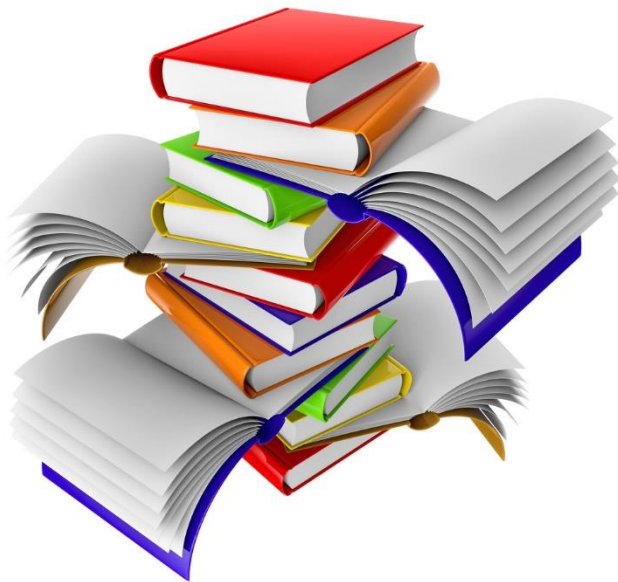


Tips for Success!



**Helpful Resources for
Supporting Ontario
Works Clients in Your
Literacy Program**



80 Bradford Street, Suite 508, Barrie, Ontario L4N 6S7

EMAIL info@communityliteracyofontario.ca

TEL 705-733-2312 | **WEBSITE** www.communityliteracyofontario.ca

TWITTER @Love4Literacy | **FACEBOOK** www.facebook.com/CommunityLiteracyOntario

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Introduction

In 2015-2016, Community Literacy of Ontario (CLO) collected information about effective resources, strategies, and partnerships to engage Ontario Works (OW) and Ontario Disability Support Program (ODSP) clients in Literacy and Basic Skills programming.

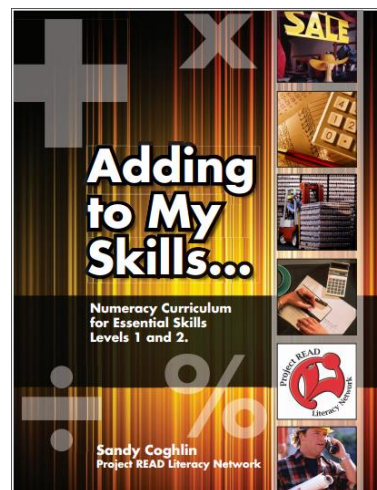
Through internet research, discussions with literacy colleagues, hosting two Tweet Chats, holding two webinars, and via social media sharing, we learned about many helpful resources and tools. Based on this research, we are pleased to share our “*Tips for Success*” guide, which lists and annotates 40 helpful resources for supporting Ontario Works and ODSP clients in your literacy program.



1. Adding to My Skills Numeracy Curriculum

“*Adding to My Skills*” is a free numeracy curriculum for learners at Essential Skills Levels 1 and 2, offered by Project READ Literacy Network. Its main focus is to use real-life numeracy activities as a starting point to develop skills required in the workplace, many of which would be useful to OW learners.

The curriculum is supplemented through many online sites, and learning is enhanced via the LearningHUB, which is familiar with the curriculum and has set up specific modules to assist learners as they work through the various activities.



To access the curriculum visit: www.projectread.ca/pdf/AddingToMySkills.pdf

Tips for Success!

2. Best Practices for Serving Ontario Works Clients

Community Literacy of Ontario dedicated its October 2013 “Our Voice” newsletter to sharing best practices for serving Ontario Works clients. Within, you will find nine key approaches for both supporting OW clients and better connecting with OW staff, along with a list of realistic, actionable best practices.

The newsletter is available at:

www.communityliteracyofontario.ca/wp-content/uploads/2013/10/Our-Voice-Literacy-+-OW-Best-Practices-for-Serving-Ontario-Works-Clients-Oct-2013.pdf



3. Building Successful Partnerships for LBS Coordinators/Managers Webinar

The Ontario Native Literacy Coalition provided a webinar on “Building Successful Partnerships for LBS Coordinators and Managers”. They have shared the link to the slides for this webinar, which provides an overview of strategies to build and maintain successful partnerships and how to effectively keep communications channels open.

