

Hamilton Literacy Service Plan 2020-2021

Workplan

Updated Mar-24-21 - Final

61 Total Actions - 52 completed, 9 on hold, 0 incomplete

OALCF Work
Individual Program Work

Issue	Actions	Leads	Addressed/Complete	Notes
Current Trends in the Labour Market				
The Supply of Workers Does Not Meet the Skills Demand of Employers	Continue to develop and deliver responsive targeted training programs to repond to labour market needs, including digital literacy	LCP	●	June - CSB delivered new social media for beginners targeted training, HLC, CSB and DSB offer ongoing targeted training cohorts, throughout the year HRIC and CNIB offer specialized programming for their learners
	Help learners be more aware of the skills they need for employment and current opportunities in the local labour market - we'll do this by sharing information with frontline practitioners to share with learners (and encourage that the information be shared on agency social media feeds)	ABEA/LCP	●	Apr-09-20 - shared PATH Customer Service online workshop on Basecamp, Apr-14-20 - shared YWCA pre-apprenticeship program information on Basecamp with application, ongoing - we continue to receive community programming updates and share them on Basecamp, Oct-06-20 shared information about the Grand Erie Job Fair and Skills Exploration event, Nov-Dec 2020 - pilot with ES to deliver ES information sessions to LBS learners - will evaluate in January

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	Utilize employer-led consultations to inform training development (we'll look to our partners including the planning board, job-developers network, Employment Services and Economic Development)	ABEA/LCP	●	Nov-2019 - contributed 3 Essential Skills questions to EmployerOne for 2020 - received 82 employer contacts looking for more information about workplace literacy, August 2020 - emailed interested employers to thank them for their interest and that we would connect back in the fall around outreach and partnership opportunities, June 2020 - ABEA joined the Goodwill Food Manufacturing SAO advisory committee - this committee is working directly with Mohawk College and employers to provide training and work placement and ABEA is providing support around educational planning as needed, Oct-14-20 - LCP meeting - met with YMCA and Goodwill's manufacturing SAO programs to discuss increased partnership with LBS, ABEA is partnering with Mohawk's ECEA and PSW SAO programs
Skilled Trades Workers Continue to be in Demand	Consider running the Intro to Apprenticeship targeted training program from LLN	HRIC and possibly others?	●	Jun-20 - HRIC has reviewed the curriculum and has started to use pieces of it with her work with learners,
	Hold a frontline practitioner meeting at Mohawk College - Stoney Creek campus - for a campus tour and an introduction to apprenticeship session (Apprenticeship Hub)	OALCF	●	Planned for Jun-18-20 - Apr-14-20 - ABEA meeting with Mohawk to discuss in late April, followed up Jun 8th to plan presentation, Jun-18-20 - had digital meeting where we had a presentation from Louise Stallings - coordinator of the apprenticeship hub

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	Follow the development of Mohawk College's skilled trades hub and how it can benefit learners.	LCP	●	Beth is keeping the table informed of developments, Apr-20 - meeting with Louise, coordinator of the apprenticeship hub, Jun-18-20 - presented at the frontline worker meeting
	Invite Employment Services into programs to run the Intro to Apprenticeship workshop.	Individual Programs	●	Jun-18-20 - ABEA encouraged frontline worker members to connect with ES to set this up - either when they are back to in-person delivery or virtual, October - Mountain Micro Hub Meeting - looking at ways to partner with remote delivery
	Host experiential learning/co-curricular events focused on the trades to combat the negative images of trades as "dirty jobs".	LCP/Individual Programs	●	Sep-28-20 - shared info re: Grand Erie Job Fair and Skills Exploration for interested learners - focused on skilled trades, Feb-04-21 - shared CERIC's experiential learning webinar series with LCP
	Share information about trades training programs with frontline practitioners to discuss with interested learners (for example, pre-apprenticeship programs, City School programs, NPAAMB training options, etc.)	ABEA/LCP	●	2020 pre-app programs shared in early 2020, Apr-14-20 - shared YWCA electrical pre-app flyer/application on Basecamp, Jun-18-20 - apprenticeship hub presentation from Louise Stallings at Mohawk Stoney Creek campus, Dec-09-20 - shared CLO's webinar recording - "Apprenticeship and Skilled Trades Resource Sharing Fair"
	Follow the work of the In-demand Skilled Trades Hamilton project to better understand the current pressures and gaps and consider how we can respond.	ABEA/LCP	●	ABEA attended the In-demand event in early March 2020 and shared the In-Demand report with the LCP
Those that are Precariously Employed Need Support	Connect with the Hamilton Job Developers Network to get more information about potential skill gaps identified by employers	ABEA/LCP		On hold - will do this through the LSP 21-22 consultation - currently this group is in transition/on hold

