Information and Referral Report

This tool can to be used by Literacy and Basic Skills and Employment Service practitioners to assist with making community referrals for participants.

This tool can be used in conjunction with screening and assessment tools such as Signals. This tool can also act as a referral form or as part of a community referral protocol.

Each community will have to adapt it to fit their needs and their referral resources.

Instructions

1. Fill in the Personal Background Information
   1. Income – if it is other, include an explanation beside it
   2. Grade Completed – include details such as how many credits received or schools attended if known
   3. Screening Results – include any screening results such as the Ontario Works Literacy Screen or Signals results
2. Making Referrals
   1. needed Column – put a  (type the letter “l”) in the sections where referrals are needed
   2. write in the appropriate agency and phone number if not already provided

For assistance with making referrals see Community Referral Resources.

Information and Referral Report

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Prepared by | Sara Gill | June 5, 2013 | | |
| Personal Background | | | | |
| Name |  | Phone | |  |
| Address |  | | | |
| Income | Choose an item. | | Other | N/A |
| Grade Completed | Choose an item. | | Details | N/A |
| Screening Results |  | | | |
| Employment Goal |  | | | |
| Education Goal |  | | | |
| Notes |  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Community Referral Resources | | | |
| Adult Basic Education Association | First Point of Contact for Adult Education in Hamilton | 905-527-2222  [www.abea.on.ca](http://www.abea.on.ca) | |
| YMCA Settlement Services (CLARS) | Newcomer Information Centre and Language Program Referrals | 905-526-8452  [mydreamlife.ca/iss\_hamilton](http://mydreamlife.ca/iss_hamilton) | |
| Workforce Information Network (WIN) Hamilton | Information on local employment, training and upgrading programs | <http://winhamilton.ca/> | |
| 211/Inform Hamilton | Online database of human services | Call 211  [http://www.inform.hamilton.ca](http://www.inform.hamilton.ca/) | |

| Needed | Referral Options | Agency | Phone |
| --- | --- | --- | --- |
|  | **Literacy and Basic Skills (LBS)**  Refer clients who   * require upgrading based on literacy screening * report difficulty with reading, writing or math * are unsure of their skills | Adult Basic Education Association | 905-527-2222 |
|  | **Newcomer Information/Language Training (ESL/LINC)**  Refer clients who   * need newcomer information * speak English as a second/additional language who require language training | YMCA Settlement Services | 905-526-8452 |
|  | **Employment Services**  Refer clients who require   * employment resources (computers, fax, printer, etc.) or workshops * assisted services such as career exploration or Second Career * apprenticeship information or self-employment |  |  |
|  | **High School Credit**  Refer clients who are comfortable with their literacy skills and who   * need their Grade 12 diploma * need prerequisite credits |  |  |
|  | **GED (General Educational Development)**  GED Preparation – refer clients to LBS  GED Testing – Independent Learning Centre ([www.ilc.org](http://www.ilc.org)) |  |  |
|  | **Post-Secondary (community colleges/private career colleges)**  Refer clients who have the necessary prerequisites  Community Colleges - [ontariocolleges.ca](http://www.ontariocolleges.ca) Private Career Colleges - [www.ontario.ca/education-and-training/search-or-register-private-career-college](http://www.ontario.ca/education-and-training/search-or-register-private-career-college) |  |  |
|  | **Training**  Refer clients who require short-term training/licenses (i.e., smart serve, AZ) |  |  |
|  | **Other**  Refer clients who require other community supports such as housing, food banks, mental health resources, etc. |  |  |

ES would like one referral document that would have all sectors in it including housing, mental health, etc.