Chapter 7
Local Planning, Coordination and Evaluation Policy Templates

CORE QUALITY STANDARDS
- **Program Mission**
- **Community Focus**
- **Organizational Links**
- **Program Accountability**
- **Program Evaluation**

Applicable Service Quality Management Requirements

"A process that allows the literacy agency to provide services that are planned, coordinated, and evaluated with local stakeholders and other service providers"

LBS Program Guidelines June 1998: Part 2, Section 1, Page 9

"A process to ensure agency participation in the evaluation of the effectiveness of the local planning and coordination process"

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All local planning and coordination partners in a community are expected to work together to create an annual "Literacy Services Plan". The plan " is a broad response to the literacy needs of the community. A plan identifies the key activities to be carried out by agencies as well as gaps and overlaps which must be addressed." (LBS Program Guidelines Appendix June 1998: Part 3, Appendix 1 page 1).

The planning process generally takes place at the Local Planning Committee meetings. Participation in this process is required by MET. Each agency is expected to come prepared to share information about the projected number of learners the agency will serve, how often and for how long as well as the projected contact hours for each site for the upcoming fiscal year. *(LBS Program Guidelines Appendix June 1998: Part 3, Appendix 1 page 2).*

Full participation in the process is very valuable since "an individual agency's business plan conforms to the commitments it made with the local planning and coordination group" *(LBS Program Guidelines Appendix June 1998: Part 3, Appendix 1 page 1).* The importance of this is further highlighted by the fact that the contract that each delivery agency signs with MET says:

> The Delivery Agency warrants that the LBS business plan it has submitted to the Ministry, and the material and information it has provided to the Ministry in support of the plan for the purpose of obtaining a contribution is true and correct and fairly represents all material facts relating to the delivery of the LBS Program. *(LBS Program Guidelines Appendix June 1998: Part 3, Appendix 2, Clause 33, page 7)*

❏ **COOPERATIVE PROGRAMMING WITH OTHER AGENCIES: The agency is prepared to initiate and cooperate with efforts to provide services in conjunction with other local literacy and social service agencies/ groups.**

WHY?
Cooperation and a sharing of resources are the most efficient way of ensuring maximum service provision for clients.

Procedures:

1. *The program coordinator is responsible for ensuring the integrity of other agencies/groups prior to the agency's participation in jointly sponsored activities, staff endorsement of or the referral of clients to other agency/group programs.*

2. *Assessment of the integrity of other agencies/groups by the program coordinator should include the following criteria:*
➢ *Services provided meet ethical standards*
➢ *Services are generally accepted as effective*
➢ *Standards for client confidentiality are acceptable*

3. *The program coordinator explains the agency's mission statement and goals with other agencies that it deals with.*

4. *The program coordinator is responsible for feedback on the service that the agency is offering from the other service providers in the community.*

Key Core Quality Standard:
1. Program Mission: A quality literacy program has a clearly written statement of mission and objectives which it follows and shares with the people involved in the program and with other stakeholders in the community.

Features:
People involved in the program and other stakeholders are familiar with the mission and objectives.
♦ A participatory process, involving all stakeholders, has been used in the development of the statement of mission and objectives.

Key Core Quality Standard:

15.   Organizational Links: A quality literacy program has community and organizational links:
- ❖   To meet program goals
- ❖   To help learners move successfully from one educational program to another, to greater community involvement, to further training, or to employment
- ❖   To integrate and strengthen literacy delivery at the local level
- ❖   To ensure that literacy education is integrated within the broader educational and training system

Features:

The program actively works with other education service providers to facilitate the movement of learners from one program to another.
- ♦   The program has a working relationship, including both formal and informal contacts, with each education service provider in the area.
- ♦   The program asks other service providers, through a survey or other means, for comments about its own services.

Key Quality Standard:

16.   Program Accountability: A quality literacy program does what it says it will do. It is accountable to its learners, sponsoring organizations, partners, community and funders. All stakeholders, not only program staff, are accountable for the success of the program.

Features:

The program meets its commitment to its partners, the community and its other external and internal stakeholders.
- ♦   The program informs its partners and other community organizations about its achievements in written form and/or through meetings to discuss expectations.

