

2016 – 2017 LBS + ES Blended Programming Guide



Prepared by EO North Region's Regional Networks

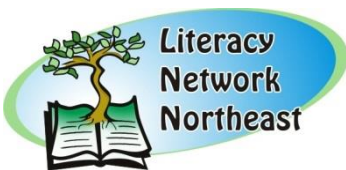


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Forward

For the purpose of this report, the term “blended programming” has been used to refer to collaborative effort between Employment Service¹ and Literacy and Basic Skills - LBS²; two Employment Ontario components and entry points.

However, while “blended programming partnerships” shared in this report include examples of those amongst MAESD-EO programs (LBS+ES), they also extend to other key community stakeholders.

Throughout 2016-17, the three regional networks in the EO North Region collaborated in their efforts to coordinate activities to:

1. support the implementation of strategies to increase referrals and identify potential opportunities for blended LBS and ES services and network supports
2. showcase eligible youth-focused LBS programming and resources
3. promote and support LBS + ES blended programming activities
4. gather and compile input to develop an LBS + ES blended programming guide and evaluation report

To inform the development of the LBS + ES blended programming recommendations guide

1. an LBS + ES Service Coordination Panel Presentation was hosted in April 2016
2. LBS service providers were encouraged to share their blended programming and partnership experiences with the regional networks
3. two webinars were delivered and recorded:
 - a. Young at Heart: Working Together to Increase the Skills of Ontario’s Youth webinar and Resource Guide
 - b. Speaking the Language: Working Effectively with Learners/clients at Lower Literacy Levels
4. consultations took place with the Learning Networks of Ontario to identify available resources, tools and best practices that support LBS + ES partnerships

¹ The Employment Service offers a range of resources, supports and services to respond to the career and employment needs of individuals and the skilled labour needs of employers. The goal of the Employment Service is to help Ontarians find sustainable employment. The Employment Service can guide individuals on a path to higher skill and training to achieve that goal.

² The LBS program provides adults with a foundation from which to launch and pursue their goals. LBS service providers provide learners with goal path specific programming in order to prepare them for transition to their next steps.

1. LNW-EO Service Coordination Panel Presentation, April 13, 2016

A. Job Readiness Program Partnership

Speaker: Wendy Olson – Dryden Literacy Association (DLA)

Reason/motivation for partnership/service coordination:

Employer One survey, local Business Retention & Expansion, Inter-Agency group and various other local committees identified a need for more long term and soft skills training for entry level employment positions.

Overview of current partnership:

Eight partners: DLA, NEW, Contact North, Metis Nation, Dryden Native Friendship Centre, Ontario Works, Dryden Volunteer Recruitment & Referral Centre (DVRRC) and Community Living

- DLA is lead for training
- DVRRC is lead for referrals
- referrals and training are based on needs identified by local employers such as: oral communication skills, workplace reading, writing and numeracy, teamwork & leadership skills, digital technology
- includes workplace tours and speakers, mock interviews, resume and letter development
- 3 training partners and 5 referral partners
- 4 week work placement
- based on 20 week Job Readiness Program developed by Becky Groulx, Atikokan Literacy Inc.
- Donations/training supports from all partners for supplies, healthy snacks, transportation

Key Benefits of partnership:

- huge learning curve amongst all partners
- increased awareness and service coordination
- built in transitional steps to help ensure learners success
- “numbers” went up for all partners
- more formal community network
- learners leave with a complete mobile portfolio, sense of achievement and a community network
- “most appropriate referral for all clients”
- common ground found for community agencies when delivering programming and how we can work together on other training as well

What supports did you receive or would you like to receive from your regional network to enhance your partnership/service coordination activities?

