

**ABEA**

Literacy Network supporting LBS programs.

Free information and referrals to Hamilton adult education and training.

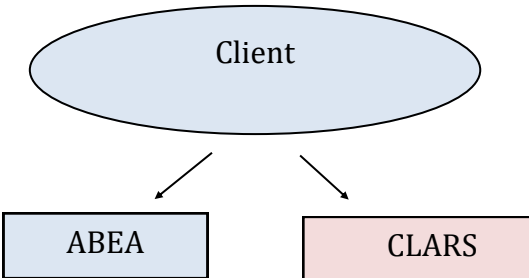
Fee for service educational assessments.

**ABEA-CLARS**  
**Referral Protocol 2019-2020**

**CLARS**

Referrals to local services for newcomers and their families including

- specialized services for youth
- help with health care, banking, forms etc.
- language assessments and referrals to language programs and/conversation circles
- information on education for children



Refer to CLARS if client

- doesn't have English as a first language
- has newcomer questions
- is foreign-trained and would like information on bridging programs and credentials
- doesn't have current CLB levels (last 12 months)
- has current CLB English and Listening below CLB 6

Refer to ABEA if client has Speaking and Listening CLB 6 or higher and

- may need upgrading outside of language programs
- are looking to retrain
- needs Grade 12/equivalent
- needs prerequisites for post-secondary programs

If contact with the client is face-face, get authorization to share information with CLARS and send referral form to CLARS.

CLARS will contact the client, provide service and forward an information/referral report to ABEA.

Phone or email clients will be given CLARS contact information and flyer —no paper trail.

If contact with the client is face-face, get authorization to share information with ABEA and submit the on-line referral form at [www.abea.on.ca](http://www.abea.on.ca)

ABEA will contact the client, provide service and forward an information/referral report to CLARS.

Phone or email clients will be given ABEA contact information and flyer—no paper trail.