



SUMMARY/SOMMAIRE

Literacy Service Plan

Plan de Services d'alphabétisation 2014/2015

Ottawa Community Coalition for Literacy

Regroupement d'Ottawa pour l'alphabétisation

Introduction

As required by the Ministry of Training, Colleges and Universities' (MTCU), regional literacy networks, such as the Ottawa Community Coalition for Literacy (OCCL) facilitate a Literacy Services Planning and Coordination (LSPC) process in their catchment areas in an effort to support Literacy and Basic Skills (LBS) service providers to continuously improve their organizational capacity to deliver programming.

The LSPC process involves all LBS service providers and, where possible, other community services, such as Employment Ontario's Employment Services, Apprenticeship, Second Career, Ontario Works and other related community support services. Its purpose is to facilitate effective and efficient delivery of the LBS Program within a broader system of education, training and labour market attachment services. The principal product of the planning and co-ordination process is the Literacy Services Plan (LSP) for a specific community.

Regional literacy networks also facilitate the evaluation of the effectiveness of the planning and coordination process and the plan so that it can continuously improve.

Service Coordination

In February 2013, OCCL and Ottawa Integrated Local Labour Market Planning (OILLMP) hosted a meeting on service coordination as part of an MTCU initiative in Eastern Ontario. The meeting brought together representatives from the Ministry of Training, Colleges and Universities (MTCU), Literacy and Basic Skills (LBS), Employment Services (ES), Apprenticeship, Ministry of Community and Social Services (MCSS), Ontario Works (OW), United Way, Service Canada, etc. Out of that meeting, OCCL and OILLMP developed a three-year service coordination plan for Ottawa. The Service Coordination Framework is included at the end.

OILLMP is responsible for the implementation of the multi-year service plan. As part of that process they have formed the Employment Service Coordination Strategic Working Group. OILLMP invited OCCL's Executive Director to join the Working Group which includes representatives from MTCU, ES, Apprenticeship, MCSS, OW, employment services for newcomers, etc. OCCL's rep will report regularly to the Local Planning and Coordination Committee (LPCC) and LPCC members will be invited to participate on advisory and focus groups.

Another service coordination initiative is developing from a survey OCCL conducted of ES staff in the spring of 2013. OCCL is working with the Employment Ontario Ottawa Network (EOON), which is made up of reps from ES service providers and one literacy rep, to form a Working Group to address service coordination and other issues in relation to LBS and ES in order to improve transitions for clients/learners between and within ES and LBS.

Les groupes francophones siègent à plusieurs tables du Réseau de soutien à l'immigration francophone de l'Est de l'Ontario. L'objectif est de trouver des moyens d'augmenter le nombre d'immigrants francophones qui viennent s'installer dans la région.

Brief Profile of Ottawa

Employment – Changes in the Local Labour Market

It was reported in the Ottawa Citizen, September 27, 2013, that the most recent data from Statistics Canada reveal that Ottawa-Gatineau has suffered a loss of nearly 17,000 federal government jobs since the 2012 federal budget - representing 86 percent of the government's downsizing. That number far exceeds federal government estimates. And the government is continuing with efforts to streamline operations notably in information technology. This is expected to eliminate more federal government jobs and reduce the need to buy IT services from the private sector.

The Conference Board of Canada ranked the National Capital Region 12th in growth prospects this year - ahead of only Victoria among Canada's 13 largest cities. The Conference Board predicted that Ottawa-Gatineau's economy will improve no more than 0.8 per cent this year after inflation. The region has slid from fourth-largest job market in the country to sixth. In addition, the impact of potential significant layoffs at Alcatel and Blackberry is unknown at this time. The impact on entry-level employment and service jobs has yet to be determined but with fewer employees in government and IT who are able to purchase services, there will definitely be an impact. It was stated several times in the LSP survey that traditional entry-level jobs are being filled by candidates who have more education/experience due to the lack of jobs at their level.

Federal and provincial civil servants (some provincial workers in health and education are employed by private firms) make up close to 40 per cent of region's workforce. Only 11.5% of employment is in goods-producing industries, roughly half of the national average. With the economy driven by knowledge-intensive service industries, it is not surprising that Ottawa residents are better educated and more affluent on average than other Canadians. Poverty co-exists with affluence in the city, bringing with it an array of social policy challenges. It is often difficult to convince residents who live prosperous lives that the city is also home to many people who face barriers to success that may include poverty and a lack of education. For example, in 2000, 26% of low-income families in Ottawa were working poor, a number which increased to 42.7% in 2005.