- Literacy Northwest (LNW) Common Referral Guide and forms
- Cross training at LNW PD sessions really helped to build relationships and greater awareness of programs and services amongst regional ES & LBS service providers, and supported them to move forward

B. Confederation College LBS and Northwest Employment Works Partnership

Speakers: Judy Barton, LBS Program and Jennifer Gibson, NEW ES Program

Reason/motivation for partnership/service coordination:

- The relationship between LBS and NEW has been evolving over time. We have been realizing that the more we do together, the better we can both serve our clients/students. This will enhance client/student support, and improve outcomes.
- We are not co-located, but at least in the same building, so we are trying to maximize the convenience of this.

Overview of current partnership:

- Have developed a specific referral form just for the referrals between our 2 agencies. We have designated contact people in each agency, and a policy to follow up with each referral
- NEW regularly conducts workshops for LBS and PCD students (Career Cruising, Resume Writing, Personality Dimensions); LBS conducts monthly workshop at NEW (How Upgrading Can Help You Get or Keep a Job)
- NEW sponsors an award at Recognition Day for a student who has made effective use of their services
- We have some joint marketing materials (sticky notes, pens, pencils, book bags, water bottles)
- We attend trade shows and information events together
- We invite each other to staff meeting to update each other on new initiatives
- Have hosted a few PD sessions for the entire staff of both agencies
- Bulletin Boards in each other's agencies to advertise upcoming events

Key benefits/outcomes of partnership:

- Greater awareness amongst ES/LBS providers of each other's programs and services
- More efficient/effective client referrals, training needs met in a shorter period of time
- Greater awareness of suitability criteria and ways to help each other out
- More willingness to do things differently if there is confidence that we can do things better
- Better use of each other's skills and expertise—builds confidence and improves outcomes when the right people are providing the right info and services; also saves time!

What supports did you receive or would you like to receive from your regional network to enhance your partnership/service coordination activities?

- PD sessions for both LBS and ES have been fantastic, and have helped some of the staff really build the relationships between LBS and ES. However, much of the info doesn't reach the rest of the staff, so having PD sessions that include ALL staff would be great.

Anything else that you'd like to share?

We're still just getting started! We have plans to continue with PD sessions, and workshops, and information sharing.....the more we can work together, the better we can meet the needs of our clients and students. **Win-win!!**

Recommendations/Advise/Tips:

The following information and suggestions were shared to potentially spark new ideas, support community partnerships and help inform 2017-18 ES/LBS service coordination activities. (**Note:** *some suggested activities fit under multiple headings, and the term client/learner is used interchangeably.*)

To strengthen EO partnerships and enhance community awareness

- strike a local EO committee to work on adopting a common referral form and protocol for our community (i.e. the LNW Common Referral Form) and/or a “targeted” cross-agency referral form (i.e. From agency A to agency B)
- ES and LBS will develop and deliver their own “PD” sessions to offer to each other’s staff to help them understand agency needs, needs of clients/learners and services/training offered
 - i.e. LBS does not refer level 1 learners with employment goals to ES because they will not be successful. A learner will be prepared for a referral to ES when they’ve achieved proficiency/skill level 2
 - target specific clients – i.e. niche programming for youth, older workers, apprentices, GED/ACE?, agency needs to serve more youth or older clients?, etc.
- go to each other’s sites to deliver info sessions for clients
- deliver programming at each other’s sites, i.e. LBS: Intro to Computers for Job Search, ES: Career Cruising
- LBS could offer computer training at ES, followed by ES Resume training
- work together to deliver community presentations, i.e. Family Literacy Day, Adult Learning Week, Essential Skills Week, etc.
- share a table at local trade show and/or career fairs, etc.
- share promo on swag/give-a-ways, i.e. note pads, bags, etc.
- post each other’s calendars/brochures/workshop offerings on bulletin boards
- LNW to bring LBS and ES together more often, i.e. PD events, webinars, etc.
- share common/relevant/timely information with each other, i.e. H+S requirements
- open in-house training opportunities such as Health + Safety up to each other’s staff, i.e. LNW offers appropriate PD opportunities to both LBS + ES

