

Literacy
Network
Northeast

January 2015

Survey Results Newsletter
Regional Networks

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
 - Literacy and Basic Skills (LBS) practitioners' in receiving support and participating in Employment Ontario (EO) programming,
 - learners' access and/or supports to programming

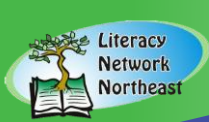
Purpose of Surveys and Webinars

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

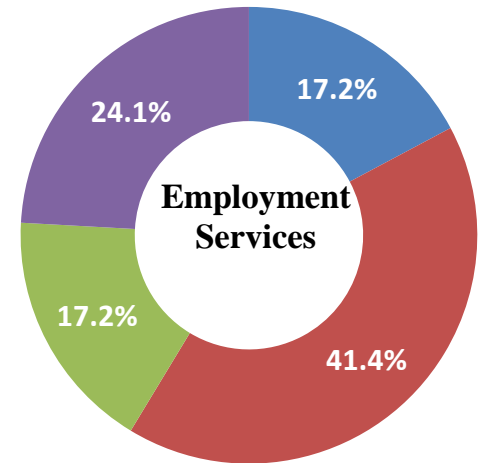
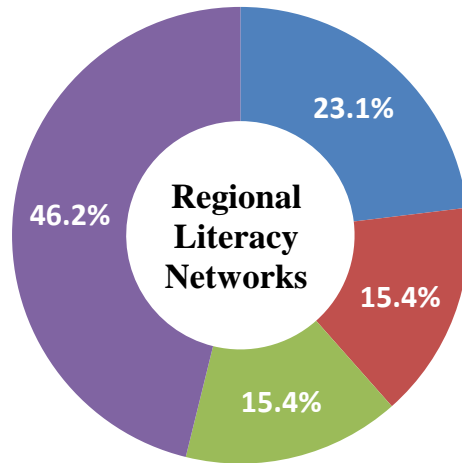
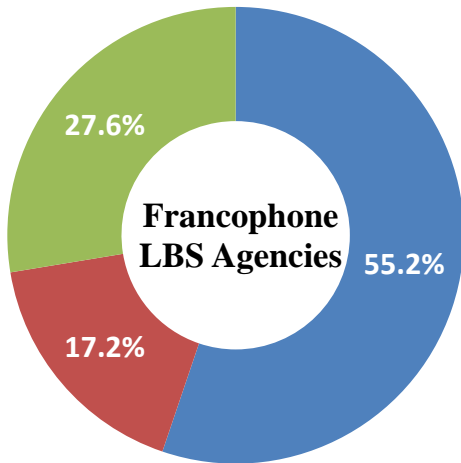


Survey Respondents' Profile

Those who responded included

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

Regional Survey Response Distribution



■ North ■ East ■ West

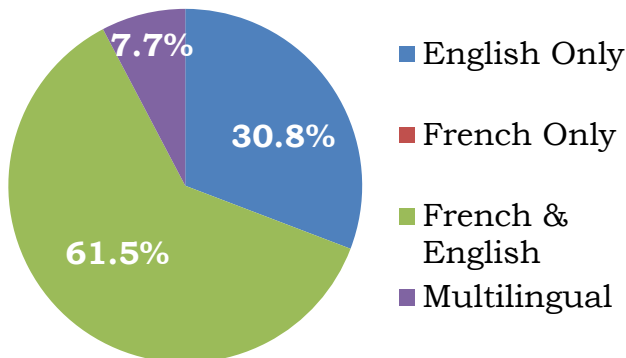
■ North ■ Central ■ East ■ West

■ North ■ Central ■ East ■ South

Language

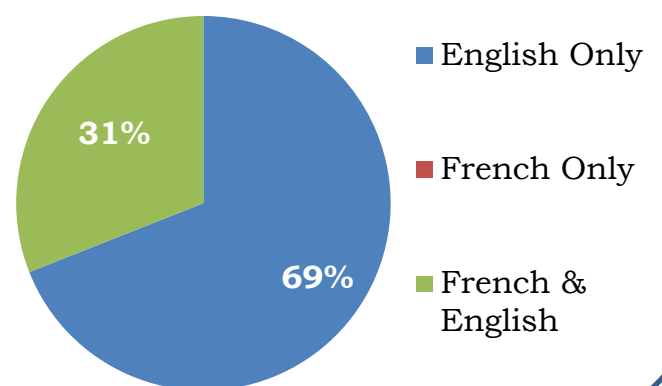
Regional Literacy Networks

Please identify the Literacy and Basic Skills community you serve.



