Performance Management Support

Literacy Link South Central has committed to providing performance management assistance to LBS service providers throughout the coming year. As part of the business planning process, the Learning Networks of Ontario will be spearheading provincial initiatives around this topic. Over the next several months, you will be receiving newsletters from LLSC on the performance management topic and we'll be passing along some of the tools and resources that will be created provincially.

Data Collection and Performance Management

Qualitative Data Collection through Effective Questioning

In the context of Performance Management, asking project staff, and yourself, effective questions about your processes can help provide insight into the current state of your organization, create a vision of a preferred situation or outcome, and help plan for change. The way we ask questions can make a difference to the responses we will get. Simply put, well thought-out questions are more likely to lead to valuable answers, while poorly formulated questions are more likely to mislead our thinking and discussions. While Quantitative data deals with facts and figures, Qualitative Data Collection focusses on feelings, thoughts and vision – valuable data to guide your organizations performance. There are several categories of effective question for gathering Qualitative data:

- **Focus Questions:** What aspects of this project concern you?
- **Observation Questions:** What do you see? What do you hear?
- **Analysis Questions:** What do you think about…? What are the reasons for…?
- **Feeling Questions:** How do you feel about the situation?
- **Visioning Questions:** How would you like it to be?
- **Change Questions:** How can the situation be changed for it to work the way you would like?
- **Exploring Alternatives:** How could you reach that goal? Is there any other way?
- **Considering Consequences:** How would your alternative ideas impact others?
- **Considering Obstacles:** What keeps you from doing what you intended to do?
- **Personal Involvement and Support:** What will it take for you to participate in the change? How can we support you?
- **Personal Action Questions:** Who do you need to talk to? How can you get others to work on this with you?

Adapted from: Integrated Monitoring: A Practical Manual for Organisations That Want to Achieve Results
http://www.hapinternational.org/pool/files/demystifying-the-monitoring-process.pdf

Employment Ontario Self Service (EOSS)

How will the Employment Ontario Self Service portal impact your organization's processes?

When Employment Ontario's Self Service portal launches in March of 2013, clients will use it to pre-screen their suitability for EO programs and services online. Using EOSS, clients can submit an online application to their choice of service providers within their community. Once they submit that application, the process will be as follows:

1. The client's selected Service Provider will be notified that an online application has been submitted. They will be able to access the clients' basic eligibility information and interests.
2. Service Providers can extract the client data collected online into EOIS CaMS to create a new client case, reducing the amount of data entry required.
3. Service Providers are expected contact the client (in the manner the client requested) **within two business days** of receiving the online application. To manage your organizations performance, plan for how to achieve this expectation before the launch of EOSS. Who will monitor submissions? Who will respond to client enquiries? What will you do when that person is away from the office?
4. Following initial contact with the client regarding their online application, the service provider will continue with their standard in-person intake processes - all potential clients will still need to meet with an EO service provider to complete the formal application and assessment process.

Where can you access more information about EOSS?

*   An overview of EOSS was included in the letter from MTCU sent to EO Partners on November 5, 2012
    http://www.tcu.gov.on.ca/eng/eopg/publications/20121112_eoss_adm_letter_to_eo_partners.pdf
*   Initial information on EOSS was included on page 5 of 2013-2014 Service Provider Site Business Plan Instructions http://www.tcu.gov.on.ca/eng/eopg/publications/2013-2014_lbs_sd_instructions.pdf
*   A copy of the EOSS presentation to the Service Delivery Advisory Group (SDAG) is available on the EOPG website
    http://www.tcu.gov.on.ca/eng/eopg/publications/20121105_sdag_es_self_service.pdf
*   E-Training will be provided closer to launch

If you have questions about EOSS and its impact on your organization, please consult your Ministry contacts or the EOSS team directly at info.EOSS@ontario.ca

LBS and Performance Management

CLO Performance Management Webinars

In November and December, Community Literacy of Ontario hosted a free three-part webinar series on the Literacy and Basic Skills Performance Management System (LBS PMS). During the webinars, participants gained a deeper understanding of LBS PMS, performance leadership and how EOIS-CAMS data and reports can be used to make evidence-based decisions and service improvements.

The webinars filled quickly and registration for all sessions is closed. Those who were unable to sign up can still benefit from the information reviewed, as each session was recorded so that all literacy practitioners will be able to access them. Links to the recorded webinars will be posted on the CLO website in late December 2012.

Webinar #1: Leadership and Performance Management in LBS	This webinar will provide an overview of performance management systems and will highlight the critical role of leaders in an outcomes-based service model.
Webinar #2: The LBS Performance Management System – The Basics	Providing an overview of the LBS PMS including the three core components of the LBS PMS: The Performance Measurement Framework; Continuous Improvement; and Business Intelligence
Webinar 3: LBS PMS Data and Reports	Providing an overview of the EOIS-CaMS performance and operational reports and demonstrate that the data contained in the reports "tells a story" of past performance and provides key information to support future-focused evidence-based decision making.

If you have any questions about CLO's Performance Management Webinars, please contact them at 705-733-2312 or by email at clo@bellnet.ca.

Questions about this newsletter?
Please contact us at
literacylink@bellnet.ca
519-681-7307