Employment Ontario Information System (EOIS) Service Provider (SP) Connect

Service Provider User Guide



Chapter 6: Literacy Service Plan (LSP)

Version 1.2 September 2026

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Document History

Version #	Date	Description
1.0	August 2018	Initial Draft
1.1	September 2025	Updates to revised process
1.2	August 2026	Update to program name

6.1 Introduction

Every year, the ministry provides Regional Networks with aggregate Employment Ontario (EO) data reports reflecting Get SET (Skills, Education and Training) program learner activity data. The three data sets include:

- Local Boards
- Consolidated Municipal Service Manager (CMSM) catchment areas
- Census Divisions

The information in these reports, along with the intelligence of local community partners, will allow for analysis of trends and gaps to promote a coordinated approach to service delivery. The Get SET Activity Reports will be complemented by a Literacy Service Plan template, which will be completed by each Get SET Regional Network.

6.2 Roles and Responsibilities

Role	Action
Regional Network Service Provider Submission Authority (SPSA)	➲ Complete and submit a Literacy Service Plan ➲ Create, complete and submit individual site Service Delivery Chart
Get SET-SD Service Provider Submission Authority (SPSA)	➲ Complete and save individual site Service Delivery Chart
Regional Network Service Provider Admin (SPA)	➲ Complete and save a Literacy Service Plan ➲ Complete and save individual site Service Delivery Chart
Get SET-SD Service Provider Admin (SPA)	➲ Complete and save individual site Service Delivery Chart
Ministry Local Consultant (MLC)	➲ Review and recommend a Literacy Service Plan ➲ Obtain manager approval outside of system and confirm approval within SP Connect

6.3 Literacy Service Plan (LSP) Statuses

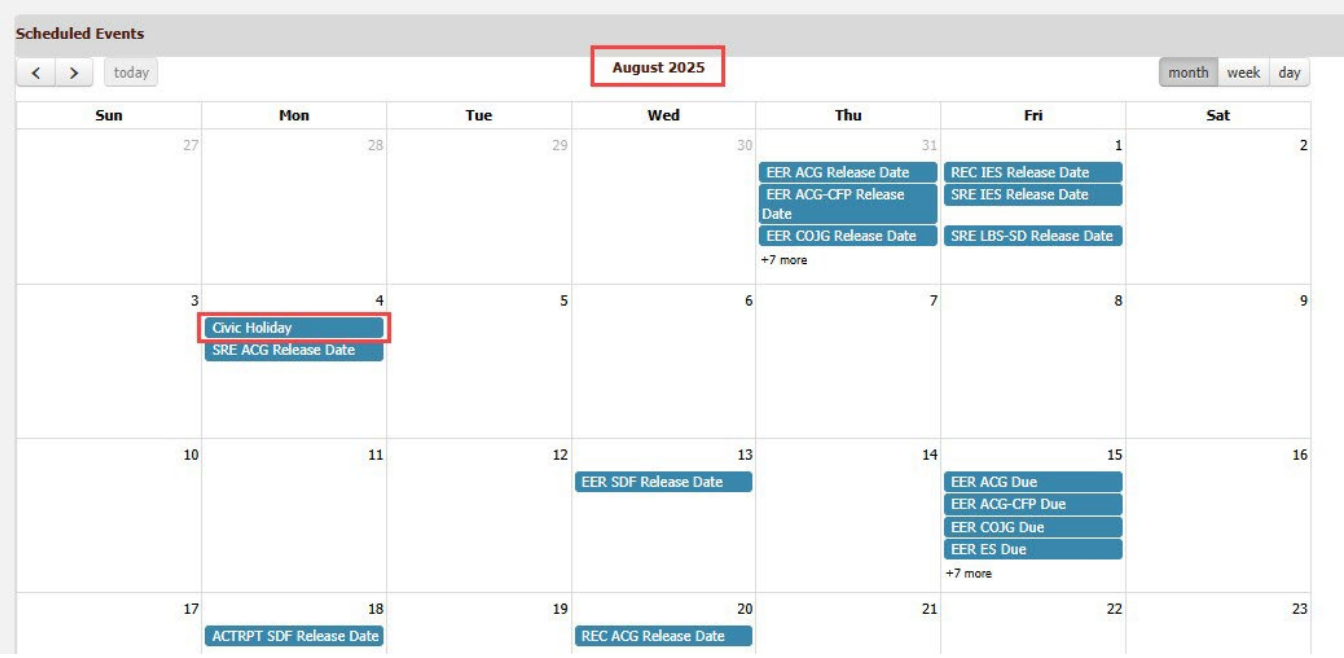
The following shows the various statuses of LSP as they move through the approval process.

Status	Description
Open	The LSP is ready to be populated by the SPSA or the SPA.
Submitted	The LSP has been submitted by the Regional Network SPSA. An MLC must action the LSP.
Pending Resubmission	The LSP has been rejected by an MLC. The SPSA must edit and re-submit the LSP.
Confirmed	The LSP has been recommended by an MLC.

6.4 Due Dates and Statutory Holidays

Release Dates and Due Dates exclude any weekends and/or government recognized statutory holidays (example: Remembrance Day and Easter Monday).

All government recognized statutory holidays will be displayed on the calendar tab.