Employment Services

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

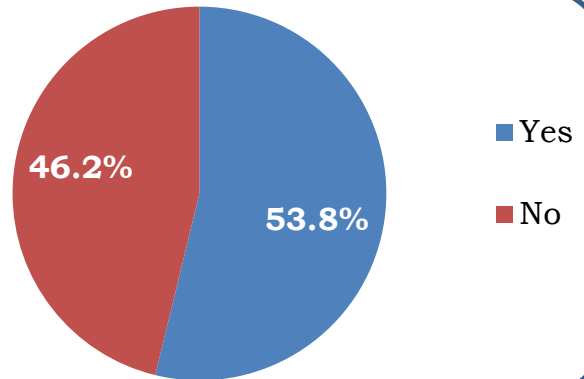




Referrals

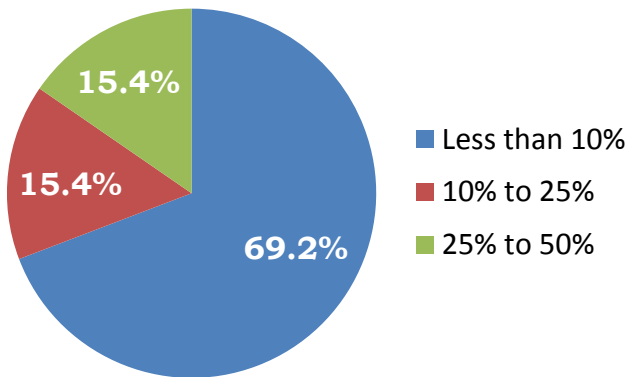
Regional Literacy Networks

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

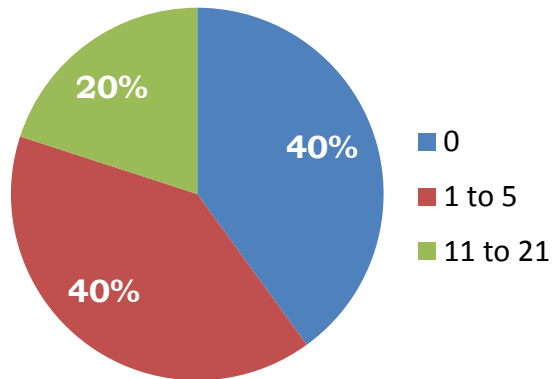


Employment Services

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

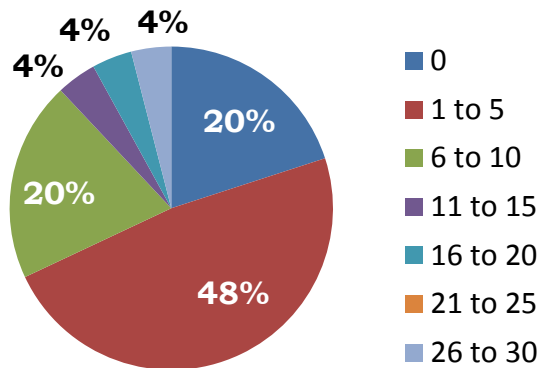


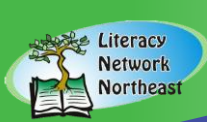
From these referrals, how many are referred to a Francophone Literacy and Basic Skills Program?



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 always given information about the Francophone services that may be available
- 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

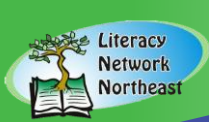
Francophone learners and clients have limited access to Francophone Employment Ontario (EO) programs and resources, thus affecting progress and program completion.

