

## Performance Management Support

Literacy Link South Central is committed to providing performance management assistance to LBS service providers. Through this newsletter, LLSC will share tools and resources gathered from our partners around the province that can be used to impact your organization's performance management. If there are specific topics you would like to see in upcoming issues, please contact Literacy Link South Central at [literacylink@gmail.com](mailto:literacylink@gmail.com)

## LBS Service Provider Guidelines – Information and Changes

### LBS Service Provider Guidelines Now Available

The updated Literacy and Basic Skills Service Provider Guidelines for 2014-15 are now available. If you have not already done so, please [download a copy of the guidelines from the EOPG](#).

In addition to the changes to the PMF, noted below, you will find that the business priorities have been removed from the Guidelines. They will be introduced through the annual business planning process.

### Performance Management Framework Changes

As of April 1, 2014, there will be some significant changes made to the LBS Performance Management Framework.

#### Important to note:

- 1) **Completion of Goal Path** and **Learner Gains** will no longer be part of the Service Quality Standard (SQS). Instead, more weight will be placed on the other Effectiveness measures:
  - Sustainability/Learner Profile (all 12 indicators) – 20%
  - Learner Progress – 30%

These measures will be reinstated when the fully mature PMF is implemented in 2016-17.

- 2) Standards (targets) have now been developed for the following Measures:
  - Service Coordination (50%)
  - Learner Progress (60%)

The standard for Customer Satisfaction will increase from 85% to 90%.

Effective **April 1, 2014**, the LBS performance measures will change as follows:

Dimension	Measure	Weight		Total		Standard		SQS Value	
		Current	April 1	Current	April 1	Current	April 1	Current	April 1
<b>Customer Service</b>	Customer Satisfaction	10%	15%	30%	40%	85%	90%	2.83	2.60
	Service Coordination	20%	25%			NA	50%		
<b>Effectiveness</b>	Sustainability/Learner Profile	10%	20%	60%	50%	29%	30%	0.97	2.40
	Learner Progress	20%	30%			NA	60%		
	Completion of Goal Path	20%	NA			NA	NA		
	Learner Gains	10%	NA			NA	NA		
<b>Efficiency</b>	Learners Served	10%	10%	10%	10%	90%	90%	3.00	0.90
<b>Overall Service Quality Standard (SQS)</b>								<b>6.80</b>	<b>5.90</b>

The revised SQS was established based on an analysis by MTCU of 2012-13 year-end data.

The new PMF and SQS closely mirror the **Employment Services** Performance Management Framework to support further integration between literacy and employment.

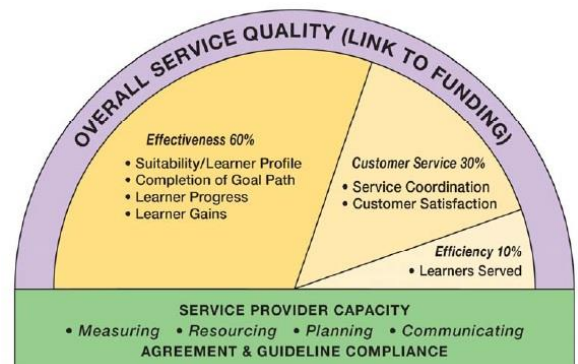
### Enhanced Learner Plan

Since October 2012 MTCU has been testing the Enhanced Learner Plan (ELP). This tool is now available to all LBS delivery organizations.

The ELP is an interactive tool that can be used by LBS practitioners who do not have EOIS-CaMS access to work with learner information. By generating an interactive .pdf document using data from the individual's Learner Plan, the practitioner can add or edit information, which can then be uploaded and transferred to the learner's record in EOIS-CaMS.

Use of the Enhanced Learner Plan is not mandatory. It is simply a tool introduced by MTCU to avoid duplicate data entry.

To support LBS service providers, an online training module about the Enhanced Learner Plan has been developed and is available in both English and French through EOPG. The EOIS-CaMS training page can be accessed by [clicking here](#).



Questions about this newsletter? Please contact us at 519-681-7307 or [literacylink@gmail.com](mailto:literacylink@gmail.com)

This illustration is valid only Until March 31, 2014.