



FORWARD TOGETHER

CESBA Conference 2024

December 4-5

CELEBRATING 25 YEARS

AVANCER ENSEMBLE

Conférence de CESBA 2024

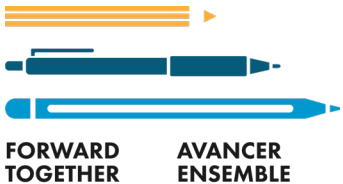
4-5 décembre

CÉLÉBRONS NOS 25 ANS

CESBA Presents...

LBS Sector Day

December 4, 2024



Welcome

Break 10:30 – 11:00

Lunch 12:30 – 1:30

Networking 2:30 – 3:30



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Your LBS Committee

Melissa Friske – Renfrew County DSB

Lori Sheppard – Lambton Kent DSB

Sally MacDonald – Greater Essex County DSB

Gaby Jolie – Toronto DSB

Lou-Ann Best – Peel DSB

Daphne Lane – retired UCDSB



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Ice Breaker

Lori Sheppard and Sally MacDonald

Panel Discussion

Best Practices for Seamless Client Pathways From LBS to Credit

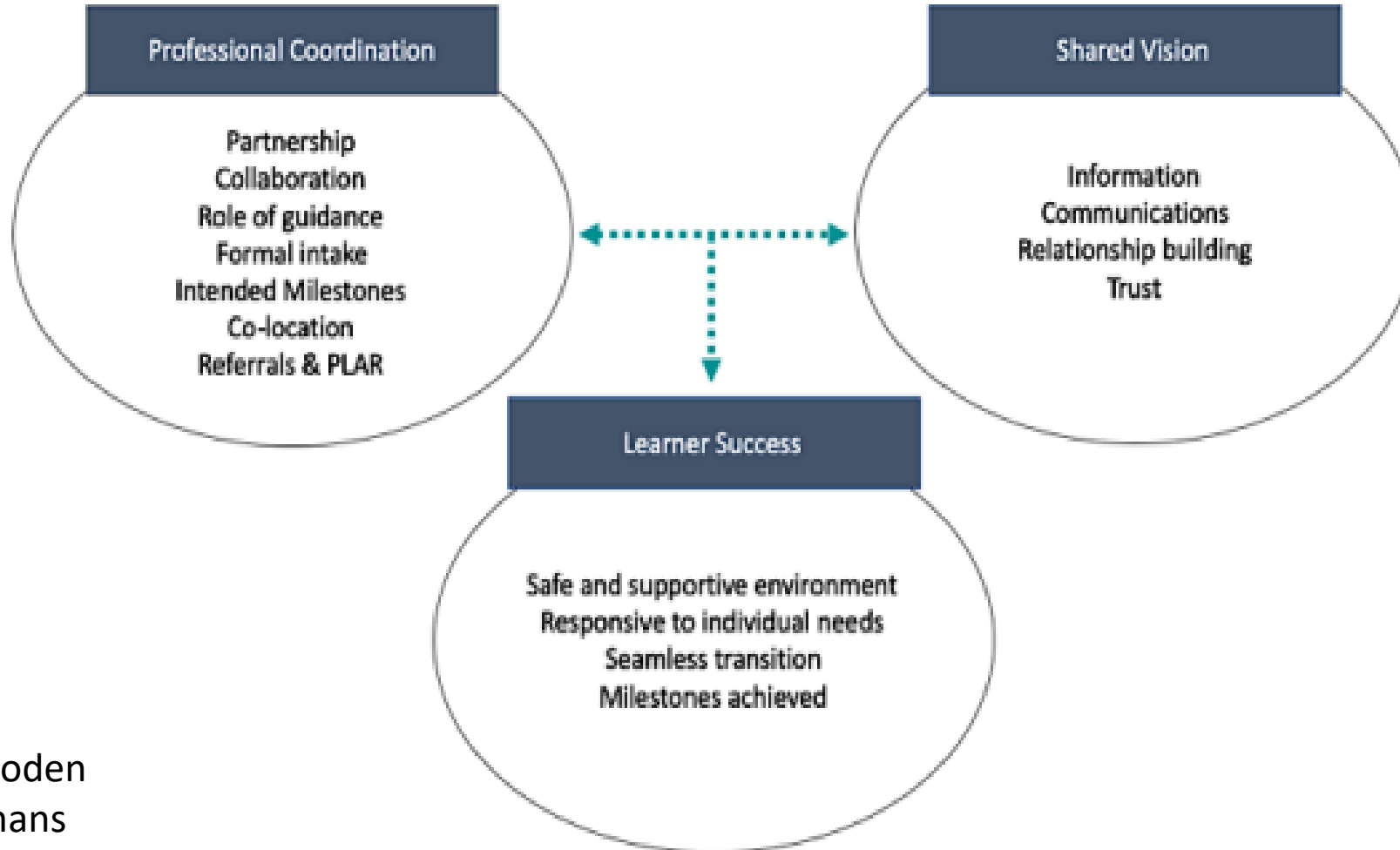
Best Practices for Seamless Client Pathways

