

January 2015

Survey Results Newsletter
Employment Services

Researching Francophone Employment Ontario Service Gaps Survey Highlights and Results Newsletter

About the Project

This project

- was created through a partnership between Literacy Network Northeast and la Coalition ontarienne de formation des adultes (COFA)
- was funded by Ministry of Training, Colleges & Universities 2014-2015 Service Delivery Network Development Fund
- identified current gaps, through consultation and research, that affect
 - Francophone learners in bilingual, Anglophone and Francophone unilingual communities
 - Francophone Literacy and Basic Skills (LBS) practitioners' in receiving support and participating in Employment Ontario (EO) programming,
 - in access/supports to programming for Francophone learners

Purpose of Surveys and Webinars

There were 3 specific surveys developed for Francophone LBS Programs, Regional Literacy Networks, Employment Services Agencies to

- conduct research to identify emerging needs and gaps that affects Francophone LBS agency capacity
- clarify the information gathered from key experts and literature review
- guide future consultation sessions
- inform current project development process

The webinars were used to

- share survey results
- initiate discussion and identify key field experts for future consultation sessions

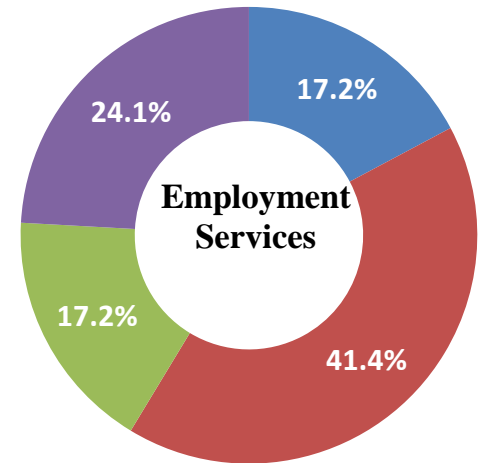
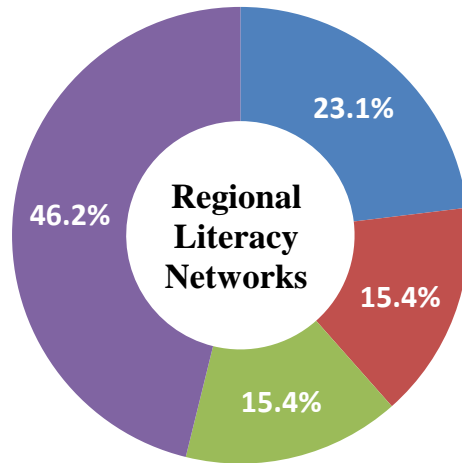
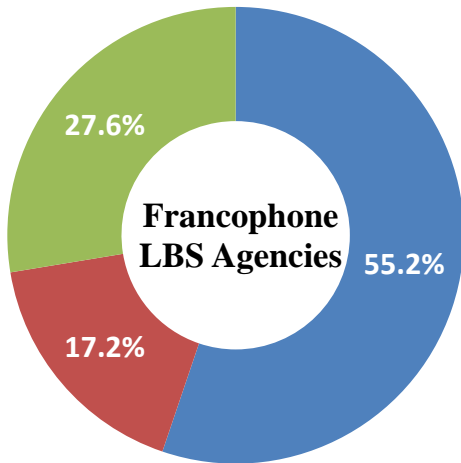


Survey Respondents' Profile

Those who responded included

- Regional Networks – 13/16
- Employment Services – 29/214
- Francophone LBS Agencies – 29/40