To enhance appropriate referrals and support referral completion

- Employment Services to learn more about LBS program, services and essential skills
- Literacy and Basic Skills to learn more about ES program, services and workshops
- use social media/Facebook to promote specific services/workshops, etc
- encourage clients to explore free, online training sites to learn more about what they really want/need to learn
 - i.e. check out sites like BBC Skillswise, gfclearnfree.org, Khan Academy

To enhance/support cross-agency referrals

- take your clients to their first visit to the referred service site
- email the completed referral form to the referred service site
- Ask, during intake and follow-up, “What is the best way to contact you?”
- LBS can share/develop a simple/useful literacy screening tool that ES can administer to support a referral to LBS – the completed assessment will be sent to the LBS agency along with the client referral form

2. Shared Blended Programming Experiences / Partnerships

Name/Centre: Anishnawbe Skills Development Program (LNW)
Partner: YES Employment Services
Focus of Training: <ul style="list-style-type: none"> Digital technology and job search skills
When was the training/services delivered? <ul style="list-style-type: none"> Throughout the year 2016
Where was the training/services delivered? <ul style="list-style-type: none"> Yes employment
How many people participated in/completed the training? <ul style="list-style-type: none"> 15
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> Increased competency in using digital technology to search for employment
What worked well and what didn't? <ul style="list-style-type: none"> Our EO partner was able to provide access to participants in the program However leaving the registration process up to our partner resulted in the program being excessively overbooked and people had to be turned away at the start of the workshop
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> I highly recommend it however be sure to maintain control over critical aspects such as number of participants

Name/Centre: Anishnawbe Skills Development Program (LNW)
Partner: Metis Association of Ontario
Focus of Training: <ul style="list-style-type: none"> Creative expression/ culture
When was the training/services delivered? <ul style="list-style-type: none"> Throughout the year 2016
Where was the training/services delivered? <ul style="list-style-type: none"> At our service delivery site
How many people participated in/completed the training? <ul style="list-style-type: none"> 10
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> Increased cultural awareness via creative expression activities
What worked well and what didn't? <ul style="list-style-type: none"> Our partner provided the workshop resources and expertise in presenting for workshop
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> I highly recommend it however be sure to maintain control over critical aspects such as number of participants

Name/Centre: Anishnawbe Skills Development Program (LNW)
Partner: Ontario Native Literary Association
Focus of Training: <ul style="list-style-type: none"> • Creative expression/ culture
When was the training/services delivered? <ul style="list-style-type: none"> • Throughout the year 2016
Where was the training/services delivered? <ul style="list-style-type: none"> • At our service delivery site
How many people participated in/completed the training? <ul style="list-style-type: none"> • 32
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Increased cultural awareness via native language acquisition
What worked well and what didn't? <ul style="list-style-type: none"> • Our partner provided the financial resources required to present the language classes
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> • I highly recommend it however be sure to maintain control over critical aspects such as number of participants

Name/Centre: Centre de formation Cochrane-Iroquois Falls (LNN)
Partner: Centre d'emploi
Focus of Training: <ul style="list-style-type: none"> • Comment se presenter pour un entrevue
When was the training/services delivered? <ul style="list-style-type: none"> • En mai 2016
Where was the training/services delivered? <ul style="list-style-type: none"> • Centre récréatif Tim Horton
How many people participated in/completed the training? <ul style="list-style-type: none"> • 38
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Les ados et la communauté ont bien apprécié la formation
What worked well and what didn't? <ul style="list-style-type: none"> • La presentation fut un succès! Nous pensons à répéter la formation.
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> • Le partenariat permet de presenter des ressources et des formations variées la communauté.