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	Work with Workforce Planning Hamilton to add LBS information to their Employer HR Toolkit to familiarize employers with Literacy and Basic Skills and how programs can be beneficial to their employees.	ABEA	●	Submitted information in the fall of 2019 to be included
	Work with Workforce Planning Hamilton to add a question around skills on the EmployerOne 2020 survey.	ABEA	●	Submitted questions in the fall of 2019 - resulted in 82 employers interested in receiving information about workforce literacy, discussed briefly at the Mar-25-20 LCP meeting, on the agenda for Apr-15-20, Jun-17-20 - discussed connecting with these employers at the LCP meeting - will be doing a brief email
	Consider developing a toolkit or video that highlights the benefits of LBS to employers	ABEA/LCP	●	Aug 2020 - completed initial connection with employers from EmployerOne survey that provided contact information and expressed an interest in workforce literacy, will continue this work into next fiscal
	Encourage learners who are working to access work-integrated learning opportunities either when they transition out of LBS or by using LBS for continued support - for example, work-to-earn credits, co-op or apprenticeship.	ABEA/LCP/Individual Programs	●	Dec 2020 - both CSB and DSB are still offering work-to-earn credits throughout the pandemic for those learners who are currently working
	Explore methods to support skills recognition in LBS - for example, micro-certificates.	LCP/Individual Programs		On hold
	Offer specific digital literacy training to at-risk workers	Individual Programs	●	HLC and CSB currently offer targeted training programs focused on digital literacy - open to all

Current Demands in Our Community Based on our Learner Profile

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LBS Programs Report High Numbers of Learners with Multiple Barriers to Employment	Host Bridges out of Poverty training for frontline Literacy and Basic Skills (LBS) practitioners to better understand the complexities of poverty and how it impacts learners in the classroom and their ability to succeed	ABEA	●	Completed
	Redevelop the Employment Goal Tracker to become a step-by-step pathway planning tool that incorporates wrap around supports, milestones, potential barriers and strategies to address obstacles	ABEA	●	Aug 2020 - ABEA working on a draft, Jan 2021 - finalizing draft to share at Feb FW meeting, Feb-10-21 - shared with practitioners during FW meeting to get feedback, posted on Basecamp for feedback as well, will revisit at the April 2021 meeting
	Explore how local LBS programs can offer experiential learning and/or co-curricular opportunities to increase learners' attachment to the workforce (for example, speakers, tours, etc.)	Programs	●	Ongoing discussions at LCP/FW meetings, Dec-09-20 - HLC using childcare and horticulture curriculum from LLO for learners interested in these sectors
	Host a 2nd annual Hamilton Adult Learner Symposium to provide access to key speakers and community resources	ABEA	●	Scheduled for Fall 2020 - redesigned to digital format - postponed until we can decide how to deliver this effectively - likely January-February 2021, Dec 2020 - LCP confirmed date of Feb 1-5, 2021, have sent out a survey gathering feedback on the topics, Jan 2021 - revised date to Mar 1-5, most of the schedule is complete and will be sent out in Feb, Mar-05-21 - event was successful and received positive feedback from both participants and practitioners
	Continue to participate in the Long Term Unemployed project to determine what strategies and interventions will support LBS learners	ABEA	●	On hold - WPH not working on this project this year, shifting focus to offer training around supporting learners with persistent barriers - this training will happen during the frontline working group meeting in Feb 2021

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	Share information with frontline practitioners around the stages of change so that they can apply that knowledge when working with learners	ABEA	●	Completed as part of the Oct-21-20 frontline working group meeting
	Support practitioners around learning challenges by discussing and sharing resources through meetings and online platform		●	Oct-21-20 - frontline working group meeting - shared the digital strategy lists created by ABEA in partnership with the Learning Hub for remote delivery
Supporting Youth Not in Education, Employment or Training (NEET) - Many Youth in LBS Programs Leave the Program Before Successfully Transitioning to their Next Step	Literacy and Basic Skills (LBS) programs will encourage youth to access short-term, targeted training as a starting point in order to develop a relationship and buy-in for more upgrading (if needed)	Programs	●	Ongoing
	LBS programs will consider having check-in meetings with youth learners to discuss potential barriers to participation and success in order to problem solve while they are still engaged in the program	Programs/ABEA		On hold - redesigned Employment Goal Tracker could be useful here
	ABEA will meet with the Wellness Coordinator attached to Mohawk College's academic upgrading program to discuss what is working around youth engagement and support and how it could be implemented in other programs	ABEA/Frontline Working Group	●	April FW meeting - had a presentation to learn more about the program and what's working, posted presentation and resources on Basecamp
	Programs will connect with youth-serving agencies in order to engage youth in other positive programming in the community	Programs	●	St. Charles and Hill Park have established relationships with VPI, Goodwill and Mohawk CES - 2 of which offer YJC so are making those referral connections
	The Literacy Community Planning committee will consider developing activities around peer-mentorship – for example, having program spokespeople attend a class and share their story, develop a video series, etc.	LCP/Programs	●	On hold due to the pandemic, however we did have a presentation from Mohawk's peer mentorship program at the October frontline working group meeting that was very helpful to learn more about the model

