

# Beginner's Guide for Program Coordinators of Literacy Organizations in Ontario



~ Introducing the 2016 Version ~

# Produced collaboratively by...

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Coalition ontarienne de  
formation des adultes

**EMPLOYMENT  
ONTARIO**

This Employment Ontario project, program or  
service is funded by the Ontario government.



# What is the purpose of the Guide?

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“This manual is designed to help the new **Literacy and Basic Skills (LBS)** program coordinator adjust to the adult literacy delivery environment in Ontario.”



# What is the purpose of the Guide?

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“Efforts have been made to keep the terminology and the description of processes as simple as possible and to focus on what will help new program coordinators get started in their positions and experience success!”



# The Guide includes...

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- The language of literacy (including acronyms!)
- The role of the support organizations
- The role of literacy services planning
- MTCU processes, documents, and accountability
- Available resources



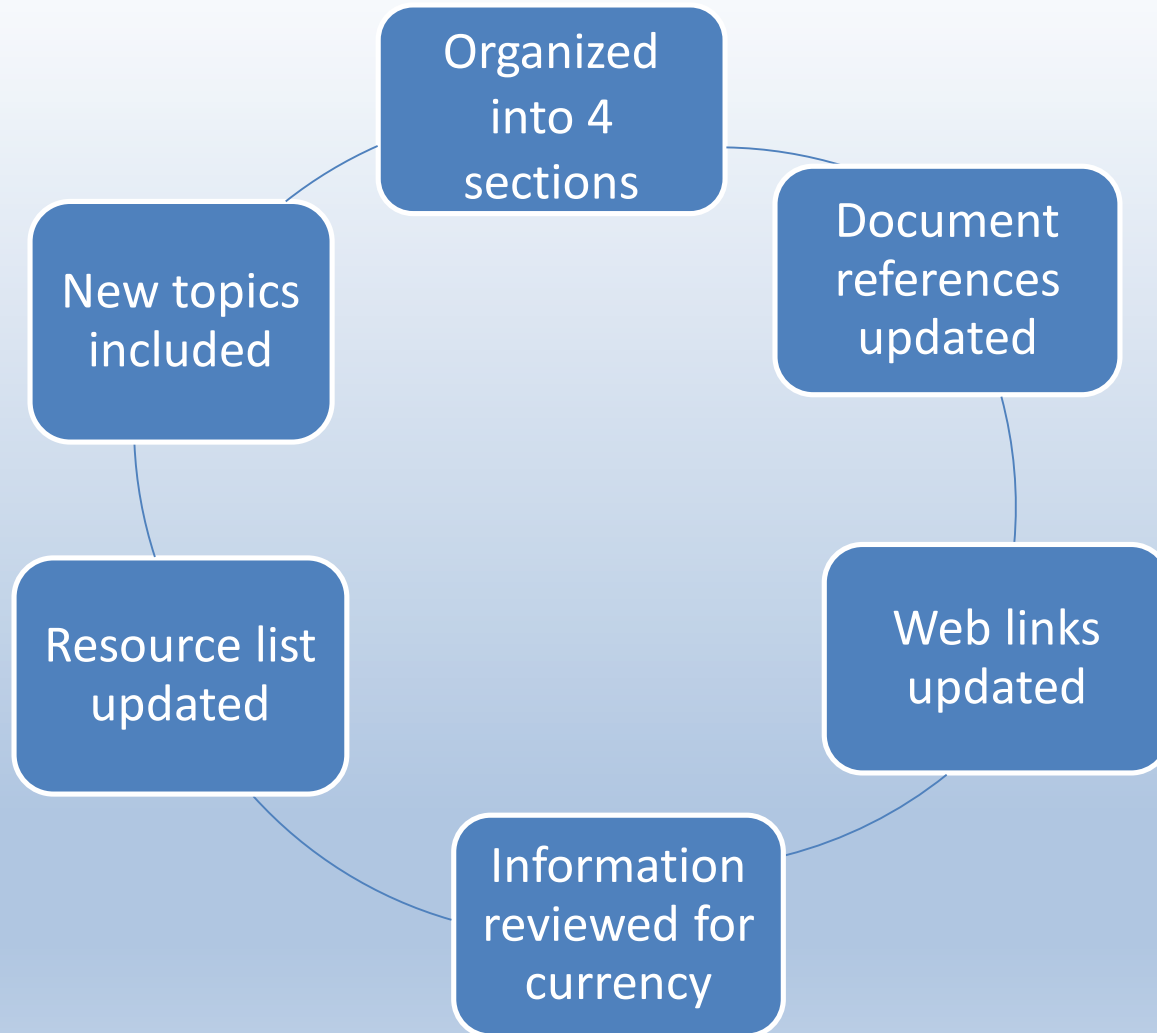
# And Introducing...a new Appendix

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## The EOIS-CaMS User Guide for New Staff



# Highlights of the New Beginner's Guide





# How is the Guide Organized?

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**Section 1: The Literacy Landscape**

**Section 2: Program Administration**

**Section 3: The Learners**

**Section 4: Resources/Appendices**





## Section 1: The Literacy Landscape

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- Program Coordinator/Manager
- Employment Ontario Partners Gateway\*
- Mentoring and Coaching
- Terms and Acronyms
- Getting to Know Your Support Organizations
- Employment Ontario and LBS\*

\*new or significantly revised



## Section 2: Program Administration

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- The LBS Agreement\*
- LBS Service Provider Guidelines
- Employment Ontario Information System\*
- Annual Business Planning

\*new or significantly revised



## Section 2: Program Administration

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- Intro to the OALCF
- LBS Performance Management System\*
- Program Monitoring\*
- Financial Compliance\*
- Annual Work Plan

\*new or significantly revised



## Section 3: The Learners

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- Learner Screening and Intake
- Learner Assessment\*
- Learner Files
- Learner (Customer) Satisfaction

\*new or significantly revised



## Section 4: Resources/Appendices

- Other Useful Websites\*
- Sources
- Appendices

\*new or significantly revised



## Section 4: Resources/Appendices

- Acronyms\*
- Mentoring and Coaching
- An Assessment Tool for Networks

\*new or significantly revised



# And Introducing...a new Appendix

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## The EOIS-CaMS User Guide for New Staff



Full of screen shots and helpful notes, tips, and reminders!



Using CaMS  
Resources and  
Training on EOPG

Setting up and  
accessing your  
CaMS account

Opening and  
updating a  
Service Plan

Accessing  
CaMS Reports

**The EOIS-CaMS  
User Guide for  
New Staff**

Closing a  
Service Plan

Tracking/entering  
Resource and  
Information data

Using a File  
Checklist

Tracking/entering  
Follow-ups





# How can I get a copy?

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Available for free download

English version

[www.northernliteracy.ca](http://www.northernliteracy.ca)

French version

[www.coalition.ca](http://www.coalition.ca)



# Questions? Comments?

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Thank you for your interest!