Regional Survey Response Distribution



■ North ■ East ■ West

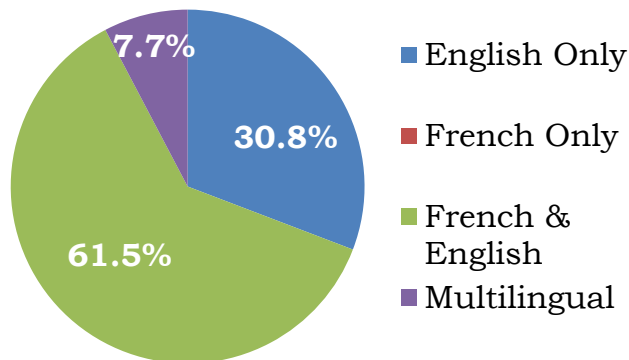
■ North ■ Central ■ West
■ East

■ North ■ Central ■ South
■ East

Language

Regional Literacy Networks

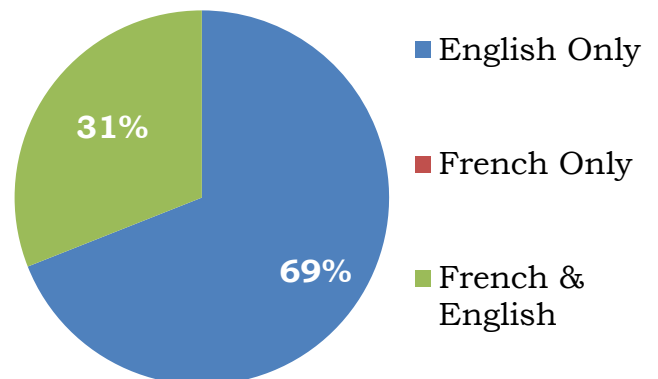
Please identify the Literacy and Basic Skills community you serve.



■ English Only
■ French Only
■ French & English
■ Multilingual

Employment Services

Please identify in which language you provide employment services in your community.



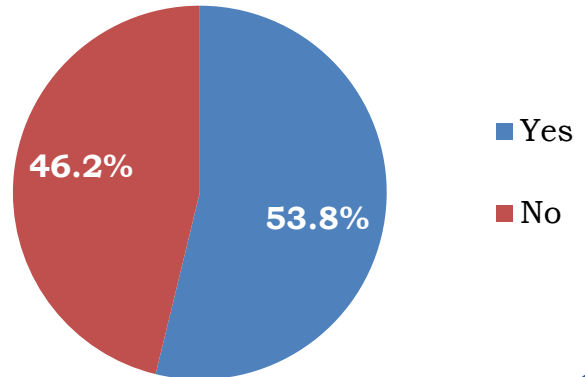
■ English Only
■ French Only
■ French & English



Referrals

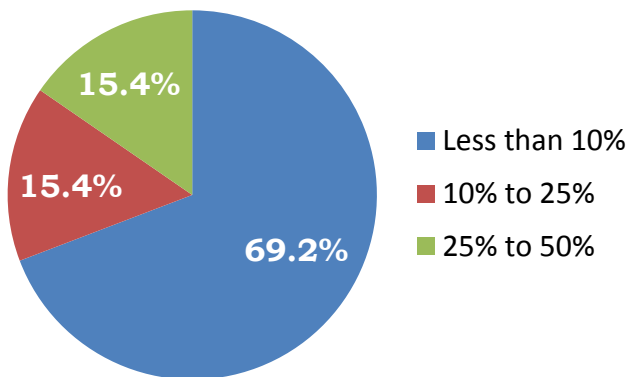
Regional Literacy Networks

Are you aware of Francophone learners in your network who prefer, or are referred, directly to an Anglophone Literacy and Basic Skills program?

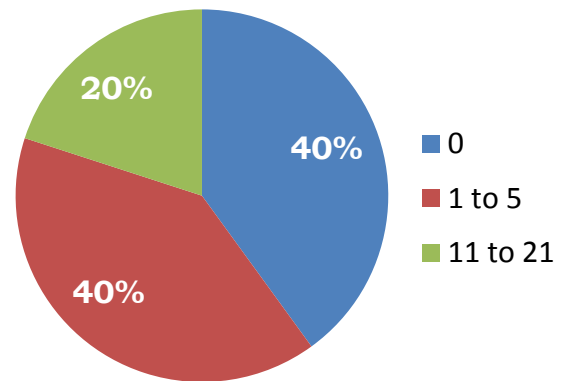


Employment Services

In a normal month, what percentage of your total clients are French speaking?

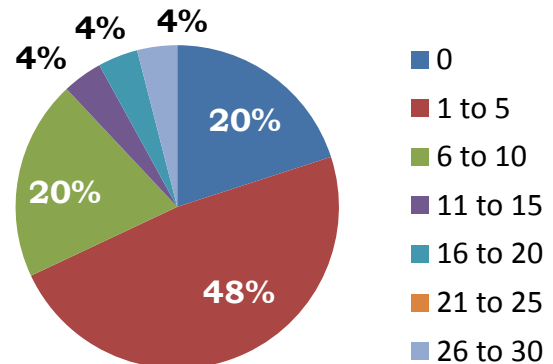


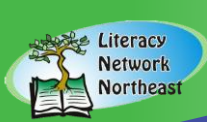
From these referrals, how many are referred to a Francophone Literacy and Basic Skills Program?