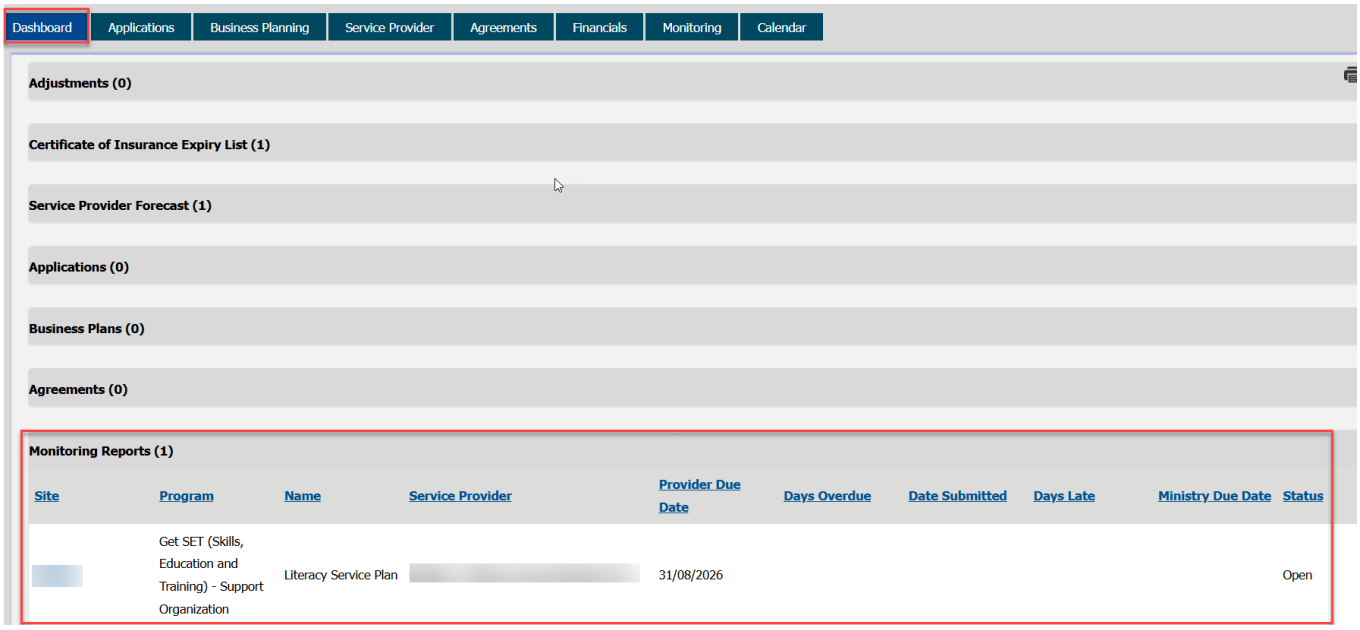
6.5 Pre-Requisite of Service Delivery Site prior to Completing a Literacy Service Plan (LSP)

Prior to the completion of a Literacy Service Plan, all itinerant sites must already be logged into SP Connect, separate from the LSP. This needs to be completed by the Service Delivery Site

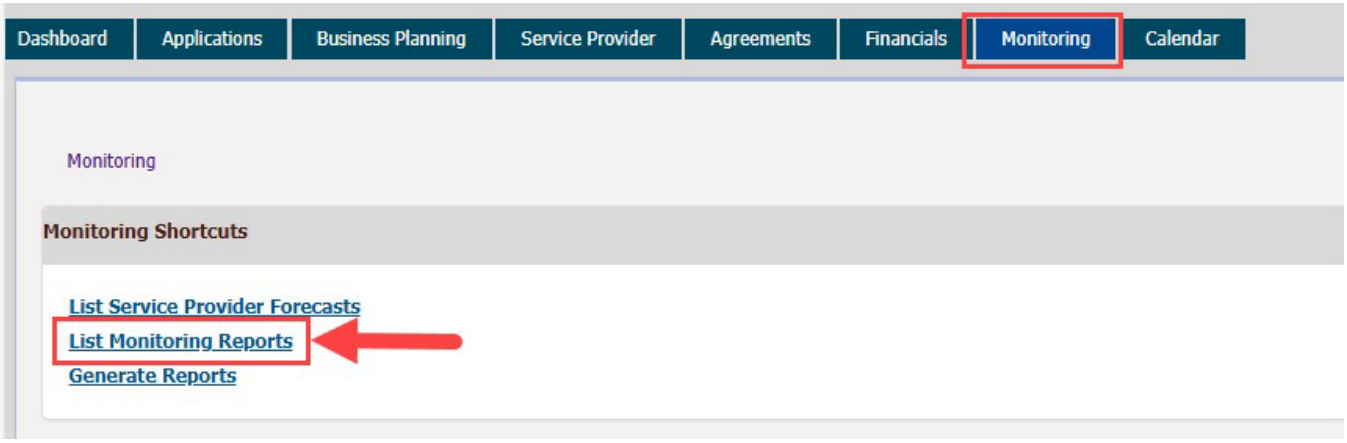
(SDS). Please see Section 4.5.1 of User Guide 4 – Service Provider Management on how to add an itinerant site.

6.6 Populate a Literacy Service Plan (LSP)

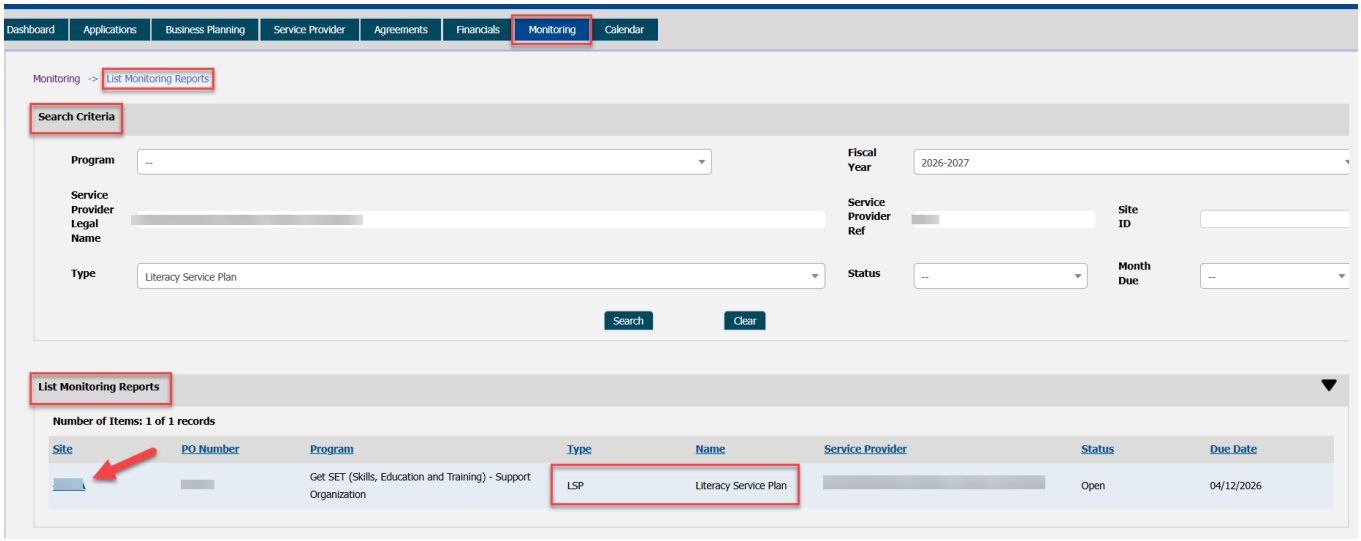
This functionality is available for the Regional Network SPSA. From the Dashboard, the LSP will display under the Monitoring Reports panel.



If the LSP is not on the Dashboard under “Monitoring Reports”, then select the “Monitoring” tab, “List Monitoring Reports” and the “Month Due” and search by “Type” = Literacy Service Plan.