Through the Employment Ontario Ottawa Network (EOON) OCCL identified a need for training in basic digital technology for clients in all Employment Services offices. Lack of adequate skills is impeding ES clients both in job search and in obtaining and keeping jobs. The LPCC will be looking at the possibility of developing a short digital technology course that could be offered onsite in ES

offices. The course would include assessment of ES clients, strategies for success and communication activities and OALCF milestones.

As part of preparing the Literacy Service Plan, OCCL conducted a brief survey of EO, government and community organization stakeholders in an attempt to identify emerging trends and issues that might affect current and potential LBS learners. The LSP Survey further confirmed the need for training in digital technology both to help clients conduct job search and to enable them to find and maintain work.

A summary of the findings from the survey have also been posted on OCCL's website.

In 2014/2015, the LPCC will be tracking potential changes to EI-related training rules to determine their impact on current and potential LBS learners.

Literacy and Basic Skills Service Providers / Programmes d'alphabétisation et formation de base

The following pages provide information about Literacy and Basic Skills Service Providers in Ottawa.

Literacy and Basic Skills Service Providers

Regional Literacy Network: Ottawa Community Coalition for Literacy

Ottawa's nine different Literacy and Basic Skills (LBS) programs offer free services to help you improve your skills in the following six areas:

- find and use information
- communicate ideas and information
- understand and use numbers
- use digital technology
- manage learning
- engage with others

Each LBS program differs in terms of the range of programming offered, from basic up to a grade 12 equivalency level and in terms of the number of hours of instruction offered per week. Programs provide different types of service delivery, such as one-on-one tutoring, small groups or a classroom setting.

The choice of which LBS program best suits your needs depends upon your current skills, your preferred language of instruction, the type of setting you learn best in, the number of hours per week you can attend and which of the following five goal paths you want to pursue:

- employment
- secondary school credit
- postsecondary
- apprenticeship or other types of skills training
- increased independence

To be eligible for LBS services you need to:

- be at least 19 years old (sometimes programs serve young adults aged 16 to 18 if they are mature enough to benefit from adult education)
- live in Ontario
- speak English or French at Canadian Language Benchmark Level 6 or higher, if you were not born in Canada

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Description	OALCF Levels	Estimated % of learners to be served in each Goal Path
Algonquin College - ACElinks	John Howard Society of Ottawa 550 Old St. Patrick Street Ottawa, Ontario K1N 5L5 613-789-7418 Ext: 230 wreid@ottawa.johnhoward.ca	Monday-Thursday 9:00 am – 4:00pm	Academic Upgrading courses up to a Grade 12 equivalency level are offered in a small classroom setting with individualized learning and support from Algonquin College teachers and the ACElinks Transition Coach. These courses provide a pathway to post-secondary education and better employment opportunities for individuals who face many barriers.	Level 1 Level 2 Level 3	20% Employment 5% Apprenticeship 70% Postsecondary 5% Independence
Algonquin College - Academic Upgrading	1385 Woodroffe Avenue Room J205 Ottawa, Ontario K2G 1V8 613-727-4723 Ext: 5722 caac@algonquincollege.com	Monday-Thursday 8:00 am – 9:00 pm Fridays 8:00 am – 4:00 pm	Take the academic upgrading courses you need to meet the admission requirements for your college program of choice. Or, earn the Academic and Career Entrance (ACE) certificate, which is recognized across Ontario as a Grade 12 equivalency for admission to college, and by many employers as meeting their minimum employment standard.	Level 1 Level 2 Level 3	8% Employment 2% Apprenticeship 90% Postsecondary
ALSO's Adult Upgrading Program	Heartwood House 404 McArthur Avenue Ottawa, Ontario K1K 1G8 613-233-8660 kim@also-ottawa.org	Monday-Thursday 9:00 am - 3:00 pm	ALSO's adult upgrading program supports learning and skill development for high school credit, further education, training or employment. Our programs are offered in a small class setting with individualized learning and support from ALSO teachers. ALSO offers	Level 1 Level 2 Level 3	35% Employment 5 % Apprenticeship 30% Secondary School Credit 10% Post Secondary 20% Independence