Name/Centre: CFAG (LNW)
Partner: COFA
Focus of Training: <ul style="list-style-type: none"> • Internet sécurité
When was the training/services delivered? <ul style="list-style-type: none"> • 10 janvier jusqu'au 5 mai 2015
Where was the training/services delivered? <ul style="list-style-type: none"> • À notre centre CFAG Geraldton
How many people participated in/completed the training? <ul style="list-style-type: none"> • 12 personnes
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Bon résultats et satisfaisants
What worked well and what didn't? <ul style="list-style-type: none"> • Le cours facile à suivre mais parfois difficulté technique.
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> • De ne pas oublier sur leur site de cocher la case pour y faire mention BLENDED

Name/Centre: Centre de formation pour adultes de Greenstone (LNW)
Partner: COFA (Sefad) with platform Saba
Focus of Training: <ul style="list-style-type: none"> • Internet security
When was the training/services delivered? <ul style="list-style-type: none"> • October to May 2016
Where was the training/services delivered? <ul style="list-style-type: none"> • CFAG site
How many people participated in/completed the training? <ul style="list-style-type: none"> • 12 learners
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • OK, learners were satisfied and at this time I was happy with the result
What worked well and what didn't? <ul style="list-style-type: none"> • Worked well until my ETC told me I break confidentiality
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> •

Name/Centre: Chapleau Learning Centre (LNN)
Partner: Manitoulin Sudbury District Services Board (OW)
Focus of Training: <ul style="list-style-type: none"> • Pre-employment training classes
When was the training/services delivered? <ul style="list-style-type: none"> • Upon request
Where was the training/services delivered? <ul style="list-style-type: none"> • Chapleau Learning Centre
How many people participated in/completed the training? <ul style="list-style-type: none"> • 2 sessions for a total of 14 clients/learners
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Successful completion for all clients/learners with 75% successfully attaining culminating task
What worked well and what didn't? <ul style="list-style-type: none"> • Structured classes with clear expectations for hard to serve clients worked well. • Providing independent study or independent work did not work well.
What advice would you give others interested in exploring this type of partnership/blended programming? <ul style="list-style-type: none"> • Consistent communication between agencies and complete understanding of each agency's responsibilities and expectations makes this type of partnership work very well.

Name/Centre: Confederation College (LNW)
Partner: YES Employment Services
Focus of Training: <ul style="list-style-type: none"> • We have had a number of ideas over the past 18 months, but we are still fine-tuning how to make these more effective • "hoteling" on site at YES • Co-facilitating workshops • Assessing literacy skills of YES clients on site • Recruiting for Essential Skills for Employment
When was the training/services delivered? <ul style="list-style-type: none"> • Throughout the year 2016
Where was the training/services delivered? <ul style="list-style-type: none"> • Yes employment
How many people participated in/completed the training? <ul style="list-style-type: none"> • 15
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • ?
What worked well and what didn't? <ul style="list-style-type: none"> • We are not co-located, so building the relationship is taking time
What advice would you give others interested in exploring this type of partnership/blended programming? <ul style="list-style-type: none"> • Don't give up!!

Name/Centre: Confederation College (LNW)
Partner: Thunder Bay DSSA Board/ Fort William First Nation
Focus of Training: <ul style="list-style-type: none"> • Academic Upgrading/ACE for students on OW and dependents of ODSP
When was the training/services delivered? <ul style="list-style-type: none"> •
Where was the training/services delivered? <ul style="list-style-type: none"> • TBDSSAB • FWFN Ontario Works office
How many people participated in/completed the training? <ul style="list-style-type: none"> • DSSAB – 40-45 students • FWFN – 5-10 students
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Students attending who would not otherwise attend • Many level completions in 2016 • Students in both offsite classrooms won awards at recent Recognition Day
What worked well and what didn't? <ul style="list-style-type: none"> • It's great to have an on-site "coordinator/caseworker" who can maintain day-to-day contact with the students • Case-management approach works well • DSSAB provides snacks and lunches to students as well as incentives for attendance – very effective!
What advice would you give others interested in exploring this type of partnership/blended programming? <ul style="list-style-type: none"> • Experiment to make sure what you are providing is client/student centered • Blended services are for sure the way to – this means bringing programming to where the students/clients are, and making the most of what each agency has to offer. Helps avoid duplication of service, and ensures that every agency is providing what it has expertise in.

