

**ABEA**

Literacy Network supporting LBS programs.

Free information and referrals to Hamilton adult education and training.

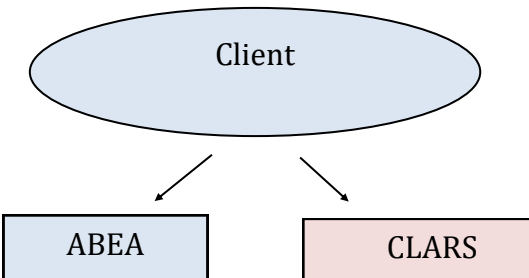
Fee for service educational assessments.

**ABEA-CLARS**  
**Referral Protocol 2020-2021**

**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

(CLARS can refer directly to an LBS program if it is clear what program is appropriate. Providers include HWDSB, HWCDSB, Hamilton Literacy Council, Mohawk College, Collège Boréal, Hamilton Regional Indian Centre, CNIB Literacy Program for Deafblind Adults.)

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.