To populate the LSP, select the Site link for the Type = LSP.

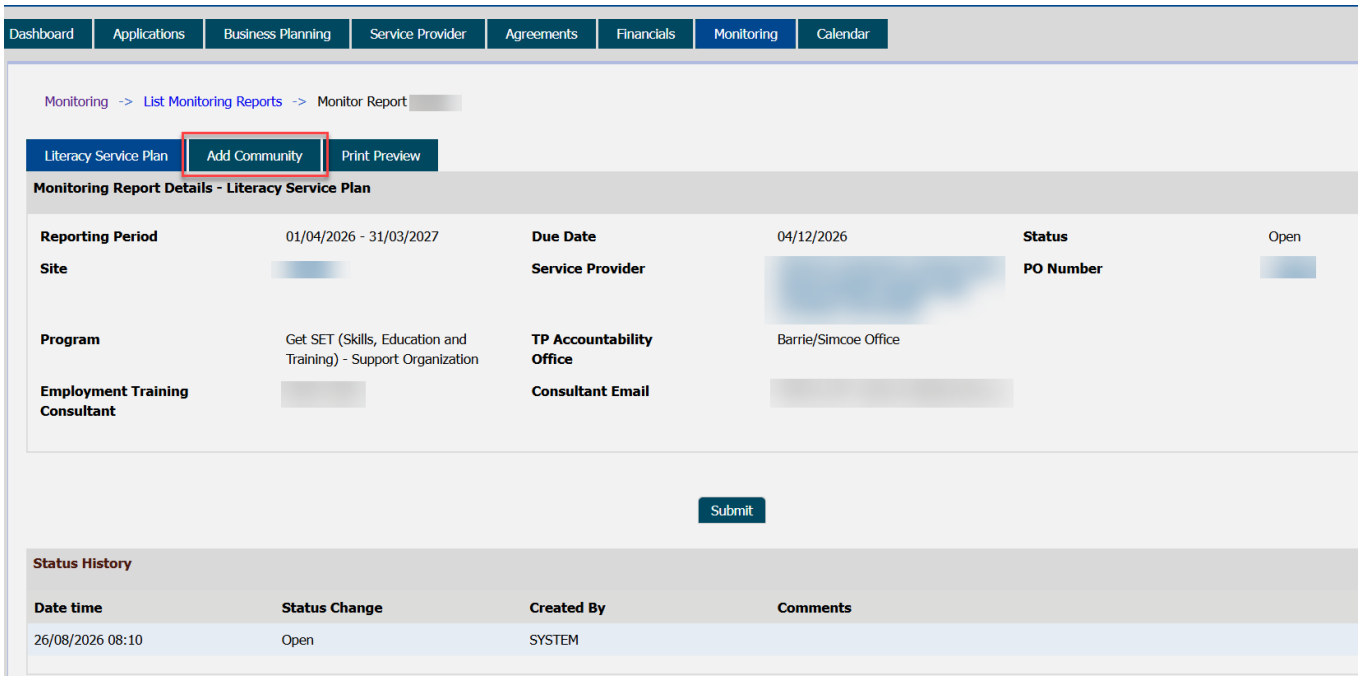


The LSP will display with tabs representing the Service Delivery Charts (i.e., Add Communities) and a Print Preview, which will display the entire LSP.

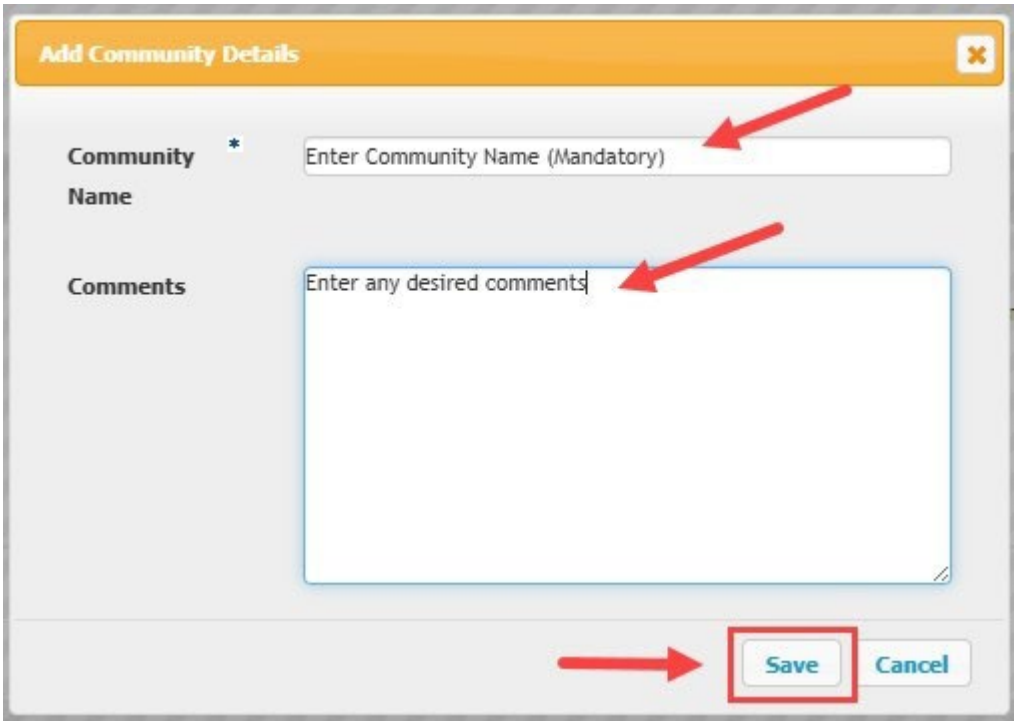
Once a community is created, that community tab will show along with the Add Communities tab.

6.7 Create a Community

To add a community, select the “Add Community” tab.