Grace Santeramo - TDSB

Lisa Hickman - KPRDSB

Jill Slemon - LCDSB

LBS Credit Program Scan



Dr. Lorraine Gooden
Dr. Sandy Youmans

Tell us what you think!

Visit:

www.cesba.com/2024surveys

or use the QR code to share feedback on this workshop.



Financial Reporting



René Bourget

TR Leger Comptroller,

LBS and ESL Manager

Upper Canada DSB

Financial Reporting Unpacked

- ❑ Estimated Expenditure Report (EER)
- ❑ Statement of Revenue and Expenditure Report (SRER)



Don't be late!



Mark your calendars!

- December 13 EER 3
- January 19 EER 4
- April 1 EER 5
- SRER June 13, 2025

Final Tips

More about the EERs and SRER...

- The templates are available on SP Connect just weeks before they are due
- The templates for the EERs are the same for all five
- The EERs are estimates, but some school board finance departments may be more inclined to input actuals – this is not necessary
- Explain variances
- Include your interest earned

Rene's Tips: Q&A



Tell us what you think!

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Break



Reconvene at 11:00



Our Agenda

How LBS supports the Skilled Trades:

- The Learning Networks of Ontario
- Through Skills for Success funding
- At the program level

Step Up and Succeed:

- Promoting LBS to the Skilled Trades
- The Employer Resource Hub
- The LBS Apprenticeship Toolkit
- Helping LBS connect to the Skilled Trades

LBS can collaborate with and support:

- Learners
- Signed apprentices
- Journeypeople
- Employers in the Skilled Trades
- Trade Unions
- Pre-apprenticeship and Apprenticeship TDAs
- Provincial apprenticeship organizations

How is LBS
supporting the
Skilled Trades
already?

The Learning Networks of Ontario:

- Apprenticeship Community of Practice
- Pop Up PD's apprenticeship-focused webinars
- LNO's #HereForApprentices social media campaign, Apprenticeship Connection newsletter, and podcasts
- LNO members attend trades-based events, provide information sessions for organizations connected to the trades, make presentations at trade unions, and more

How is LBS
supporting the
Skilled Trades
already?

Provincially, LBS programs serve:

- Almost **4,000** learners on the apprenticeship goal path
- **500** learners who already hold a certificate of apprenticeship or C of Q
- Over **800** learners referred to LBS by pre-apprenticeship or apprenticeship training programs

These numbers don't take into consideration learners who are pursuing a high school credential so they can sign an apprenticeship contract

How is LBS
supporting the
Skilled Trades
already?

Through Skills for Success:

- Over **300** new LBS resources were developed, including **87** apprenticeship-focused resources
- All **16** regional literacy networks participated in outreach to organizations in the apprenticeship system
- LBS programs participated in **120** pilot programs, several of which were focused on the skilled trades

How is LBS
supporting the
Skilled Trades
already?

Examples of **new** resources:

- Food Services Preparation (5-part series)
- Exploring Employment as a Cabinetmaker
- Learning to Use the Skills Canada App
- Five Steps to Apprenticeship
- Explore the Construction Training and Apprenticeship Ontario (CTAO) Hub (6-part series)
- Child Development Practitioner Apprentice (5-part series)
- Tools of the Masonry Trade (4-part series)
- ECE Reader, Activity Book & Answer Key

How is LBS
supporting the
Skilled Trades
already?

Examples of “seasoned” resources:

- Apprenticeship Tasks on the Task Based Activity Portal (QUILL)
- Getting the Job Done – Preparing to Write the Certificate of Qualification (CofQ) Examination (Mid North Network)
- Apprenticeship Live Binder (Literacy Link South Central)
- Skilled Trades and Apprenticeship Resources for LBS website (QUILL)

How is LBS
supporting the
Skilled Trades
already?