❑ **LOCAL COMMUNITY PLANNING PROCESS (LCPP): The program coordinator attends the local planning committee meetings.**

WHY?
The only way to ensure that services in the community are coordinated is for the different service providers to have an opportunity to discuss programs, issues etc. on a regular basis.

Procedures:

1. *The program coordinator will attend the local planning committee meetings.*

2. *When the program coordinator is unable to attend, an alternate person will be designated to attend (if possible).*

3. *The representative attending the local planning committee meeting will actively participate in the meetings.*

4. *The member of the agency attending the LCPP meetings will be prepared to share information including but not limited to:*
➢ *Projected number of learners the agency will serve, how often and for how long*
➢ *Projected number of contact hours at each site*

5. *Information requested from the committee for planning purposes will be brought to the committee in a timely fashion.*

6. *The program coordinator will make a regular report regarding the activities of the Local Planning Committee to the executive director and/or the board of directors of the agency.*

Key Quality Standard:
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✦   To meet program goals
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✦   To integrate and strengthen literacy delivery at the local level
✦   To ensure that literacy education is integrated within the broader educational and training system

Features:

The program works with other educational service providers to strengthen the overall provision of literacy services in the community.

♦ The program is an active participant in local and regional networks and coordinating groups.

♦ The program, together with other organizations, undertakes activities such as special events, public forums, publicity and other activities to strengthen literacy awareness within the community and to advocate on behalf of literacy learners.

♦ The program works in partnership with other literacy/education organizations on specific issues, tasks and common problems. For example, these may include the development of resources, practitioner training, or means of assessing learner accomplishments.

The program has working relationships with community groups, employment and social service programs and with other organizations that could be sources for attracting learners or which could assist learners with other needs, during or following their participation in the program.

♦ The program has a working relationship, including both formal and informal contacts, with other community-based organizations.

♦ The program participates in community networks, special events, and other coordinated activities which provide a means to identify and advance issues related to literacy and other needs of learners.

Key Core Quality Standard:

18. Program Evaluation: A quality literacy program evaluates its effectiveness annually.
Evaluation of the program is a participatory and continuous process.

Features:

Evaluation is a participatory process.

♦ Community partners and other key stakeholders outside the program are given an opportunity to participate in evaluation where they can provide meaningful input.

❑ **LITERACY SERVICE PLAN: The agency actively participates in the completion of a literacy service plan on a yearly basis.**

WHY?
This process allows all of the service providers in the community to identify key activities to be carried out by the agency and identify gaps and overlaps of literacy services in the community.

Procedures:

1. *This process takes place prior to the end of November on a yearly basis at the LCPP meetings.*

2. *The executive director will ensure that there is an agency representative in attendance at these important planning meetings.*

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The program has working relationships with community groups, employment and social service programs and with other organizations that could be sources for attracting learners or which could assist learners with other needs, during or following their participation in the program.
♦ The program has a working relationship, including both formal and informal contacts, with other community-based organizations.
♦ The program participates in community networks, special events, and other coordinated activities which provide a means to identify and advance issues related to literacy and other needs of learners.

❏ **COMPLAINTS: Complaints lodged by program participants and/or members of the public shall be resolved as openly, courteously and promptly as possible.**

WHY?
As a non-profit, community based organization the agency has an obligation to maintain public accountability.

Procedure:

1. *The program coordinator will maintain a written record of each complaint, course of action and its resolution.*

Key Core Quality Standard:
2. Community Focus: A quality literacy program is rooted in the community it serves. Learners participate in decisions that affect them and their communities. The program reflects its own philosophy and objectives and strengthens individuals, their communities, and their cultural identity.

Features:
The program and community interact with one another.
♦ The program and the community exchange information and ideas.

❏ **RESEARCH: The agency will make efforts to initiate and co-operate with research projects, subject to staff resources, client protection and program integrity.**

WHY?
The agency recognizes the value and necessity of research and increasing knowledge in the field.

Procedures:

1. *For the purposes of this policy, research does not include ongoing in-house evaluation of program components.*

2. *Participation in research projects will be put before the board of directors for approval prior to agency participation.*

3. *Research proposals by agency staff are subject to the approval of the board of directors prior to submission to MET.*

4. *At no time will program participants be requested to participate in any research project without formal consent being given.*

5. *All research projects will ensure full confidentiality for participants.*

Key Quality Standard:
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