

## CIPMS Training Online on Centra

Continuous Improvement Performance Management System (CIPMS) is an important part of Employment Ontario. In fact, performance management in Employment Ontario's new Employment Services model will be focused on the key CIPMS indicators of effectiveness, customer service and efficiency. Learning more about CIPMS implementation will be a valuable asset for LBS agencies.

In order to support agencies with the implementation of CIPMS, CLO is pleased to announce that a recorded version of the *ABCs of CIPMS* workshop is now available online via Contact North.

This two-hour online workshop includes an introduction to performance management and also looks closely at how CIPMS can be systematically implemented in Ontario literacy agencies. The workshop features tips and tools along with a number of forms that have been developed by literacy delivery agencies. MTCU's *Agency Assessment Guide* is also examined. Links for all documents and other CIPMS material are provided during the workshop.

The *ABCs of CIPMS* workshop includes a number of questions for reflection to help participants think about how they can incorporate ideas and strategies in their agencies.

The *ABCs of CIPMS* workshop can help prepare you to understand key concepts related to CIPMS. It will also provide you with strategies to effectively collect and analyze program data and use that data to identify areas of strength as well as areas for improvement. The workshop, and the accompanying tools and resources, provide information and ideas about how to plan, prepare for and implement CIPMS.

Anyone can freely access the *ABCs of CIPMS* recorded workshop via Contact North. You do not need a special account, and you do not need to download any software. The site is very secure and you can use it safely. Simply go to [www.e-channel-login.ca](http://www.e-channel-login.ca) and click on "public recordings" at the top left of the page. Then, click on the *ABCs of CIPMS* from the list of recorded workshops. Click on "playback" and then enter your e-mail address where requested. You will then be asked to enter your first and last name. Then, you will be given the choice of starting the playback immediately or downloading the recorded workshop to your hard drive. The choice is up to you.

CLO hopes that this informative workshop will be helpful to you.