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Description	OALCF Levels	Estimated % of learners to be served in each Goal Path
			<p>family literacy support for families with young children (6 months – 6 years).</p> <p>Free on site part-time childcare is available in ALSO's Children's Program (6 months – 6 years).</p>		
<p><u>ALSO's Deaf Adult Upgrading Program</u></p>	<p>Heartwood House 404 McArthur Avenue Ottawa, Ontario K1K 1G8</p> <p>613-233-8660 <u>kim@also-ottawa.org</u></p>	<p>Monday, Tuesday & Friday 9:00 am -3:00 pm</p> <p>Thursday 1:00 - 7:00 pm</p>	<p>ALSO's deaf adult upgrading program supports learning and skill development for increased independence, high school credit, college/university preparation, training or employment. Our programs are offered in a small class setting with individualized learning and support in ASL from ALSO teachers. ALSO offers family literacy support for families with young children (6 months – 6 years). Free on site part-time childcare is available in ALSO's Children's Program (6 months – 6 years).</p>	<p>Level 1 Level 2 Level 3</p>	<p>35% Employment 15 % Apprenticeship 5% Secondary School Credit 5% Post Secondary 40% Independence</p>
<p><u>Centre Moi j'apprends</u></p>	<p>235 Donald Street, Room 226 Ottawa Ontario K1K 1N1</p> <p>613-748-3879 <u>moijapprends@bellnet.ca</u></p>	<p>Training: 9:00 am-2:30 pm Monday-Thursday 5:00 – 7 :30 pm Monday & Wednesday</p> <p>Administration: 8:30 am - 4:00 pm Monday-Friday</p>	<p>Training in French (for French speakers) reading, writing, math and computer skills to improve job readiness, resume studies or acquire greater independence.</p>	<p>Level 1 Level 2 Level 3</p>	<p>38% Employment 1% Apprenticeship 40% Secondary School Credit 1% Post Secondary 20% Independence</p>

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Description	OALCF Levels	Estimated % of learners to be served in each Goal Path
<p>La Cité collégiale Formation de base de l'Ontario</p>	<p>801 Aviation Parkway Building B, Room 2200 Ottawa, Ontario K1K 4R3</p> <p>613-742-2493 ext. 2800 fbo@lacitec.on.ca</p>	<p>Monday - Friday 9:00 am - 3:00 pm</p> <p>Monday, Wednesday and Thursday 6:00 – 9:00 pm</p>	<p>Our Literacy and Basic Skills program provides training in French reading, writing, math and computer skills to improve job readiness, resume studies or acquire greater independence.</p>	<p>Level 1 Level 2 Level 3</p>	<p>10% Employment 5% Apprenticeship 0% Secondary School Credit 84% Post Secondary 1% Independence</p>
<p><u>DEAFBLIND LITERACY PROGRAM</u></p>	<p>1355 Bank Street, Suite 101 Ottawa, Ontario K1H 8K7</p> <p>613-563-4021 ext. 50016 jessica.white@cnib.ca</p>	<p>Monday - Friday 8:30 am - 4:30 pm</p>	<p>The Canadian National Institute for the Blind Literacy Program for Deafblind Adults provides quality individualized literacy instruction to adults in Ontario in their preferred method of communication. Through increased knowledge students have the opportunity to reach their goals, enhancing their link to the environment.</p>	<p>Level 1</p>	<p>11% Employment 89% Independence</p>
<p><u>John Howard Pre-Employment Training</u></p>	<p>John Howard Society of Ottawa 550 Old St. Patrick Street Ottawa, Ontario K1N 5L5</p> <p>613-789-7418 ext. 226 jang@jhsottawa.ca</p>	<p>Monday - Friday 9:00 am - 4:00 pm</p>	<p>Pre-Employment Training (PET) Programs provide essential skills training to prepare individuals for their transition to employment, further education and training and movement towards personal independence goals.</p>	<p>Level 1 Level 2 Level 3</p>	<p>55% Employment 5% Apprenticeship 30% Post Secondary 10% Independence</p>

