

## Instructions for new Literacy Quick-screen

1) Hand page 1 (Bill) and page 2 (Prepayment Authorization/Contest) to client. Also provide them with a blank piece of scrap paper. Do not provide them with a calculator.

2) Say the following

**“I am going to ask you to complete these two pages so we can assess your current skills and decide the best place for you to start moving towards your goals. Think of yourself as a mobile phone customer who has just received their bill in the mail. The bill page asks you to figure out the answers to four questions from the bill information. There is some math, but you may not use a calculator. The envelope also has two other documents in it - a form to fill out prepayment information and a contest to win services for a year. Fill in the two forms as if you were a customer. You may need to look at the other documents to find some of the answers. If you are having difficulty with a question or activity, move to the next step.”**

3) After the client is done, check the answer sheets to see how they did. Note on scoring the Prepayment Authorization form - look to see if the client could fill out their information without copying it from a document or identification card. This may indicate a literacy issue.

4) If they had difficulty with any part of this quick-screen they may have a literacy issue. Refer the client to \_\_\_\_\_. Please send a copy of this assessment with referral.

5) Give them a copy of the “Future Goals” worksheet and ask them to fill it out and bring it to their appointment.



### Account Summary

**Total: \$64.41**

Payment due 30 days after invoice date. Amount owing after due date is subject to 1.5% interest per month.

.....

### Your last bill

Previous balance \$72.54

Payment(s) \$72.54

.....

Balance from your last bill (including taxes): \$0.00

Any payments we received and processed after November 10, 2012 will show on your next bill.

### Your current bill

Wireless \$54.00

Messaging \$ 3.00

Your current bill (before taxes): \$57.00

HST (862395381 RT0001) \$7.41

**Total: \$64.41**

Account Number: 5-557-5739

Invoice Number: 55501912

Invoice Date: Nov 09, 2012

**You saved \$5.00 on your Linx Services this month**

Other Linx services available to you

- Linx Bundled Services
- Internet
- Cable TV
- Home Phone
- Long Distance

**Still have questions?**

Visit [www.linxmobileniagara.com](http://www.linxmobileniagara.com)

When is the bill due? \_\_\_\_\_

What is the amount due? \_\_\_\_\_

What is the difference between this month's and last month's bill? \_\_\_\_\_

If you do not make your payment on time, what will be the late payment charge?

\_\_\_\_\_

## Pre-Authorized Payment Authorization

I am applying for a Pre-Authorized Payment Plan/Changing information on my existing plan

### PERSONAL INFORMATION: (Please Print)

Name: \_\_\_\_\_ Lynx Mobile Account Number: \_\_\_\_\_

Address: \_\_\_\_\_ City/Town: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_ Evening Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

These services are for (check one):  Personal Use  Business Use

### BANKING INFORMATION:

Name of Financial Institution: Linx Lenders Transit Number (5 digits) 83493

Institution Number (3 digits): 384 Account Number: 555-3332

## ENTER TO WIN FREE SERVICE FOR A YEAR!

FILL IN YOUR OPINION ABOUT YOUR CURRENT SERVICES.

### 1) What services do you currently have?

- Mobile phone
- Messaging
- Mobile Internet
- Lynx Bundled Services
- Internet
- Cable TV
- Home Phone
- Long Distance



### 2) What other services would you like on a mobile phone in addition to your current services? Please answer in full sentences.

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**Contest details: Contest closes December 31, 2012. Open to residents of Canada having reached the age of majority. Winners will receive their current services at time of entry free for 12 months. Odds of winning depend on the number of eligible entries in each Contest. Answer to above questions required. NO PURCHASE NECESSARY.**

## Ontario Works Literacy Screening Test - Scoring Checklist

Member ID	Caseload/Case Org. Number	Region/Office
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**Look at each document and check yes if your client completed the task and no if they did not.**

<b>Pre-Authorized Payment Authorization</b>	<b>Yes</b>	<b>No</b>
Are the responses in the correct spot?	<input type="checkbox"/>	<input type="checkbox"/>
Are capitalization and punctuation used correctly?	<input type="checkbox"/>	<input type="checkbox"/>
Can you easily read the words (are they legible)?	<input type="checkbox"/>	<input type="checkbox"/>
Was the section completed without looking at an ID card?	<input type="checkbox"/>	<input type="checkbox"/>
Is this section completed in full?	<input type="checkbox"/>	<input type="checkbox"/>

<b>Enter to Win Free Service for a Year</b>	<b>Yes</b>	<b>No</b>
Do the answers show that the client understands the questions?	<input type="checkbox"/>	<input type="checkbox"/>
Are capitalization and punctuation used correctly?	<input type="checkbox"/>	<input type="checkbox"/>
Is sentence structure varied?	<input type="checkbox"/>	<input type="checkbox"/>
Is spelling correct (2 or more errors check "No")?	<input type="checkbox"/>	<input type="checkbox"/>
Is proper grammar used?	<input type="checkbox"/>	<input type="checkbox"/>
Is this section completed in full?	<input type="checkbox"/>	<input type="checkbox"/>

<b>Phone Bill</b>	<b>Yes</b>	<b>No</b>
Do the answers demonstrate an understanding of the questions?	<input type="checkbox"/>	<input type="checkbox"/>
Is the subtraction correct?	<input type="checkbox"/>	<input type="checkbox"/>
Is the calculation of the late payment correct?	<input type="checkbox"/>	<input type="checkbox"/>
Is the last question answered in full and complete sentences?	<input type="checkbox"/>	<input type="checkbox"/>
Do the sentences answer the question?	<input type="checkbox"/>	<input type="checkbox"/>
Is this section completed in full?	<input type="checkbox"/>	<input type="checkbox"/>

<b>Quick Screen Summary</b>	<b>Yes</b>	<b>No</b>
Was participant able to complete for form without assistance?	<input type="checkbox"/>	<input type="checkbox"/>
Additional comments		
_____		
_____		
_____		

**Note** - If one or more "No" boxes have been checked, the participant may have a literacy issue. Please discuss the results with the participant to determine if literacy is a barrier to employment. A referral for a participant for a literacy assessment is based on a number of factors, including - but not limited to - the results of the literacy screening test. A requirement to participate in literacy assessment and/or literacy training must be made in the context of the individual's skills, employment goals and the requirements of the local labour market.



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When is the bill due? **December 09, 2012**

What is the amount due? **\$64.41**

What is the difference between this month's and last month's bill? **\$8.13**

If you do not make your payment on time, what will be the late payment charge? **\$0.97**

## Pre-Authorized Payment Authorization

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- Home Phone
- Long Distance



### 2) What other services would you like on a mobile phone in addition to your current services?

- Did they answer the question?
- Did they use proper sentences, spelling, grammar and punctuation?

**Contest details: Contest closes December 31, 2012. Open to residents of Canada having reached the age of majority. Winners will receive their current services at time of entry free for 12 months. Odds of winning depend on the number of eligible entries in each Contest. Answer to above questions required. NO PURCHASE NECESSARY.**

# Future Goals Worksheet

Fill in the boxes with goals you would like to reach in the category and time frame. You do not need to fill in every box.

Category	6 months	1 year	5 years
Education			
Employment			
Community Involvement (volunteering, participating in community activities)			

Bring this goal sheet with you to your Learning Choices appointment with Jacky

on \_\_\_\_\_ at \_\_\_\_\_ am/pm.