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	Frontline practitioners will discuss ways that youth can access additional guidance/planning services (for example, in house through current programs such as credit or recruitment, utilizing ABEA, referring to Employment Services or working to expand these services at the agency/community level for learners if possible)	FW/Programs	●	Ongoing - ABEA partners with all YJC programs as well to offer educational planning workshops and 1:1 services - this includes referrals to LBS
Newcomers - Critical Talent Pipeline - Literacy and Basic Skills (LBS) Programs are Serving More Newcomers	St. Charles - due to the demand and identified lack of digital literacy skills in the community, computer targeted training is to be expanded and offered for clients entering the workforce and credit/post-secondary programs, including newcomer learners	HWCDSD	●	Ongoing
	We will continue to work with the Immigrants Working Centre to support learners in their WorkLinc programs and those learners in LINC who may need pre-training upgrading	HWCDSD	●	Supported WorkLinc program in 19-20 - relationship will be maintained as needed - CSB has offered targeted numeracy training and will continue to do so into the fall of 2020 (looking at remote delivery)
	We will work to make more formal connections with newcomer-serving agencies to explore referral pathways and the need for specialized programs	LCP	●	Continue to have a formal referral protocol with the YMCA settlement services department, have been working closer with the Immigrant Working Centre to support their worklink programs
Service Delivery Gaps				
Targeted Training Content	HRIC is considering offering SmartServe targeted training	HRIC	●	DSB offers food handlers prep as part of their Cornerstone targeted training suite
	Hamilton Literacy Council has customer service/cash register curriculum and is considering offering it as a targeted training program	HLC		On hold - currently offering digital literacy targeted training and healthcare training in January 2021
	Hamilton Literacy Council is also exploring health literacy training, particularly with seniors	HLC	●	Healthcare training starting in January 2021

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	The LCP will continue to consult on targeted training gaps and work together to meet the needs of the community	LCP	●	This is ongoing - recently completed employment partner consultation as part of the 21-22 LSP process to determine targeted training gaps
	ABEA, in partnership with LCP, will develop an LBS partnership tool for community partners to encourage LBS integration into projects and programs in the planning phase	ABEA/LCP	●	Developed early 2020 and is being used to develop relationships with community partners
Service Locations	LBS programs will make note of clients/organizations that contact them for service outside of the Hamilton core and share that information at LCP meetings. In this way, we can determine if there is a critical mass or partnership opportunity for service outside of current program locations.	LCP	●	Given the pandemic, most services are being offered online - expanding the reach of all programs
All programs re-imagined their programs to a digital format in March 2020 in response to the COVID-19 pandemic - learnings from this may allow programs to continue to expand their reach beyond the immediate needs of the closure.	Targeted training programs, in many cases, are designed to be mobile - they will travel if the need arises	Programs	●	Ongoing flexibility - DSB offers G1 Drivers Literacy Prep at Goodwill
	Hamilton Literacy Council has been in contact with Flamboro Connect to provide financial literacy training to seniors in that area	HLC		On hold
	Mohawk College is considering increasing services at their Centennial location to provide more services in the east end/Stoney Creek	Mohawk College		On hold