Name/Centre: Confederation College (LNW)
Partner: Northwest Employment Works – Academic Upgrading
Focus of Training: <ul style="list-style-type: none"> • Career readiness
When was the training/services delivered? <ul style="list-style-type: none"> • Orientation (on intake) – Career Cruising to help with goal setting – approx. 7 times/year • Self-Management/ Self-Direction (ACE course) – resume writing – approx. 3 times/year
Where was the training/services delivered? <ul style="list-style-type: none"> • On campus at college
How many people participated in/completed the training? <ul style="list-style-type: none"> • 10-20 in each group
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Some outcomes are for students/clients; some are for staff • Help with goal setting (students) • Exposure to other services available at college (students) • Very often leads to referral to assisted ES services (students) • Greater success of students with employment goals (students) • Better understanding of each other’s programs (staff) • Better able to make changes based on student need (staff) – leads to better success for students
What worked well and what didn’t? <ul style="list-style-type: none"> •
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> • Keep fine tuning!

Name/Centre: Confederation College (LNW)
Partner: Northwest Employment Works – Personal and Career Development
Focus of Training: <ul style="list-style-type: none"> • Career readiness and job placement
When was the training/services delivered? <ul style="list-style-type: none"> • PCD runs 3 times/year (Sept, Jan, and April)
Where was the training/services delivered? <ul style="list-style-type: none"> • On campus at college
How many people participated in/completed the training? <ul style="list-style-type: none"> • 10-15 in each group
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • This partnership has really grown over the last year, since regulations around placements changed. • Now, we have Employment Advisors work with the students at the beginning to do Career Cruising and resumes. Then they are referred to job developers who secure and oversee the 2 week placement. Once the placement is completed, Job developers meet with the students either to extend job search or to refer them back to training.
What worked well and what didn't? <ul style="list-style-type: none"> • This new way of working the PCD students is very effective. Students become registered at NEW and receive the support and training that they need for a successful placement. This can include Health and Safety training, as well as subsidies or work essentials (boots, etc)
What advice would you give others interested in exploring this type of partnership/blended programming? <ul style="list-style-type: none"> • Keep fine tuning! • Maintain open lines of communication and celebrate success

Name/Centre: Confederation College (LNW)
Partner: Northwest Employment Works – ESSF (pilot program)
Focus of Training: <ul style="list-style-type: none"> • Essential skills for employment
When was the training/services delivered? <ul style="list-style-type: none"> • 8-week pilot
Where was the training/services delivered? <ul style="list-style-type: none"> • On campus at college
How many people participated in/completed the training? <ul style="list-style-type: none"> • 10-15
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Career cruising • Resume • Referrals in and out
What worked well and what didn't? <ul style="list-style-type: none"> •
What advice would you give others interested in exploring this type of partnership/blended programming? <ul style="list-style-type: none"> • Maintain open lines of communication • Review and fine tune