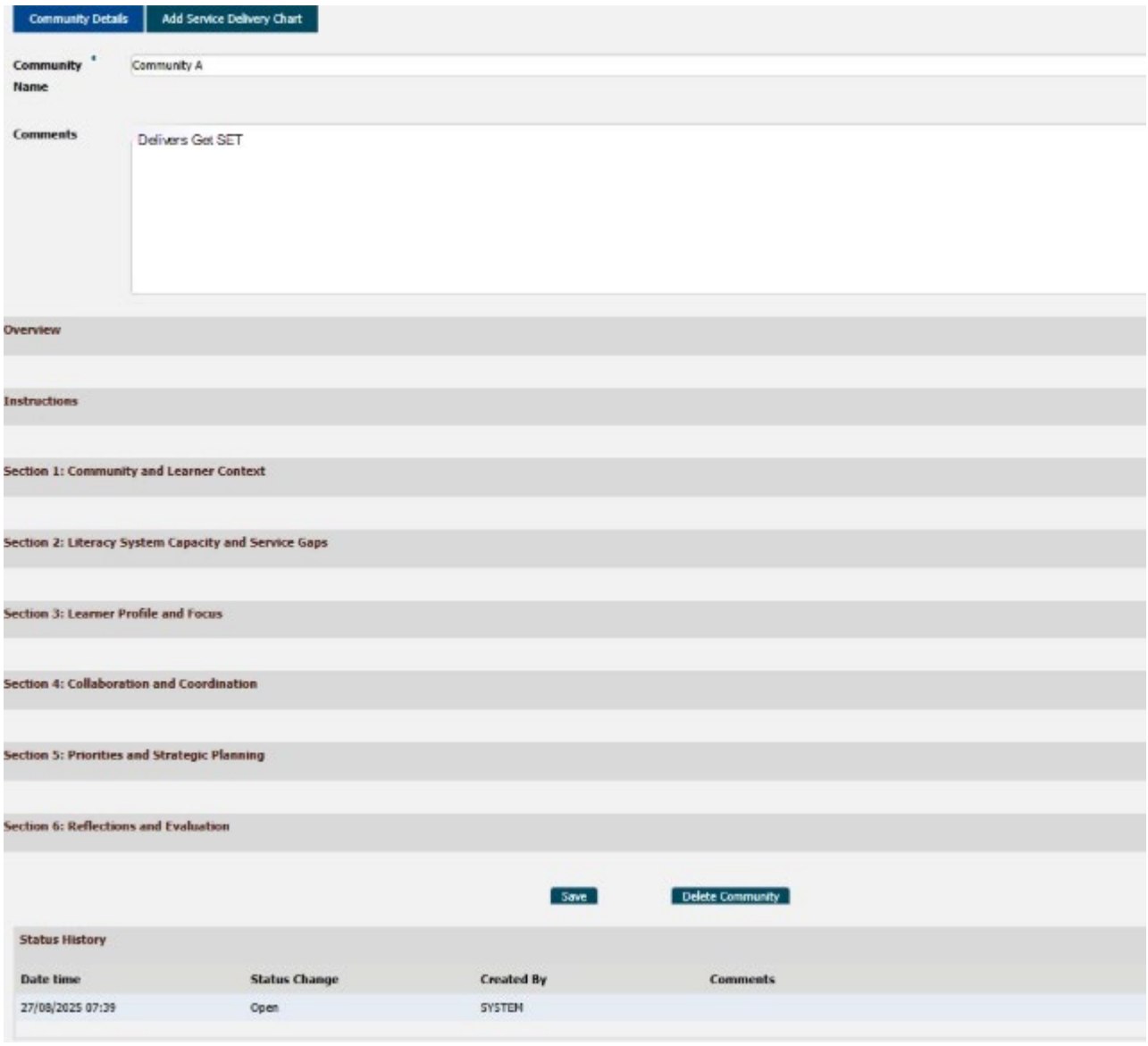
Enter the community name and comments in the Add Community Details pop-up.



Important Note: Any comments entered will be visible by all viewers of this report. A maximum of 4000 characters can be entered.

The Community tab consists of the following panels:

- Community Details
- Overview
- Instructions
- Literacy Service Plan – Regional Network sections
- Status


Community Details
Add Service Delivery Chart
Community Name
Community A
Comments
Delivers Got SET
Overview
Instructions
Section 1: Community and Learner Context
Section 2: Literacy System Capacity and Service Gaps
Section 3: Learner Profile and Focus
Section 4: Collaboration and Coordination
Section 5: Priorities and Strategic Planning
Section 6: Reflections and Evaluation
Save
Delete Community
Status History
Date time
Status Change
Created By
Comments
27/08/2025 07:39
Open
SYSTEM

Complete the Literacy Service Plan – Regional Network sections.



Select “Save” to retain the information or “Delete Community” if the information is not required.

Note: You must save your work before moving to a different page if you wish to retain the information. If you leave this page without saving, the information will be lost.

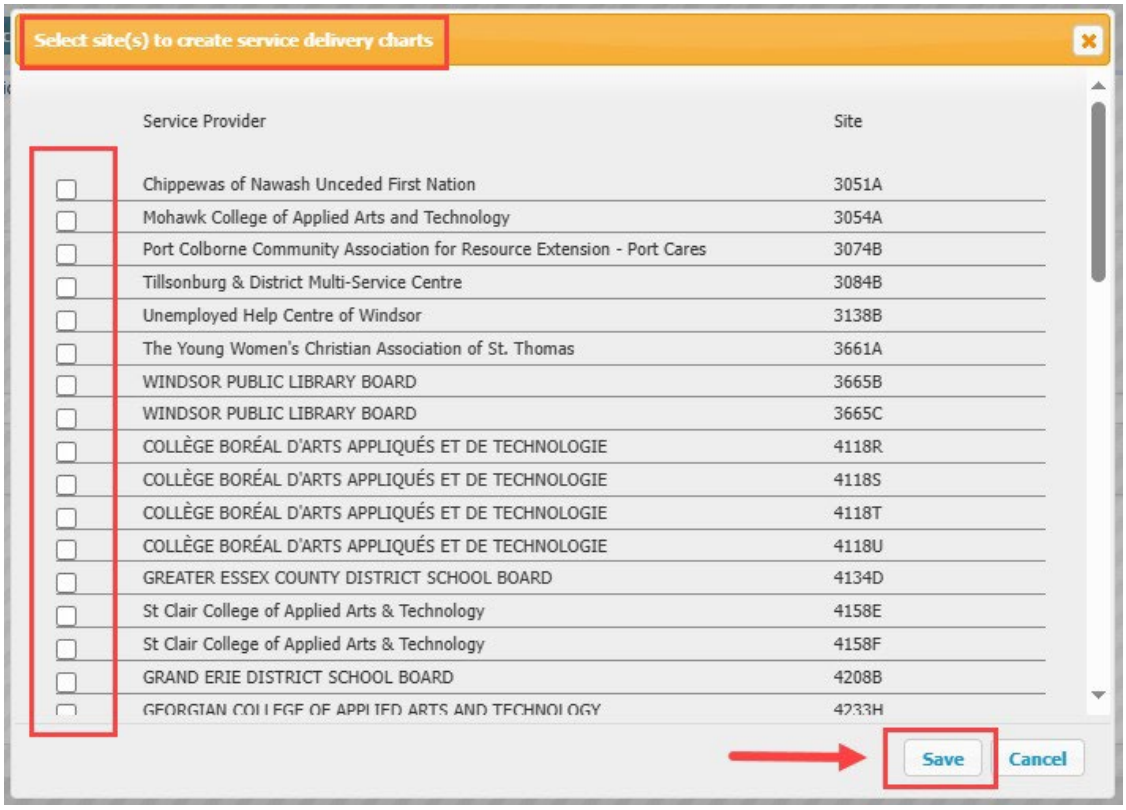
6.8 Create a Service Delivery Chart

In the Community tab, select “Add Service Delivery Chart” tab. The community name and comments will be automatically populated.