Potential Learners not Accessing LBS

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Potential Learners with little to no Childcare Supports	We are going to develop a particular series of questions for the Mohawk ECE program coordinator and then organize a meeting to determine if a partnership could be created. We hoped to continue this work into 20-21 and also look for other ways to engage caregivers.	LCP	●	We had discussions at the LCP table around this and the DSB had internal discussions as to whether a partnership was feasible - unfortunately due to infrastructure and policy it is not. We will look for continued ways to support parents/caregivers.
	We will follow government communication around access to childcare (for example, with the recent announcement of \$1 billion over five years to create up to 30,000 new child care spaces in schools across the province) (Ontario Government Newsroom, 2019) and share any opportunities for spaces with current and prospective learners	Programs/LCP	●	Ongoing - Dec 2020 - childcare continues to be a concern for some learners, frontline workers report that it is challenging for learners to find daycare spots
	We will continue to encourage learners with limited to no childcare to use online or blended learning resources.	Programs	●	Ongoing
Seniors (ages 45-64)	Mohawk College Initiative - The goal is to provide digital literacy and computer technology training to this growing demographic. Academic Upgrading would offer a course covering this content.	Mohawk College		On hold
	The Hamilton Literacy Council was approached by support workers from The Welcome Inn and St. Matthews House looking for programs to address the literacy needs for seniors. Discussions are ongoing.	HLC		On hold
	The district school board is also hoping to draw more older workers into their technology classes that they are developing for 20-21.	HWDSB		On hold

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Providing Service to those that are Working	We have also determined that there are many workers that may need LBS as skill requirements continue to increase (particularly around digital technology) and entry-level, low-skilled jobs continue to decrease. (in Labour Market Details above)	LCP	●	see labour market details above
Service Coordination Challenges				
Ontario Works referrals	ABEA will continue to liaise with Ontario Works managers around the referral protocol as well as encourage referrals at community meetings	ABEA	●	Spring 2020 - ABEA has been in contact with OW since the beginning of the pandemic - currently they are just focusing on immediate needs, Jul-09-20 - call with Robyn McCormick, CMs are connecting with all clients and hoping to discuss participatory agreements which will likely mean increased referrals, we'll send her an email update to post to everyone for July 20th, Oct-20 - phone consultation with Robyn as part of the LSP 21-22 process - referrals are still down but she suspects that LBS will be a critical partner in the life stabilization piece of their work with clients in 2021
	The LBS/ES newsletter will continue in order to provide program info and updates to case managers to encourage referrals	ABEA	●	Ongoing
	We will work with our local offices to explore the possibility of increased visibility in their office spaces (for example, on monitors, poster boards, etc.)	ABEA/LCP	●	Sent Robyn an email to post to all case managers in July 2020, currently not seeing clients in person, CMs working from home
	LBS practitioners will be encouraged to connect directly with referring case managers to increase the line of communication for future referrals	LCP	●	Ongoing

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Referrals from ODSP (Ontario Disability Support Program)	We will develop next steps from the outreach sessions to explore more integrated partnerships as the EO transformation unfolds	ABEA/LCP	●	Oct-20 - phone consultation with Denise - their staff are consumed with the transformation - sent along questions around increased partnership - waiting to hear back - connection/communication will continue
Referrals to and from Employment Services (ES)	We will closely follow the development of the EO transformation and Service System Manager role in Hamilton and offer information, outreach and support as needed	ABEA/LCP	●	ABEA met with SSM (digitally) in March 2020 to discuss partnership ideas moving forward and discuss the integration of LBS in the EO transformation, DSB and HLC had virtual program tours with SSM in March 2020, Jun 2020 - had a meeting with Grant regarding an OLMP proposal with the networks and planning boards in the region around career ladders, Sep-20 - met with Grant with LLN and LLSC to discuss connections with LBS as part of the LSP consultation, Oct-20 - connected with employment partners through a survey for the LSP 21-22 where it asked about referrals, Dec-08-20 - Fedcap community navigator for Hamilton/Brantford attended SDF meeting - followed up with him to request a literacy-specific meeting
	We will seek out ways to increase communication and coordination with the SSM and the EO network as a whole to continue to adapt and respond to our community	ABEA/LCP	●	Ongoing
Referrals from Other Community Partners	Further partnership development is ongoing and will continue to be a focus for the network	ABEA/LCP	●	Ongoing
	As mentioned above, ABEA, in partnership with the LCP, will develop an LBS partnership tool to streamline this work	ABEA/LCP	●	Done

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e-Channel	We will continue to discuss the connection with e-Channel providers at frontline meetings in order to resolve any issues as they arise	FW/ABEA	●	Continue to share e-Channel updater with all through Basecamp, Fall 2020 - surveyed the LCP at e-Channel's request to gather information for them, HRIC and HLC partners with GLA, CSB and DSB works with The Learning Hub
	There will be an ongoing online discussion forum focused on e-Channel for support	ABEA/LCP/FW	●	Ongoing in Basecamp
	Programs are planning to invite specific e-Channel providers to their sites in 20-21 to continue to strengthen referral protocols and relationships	Programs	●	On-site visits did not happen this fiscal due to the pandemic, however, most programs have good relationships with 1-2 e-Channel providers and keep in constant contact to support specific learners
<p>61 52 completed, 9 on hold, 0 incomplete</p>				