View the slide deck at: www.onlc.ca/wp-content/uploads/2014/06/Building-Successful-Partnerships-for-LBS-Coordinators-Managers.pdf



Tips for Success!

4. Cheap & Cheerful Recipes from Patsy's Kitchen

Community Literacy of Ontario was thrilled to receive this information from the Davenport-Perth Neighbourhood and Community Health Centre (DPNCHC). This is a great story of innovation and community support!

*“At the heart of DPNCHC’s Community Dining program lies Patsy Warren and her dedicated cooking team. As the resident Community Dining chef for over 9 years, Patsy has been cooking up healthy and nourishing meals that pay homage to her Grenadian heritage and satisfy over 300 under-housed and low-income people each week. We’re now excited to share some of Patsy’s most popular recipes in our free cookbook, **Cheap & Cheerful Recipes from Patsy’s Kitchen**. From Oven Roasted BBQ Chicken to a Kale Caesar Salad, the recipes are easy and affordable takes on classic dishes and new favourites.”*



Download this wonderful recipe book at: <http://dpnchc.com/wp-content/uploads/2015/08/CheapCheerful.pdf>

5. CLEO (Community Legal Education Ontario)



CLEO (Community Legal Education Ontario) has created an amazing array of user-friendly, clearly-written, free and accurate online resources to help people understand and exercise their legal rights.

CLEO provides online resources in a variety of formats, including publications, factsheets, workshops, webinars and more. Topics covered includes family law, social assistance, health and disability, working while on social assistance, employment and housing law.

Be sure to check out CLEO’s resources at: www.cleo.on.ca/en

Tips for Success!

6. Community and Social Services Videos

The YouTube channel of the Ontario Ministry of Community and Social Services promotes programs and services that help Ontarians receiving Ontario Works and ODSP support live with greater independence, participate in society and become more financially secure. Using real-life success stories, videos in the series such as “Curtis: The Real Canadian Superstar!” follow actual clients in their new workplaces as they talk about the support they’ve received.



The entire playlist is available here:

www.youtube.com/playlist?list=PLxmz9ERQlsZurm9fBQ4MYHAj9jAE1DKg8

7. Community Apprenticeship Skills Support: Local Poverty Reduction Fund Project

Literacy Link South Central is pleased to announce that they have received funding from the Ontario Government for a 3-year poverty reduction project, entitled “Community Apprenticeship Skills Support”. Through this project, we will assist 60 individuals moving out of poverty, through adult literacy, employment services, and apprenticeship and into a career.



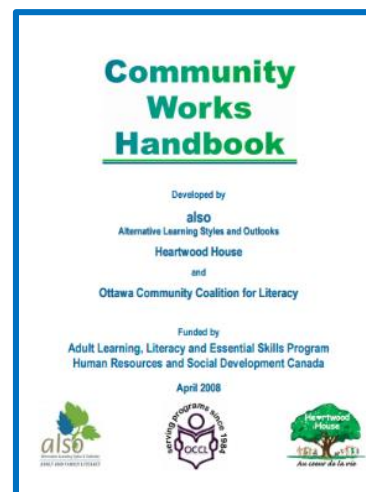
For more information, visit: www.llsc.on.ca/what-we-do/projects

8. Community Works Handbook

The Ottawa Community Coalition for Literacy (OCCL) has created the “Community Works Handbook” and an “Implementation and Process Guide”. With their partners, ALSO and Heartwood House, OCCL developed an innovative model of supported volunteering that provides training in transferable essential skills for learners who are marginalized and/or disadvantaged by a variety of barriers and challenges.

