

Hamilton LBS Inter-Agency and Wrap-Around Referral Protocol

This document should be used when making referrals from one LBS agency to another, as well as referring out to other community resources (such as Employment Services and other wrap around referrals).

The ABEA is a source of information and referral to support you in your work. If you need assistance with interagency or other referrals please call 905-527-2222.

LBS service providers must ensure each learner is

- a. an Ontario resident
- b. an adult whose literacy and basic skills are assessed at intake as being less than the end of Level 3 of the International Adult Literacy and Skills Survey (IALSS) or the OALCF
- c. at least 19 years old (On an exception-only basis, LBS service providers may serve young adults between ages 16 to 18 who demonstrate the maturity to benefit from adult education. However, returning to the regular school system should be the priority for these learners. LBS service providers may allow age exceptions, not exceeding 10 percent of learners enrolled in a fiscal year. In all individual cases, there must be a documented rationale in the learner's file.)
- d. Sufficiently proficient in speaking and listening to benefit fully from the language of LBS instruction (English or French). Canadian Language Benchmark (CLB) level 6 for speaking and listening is the recommended minimum level of proficiency required to benefit from LBS instruction (this eligibility requirement does not apply to a deaf learner)

In addition to the above eligibility criteria, LBS service providers determine the suitability of the program for eligible clients based on identified barriers to learning. These barriers are described as Indicators of Suitability in Section 4.3. (taken from Literacy and Basic Skills Service Provider Guidelines, March 2016)

Clients with Developmental Disabilities

The Hamilton-Wentworth District School Board is recognized with the delivery niche in programming for people with developmental disabilities. In specific cases, the Hamilton-Wentworth Catholic District School Board will service these clients when appropriate.

E-Learning – Most programs offer blended learning. However, learners are referred to distance upgrading options if they

- are put on the agency's waiting list and cannot be referred to another community program
- have a scheduling conflict
- have transportation issues

Referring Clients/Learners to Employment Services

Service	At Entry into LBS	Ongoing in the Program	At Exit
Resource and Information Centre	Career Exploration	For interim employment goals	For job posts, printer/fax, etc.
Funding Stream	Second Career Eligibility Youth Job Connection		Wage incentives, apprenticeship scholarships, etc.
Workshops and Training		I.e., job searching, resume building, WHMIS, etc.	
Assisted Services			Assisted job search, on-the-job training, etc.

For more information about referring to Employment Services please visit [Labour Marketing Information for LBS Service Providers](#).

Interagency Referral Form

Redirection

The interagency referral form does not need to be used when you are redirecting a client from an initial phone call or walk-in.

Use the referral form when a learner

- has completed an intake interview or assessment and they are not appropriate for your program
- has been in your program and are transitioning to another LBS program for their next step
- is in your program and you are referring them for additional services in your community
- is exiting to their next step

The referral form is a fillable Word document. Complete the following steps to complete the referral.

1. Have the client/learner sign a release of information form in order to share their information with the other agency (keep this signed form in their file).
2. Open the referral form. The form has already been encrypted with the agreed-upon password.
 - a. To encrypt a Word document with a password you click – File – Permissions – Encrypt with Password – Enter Password
3. Save the referral form with their name (i.e., Smith,John-LBSReferral).
4. Fill out the referral form.

5. Give a copy of the referral form to the client/learner.
6. Email the form to the contact for the agency you are referring to (do not send any assessment or other documentation until requested by the referred-to agency).

When you receive a referral form

1. Save it to a dedicated digital folder.
2. Follow up with the client/learner – record your follow-up at the bottom of the form.
3. Check referral forms when clients come in to see if they have a referral form.
4. Request further information from the referring agency if needed.

Agency Entrance Criteria and Criteria for Boutique Training

* For Program Updates/Flyers/Targeted Training visit <http://abea.on.ca/ToolsforCommunityPartners.html>

* For locations and contact information visit www.abea.on.ca/LiteracyServices.html

Agency	Delivery	Entrance Criteria	
		Intake Eligibility and Skills	Milestones
HWCDSB - St. Charles Adult Education Centres <ul style="list-style-type: none"> • offer program delivery to adults 19yrs+ • offer programming to meet the needs of learners' goals to further education/training, employment, post-secondary and independence • ensure a smooth transition to the above mentioned goal paths 	Class Blended	a. Clients must have shown commitment to an upgrading program (good attendance) b. Completed CABS Level 1 in all areas	a. Clients must have an established goal path - #57 b. Complete and Create Documents - #27 c. Digital Technology - #54
Targeted Training Home Helper Program Security Officer Preparation Improve Your Public Speaking Skills	Class	a. LBS level 1+; CLB 5+	

Agency	Delivery	Intake Eligibility and Skills	Milestones
HWDSB - Community and Continuing Education – Academic Upgrading <ul style="list-style-type: none"> • offers programs in literacy and numeracy (pre-secondary school credits) to adults 19+ years of age 	Class Blended	a. persons enrolled in credit courses are not eligible for the LBS program (temporary LBS bridging support may be provided in individual circumstances)	a. B2.2 and A1.2 range - #23 and #4
Targeted Training – Numeracy Program	Class Blended	a. book intake meeting to determine needs b. math assessment to determine math skill levels	

Agency	Delivery	Intake Eligibility and Skills	Milestones
<p>HWDSB - Community and Continuing Education – Essential Skills Upgrading</p> <ul style="list-style-type: none"> offers classes to adults 21+ years of age with developmental disabilities 	<p>Class Blended</p>	<p>a. recommended to be 21 years of age</p> <p>b. able to progress – individuals must be able to set goals with the instructor in the development of a learner plan (must be able to demonstrate progress towards goals and achieve milestones as determined)</p>	
<p>Hamilton Literacy Council</p> <ul style="list-style-type: none"> offers free literacy instruction (since 1973) offers 1:1 tutoring by trained volunteers and small group instruction helps English-speaking adults (19+ and out of school full time) serves Essential Skills levels 1-2 <p>Targeted Training – Computer Basics</p>	<p>1:1 Small Grp Blended</p>	<p>a. learners must meet Ministry eligibility criteria</p>	

Agency	Delivery	Intake Eligibility and Skills	Milestones
Introduction to Writing and Style Ojibway/Cayuga Language Self-Management-Self-Direction Work Skills Program	Class Class Class Class	OALCF Level 1 OALCF Level 1 CAMERA Assessment	
CNIB - Literacy Program for Deafblind Adults <ul style="list-style-type: none"> • provides instruction in the individual's preferred method of communication • uses computers equipped with technical devices needed for blind and Deafblind learners • uses materials adapted by instructors for learner accessibility 	1:1 Small Grp	Must be Deafblind (may be self-reported and undergo an assessment)	

Agency	Delivery	Intake Eligibility and Skills	Milestones
College Boreal - ACE <ul style="list-style-type: none"> • serves French-speaking adults • offers ACE in French • offers English courses as well for Francophone learners (Canadian Concepts, English Communications, Basic Computers, time management) 	Class Blended Online	Must be Francophone	