Name/Centre: Dryden Literacy Association (LNW)
Partner: <ul style="list-style-type: none"> • NEW, Metis Nation, Community Living, KDSB – OW, Dryden Native Friendship Centre. • other partners include Contact North
Focus of Training: <ul style="list-style-type: none"> • 12-16 week employment preparation program (Essential Skills for the Workplace) with opportunity for work placements
When was the training/services delivered? <ul style="list-style-type: none"> • 3 days a week, Tuesday, Wednesday and Thursday from 9:30 to 3:30
Where was the training/services delivered? <ul style="list-style-type: none"> • Classroom training was delivered at our program – some workshops were at other service providers location and an employment tour was organized • Many of our partners came here and delivered various workshops • Mock interviews were completed at NEW • Online classes via e-Channel and Contact North were also completed at our program location
How many people participated in/completed the training? <ul style="list-style-type: none"> • Always try to start with 10 and usually have 7 to 9 complete • Have run this program for two years now
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Increase in competency levels • Increase in self-esteem and personal confidence • Most participants obtained work placements and some obtained employment • Increased awareness of what we do in the community • Increase in formal referrals • Increase in engagement from partners • Increase in participants network and support systems • Increase in referrals out to wrap around services and other community services
What worked well and what didn't? <ul style="list-style-type: none"> • Classroom training and partnership activities go very smoothly but transitional steps still prove to be a challenge. • In a small community sometimes it can be difficult to obtain placement opportunities for everyone in the field they would really like to work in
What advice would you give others interested in exploring this type of partnership/blended programming? <ul style="list-style-type: none"> • Need a strong lead for the partnership to work smoothly – LBS agency works best as we are the ones with the closest relationship and do most of the training especially the soft skills • Create a letter of understanding between learner, LBS and the referral agency, for example NEW – all three sign (learner, LBS instructor and referral case worker) keeps everybody on the same page and expectations are clear • Start your planning earlier than usual as partnerships require a lot of time and relationship building • Ask partners to provide their expertise for workshops and other added value sessions. For example, interviews, resumes delivered by NEW, healthy living delivered by the Health Unit, no need for LBS to deliver everything

- Hold partnership meetings every month – clear communication is so important
- Invite partnerships to come to some of the group sessions for teamwork/ leadership and join in, really helps them to see what we do and connect with shared clients
- Send weekly updates to partners
- Need to work very closely with employment services
- If you are offering online learning – make sure your local CN rep can come in – way easier to have them assist with registration, get them registered as soon as possible especially for independence learning courses as they require a large time commitment – remember they have to do assessment to for these courses, so don't overwhelm clients with assessment when they first come in
- If using online e-learning incorporate time into framework to ensure they have enough time to complete, many say 30 hours but it is much more

Name/Centre: Iroquois Falls Adult Learning Centre (LNN)
Partner: Ontario Works
Focus of Training: <ul style="list-style-type: none"> • Youth Job Connect: time management and organization, goal setting, financial literacy, job interview prep
When was the training/services delivered? <ul style="list-style-type: none"> • March 2016
Where was the training/services delivered? <ul style="list-style-type: none"> • At the Adult Learning Centre in Iroquois Falls
How many people participated in/completed the training? <ul style="list-style-type: none"> • We started off with 6 and 3 completed the training.
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • All 3 learners got jobs for the summer.
What worked well and what didn't? <ul style="list-style-type: none"> • The training was put together at the last minute, OW deadlines • The training should have been more extensive, learners could have used more coaching as they were not able to maintain their jobs.
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> • Ongoing communication and planning with partners. • More focus on learner's needs rather than what Ministry criteria's dictate. Success rate would be more positive.

Name/Centre: Katy Marier (MNN)
Partner: Ontario Works
Focus of Training: <ul style="list-style-type: none"> • Through OW we offer: Focus for Change life skills workshops and Quick Start (employment assistance and job readiness). • We also partnered with Contact North assisting clients with higher levels of education.
When was the training/services delivered? <ul style="list-style-type: none"> • The services are ongoing
Where was the training/services delivered? <ul style="list-style-type: none"> • St Charles, ON
How many people participated in/completed the training? <ul style="list-style-type: none"> • (2016) 20 clients participated and completed the training
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • The outcomes were successful as clients found full time employment. We are very satisfied with their success.
What worked well and what didn't? <ul style="list-style-type: none"> • What works well is that through OW's initiative, we offer paid work placements to clients for a maximum of 160 hours at minimum wage. Clients have an opportunity to prove their skills and obtain full time employment.
What advice would you give others interested in exploring this type of partnership/blended programming? <ul style="list-style-type: none"> • The advice I would give to others is to contact the OW director of their region and request a formal meeting. The purpose of the meeting would be to establish a referral system and inform the director of the services available for their clients in the region.