You can download both resources at:

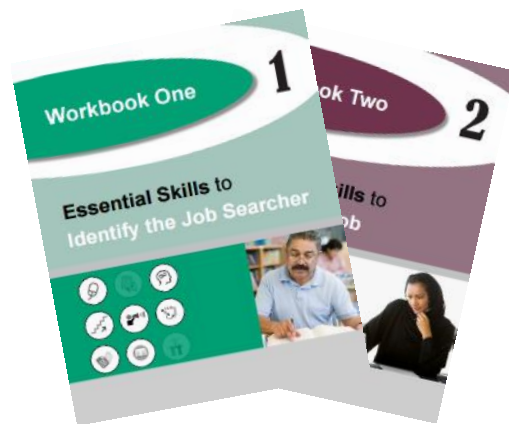
www.occl.ca/resources/community-works



Tips for Success!

9. Connecting Literacy and Employment through Essential Skills

Literacy Link South Central (LLSC) has developed a set of seven workbooks as part of their “*Connecting Literacy and Employment through Essential Skills*” project. These workbooks embed Essential Skill activities within employment-readiness tasks. Topics include: Essential Skills for researching your job, searching for employment, marketing yourself and maintaining employability. With these workbooks, agencies can provide clients with employability skills and literacy/Essential Skills simultaneously.



See: www.llsc.on.ca/node/99

10. Developing Multisector Collaborations

A multisector collaboration is the partnership that results when government, non-profits, the private sector, community groups, and individual community members come together to solve problems that affect the whole community.

Among the many resources available through Vibrant Communities Canada, their paper “*Developing Multisector Collaborations*” offers strategic advice and practical tips on establishing successful collaborations, and minimizing the obstacles faced in cross-sector partnerships.



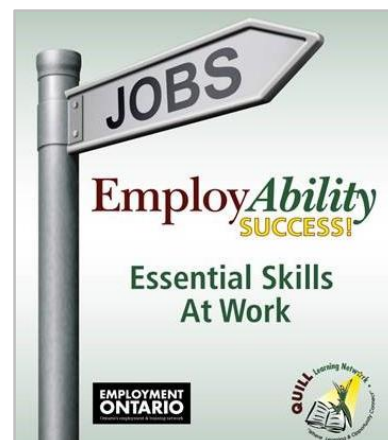
Download the paper from: <http://vibrantcanada.ca/resource-library/multi-sector-collaboration/developing-multi-sector-collaborations>

Tips for Success!

11. Employability Success: Essential Skills at Work

“Employability Success: Essential Skills at Work” is a helpful online workbook created by QUILL Learning Network. This workbook would be helpful for LBS students, OW clients, and others who are looking for a job, or who are interested in improving their Essential Skills for work.

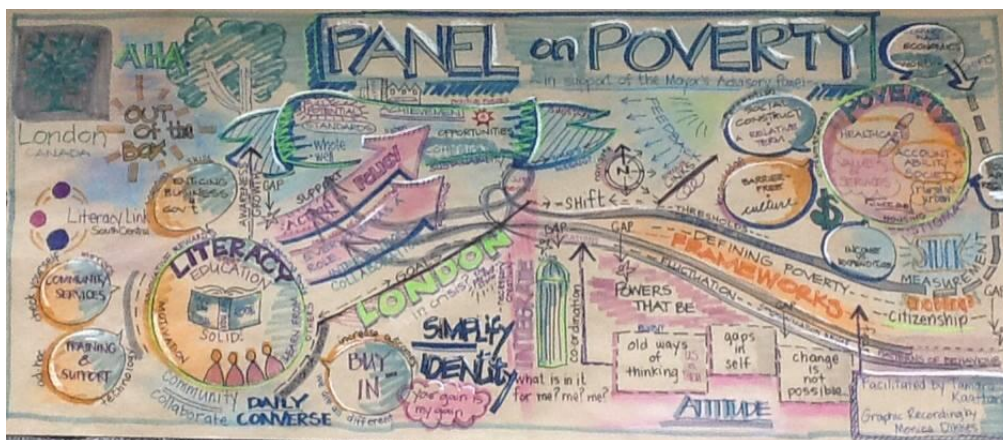
To access the workbook, visit: www.quillnetwork.com/wp-content/uploads/2014/02/emsu_wrkbk.pdf



12. Exploring the Links between Poverty and Literacy Session

The Mayor of London recently struck an “Advisory Panel on Poverty” in order to engage the community in a conversation about poverty. Because of the considerable link between adult literacy and poverty, Literacy Link South Central (LLSC) decided to have their own session to ensure that literacy would be captured as a root contributor to poverty and presented as such to the Advisory Panel. LLSC invited representatives of adult literacy agencies, employment agencies and Ontario Works. During this session about literacy and poverty (held in December 2015) LLSC engaged an artist to draw the conversation, and this beautiful graphic is the result. LLSC looks forward to seeing how their comments are integrated into the City’s overall approach to understanding and addressing poverty.