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Description	OALCF Levels	Estimated % of learners to be served in each Goal Path
<p>OTTAWA CATHOLIC SCHOOL BOARD OCSB Literacy and Basic Skills</p>	<p>St. Nicholas Adult High School West Campus: 893 Admiral Avenue Ottawa, Ontario K1Z 6L6</p> <p>Central Campus: 20 Graham Avenue Ottawa, Ontario K1S 0B7</p> <p>613-228-8888 Administrator: ext. 280 Office: ext. 263 linda.seymour@ocsb.ca</p>	<p>September - June Monday - Friday 8:30 am-12:30pm</p>	<p>We offer reading, writing, math and oral communication upgrading as well as computer and workplace training for adults who need to improve literacy and essential skills. Our program enables learners to access secondary and post secondary education, become independent or prepare for the workplace. Classes are small and offer both group and individualized learning. In addition, we have ongoing support from St Nicholas Adult High school which allows for a seamless transition into high school credit and provides pathways to other programs.</p>	<p>Level 1 Level 2 Level 3</p>	<p>23% Employment 3% Apprenticeship 42% Secondary School Credit 22% Post-secondary 10% Independence</p>
<p>OTTAWA-CARLETON DISTRICT SCHOOL BOARD Workplace Training and Academic Upgrading Program</p>	<p>Albert Street Education Centre 440 Albert Street Ottawa, Ontario K1R 5B5</p> <p>613-239-5951 or 613-239-2325 carol.mcmurphy@ocdsb.ca</p>	<p>Childcare Assistant, PSW Prep, Academic Upgrading: Programs begin September and January Monday - Friday 9:00am -12:00pm or 9:00 am-2:00pm</p> <p>Home Helper Monday - Friday 1:00 - 3:30pm Some onsite</p>	<p>Three classes for adults with less than grade 10 education include:</p> <ul style="list-style-type: none"> • Childcare Assistant; Home Helper; and Personal Support Worker(PSW) Preparation • Academic Upgrading/High School Preparation to develop skills to enter an adult credit program <p>Classes and employment support programs for adults with developmental and/or physical disabilities:</p> <ul style="list-style-type: none"> • Adaptive Learning with five 	<p>Level 1 Level 2 Level 3</p>	<p>40%, Employment 25% Secondary School Credit 5% Post-secondary 30% Independence</p>

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Description	OALCF Levels	Estimated % of learners to be served in each Goal Path
		Adaptive Learning Program: September - June Monday-Thursday 9:00 am - 3:10 pm	classes to prepare for employment/volunteering/improved independence		
<u>People, Words & Change</u>	Heartwood House 404 McArthur Avenue, Suite 202 Ottawa, Ontario K1K 1G8 613-234-2494 <u>dee@pwc-ottawa.ca</u>	Office Hours: Monday-Thursday 9:00 am-5:30 pm Day and evening computer classes Day, evening and weekends are possible for tutoring	Volunteer tutors work one-on-one with learners who want to improve their basic reading, writing and computer skills for employment, further training opportunities, or personal independence. Tutoring for reading and writing is done either on- or off-site. Computer tutoring is done in small groups on-site in our computer lab. Tutoring and computer lab sessions are two hours per week.	Level 1 Level 2 Level 3	82% Employment 1% Apprenticeship 1% Secondary School Credit 2% Post-secondary 14% Independence

Services d'alphabétisation et de formation de base

Le réseau régional: Regroupement d'Ottawa pour l'alphabétisation

À Ottawa, il existe neuf programmes d'alphabétisation et de formation de base (AFB) qui offrent des services gratuits afin d'aider les adultes qui le désirent, à améliorer leurs connaissances dans les six grandes compétences suivantes:

- la recherche et l'utilisation d'information;
- la communication d'idées et d'information;
- la compréhension et l'utilisation des nombres;
- l'utilisation de la technologie numérique;
- la gestion de l'apprentissage;
- l'engagement avec les autres.

Chaque programme AFB se distingue par la portée de sa programmation, allant d'un niveau de base à un niveau équivalant à la 12^e année, et par le nombre d'heures d'enseignement offertes chaque semaine. Les programmes présentent aussi différents modes de prestation de services, tels que le tutorat individuel, l'apprentissage en petit groupe, l'enseignement en salle de classe ou l'autoapprentissage.

