

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

Improving "Customer Service" through Transitions

Transitions Projects in the LBS Field

The Learning Networks of Ontario have been working on several projects in the 2013-14 year that focus on learner transitions within the Employment Ontario system. Jennifer Kirkham has written a report entitled *Transitions Projects*, which provides a description of the projects and key learnings from each. The projects described in the report help to inform the field about transitions between employment services (ES) and LBS for clients/learners.

This edition of the PMF newsletter will summarize this report and highlight how the information can be used to enhance service coordination within the community.

The full *Transitions Projects* report can be requested from Literacy Link South Central.

Description of Transitions

Employment Ontario clients may experience several transitions within the system. Some typical transitions **LBS learners** experience are:

- From LBS to employment services
- From ES to LBS
- From ESL to LBS
- From a classroom style LBS program to a one-to-one LBS program
- From LBS to an apprenticeship program

This list could go on, and a client may transition many times before achieving his/her desired goal. In order to effectively serve clients, agencies should provide a learner-centred, coordinated case management approach.

Each community handles referrals and transitions differently, so the tools and supports may look different based on available resources.

Key Learnings from the Transitions Projects

- There needs to be a better alignment between ES and LBS, particularly around services being provided and level of materials.
- Information and tools are helpful in ensuring clients make successful transitions between agencies, but personal relationships among transition partners and the ability to create a level of comfort for the client are more important.
- When developing tools, it is important to use clear language that the other sector understands.
- Co-located services make it easier to transition clients between ES and LBS

Next Steps

Several areas have been identified that require further research. These include:

- Barriers which impede successful transitions and the solutions needed to address them
- The client perspective on what creates a seamless service experience
- Measurement of effective referrals
- Potential incentives for practitioners to refer to other agencies
- Transitions between ESL and LBS
- Transitions between LBS and apprenticeship

Creating a seamless service experience for clients is not a simple task, but focusing on transitions and referrals is critical to achieving this goal.

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



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