In LBS programs:

- Helping learners understand the skilled trades and what an apprenticeship is
- Pointing out when a learner's job goal may offer apprenticeship opportunities
- Identifying which skills learners already have and which they could improve to be successful in the skilled trades

And of course, offering the **individualized, contextualized support** that adult learners need to be successful!

Step Up and Succeed

- Sharing the value and benefit of LBS services across the skilled trades landscape
- Support for employers via the Employer Resource Hub
- Support for LBS programs via the LBS Apprenticeship Toolkit
- Helping LBS deepen their connection to organizations within the skilled trades




Outreach, presentations,
information sessions and workshops

Promoting LBS to the Skilled Trades

A person is standing on a wooden ladder, holding up a large, light-colored puzzle piece against a wall. The wall is covered with many other puzzle pieces of various shades of blue and grey. The scene is dimly lit, with a dark, shadowy background. The overall mood is one of construction and completion.

Tips, guides, checklists, fillable
templates and videos for employers

The Employer Resource Hub



Sneak Peek: nine tools to support
you and your learners

The LBS Apprenticeship Toolkit

What's in the Toolkit?

1. An infographic about how to navigate the apprenticeship process
2. An LBS activity that outlines “a day in the life” in the trades
3. A math-focused LBS activity about financial supports for apprentices
4. A chart that outlines the different educational requirements for each trade
5. A short video about the benefits of choosing a career in the trades

What's in the Toolkit?

6. A “how to” guide about collaborating with apprenticeship TDAs
7. A resource to help you and your learners learn about trades training opportunities (ex. try-a-trade events)
8. A navigation guide to help you find apprenticeship-focused LBS activities
9. A fillable template regional literacy networks can use to identify upgrading, employment and skilled trades supports in their catchment area.

The background features a dark blue field with a repeating geometric pattern of interlocking triangles in shades of grey and black. A large, solid green triangle points downwards from the top center, overlapping the patterned areas.

Setting the stage for your next steps

Helping LBS connect to
the skilled trades



Upcoming Webinars

- Apprenticeship 101: A Guide for LBS Practitioners on December 18, 2024 from 1:00 pm to 2:00 pm
- LBS and Skilled Trades Training: A Model for Collaboration and Success on January 23, 2025 from 1:00 pm to 2:00 pm



Questions and conversation



Thank you!

Literacy Link South Central

www.llsc.on.ca

519-681-7307

Jan Gourley, Project Manager

jan@llsc.on.ca

Summer Burton, Co-Executive Director

summer@llsc.on.ca



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Ministry Discussion and CESBA Deliverables

Presenter: Charlotte Parliament, CESBA

Ministry Discussion

Answers to our Hot Topic Questions

1. Suitability
2. LBS Review
3. Bill 124
4. Performance Management (CTs and MS)
5. Registration and Exit/Follow Up – upload version
6. ESL learners and LBS

CESBA Business Planning 2024-2025

CESBA typically commits to 4 deliverables above our ongoing support to service providers, leading an LBS Committee and government relations.

2023-2024

LBS Forum in June

The Updater – 2 editions

LBS Sector Day

LBS/ESL Series of Virtual Workshops

Ideas for deliverables for 2024-2025

- *Resources*
- *Training*
- *Connections*
- *??????*

Tell us what you think!

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LBS UPDATER



Lunch

Reconvene at 1:30



Business Planning: Make It Count

Allan Bingham

Gateway Program Coordinator (Literacy & Basic Skills)
Thames Valley DSB

Business Planning

Business Plan Cycle 2025/26

- Business Plans are developed and submitted annually
- Usually due in early January 2025
- Template uploaded to SP Connect usually in December

Business Planning

Business Plan Cycle 2025/26

4.2.1. LBS Service Provider Site Business Plan

The Business Plan outlines an organization's plans to deliver all five services of the LBS Program:

- Information and Referral
- Assessment Learner Plan
- Development
- Training
- Follow-up

Business Planning

What does NOT go into the Business Plan

- Not a business plan in the traditional sense
- Day-to-day happenings

Business Planning

25th CESBA

- Looking back at business plans



LITERACY AND BASIC SKILLS (LBS) PROGRAM

**BUSINESS PLAN 2005-2006
Delivery Agencies**

Agency Name

Signature of Corporate Head

Printed Name

Position

Date

**Original and one copy of the Business Plan and
two signed Schedule Bs are due to the Ministry
by April 11, 2005**

Please read the **Business Plan 2005-2006 Instructions** before you complete the business plan.