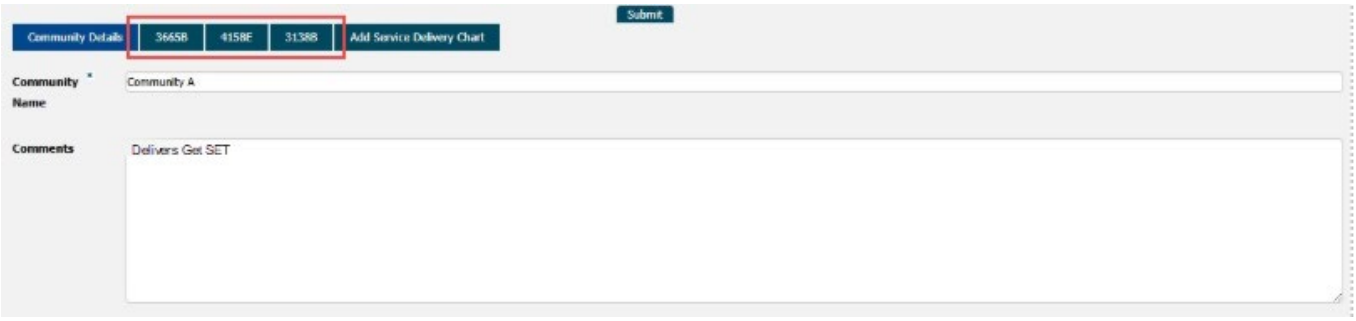
Select the appropriate sites from the list of service delivery sites pop-up.

Note: All sites in a region will display and will not be automatically associated with a particular Regional Network.



If site checkboxes are greyed out, it indicates the sites have already been assigned to an LSP Service Delivery Chart.

Once sites are selected, select “Save”. The sites will now have their own separate tab.



6.9 Populate a Service Delivery Chart

Select the site and complete the available fields.

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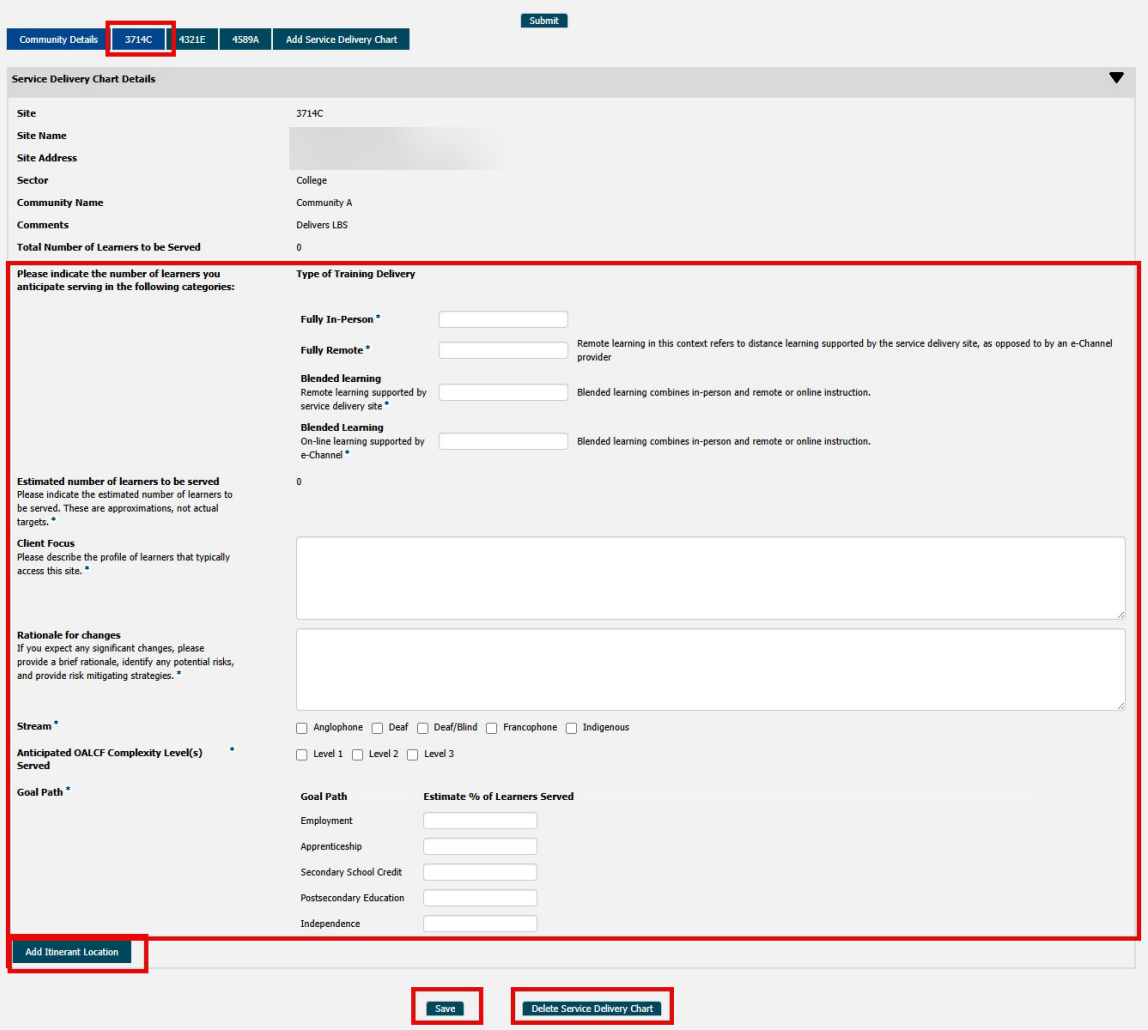
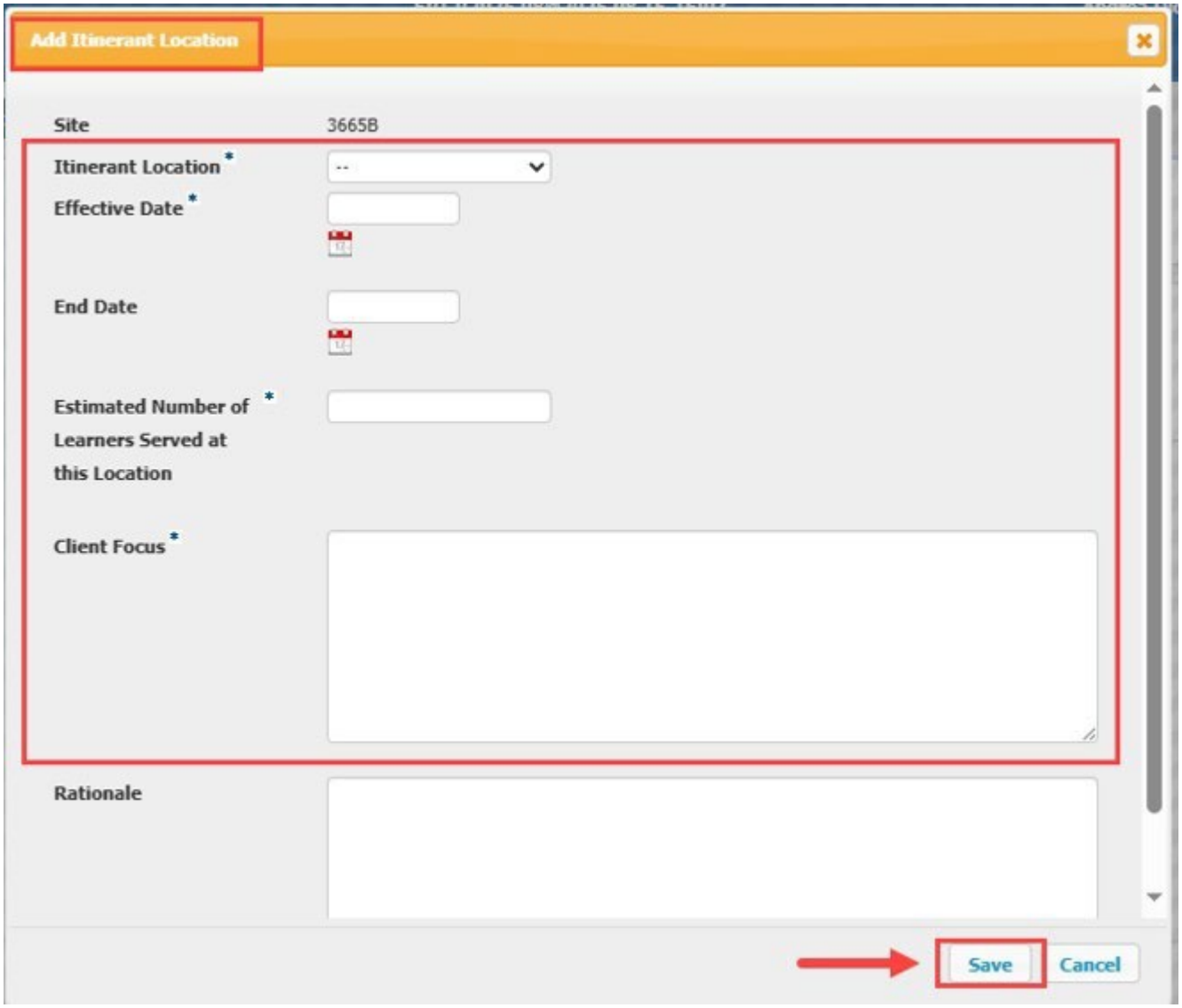


