

# Facts About...

## Literacy Service Planning

The Ontario Literacy field operates as a system of delivery. This delivery system involves a variety of literacy organizations, including support and delivery agencies.

**This Government recognized delivery system is designed to**

- effectively service Ontarians who seek literacy upgrading for different reasons including
  - employment
  - further education and training
  - independence
- allow literacy programs to cultivate a delivery niche – a level of literacy or a delivery method (one-to-one, small group or classroom) that they specialize in

The role of literacy community planning is to ensure that, through discussion, a full literacy system exists, and that all levels of literacy, all delivery methods, and instruction relevant to all goals are available in each community.

**Literacy Service Planning (LSP)** was first introduced to the literacy field in the early 1990s.

The goal of LSP was for regional literacy networks to invite literacy delivery agencies to come together to talk about literacy services and to create a community plan that documents community literacy goals.

**The following are some of the common goals that all LSPs across the province have been working towards**

- developing profiles of who is attending literacy agencies
- identifying gaps in service
- identifying duplication of service
- sharing information on government and community initiatives
- learning from agency best practices
- gathering information from the field to provide informed advice to government
- analyzing referrals to literacy programs
- looking at learner goal paths and strengthening connections between programs and learner goal paths
- developing an understanding of common assessment
- developing information and referral protocols
- initiating discussions with other Employment Ontario partners who have a stake in literacy

The Literacy Service Planning process varies from community to community

- some communities meet monthly, while others meet bi-monthly or, where programs are further apart, even quarterly
- some literacy networks are using electronic means such as teleconference calls, email, or wikis to coordinate Literacy Service Planning

Whatever the method of coordination, the goal is to ensure that literacy delivery agencies have access to similar supports and information in order to do their work.

If you have questions about literacy service planning in your area, contact your regional literacy network.