Le choix du programme AFB qui répondra le mieux à vos besoins sera fait en fonction de vos compétences actuelles, de la langue d'enseignement que vous préconisez, du milieu et du style d'apprentissage qui vous conviendra le mieux, du nombre d'heures que vous désirez consacrer à vos études chaque semaine et de la voie qui vous intéresse parmi les cinq suivantes:

- l'emploi;
- les études secondaires;
- les études postsecondaires;
- la formation en apprentissage ou autres formes de formation professionnelle;
- l'autonomie.

Pour être admissible aux services AFB, vous devez répondre aux critères suivants:

- être âgé d'au moins 19 ans (cependant, il arrive que les programmes acceptent de jeunes adultes de 16 à 18 ans s'ils ont atteint un niveau de maturité assez élevé pour bénéficier d'un programme d'éducation pour adultes);
- résider en Ontario;
- parler français ou anglais au niveau 6 ou plus des Niveaux de compétence linguistique canadiens (si vous n'êtes pas né au Canada).

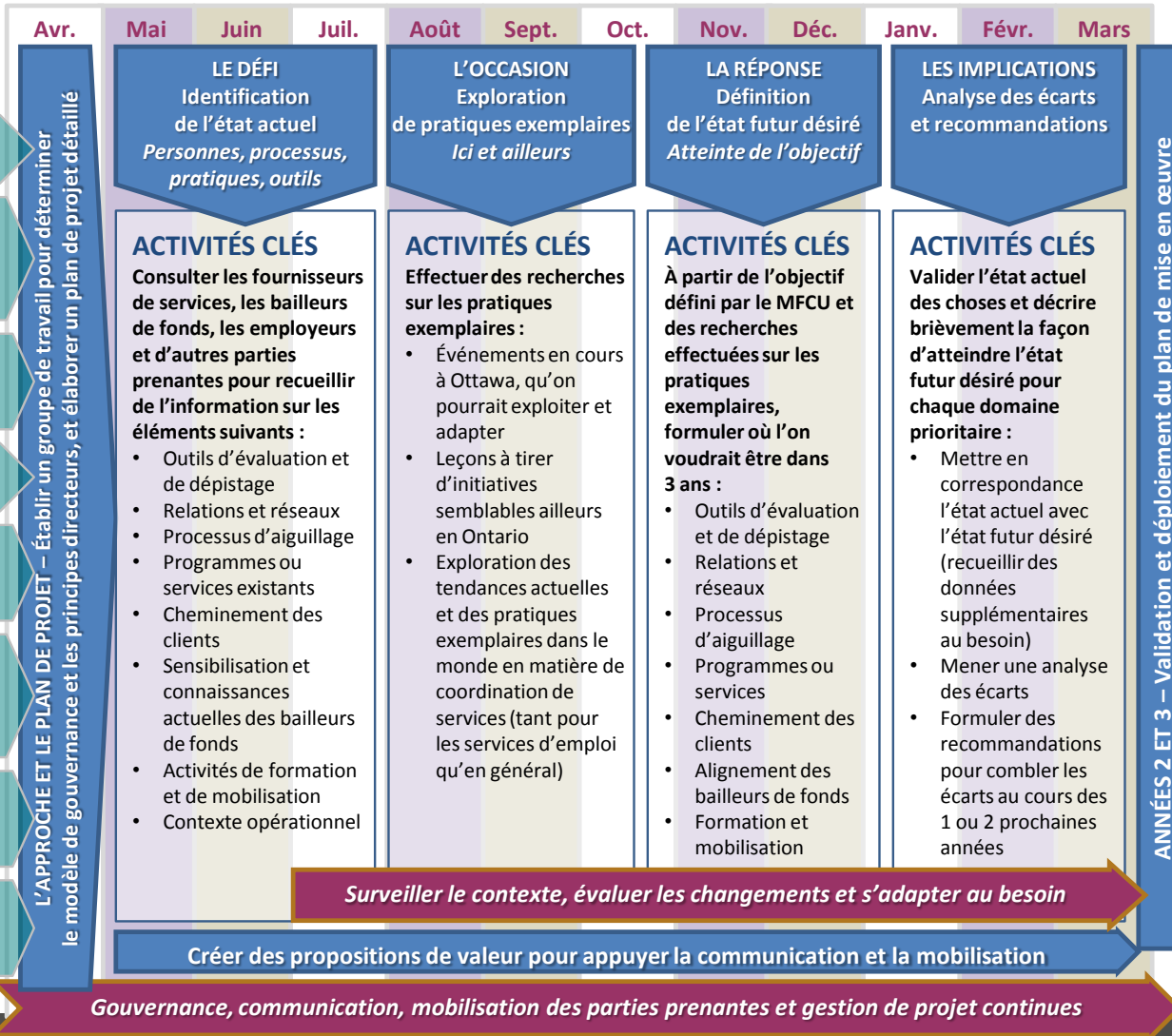
Programmes d'alphabétisation et formation de base