Select “Save” to retain the details or “Delete Service Delivery Chart” if the information is not required. Ensure “Save” is selected prior to “Adding Itinerant Location”. As noted above Itinerant Locations must already exist in the Service Delivery Site’s profile in order to be included in the Service Delivery Chart.

Note: For “Goal Path” the percentages included should equal 100% of the “Estimated % of Learners Served”.

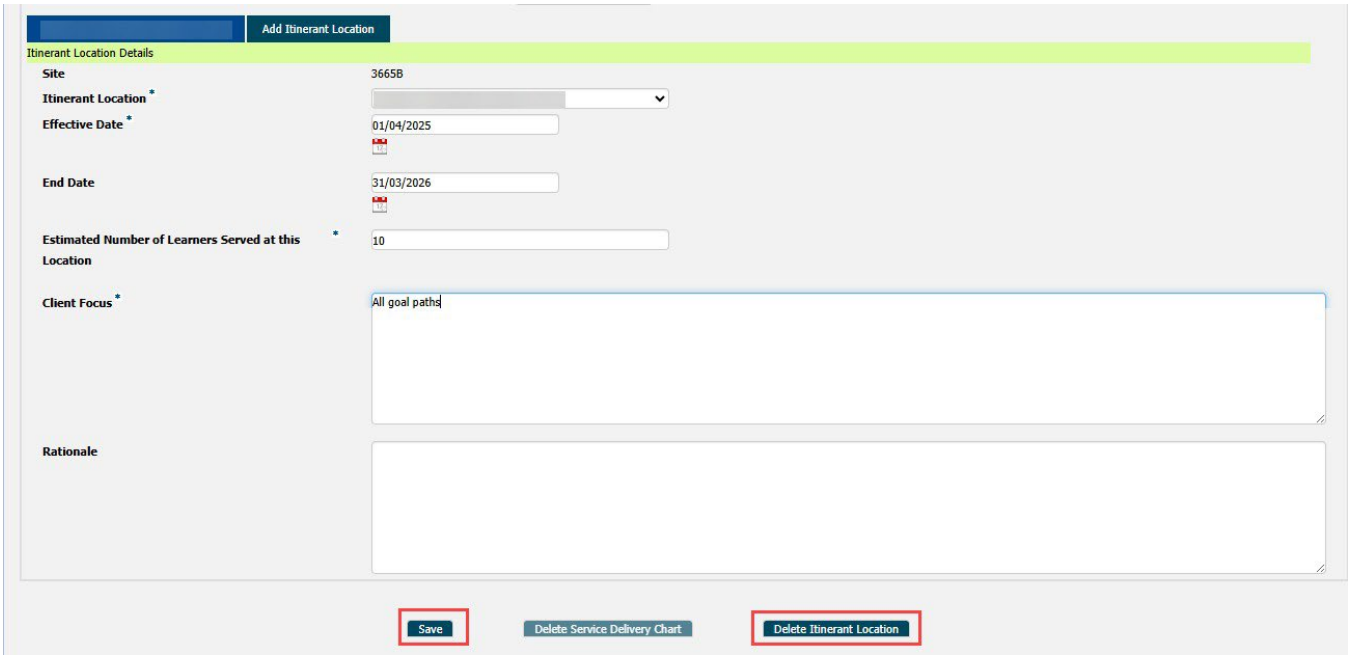
Itinerant locations should be added by the Service Delivery Site prior to completing a Service Delivery Chart. For instructions on how to add an Itinerant Location to SP Connect, see SP Connect SP User Guide Chapter 4 - Service Provider Management. Any itinerant locations associated with a Service Delivery Site, within your region, for which a Service Delivery Chart has been created will display in the drop-down of “Itinerant Location”.