SECTION 1: Agency Profile															
It is important you ensure that your agency and site information is accurate and complete in the Literacy and Basic Skills Information System (LBS-IMS). MTCU will be using the data in the LBS-IMS for processing your Business Plan 2005-2006, and for communication with your agency.															
1	<table border="1"> <tr> <td>Legal/Corporate Name of Agency:</td> <td>Agency Number: 222</td> </tr> </table>	Legal/Corporate Name of Agency:	Agency Number: 222												
Legal/Corporate Name of Agency:	Agency Number: 222														
2	<table border="1"> <tr> <td>Contact for all Sites:</td> <td>Position: LBS Coordinator</td> </tr> </table>	Contact for all Sites:	Position: LBS Coordinator												
Contact for all Sites:	Position: LBS Coordinator														
3	<table border="1"> <tr> <td>E-Mail Address:</td> <td>Telephone:</td> </tr> </table>	E-Mail Address:	Telephone:												
E-Mail Address:	Telephone:														
4	<table border="1"> <tr> <td>Site Name: London Adult Basic Education</td> <td>Site Number: 01</td> </tr> <tr> <td>Site Name: Elgin Adult Basic Education</td> <td>Site Number: 02</td> </tr> <tr> <td>Site Name: Blossom Park Education Centre</td> <td>Site Number: 03</td> </tr> <tr> <td>Site Name: Strathroy Adult Learning Centre</td> <td>Site Number: 04</td> </tr> <tr> <td>Site Name:</td> <td>Site Number:</td> </tr> <tr> <td>Site Name:</td> <td>Site Number:</td> </tr> <tr> <td>Site Name:</td> <td>Site Number:</td> </tr> </table>	Site Name: London Adult Basic Education	Site Number: 01	Site Name: Elgin Adult Basic Education	Site Number: 02	Site Name: Blossom Park Education Centre	Site Number: 03	Site Name: Strathroy Adult Learning Centre	Site Number: 04	Site Name:	Site Number:	Site Name:	Site Number:	Site Name:	Site Number:
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	Site Name:	Site Number:													
	Site Name:	Site Number:													
Site Name:	Site Number:														



Business Planning

SECTION 2 B: Site Services – Summary (Complete one Section 2 B for each site.)		
4	Site Name: London Adult Basic Education	Site Number: 01
38	MTCU has implemented the Taking Stock and Building Capacity activities to build capacity of agencies to support learners with employment-related goals. Please report briefly on the activities your agency has implemented in 2004-2005 and is planning in 2005-2006 to continue to support this capacity building within your agency. (Point form is acceptable).	
	Identify three priority areas that <i>either</i> did not meet the requirements or that you feel could be improved and briefly outline your agency's plan for improvement in 2005-2006. Please refer your agency's LBS Program Monitoring Report provided to you by your LBS Field Consultant from your most recent program visit.	

Business Planning

Preparing for the Business Plan

- First thing you should do
- Login to SP Connect
- Copy all questions
- Paste into MS Word/Google Docs

Business Planning

Your session is about to expire in 2 minutes!



⚠ Your session will expire in 116 seconds.

Do you need more time?

Yes, Extend Time Limit

No

Business Planning

Server Error

500 - Internal server error.

There is a problem with the resource you are looking for, and it cannot be displayed.



Business Planning



You are not authorized to access SP Connect, please try re-login. If problem still persists, please contact system administrator.

Business Planning

Instructions

- How do you plan to achieve performance commitments
- Emerging local and/or regional labour market conditions
- Continuous improvement strategies; developed and tracked

Business Planning

Instructions

- A business plan must be completed for each site.
- Ministry Note: Please use Microsoft Edge to complete your business plan. Having more than one browser open while completing the business plan may cause technical issues.