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.



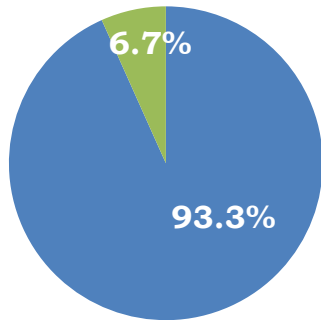
Service coordination

Meetings, LSP Process, Training

Regional Literacy Networks' Meetings

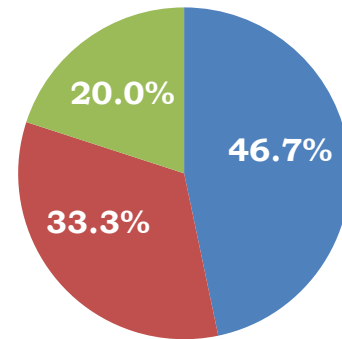
Regional Literacy Networks were asked

In what language does your Network hold meetings with the adult Literacy and Basic Skills programs in your community?



■ English ■ French ■ Both

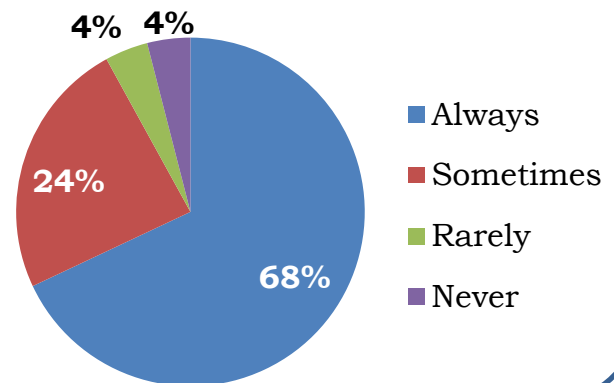
How often would you say Francophone Literacy and Basic Skills programs actively participate in regular Network meetings?



■ Always ■ Sometimes ■ Never

Francophone LBS Programs were asked

In what language does your Network hold meetings with the adult Literacy and Basic Skills programs in your community?



■ Always
■ Sometimes
■ Rarely
■ Never

Regional Networks need additional funding to facilitate training resources and meeting in French and provide support to Francophone LBS programs.

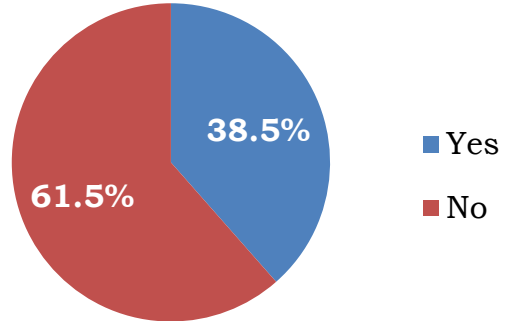


Service coordination

Meetings, LSP Process, Training

Organizational Capacity

Is your Network currently able to offer additional support to Francophone Literacy and Basic Skills programs in your community?

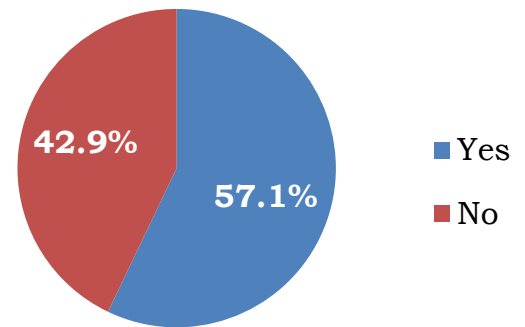


Francophone LBS programs need more support in French from Regional Networks to

- build organizational capacity
- have access to resources and quality opportunities for professional development training sessions
- collaborate within their Employment Ontario (EO) planning networks

Francophone Learners during the LSP Planning Process

During the Literacy Service Planning process in your network, are there any gaps in services identified for Francophone learners?