Name/Centre: Paul E. Henry (MNN)
Partner: St-Albert Learning Center
Focus of Training: <ul style="list-style-type: none"> • Hybrid project and delivery model (LBS teachers were also invited)
When was the training/services delivered? <ul style="list-style-type: none"> • Late spring 2016
Where was the training/services delivered? <ul style="list-style-type: none"> • St-Albert Learning Center
How many people participated in/completed the training? <ul style="list-style-type: none"> • 150
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Yes
What worked well and what didn't? <ul style="list-style-type: none"> • Great collaboration, the instructors were excellent and great pedagogical sharing amongst continuing education teachers and leaders and LBS instructors.
What advice would you give others interested in exploring this type of partnership/blended programming? <ul style="list-style-type: none"> • Ensure that the planning phase is well thought out.

Name/Centre: Rommel Legagneur (MNN)
Partner: Avec option employ à Sturgeon Falls
Focus of Training: <ul style="list-style-type: none"> • Offrir des compétences de base en français reliées à l'emploi à diverses personnes
When was the training/services delivered? <ul style="list-style-type: none"> • Cette formation a durée 8 semaines
Where was the training/services delivered? <ul style="list-style-type: none"> • Au Collège Boréal
How many people participated in/completed the training? <ul style="list-style-type: none"> • 8 personnes
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Les gens étaient très satisfaits et voudraient en revenir après la dernière journée
What worked well and what didn't? <ul style="list-style-type: none"> • Le cadre était très agréable pour un tel apprentissage. Le manqué de temps pour couvrir tout le matériel.
What advice would you give others interested in exploring this type of partnership/ blended programming? <ul style="list-style-type: none"> • C'est un impératif de nos jours pour de nouveaux marches. Cela vaut la peine.

Name/Centre: Sault College Academic Upgrading (MNN)
Partner: Employment Solutions, Sault Ste Marie
Focus of Training: <ul style="list-style-type: none"> • Employment related workshops: Job Search and Social Media, Resume and Cover Letter Writing, Interviewing Skills. A representative from Employment Solutions also presented service information at one of our Lunch n' Learn events.
When was the training/services delivered? <ul style="list-style-type: none"> • It was delivered on three Tuesday afternoons in October and November as part of our Foundations for College and Career workshop series. • The information session was delivered in November during a Tuesday student lunch.
Where was the training/services delivered? <ul style="list-style-type: none"> • At Sault College in the Academic Upgrading program
How many people participated in/completed the training? <ul style="list-style-type: none"> • Unfortunately, attendance was low this past semester. We had no more than 2-5 people show up to each workshop. We did have about 15 people who attended the lunch session.
What were the outcomes & were you happy with them? <ul style="list-style-type: none"> • Although the attendance at the workshops was low, we did have three participants become clients at Employment Solutions to further develop their job search documents and seek help in preparing for employment.
What worked well and what didn't? <ul style="list-style-type: none"> • We experienced a more 'challenged' group of students in the fall semester – lots of mental health issues, so follow-through on actually attending the workshops they signed up for was poor. However, the students who did attend found the workshops to be very helpful in helping them prepare for and find part of full-time employment.

Name/Centre: Sault College Academic Upgrading (MNN) <i>continued</i>
What advice would you give others interested in exploring this type of partnership/ blended programming?
<ul style="list-style-type: none"> • Feed people. Have the staff bring pot-luck lunch, and students will come! • Keep at it. Just because attendance was poor at one session, don't give up. Use posters, Facebook posts and event invites, email and LMS and classroom announcements to get the word out. I always have students see me the next day wishing they would have attended the sessions and wondering when they'll be held again. I've referred a couple of those students to Employment Solutions because the sessions are offered there more regularly.