Business Planning

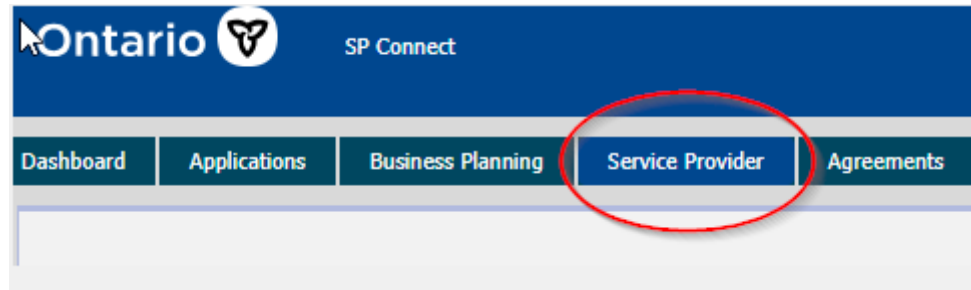
Instructions

- What documents are useful while completing business plan
 - Program Guidelines on Employment Ontario Partners Gateway (EOPG)
 - Your contract agreement
 - LBS – Detailed Service Quality (#64) on SP Reports
 - Activity Reports 1 & 2 on SP Connect
 - Monitoring Questionnaire on SP Connect

Business Planning

Service Delivery Operations (Hours of Operation: Question 2)

- Confirmation of site's current hours



- Update on 211 Ontario – which should feed into the Find Employment and Training Services website, local agency websites (e.g. SouthWesthealthline.ca), and your own website!
- Regional Literacy Network information
- Good time to revise flyers and promotion to send out to employment agencies and OW and ODSP offices for the New Year.

Business Planning

Service Delivery Operations (Services: Question 5)

- Write the Business Plan for someone who doesn't know LBS
- Who are your key community partners?
 - Adult Day School Credit program including tech programs and PSW Programs (Ministry of Education)
 - Federal ESL program (Immigration, Refugees and Citizenship Canada)
 - Provincial ESL program (Ministry of Labour, Immigrations, Training and Skills Development)
 - Programs co-located with Ministry of Children, Community and Social Services
 - Programs co-located with Ministry of the Solicitor General
 - Other co-located programs within Employment Services

Business Planning

Service Delivery Operations (Services: Question 6)

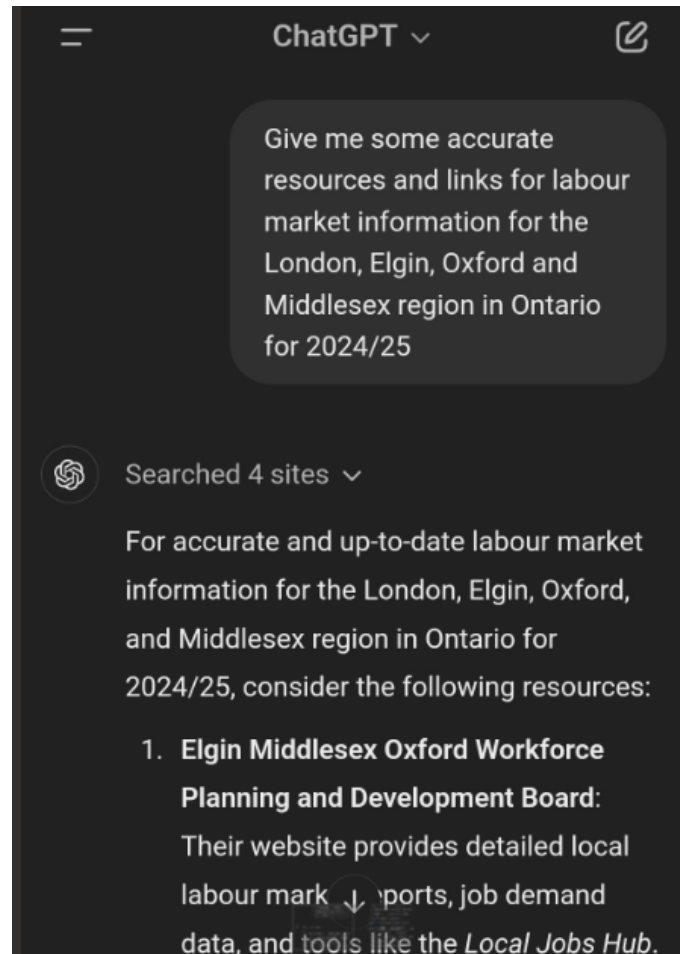
- Do you have any plans to adapt your site's service delivery in the upcoming fiscal year to ensure learners continue to receive quality service?
 - Classroom changes
 - Change of GED/CAEC programming
 - Access to Guidance staff
 - Access to more community resources
 - Community organisations giving presentations to learners

Business Planning

Service Delivery Operations (Services: Question 7a)