Programme	Adresse et personnes-ressources	Horaire des cours	Description	Niveaux du Cadre du CLAO	Estimation du pourcentage d'apprenants dans chaque voie
Centre Moi j'apprends	235 rue Donald, pièce 226 Ottawa, Ontario K1K 1N1 613-748-3879 moijapprends@bellnet.ca	Formation: 9h à 14h30 lundi au jeudi 17h à 19h30 lundi et mercredi Administration: 8h30 à 16h lundi au vendredi	Formation en lecture, rédaction, calcul et informatique dans le but d'améliorer son employabilité, retourner aux études ou améliorer sa qualité de vie.	Niveau 1 Niveau 2 Niveau 3	38% Emploi 1% Apprentissage 40% Études secondaires 1% Postsecondaire 20% Autonomie
La Cité collégiale Formation de base de l'Ontario	801, promenade de l'Aviation Édifice B, Pièce 2200 Ottawa, Ontario K1K 4R3 613-742-2493 poste 2800 fbo@lacitec.on.ca	Lundi au vendredi de 9h à 15h Lundis, mercredis et jeudis (soir) 18h à 21h	Il vous manque un cours préalable pour accéder au programme postsecondaire de votre choix, ou, vous désirez obtenir un certificat d'équivalence de la 12e année, reconnu par les collèges de l'Ontario et par de nombreux employeurs: le programme de Formation de base de l'Ontario de La Cité collégiale offre un enseignement de niveau secondaire aux adultes et les prépare à poursuivre des études collégiales ou à intégrer le marché de l'emploi.	Niveau 1 Niveau 2 Niveau 3	10% Emploi 5% Apprentissage 0% Études secondaire 84% Postsecondaire 1% Autonomie

Cadre de coordination de services pour l'année 1

DOMAINES DE PRIORITÉ

- N° 1 – Création d'un outil d'évaluation et de dépistage commun
- N° 2 – Création d'une proposition de valeur, établissement des bons niveaux de mobilisation, et obtention de l'appui formel du gouvernement et des parties prenantes
- N° 3 – Identification des collaborations et des relations existantes; échange et expansion au sein du réseau
- N° 4 – *Sondage auprès des clients sur la coordination de services (Validation du plan - année 2)*
- N° 5 – Analyse du cheminement des clients afin d'établir un processus d'aiguillage reconnu
- N° 6 – Sensibilisation ou connaissances communes des bailleurs de fonds (examen des plans stratégiques, et de l'affectation, de la rationalisation et de la coordination des fonds)
- N° 7 – Inventaire des programmes, services et réseaux existants (analyse et communication des pratiques exemplaires)
- N° 8 – Formation continue et mobilisation du personnel (création d'outils)



ANNÉES 2 ET 3 – Validation et déploiement du plan de mise en œuvre

Service Coordination Framework for Year 1

PRIORITY AREAS

- #1 – Create a common assessment/screening tool
- #2 – Create value proposition, identify right levels to engage, and get formal buy-in from government and stakeholders
- #3 – Identify existing collaborations, relationships, contacts; share and expand within the network
- #4 – Survey clients for input into service coordination (Validate plan-Y2)
- #5 – Identify client pathways in order to establish an accepted process for referrals
- #6 – Funders’ common knowledge/awareness (review of strategic plans and funding allocations, streamlining and coordination)
- #7 – Inventory of existing programs/services/networks (analyze best practices and share)
- #8 – Continuous training and engagement of staff (develop tools)