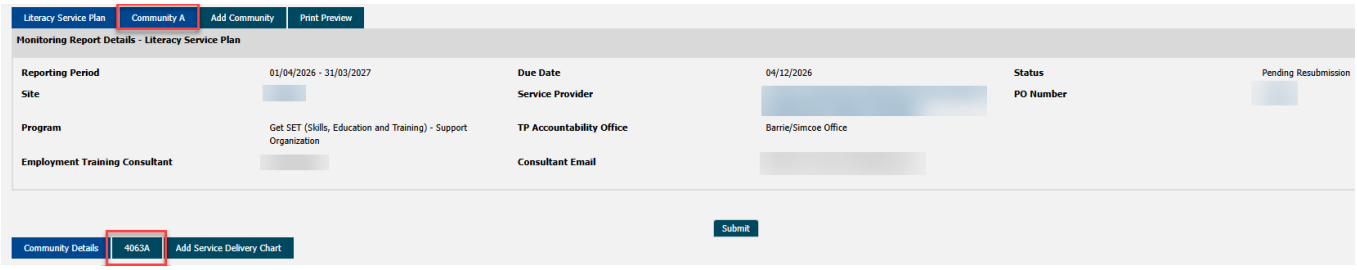
Complete all mandatory fields (those marked with an asterisk *) and select “Save”.

Note: Any values entered in the “Estimated Number of Learners Served at this Location” fields will automatically populate the “Total Number of Learners to be Served” field on the Service Delivery Chart.

Once an itinerant location is added, it will appear within the Service Delivery Chart. If itinerant location details need to be modified, make any changes in the available fields and select “Save”. If an itinerant location needs to be removed select “Delete Itinerant Location”.



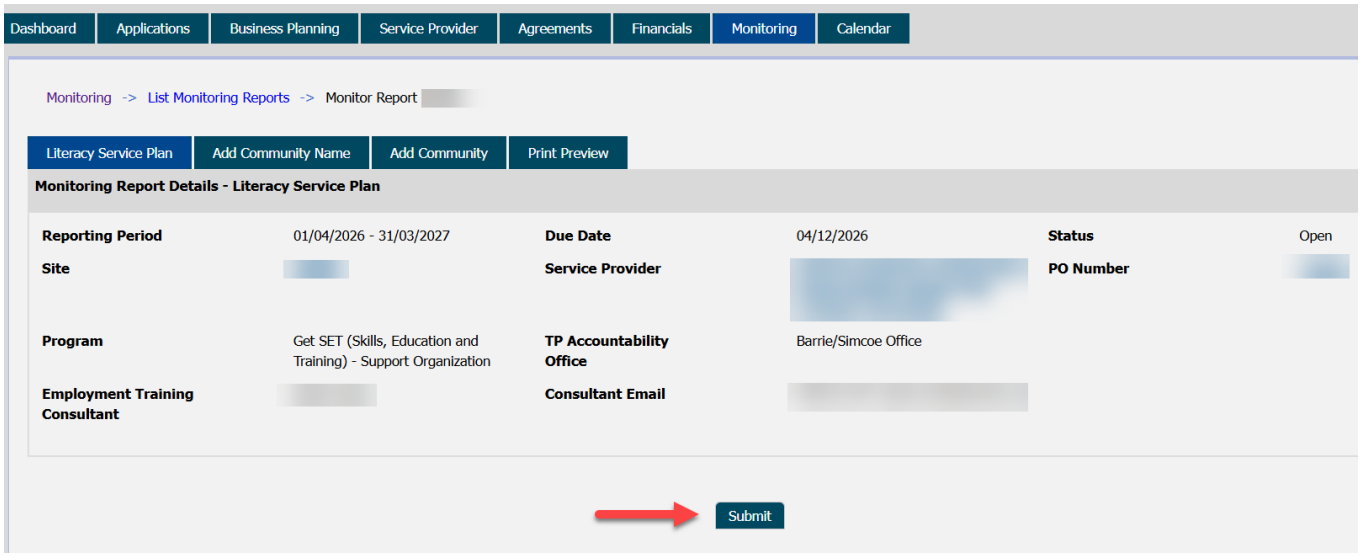
Once a Service Delivery Chart has been added, the respective Service Delivery Site (SDS) is then able to access the LSP and insert their own details. Individual SDSs are only able to view and edit their site details by selecting their community tab and selecting their available Service Delivery Chart.