- How do you expect local labour market conditions to affect the number of learners requesting intake and service at your site in the upcoming fiscal year? How are you preparing to address expected local labour market conditions?
 - Information from Regional Network Business Plan

Business Planning



Business Planning

2. London Economic Development

Corporation (LEDC): The LEDC offers insights into workforce indicators, hiring trends, and sector-specific data, particularly for industries like advanced manufacturing, digital media, and life sciences. Learn more at [LEDC's website](#) LONDON ECONOMIC DEVELOPMENT CORPORATION

3. **Workforce Planning Ontario:** They host reports and resources for various regions, including Elgin, Middlesex, and Oxford. Their 2024-25 labour market plans provide actionable data on employment trends and skills demand. Access their reports at [workforceplanningontario.ca](#)

WORKFORCE PLANNING ONTARIO

Business Planning

Service Delivery Operations (Service: Question 9)

- How will your site plan to improve services to learners?
 - Take this from learner feedback surveys. What would learners like to see happen in the classroom? Tech, mode of delivery?
 - Good time to survey learners and be proactive.

Business Planning

Service Delivery Options (Outreach and Marketing: Question 10a)

- Describe any emerging local labour market conditions that will impact your site's outreach priorities and marketing strategies in the upcoming fiscal year. Emerging conditions may include shifts in client needs, changing demographics, and/or potential lay-offs. Please reference any relevant statistics and/or reports in your response.?
 - Again, use labour market information from earlier
 - Talk about the demographic changes
 - If medium to large companies are moving into your area, how will you respond to support the needs of the community and workforce

Business Planning

Service Delivery Plan (Continuous Improvement: Question 11)

- Has your site faced any challenges in achieving or maintaining the overall SQS and performance measures?
 - SQS (Service Quality Standard) is 5.9 for LBS Provincial Target. 6.0 for Performance Commitment Annual Target. Refer to your DSQ reports and Activity Reports
 - Here you can talk about performance dimension measures you would like to improve upon.
 - Customer Service (40%): Customer Satisfaction and Service Coordination
 - Effectiveness (50%): Suitability and Learner Progress
 - Efficiency (10%): Learners Served

Business Planning

Service Delivery Plan

(Identifying Strengths and Areas for Development: Question 12 & 13)

- Based on the analysis of your site's results as of October 31, which performance measure would you consider to be a **strength**?
Please describe the activities you undertook that contributed to the achievement of this strength, and how it will continue to be maintained
 - Customer Satisfaction, Service Coordination, Suitability, Learner Progress, Learners Served
 - Use your DSQ for your October 31st results
 - Be positive. Document your hard work.

Business Planning

Service Delivery Plan

(Identifying Strengths and Areas for Development: Question 14, 15a, 15b)

- Based on the analysis of your site's results as of October 31, which performance measure would you consider to be an **area for development**? Please describe your site's plan to improve the identified key area for development in the upcoming fiscal year.
 - Customer Satisfaction, Service Coordination, Suitability, Learner Progress, Learners Served
 - Use your DSQ for your October 31st results
 - Outline your plan of action
 - What is the mid-year milestone for achieving this improvement? Quantifiable?

Business Planning

Service Delivery Plan (Organizational Capacity: Question 16 & 17)

- Based on the analysis of your site's results as of October 31, which organizational capacity dimension would you consider to be a **strength**? Please describe the activities you undertook that contributed to the achievement of this strength, and how it will continue to be maintained.
 - Planning,
 - Measuring,
 - Resourcing,
 - Communicating

Business Planning

Table 1: Dimensions and Indicators of Organizational Capacity

DIMENSIONS	ORGANIZATIONAL CAPACITY INDICATORS	DEFINITION
Planning	Demonstrated use of data	The service provider has evidence that data (non-financial), including local Labour Market Information, is analyzed and evaluated to make both short and long term programmatic/service changes that reflect local labour market and community needs.
Resourcing	Administrative Processes	The service provider has administrative systems in place (Admin, Finance, HR, IT) that support the organization's business commitments to customer service, quality and operational performance.
Resourcing	Financial Performance Results	The service provider is able to demonstrate it has financial controls and processes in place to track and manage the efficient use of "annual" budget allocations in providing

DIMENSIONS	ORGANIZATIONAL CAPACITY INDICATORS	DEFINITION
		service throughout the fiscal year (period of time for which the budget is allocated). Reporting is accurate and timely.
Communicating	Community coordination	The service provider is able to demonstrate that it seeks out and coordinates services with other agencies/organizations in the community including other EO service providers, school boards, Ontario Works, Employment and Social Development Canada - Service Canada, employer associations and other service providers. The organization participates in local community planning processes.
	Governance	<p>The service provider has:</p> <ul style="list-style-type: none"> • Evidence of Annual General Meetings (AGMs) taking place in which the community is invited and/or involved; or • Evidence of governance structure which has processes/policies in place to ensure accountability to funders, clients, community and its own staff; and a mission or mandate consistent with Employment Ontario goals and objectives.