Regional Network respondents stated that there

- are no employment services or resources available in French (in some communities)
- is no access to French post-secondary
- is little support available in French from Network
- is need for resources and training to benefit learners
- is not the same access to resources as Anglophone programs
- is lack of network capacity to facilitate and translate LSP report in French
- is lack of other Francophone services in community

All Literacy Networks indicated that they were unable to support Francophone LBS programs by offering basic every day communication in French.

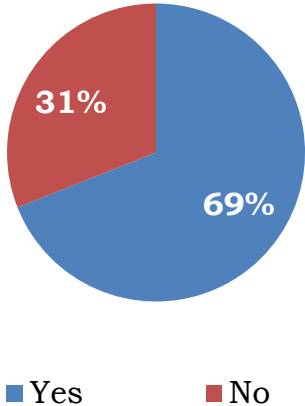


Knowledge of online option for Francophone Learners

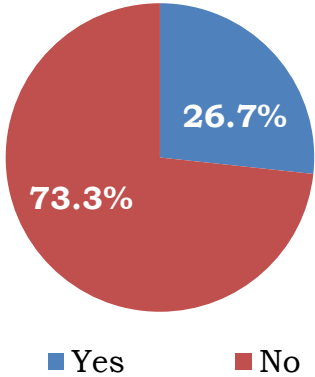
Francophone e-Channel service – la Formation à distance (FAD)

Regional Literacy Networks were asked

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

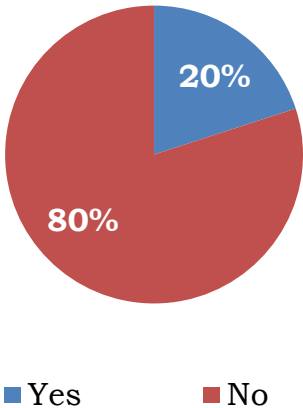


If no, is the Francophone e-channel service (FAD) offered as an option?

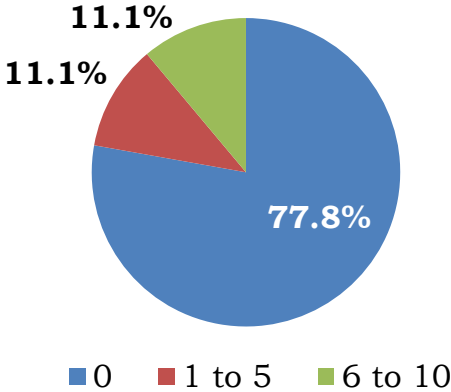


Employment Services were asked

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?

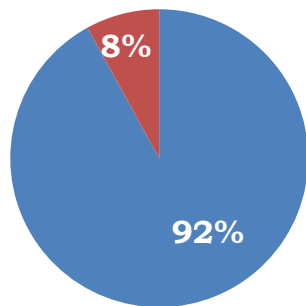




Knowledge of online option for Francophone Learners

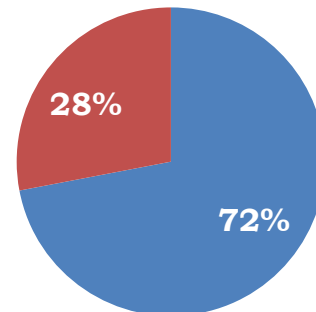
Francophone Literacy and Basic Skills (LBS) programs were asked

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?



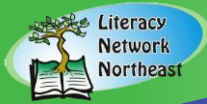
■ Yes ■ No

Additional support needed

Francophone LBS programs need additional support from Networks by

- providing training in French
- hosting webinar training sessions to decrease travelling
- sharing more resources in English and French
- providing services in French
- communicating and conducting meetings in French
- developing referral protocols to ensure that all Francophone learners be referred to Francophone LBS program

100% of Literacy Networks indicate that they need more funding to offer additional support to Francophone LBS programs.



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

- a) Newsletter developed based on survey findings
- b) 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.