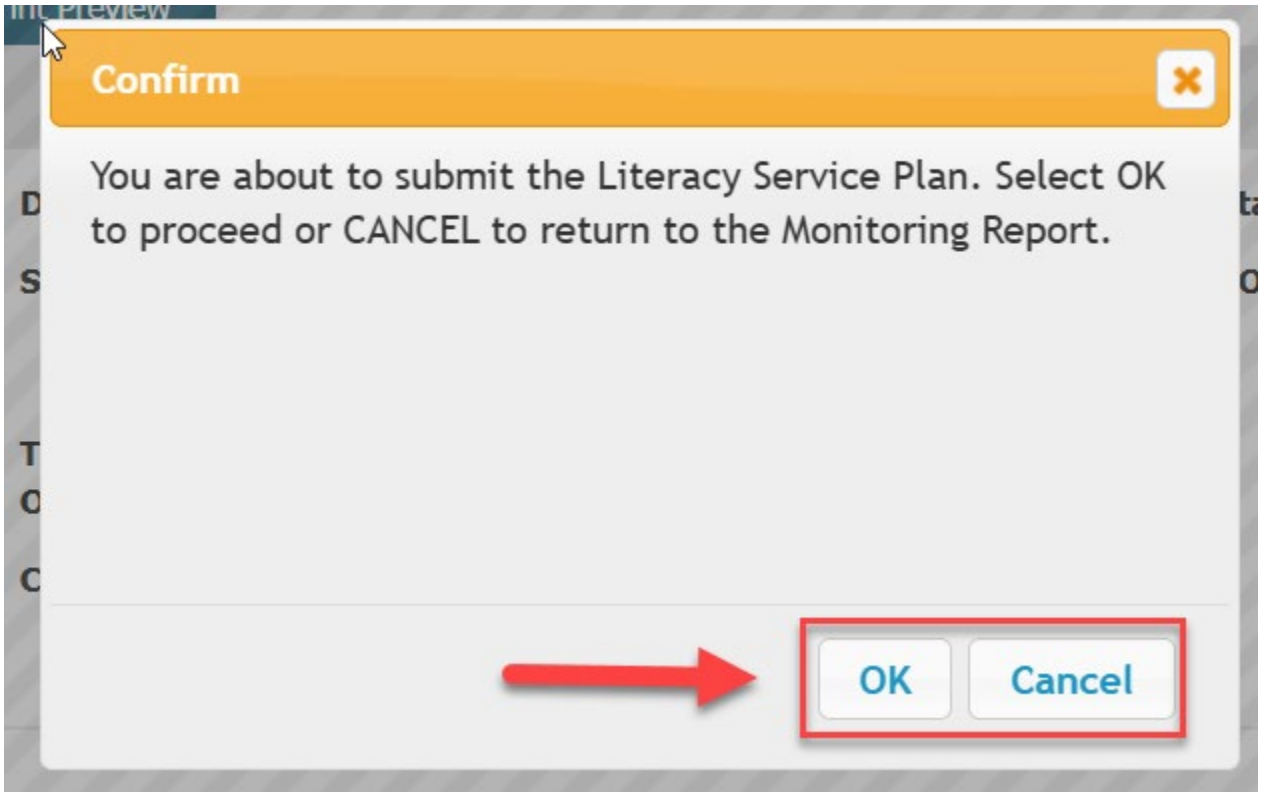
Note: The LSP ONLY appears on the Regional Network's dashboard. Regional Networks must inform SDSs that their Service Delivery Chart is available for edits. Individual SDSs providing content within their Service Delivery Chart will need to search the report within the monitoring tab. See Section 6.6 Populate a Literacy Service Plan for more details.

6.10 Submit a Literacy Service Plan (LSP)

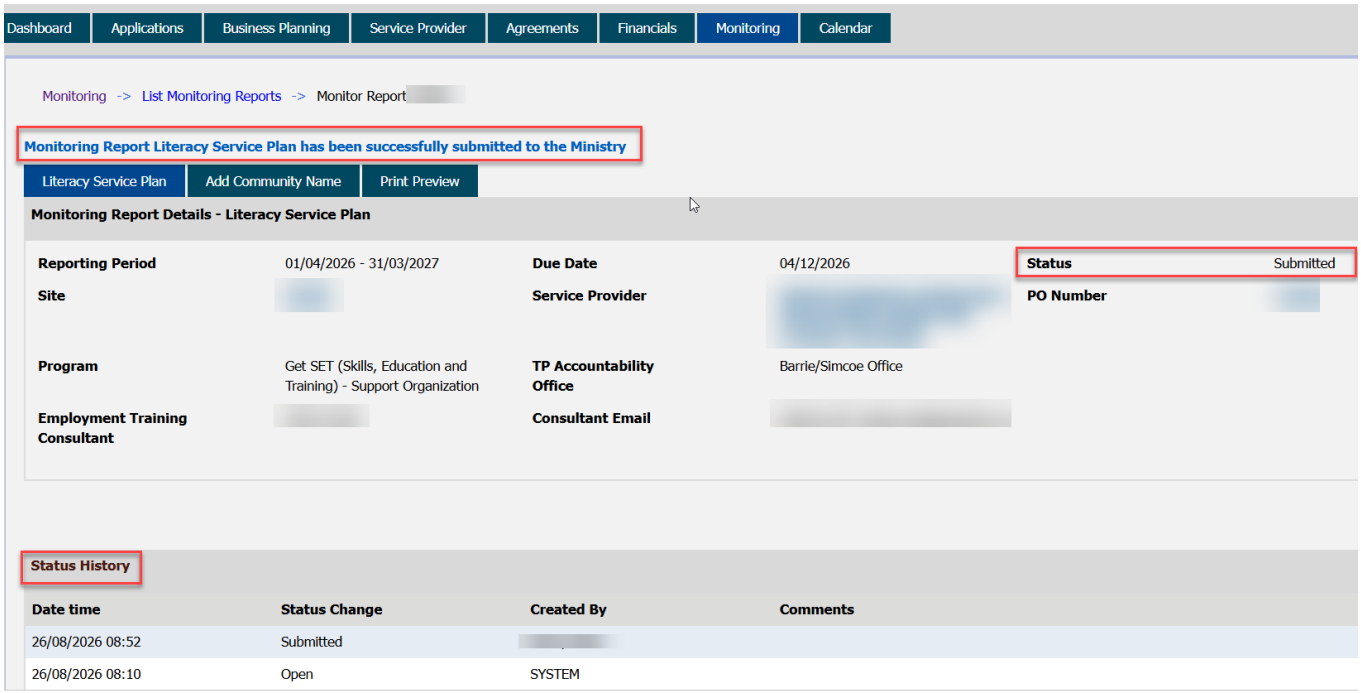
After all LSP content has been added within the Community Details and Service Delivery Charts the Regional Network can select "Submit".



A Confirm pop-up will display. Select OK to submit or Cancel to disregard.



A confirmation message will display at the top of the screen indicating the successful submission and the status history will now be “Submitted”.


Dashboard
Applications
Business Planning
Service Provider
Agreements
Financials
Monitoring
Calendar
Monitoring -> List Monitoring Reports -> Monitor Report
Monitoring Report Literacy Service Plan has been successfully submitted to the Ministry
Literacy Service Plan
Add Community Name
Print Preview
Monitoring Report Details - Literacy Service Plan
Reporting Period
01/04/2026 - 31/03/2027
Due Date
04/12/2026
Status
Submitted
Site
Service Provider
PO Number
Program
Get SET (Skills, Education and Training) - Support Organization
TP Accountability Office
Barrie/Simcoe Office
Employment Training Consultant
Consultant Email
Status History
Date time
Status Change
Created By
Comments
26/08/2026 08:52
Submitted
26/08/2026 08:10
Open
SYSTEM