For more information on the Advisory Panel on Poverty, please visit the City of London website at: www.london.ca/city-hall/mayors-office/Pages/Mayor-Advisory-Panel-on-Poverty.aspx



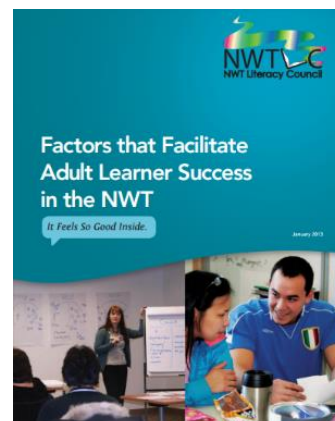
Tips for Success!

13. Factors that Facilitate Adult Learner Success in the NWT

The NWT Literacy Council offers an excellent report called *"Factors that Facilitate Adult Learner Success in the NWT"*. With a focus on Aboriginal learners, the report looks beyond academic outcomes and the development of employment skills to measure the impact of developing personal and social achievements through attendance in Literacy and Basic Skills programs.

The report, which includes strategies for overcoming the unique barriers that adult learners face, is available at:

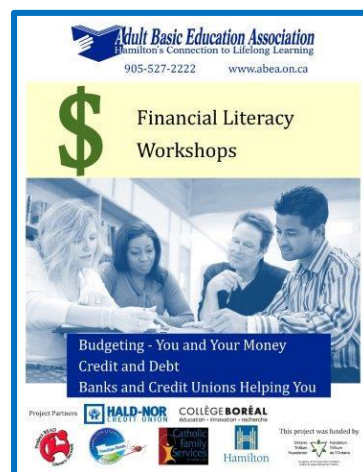
www.nwtliteracy.ca/resources/research/factors_that_facilitate_adult_learner_success_nwt.pdf



14. Financial Literacy Modules

The Adult Basic Education Association (ABEA) created three financial literacy modules. These online modules are free to use for community practitioners for a wide range of audiences, including LBS students and OW clients.

See: www.abea.on.ca/FinancialLiteracy.html



15. GCFLearnFree.org

For more than a decade, GCFLearnFree.org has helped millions around the world learn the essential skills they need for work and life. From Microsoft Office and email to reading, math, and more, GCFLearnFree.org offers 125 online tutorials, including more than 1,100 lessons, videos, and interactive lessons, completely free.

To view Skills Tutorials by topic, visit: www.gcflearnfree.org/topics



Tips for Success!

16. Hammer Heads Program

The Hammer Heads program supports at-risk youth from under-resourced and Aboriginal communities to develop the skills they need to gain meaningful employment as registered apprentices in the skilled construction trades. The program incorporates academic upgrading, intense health & safety training, mandatory academic upgrading, green training, life skills and unique post-graduation support through ongoing mentoring during the first year of apprenticeship.

Learn more at: www.cobtrades.com/hammerheads/index.html



17. Innov8

Literacy Link South Central uses several innovative techniques to reach out to disengaged youth not in education, employment or training (NEET), including their literacy program called "Innov8". The program includes embedded mathematical concepts, and is executed in community basketball courts using the high-tech 94Fifty smart basketball, smart net, and app.

To learn more about this cutting-edge project, visit:

www.llsc.on.ca/news/its-time-innov-8



18. Innovation + LBS = Success

The April 2014 issue of Community Literacy of Ontario's "Our Voice" newsletter shares eight innovative LBS partnerships with Ontario Works, employment services, other service providers, the local community and employers. The stories were shared by literacy agencies across Ontario and offer great inspiration for developing partnerships to support literacy clients.

