICE PLAN BOUNDARIES TO ALIGN WITH LBS CONSOLIDATED MUNICIPAL SERVICE MANAGER (CMSM) REPORTS?

A5. Neither the Regional Networks nor Literacy Service Plan catchment areas are required to align with the LBS Consolidated Municipal Service Manager (CMSM) reports. Regional Networks may use one or more LBS CMSM data reports, depending on the community (or communities) where Literacy Service Plans are being developed.

Q6. CAN REGIONAL NETWORK'S USE OTHER DATA REPORTS INSTEAD OF THE NEW CONSOLIDATED MUNICIPAL SERVICE MANAGER (CMSM) REPORTS?

A6. Regional Networks are to use the CMSM report in addition to a variety of other sources of information such as feedback from service providers, census data, data from Ministry of Children and Social Services, data from Ministry of Citizenship and Immigration, other Ministry data, etc, to fully identify and analyze trends and gaps to inform Literacy Service Planning and Coordination.

The LBS CMSM reports are based on 2012-2013 data, which will help to inform the LBS service delivery network regarding the delivery of services in communities across Ontario. The information provided in the reports, along with the intelligence of local community partners, will allow for analysis of trends and gaps in order to promote a coordinated approach to service delivery. The LBS CMSM reports are available to the Regional Networks via the Employment Ontario Partners' Gateway.

In the event other supporting documentation such as data reports, tables, charts, other references materials are utilized to complete the LSP, they must be attached as appendices to the completed LSP template.

Q7. ON THE CMSM REPORT, IT APPEARS THERE IS MISSING DATA IN SOME OF THE FIELDS?

A7. This information is being populated from the Employment Ontario Information

System, Case Management System (EOIS/CaMS). The data field category will appear if there is sufficient data to report (i.e. data field category will not appear if it is 0), in addition data is suppressed where there is less than 10 counts.

Q8. WHAT IS THE RESPONSIBILITY OF EMPLOYMENT AND TRAINING CONSULTANTS WITH THE MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES WITH REGARDS TO LITERACY SERVICE PLANNING AND COORDINATION?

A8. Ministry staff overseeing the Regional Network agreements will be required to acknowledge the receipt and completion of Literacy Service Planning templates. They will be required to review the completed Literacy Service Planning templates to ensure all questions have been answered. Questions with “not applicable” responses will be considered incomplete and as such will result in the Literacy Service Plan not being approved by MTCU.

MTCU will review for approval, the Literacy Service Planning template by close of business on October 29, 2013. Once the Ministry has approved the Literacy Service Planning template, the Regional Network will be notified by their MTCU consultant through an email.

While Employment and Training Consultants may have further questions and /or concerns regarding the content of the Literacy Service Plan, the Literacy Service Plan belongs to the Regional Network. The responsibility of the Employment and Training Consultant is to ensure all the questions on the Literacy Service Plan have been answered.

Q9. WHAT IS THE RESPONSIBILITY OF THE REGIONAL NETWORK ONCE THE LITERACY SERVICE PLANNING TEMPLATE HAS BEEN APPROVED BY MTCU?

*A9. Once the Regional Networks have been advised through e-mail that their Literacy Service Planning template has been approved by MTCU, the Regional Network can proceed in sharing the Literacy Service Planning template with the Service Delivery Network. **The MTCU approval page is for the internal use of the ministry, and is not to be posted on-line or forwarded.** The approved Literacy Service Plans can be used by service providers to inform Business Plans for 2014-2015.*