Francophone Literacy Programs

During the last year, how many referrals have you received from Employment Services in your community?





Referrals

Reasons for Lack of Referrals

Francophone LBS programs have limited referrals from Employment Services.

Francophone Literacy and Basic Skills (LBS) program respondents stated that clients

- are not presented Active offer is not presented to Francophone client
- do not self-identify
- believe that English services are more appropriate in a Francophone-minority community
- believe that Employment Services employees are not familiar with the Francophone LBS program

Reasons why Francophone clients prefer LBS programs in English

Employment Services (ES) respondents stated that clients

- are more comfortable in English environment
- prefer written communication in English
- want to access services in a convenient location
- need to improve-enhance English skills
- plan to attend English post-secondary
- know their community employers are largely English
- want to attend a program that offers specific programming only offered in English

Francophone learners and clients have limited access to Francophone Employment Ontario (EO) programs and resources, thus affecting progress and program completion.

The Regional Network respondents stated that

- clients are more comfortable with writing and learning in English
- programs are not available in French
- referring agents automatically refers Francophone clients to English services
- Anglophone service providers' lack of awareness to share the benefits of Francophone programming

Francophone LBS and EO Employment Services providers need to discuss how to increase referrals of Francophone clients to Francophone LBS programs.

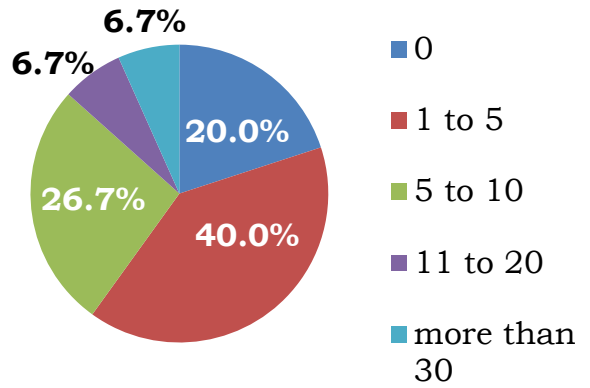
EO Employment Services need to review intake and referral process with Francophone clients who at first say they prefer to do services in English.



Coordination and Communication

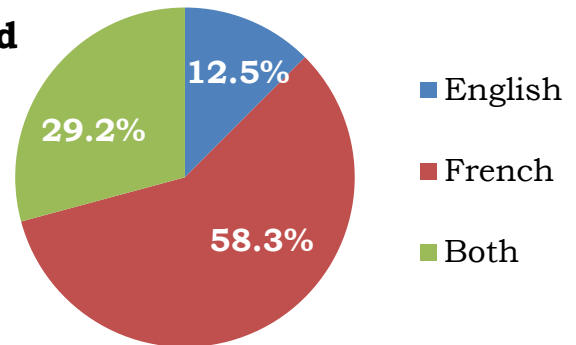
Employment Service Providers were asked

On a yearly basis, how many times does your agency communicate with a Francophone Literacy and Basic (LBS) skills program in your community?



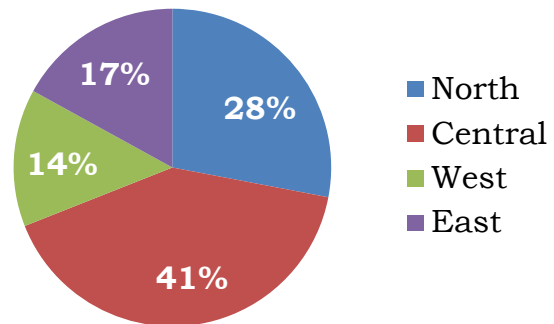
Francophone LBS Programs were asked

In what language are you communicating with Employment Services in your community?