Access CLO's "Innovation + LBS = Success" newsletter at:

www.communityliteracyofontario.ca/wp/wp-content/uploads/2014/04/Innovation-Newsletter-March-2014.pdf



Tips for Success!

19. The Khan Academy

The slogan of the Khan Academy is “*You can learn anything*”. And with the free, online resources offered by the Khan Academy it’s true! The Academy offers practice exercises, instructional videos, and a personalized learning dashboard that allows learners to study at their own pace in and outside of the classroom. Topics covered include math, grammar, computers and more.



See: <https://www.khanacademy.org/>

20. LBS Service Coordination Success Stories

Working together through innovative partnerships, literacy programs have proven their ability to reach farther, and serve OW and ODSP clients more effectively. The June 2012 issue of Community Literacy of Ontario’s “*Our Voice*” newsletter featured 10 such Service Coordination success stories, along with strategies for successful service coordination partnerships.



Download CLO’s newsletter at:

www.communityliteracyofontario.ca/wp/wp-content/uploads/2013/08/june_2012_our_voice.pdf

21. Learning to Earning Videos

The Tri-County Literacy Network (TCLN) created a series of videos called “*Learning to Earning*”. The videos follow real learners as they share their stories of upgrading and building their skills for employment, and encourage others to follow in their footsteps.

This video series is available at:

<http://tcln.on.ca/videos/>



Tips for Success!

22. Maker Curriculum Modules

Literacy Link South Central (LLSC) has created 12 curriculum modules related to the Maker Movement. Fully aligned to the OALCF, these "Maker Modules" were prepared for the LLSC project *"Using Technology to Facilitate Connections between Literacy and the Broader Community"*.

The modules are a great way to involve literacy students, OW clients and others in technology in a fun and engage manner.



The modules are available at: www.llsc.on.ca/news/maker-curriculum-modules-now-available

23. "Money Matters" Modules

ABC Life Literacy Canada offers free financial literacy resources as part of their support of Financial Literacy Month. Based on their popular "Money Matters" program, the free modules "A Place to Start: Spending Plans," "RESPs and Other Ways to Save," and "Financial Literacy for the Family" can be used with learners and clients wishing to increase their financial literacy skills.



To access the modules, along with posters and a social media guide, visit:
<http://abclifeliteracy.ca/mm/november-financial-literacy-month>

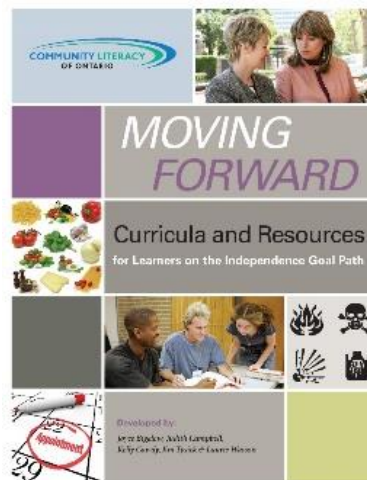
Tips for Success!

24. Moving Forward: Curriculum and Resources for Learners with Independence Goals

Through Community Literacy of Ontario, practitioners can access *“Moving Forward: Curriculum and Resources for Learners with Independence Goals”*. Fully aligned to the OALCF, modules include task-based activities about communication, food and nutrition, household dangers, managing money, time management and organization.

The curriculum, including information sheets and practitioner notes, is available at:

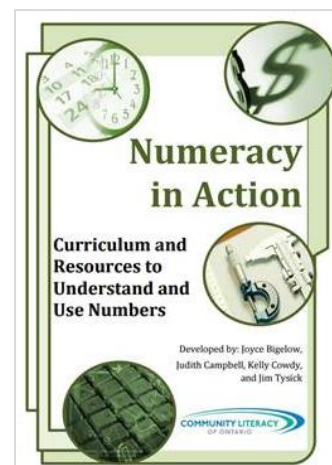
www.communityliteracyofontario.ca/wp/wp-content/uploads/2013/08/Moving_Foward_HI_RES_01.pdf