Business Planning

Measuring	Customer Satisfaction and Results Management	<p>The service provider has a customer service charter in place that commits to a standard of customer service including a process for customer feedback and timely agency response.</p> <p>The organization has systems and processes in place to track performance against agreement commitments and standards.</p>
Measuring	Service Delivery	<p>The service provider's mandate/objectives are aligned with the services provided.</p>

Business Planning

Service Delivery Plan (Organizational Capacity: Question 16 & 17)

- Example: Resourcing under administrative processes is a strength for school boards.
- Admin, Finance, IT, HR, Legal/Freedom of Information

Business Planning

Service Delivery Plan (Organizational Capacity: Question 18 & 19a & 19b)

- Based on the analysis of your site's results as of October 31, which organizational capacity dimension would you consider to be a key **area for development?** Please describe your site's plan to improve the identified key area for development in the upcoming fiscal year.
 - Planning,
 - Measuring,
 - Resourcing,
 - Communicating

Business Planning

Service Delivery Plan (Organizational Capacity: Question 18 & 19a & 19b)

- Example: Communicating under community coordination
- The need to market with current funds. Keeping up with organizations and sending out marketing and publicity. Community partners. Disseminated information to staff.
- What is the mid-year milestone for achieving this improvement

Business Planning

Service Delivery Plan

(Literacy Services Planning and Coordination: Question 20)

- Do all proposed activities in this business plan correspond with the proposed activities agreed to at the Literacy Services Planning and Coordination meeting and are the activities described in the 2025-26 Literacy Services Plan, including the service delivery chart (for this site)?

Business Planning

Service Delivery Plan (Target Number of Learners: Question 21)

- Total number of learners to be served at your site in the upcoming fiscal year:

Business Planning

Service Delivery Plan (Training Supports: Question 22)

- Do your learners require training supports?
 - Should be the same as previous years unless discussed with ETC

Service Delivery Plan (ASL Interpreter / Intervenor Funding: Question 23)

- Are you a Deaf stream service provider requesting ASL Interpreter / Intervenor funding?

Business Planning

Tips for Preparing the BP

- Your ETC is not expecting major changes in your BP each year
- Have your reference documents handy
- Don't over commit
- Write it all in Word - copy to SP Connect
- 4000 characters in each input box/700 words/1.5 pages. Plenty of space.
- Download the PDF

Business Planning

Tips for Preparing the BP

- Only the signing authority should submit the business plan in SP Connect
- Know roles and responsibilities
- Plan the timelines with your Administrators

Business Planning

Good luck!

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CESBA Updates

Presenter: Charlotte Parliament, Program Manager

Highlights from this year

Core Deliverables

- LBS Forum in June
- The Updater
- LBS/ESL virtual sessions
- LBS Sector Day



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Supporting ESL Learners In LBS Overview of Workshops

Presenter: Shirley Graham

Overview of LBS Workshops

September

- LBS: A Path to Supporting ESL Learners in Rural Ontario
- Resources listed at the end of the report

October

- Updates to LBS Guideline; Intake & Assessment Impact Re: removal of CLB 6 recommendation
- Assessment solutions and Challenges for Instructors

November

- Survey Results – What you responded – Needs, Challenges, Best Practices
- Panel Discussion – Strengthening Partnerships – within your Board and with Community partners



Impact At-a-Glance



More highlights...

LBS Development Funding

- Milestones and Culminating Tasks
- LBS Forum March 3 2025
- Video Training Resources:
- LBS Impact Report
- LBS Needs Assessment Tool
- Q&A Resource on the way

Tell us what you think!

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Networking

Lori Sheppard and Sally MacDonald

- An opportunity to ask questions and delve more deeply
- Topics:
 1. Best Practices Seamless Pathways
 2. Business Planning
 3. LBS Funding/Business Planning
 4. Strengthening Apprenticeship Ladder

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Thank you

Merci



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