Name/Centre: Superior North Adult Learning Association (LNW)
Partner:
<ul style="list-style-type: none"> • PACE – People Advocating for Change and Empowerment • Ontario Works • Food Bank – Cooking Matters (coming in the new year)
Focus of Training:
<ul style="list-style-type: none"> • PACE - Budgeting for the 21st century (money matters) • OW - Job Essential Skills, Digital tech training (find and use information and communicate ideas through technology)
When was the training/services delivered?
<ul style="list-style-type: none"> • Sept – Present • We will be offering the Cooking Matters (kitchen math) in the new year
Where was the training/services delivered?
<ul style="list-style-type: none"> • PACE – at their site • OW – Our site and Lake Helen • Food Bank – At the local kitchen facility
How many people participated in/completed the training?
<ul style="list-style-type: none"> • PACE – 12 • OW – 5 our site – 3 Lake Helen
What were the outcomes & were you happy with them?
<ul style="list-style-type: none"> • We are very pleased with the fact that we ended with the same amount of participants that started in each course. Each participant finished milestones and the culminating task.
What worked well and what didn't?
<ul style="list-style-type: none"> • Going on site really works well. The clients are already comfortable in the surroundings. • What doesn't work – trying to offer everything to everyone. Make sure you are very specific to what their clients will get out of it. • Also it is important to make sure that the group starts together and generally no stragglers coming in different weeks.
What advice would you give others interested in exploring this type of partnership/ blended programming?
<ul style="list-style-type: none"> • If you are able I would suggest being mobile. We have found we are able to increase our learners because of this. • Take each possible partner and tailor a program to their clients within our scope. They will then see the benefit of the services instead of non-specific. Be very specific with what you will offer and what their clients can get out of it.

3. Webinar offerings

The following webinars were offered to support and promote blended programming and/or partnership development amongst EO programs and other social services agencies.

- Young at Heart; Working together to increase the skills of Ontario's youth webinar recording and Resource Guide
- Coordinating to Bring Low Literacy and Marginalized Clients Employment webinar recording

The webinar recordings and supplemental resources are posted on the Northern Networks website www.northernliteracy.ca, in the members' only section, and on the Learning Networks of Ontario website www.learningnetworks.ca

4. Learning Networks of Ontario (LNO)

LNO annually updates the LBS Targeted Training Modules document, which is distributed to the LBS field by the sixteen Regional Networks. The document is also posted on the LNO website www.learningnetworks.ca and can be found in the Resources and Publications tab.

In addition, you will also find links to recorded best practices interviews that the Western Region Networks conducted in 2015. The interviews, and accompanying tip sheets, focused on the areas of:

- Completion of Goal Path
- Learner Progress
- Service Coordination
- Suitability

5. Conclusion

While much progress has been made, the three northern networks will continue to collaborate throughout 2017-18 in their efforts to enhance awareness of ES-LBS blended programming and service coordination amongst LBS + ES partners.

We hope that this Guide serves to inform EO agencies about tools, resources and practices that will support their service coordination efforts and lead to enhanced learner/client outcomes.

6. Acronym List

ACE	Academic and Career Entrance
CFAG	Centre de formation pour adults de Greenstone / Geraldton
CN	Contact North
COFA	Coalition ontarienne de formation des adultes
DLA	Dryden Literacy Association
DSSAB	District Social Services Administration Board
DVRRC	Dryden Volunteer Recruitment & Referral Centre
EO	Employment Ontario
ES	Employment Services
ESSF	Essential Skills Social Finance
ETC	Employment and Training Consultant
GED	General Educational Diploma
KDSB	Kenora District Services Board
LBS	Literacy and Basic Skills
LMS	Local Media Sources
LNN	Literacy Network Northeast
LNO	Learning Networks of Ontario
LNW	Literacy Network Northwest
MAESD	Ministry of Advanced Education and Skills Development
MNN	Mid North Network
NEW	Northwest Employment Works
ODSP	Ontario Disability Support Program
OW	Ontario Works
PACE	People Advocating for Change and Empowerment
PCD	Personal and Career Development
PD	Professional Development
YES	YES Employment Services