25. Numeracy in Action

Community Literacy of Ontario’s *“Numeracy in Action”* curriculum resource guide helps adult students, OW clients, and others requiring enhanced numeracy skills. Topics include: Manage Money; Manage Time; Use Numbers; and Manage Data. You can download it for free at:

www.communityliteracyofontario.ca/numeracy-in-action/



26. Ontario Disability Support Program Tip Sheets

The Ontario Ministry of Community and Social Services’ Disability Support Program (ODSP) offers a series of information sheets about their services, including *“ODSP employment supports: Preparing for work, finding work and advancing my career”*. This tip sheet outlines many types of employment supports offered through ODSP.

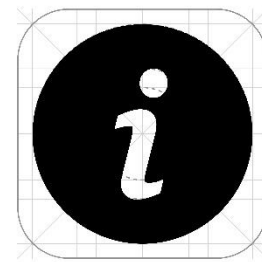
For this tip sheet and others, see:

www.mcsc.gov.on.ca/en/mcss/programs/social/odsp/info_sheets/index.aspx

Tips for Success!

27. Ontario 211 Website and Helpline

Ontario 211 is a great source of information to help people deal with life's challenges. 211's telephone helpline (2-1-1) and website provide a gateway to community, social, and government services. Ontario 211 helps people to access services quickly and easily, 24 hours a day, 7 days a week, in over 100 languages. Visit: www.211ontario.ca/



28. Ontario Skills Passport

The Ministries of Education (EDU) and of Training, Colleges and Universities (TCU) developed the Ontario Skills Passport (OSP). OSP offers a selection of online tools and resources that can help clients assess, build and track their skills. Employment counselors, job developers, literacy practitioners and others will find the OSP is a great resource to help job seekers and learners understand and value their Essential Skills and work habits.



To access the Ontario Skills Passport website visit:
www.skills.edu.gov.on.ca/OSP2Web/TCU/Welcome.xhtml

29. Our Choice, Your Future - Employment Video Series

The Adult Basic Education Association (ABEA), in partnership with Workforce Planning Hamilton, created five videos called "*Our Choice, Your Future - Employment Video Series*". These video are accompanied with support materials and are targeted to youth exploring their career options. The videos can be used with many different audiences, including OW clients. All materials are available in English and French.



Download at: www.abea.on.ca/OurChoiceYourFuture.html

Tips for Success!

30. Poverty Simulations

Poverty simulations are gaining popularity as outlets for those who work with clients struggling to make ends meet. Poverty Simulations help people to better empathise with the situations and decisions their clients must make.

Look for an in-person Poverty Simulation near you, or visit “*Make the Month*”, an interactive digital poverty simulation sponsored by the United Way. The site allows participants to experience a digital version of living in poverty and face decisions that will either make or break the month. This interactive experience shows the realities of surviving day-to-day, paycheque-to-paycheque and the impact that has on your overall well-being.



To see if you can “Make the Month”, visit <http://makethemonth.ca/>

31. Project Ontario Works

It's the WOW factor... (Actually, the POW factor!). Check out Literacy Link Niagara's Project Ontario Works resources. These resources showcase partnerships between literacy and Ontario Works and share helpful tools.

Download this resource at:

www.literacylinkniagara.ca/about-us/projects/project-ontario-works-pow/



Tips for Success!

32. Recipes for Success: Ingredients for Supporting OW & ODSP Clients Webinar

Almost 40% of adult learners in Ontario's LBS programs receive income through Ontario Works (OW) or the Ontario Disability Support Program (ODSP). Community Literacy of Ontario recognize these clients often have additional or more complex needs.

To that end, in February 2016, CLO hosted a webinar called "*Recipes for Success: Ingredients for Supporting OW & ODSP Clients*". This webinar focused on sharing resources to help practitioners engage vulnerable OW and ODSP clients in LBS programming, and strategies to cultivate effective partnerships to support clients.

