



Literacy Service Plan 2012-2013

What is Literacy Service Planning?

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Since 1993, learning networks have been funded to coordinate literacy service planning. The result of this planning is this annual document: the “Literacy Services Plan” (LSP). In Hamilton, the Literacy Services Plan is created by the agencies funded to deliver Adult Literacy Services. These agencies sit on the Literacy Community Planning (LCP) committee (logos and contact information can be found on page 1 of this report).

The Literacy Services Plan

- identifies where and when services are delivered
- summarizes primary and secondary client goals
- includes a summary of delivery including contact hours, numbers of learners, learner demographics, etc.
- describes professional development and community involvement
- identifies gaps in services and lists recommendations for future discussion, research and development

The LSP is a living community document which is adapted and revised as needed. The LCP determines the content of the report and the network facilitates the planning and evaluation process.

Literacy programs across Ontario make every effort to be as responsive to the needs of their individual communities as possible. Through the Literacy Services Planning process, the Literacy Community Planning committee connects with various community stakeholders who evaluate and make recommendations to the Literacy Services Plan.

What are the Learning Networks of Ontario?

The Learning Networks of Ontario play an important role in documenting and guiding the development of literacy services within their region. They bring literacy programs and stakeholders together within each community to talk about literacy and to establish literacy pathways. These pathways help people who have developed their literacy skills to take the next step towards work, further education and training and/or to personal independence goals.

Each Learning Network functions independently with their own board of directors but are funded to provide similar services.

The Learning Networks

- enhance communication among literacy programs and between literacy programs and the funder
- assist literacy programs in understanding and implementing government initiatives
- apply for and manage literacy development projects
- raise awareness of literacy, its effects, and literacy programs
- plan and provide professional development opportunities for literacy practitioners and other community partners
- coordinate literacy service planning and the development and promotion of an annual literacy services plan

What is Literacy and Basic Skills (LBS)?

LBS programs are funded across Ontario by the Ministry of Training, Colleges and Universities (MTCU) and are now part of Employment Ontario.

LBS serves four streams: Anglophone, Francophone, Native, and Deaf.

Since 1997 each LBS program has received funding to deliver five services:

1. **Information and Referral** - a systematic approach to tracking, reporting and analyzing information and referral activity and follow-up. In Hamilton, the Learning Network (ABEA) acts as the first point of contact for agencies and learners looking for upgrading programs.
2. **Literacy Assessment** - learners are assessed at each stage of their participation in LBS. There is an initial assessment on intake with the purpose of assessing the learner's existing Literacy and Basic Skills levels. The assessment helps identify learner goals and the skills needed to achieve those goals.
3. **Training Plan Development** - through the process of developing a training plan, learners map out a possible sequence for training and the time necessary to achieve their goals. The training plan is portable and belongs to the learner.
4. **Training** - the focus of LBS is the actual literacy instruction provided to adult learners. All other LBS activities support this service. Different methods are used, but all must lead to a measurable outcome.
5. **Evaluation and Follow up** - this delivery service helps demonstrate the value and effectiveness of the four other delivery services in meeting the literacy needs of learners.

What is Literacy and Basic Skills (LBS)?

Client Profile

Learners come from all walks of life and backgrounds, bringing with them many barriers, challenges and learning styles. A well serviced community is one that provides various settings, delivery styles and delivery models to meet the individual learner's needs. Literacy learners often leave programs with goals that take them on to other Employment Ontario programs. Literacy programs leverage the relationships they have nurtured with other Employment Ontario stakeholders to create a seamless pathway towards the learner's goal. These pathways are maintained through a common referral protocol that encourages all stakeholders to engage clients in the most appropriate combination of services.

Training Supports for Learners

Programs offer training supports to assist the learner as they upgrade. The training supports

- may be available in the form of bus tickets or passes, childcare allowances or related learning materials and supplies
- are carefully tracked and accounted for
- are intended for low income learners
- may be coordinated with training supports from Ontario Works or other support agencies
- are defined and explained by the individual delivery service and vary from agency to agency

In general, LBS programs do not charge fees for their service delivery. However, some programs may charge a nominal registration fee.