Regional breakdown of responses

Francophone clients who prefer Literacy and Basic Skills (LBS) services in English (as indicated by Employment Services respondents)



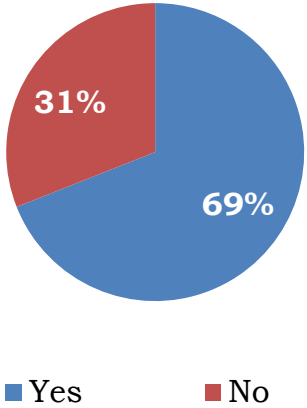


Knowledge of online option for Francophone Learners

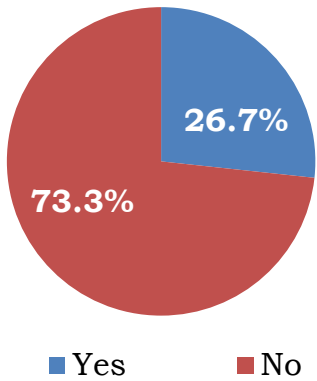
Francophone e-Channel service – la Formation à distance (FAD)

Regional Literacy Networks were asked

Are you aware of any information and referral protocols in your community that include in-person French speaking clients?

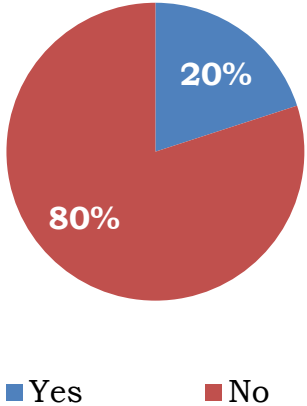


If no, is the Francophone e-channel service (FAD) offered as an option?

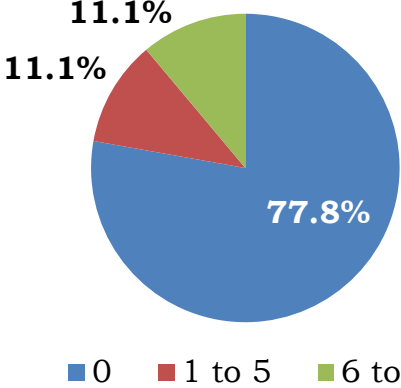


Employment Services were asked

Are you familiar with la FAD (Formation à distance), a Francophone web-based literacy and basic skills service provided through e-channel?



If yes, in the last year, how many times have you referred Francophone clients to this service?

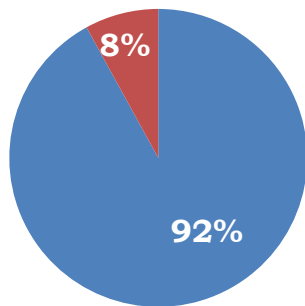




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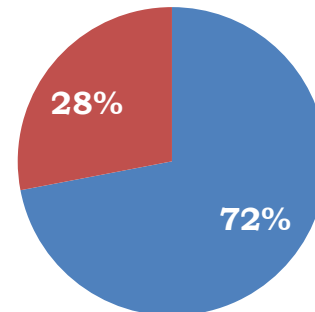
Francophone Literacy and Basic Skills (LBS) programs were asked

Have you promoted the services of the FAD in the last year?



■ Yes ■ No

Did you have learners enrolled in the FAD in the last year?

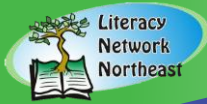


■ Yes ■ No

Survey Results – additional supports identified

Additional supports that were identified from the survey are

- Francophone LBS and ES providers need to discuss how to increase referrals of Francophone clients to Francophone LBS programs
- Employment Service providers should review intake and referral processes with Francophone clients who initially say they prefer services in English but may benefit from Francophone services
- Francophone LBS programs need more support in French
 - build organizational capacity
 - have access to resources and quality opportunities for professional development training sessions
 - collaborate within their Employment Ontario (EO) planning networks



Researching Francophone Employment Ontario Service Gaps

Next Steps

Group / Individual consultation sessions – January 2015

There will be sessions hosted for

- a) Literacy Networks
- b) Employment services
- c) Francophone Literacy and Basic Skills (LBS) programs
- d) Support Organizations (FAD, COFA, FORA)
- e) Anglophone only region

Timelines

January 2015

- Newsletter developed based on survey findings
- Conduct consultations based on survey feedback

February 2015

- share final research and consultation feedback results via webinar and newsletters

March 2015

- project wrap-up and complete the final report

For more information on the survey results and view the recorded webinars offered in December 2014, please go to www.northernliteracy.ca.