

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

Enhanced Learner Plan

On September 25, 2014 Literacy Link South Central hosted a facilitated discussion about the Enhanced Learner Plan (ELP). We had 14 people attend, many of whom were already using the ELP. In this newsletter, you will find a summary of the Enhanced Learner Plan training discussion.

ELP Training Session Notes

Anita Kox from MTCU joined us to share some of her expertise. She has both LBS and Employment Services agreements and a lot of CaMS experience.

There was an Enhanced Learner Plan (ELP) pilot in 2013

- 500 ELPs were used and uploaded to CaMS
- Rob Terhune was the lead for the pilot - Rob.Terhune@ontario.ca

Allan Bingham from TVDSB Gateway to Learning program is using the ELP effectively by incorporating it into his daily activities.

- TVDSB has 4 MTCU contracts and uses the ELP to cut down on admin work
- The learners are able to fill in their own ELP, which helps with Document Use and various milestones
 - This can be difficult for learners at low levels or who struggle with using technology

Kay MacPherson from Haldimand-Norfolk Literacy Council reports their agency has been using the ELP since February 2014

- The instructor makes the changes and emails the electronic file back to Kay
- ELPs are uploaded to CaMS ongoing to eliminate the end of month rush to get everything in

The ELP is not a mandatory tool, but there are benefits to using it:

- Eliminates disconnect when merging information from the paper learner plan to the system
- Eliminates the need to enter information twice
 - The ELP allows you to upload information directly to CaMS
 - Once ELP has been uploaded to CaMS, no further information is needed

When pulled from CaMS, the ELP comes off the system as a .pdf file

- Can be printed or saved
 - Can print out entire document, or specific sections
- Information matches what appears on the Learner Plan
- .pdf file can be edited/updated
- Once updated, the ELP is uploaded to CaMS and all information will auto-populate in the system
 - The upload process is very fast (almost instant)
- **After the upload, you must download the ELP again to ensure it's the most up-to-date version**
 - CaMS will remind you to download the new version
 - The download process can take a few minutes

Q & A

Question - How do you keep the ELP confidential?

Answer (Allan) – Download the ELP from CaMS and send e-version to instructor

- Once filled in, they will return all ELPs at the end of the month to be uploaded back to CaMS
- All uploads are performed at the end of the month
- Even though the learner can update their own ELP, they will not have access to CaMS

Question – Why the lack of buy-in from programs?

Answer – No official ELP training session has happened yet, even though one was expected after the pilot wrapped up.

- A training module is available on EOPG
- Programs in the LLSC area would like an official training

Question – Is there a place in CaMS where the instructor can add notes or marks?

Answer – Yes for notes (in comment box), no for marks.

Question – If a learner transferred to a program from another city, can we view the activities they've completed in CaMS?

Answer – No, because activities are specific to the program

- Milestone progress can be viewed

Question – How much are programs using Culminating Tasks?

Answer (Helen) – If a learner accomplishes the task, they aren't required to do the culminating task

(Anita) – Eventually the culminating tasks will be more important but right now there are only 6 choices so it is hard to relate to every learner's goals

- Many learners have no previous education, which means they couldn't do culminating tasks

Question – If a learner completes a milestone twice is there any benefit to entering both in CaMS?

Answer – No, although many programs do allow a learner to repeat a milestone, if needed.

Question – In terms of the 12 suitability indicators, how likely are clients to self-identify with learning disabilities? Can this selection be changed later?

Answer – Many people aren't aware they have a disability and therefore don't self-identify. The selection can be changed later, as long as the declaration comes directly from the learner.

- Some learners don't want this information recorded as it's a government database and there is concern that the information could come back on them later

Question – If a learner leaves the program and the file is closed, will that person count as a new learner if they come back to the same program?

Answer – Yes. When in doubt about what to do in these situations, contact your ETC.

Additional Notes

- The more people who use the ELP, the more likely that a case can be made for making improvements.
- There is “more to the story” than what is entered in the ELP
 - E.g. Referrals/conversations with other agencies are not noted
 - CaMS is aiming to be as comprehensive as possible
- Progress is a measure during service and at exit of the number of learners who successfully complete at least one of the required milestones. Therefore, it is a measure of successfully completed milestones only.
- Completions are completed milestones, learning activities and culminating tasks at closure. It is a measure of who successfully completes all elements of their learner plan.

Questions about this newsletter? Please contact us at 519-681-7307 or literacylink@gmail.com