To access a recording of this webinar, visit:

<https://vimeo.com/156291615>

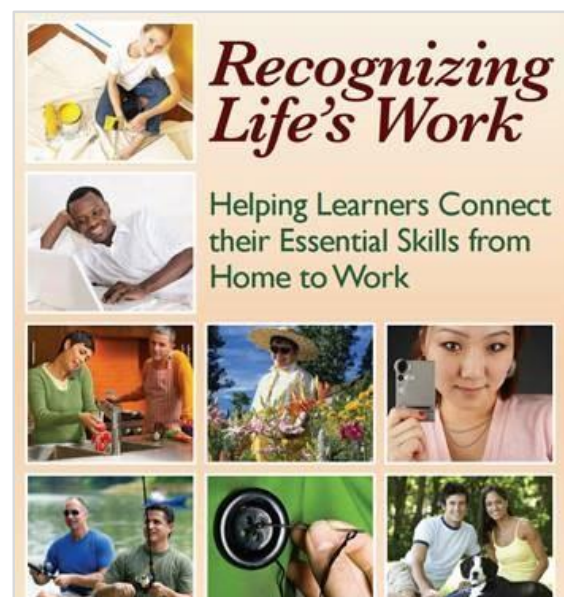


33. Recognizing Life's Work: Helping Learners Connect their Essential Skills from Home to Work

QUILL Learning Network researched and wrote "*Recognizing Life's Work: Helping Learners Connect their Essential Skills from Home to Work*". It is a highly recommended resource for OW clients and others seeking to link previous skills and strengths gained in other settings to the workforce.

To access this resource, visit:

www.quillnetwork.com/wp-content/uploads/2014/02/helping_learners.pdf

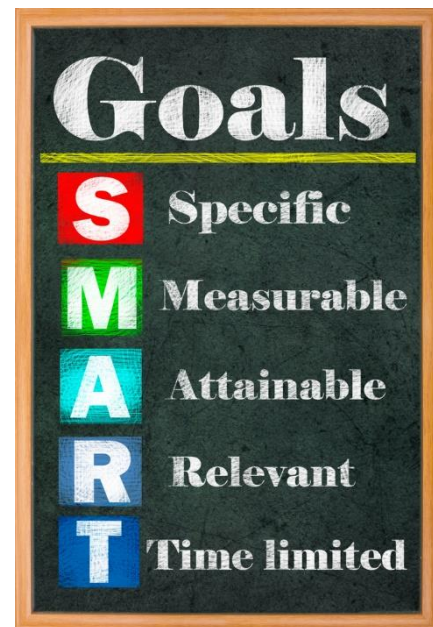


Tips for Success!

34. Self-management modules

Laubach Literacy Ontario (LLO) has many great resources on their website that are useful for LBS students, OW clients, and others. For example, see LLO's online module on *"Personal Learning Styles & Goal Setting"* at www.laubach-on.ca/bookstore/book/personal-learning-styles-and-goal-setting-module. Or check out their *"Organization and Time Management Module"* at www.laubach-on.ca/bookstore/book/organization-and-time-management-module.

Each module includes PowerPoint presentations, Learner Workbooks, and activities, as well as a draft Learner Plan Template outlining suggested milestones from the Ontario Adult Literacy Curriculum Framework and a sampling of the activities.

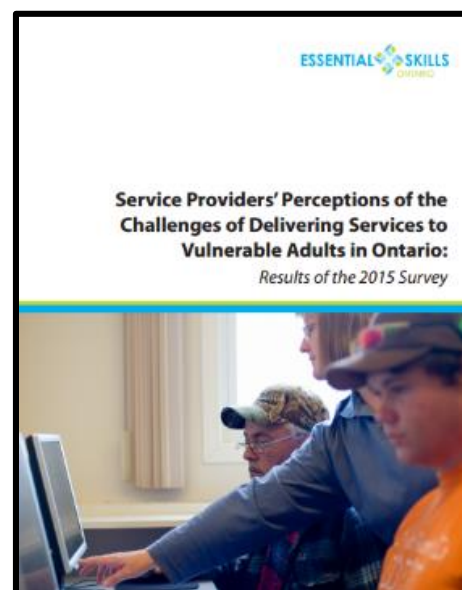


35. Service Providers' Perceptions of the Challenges of Delivering Services to Vulnerable Adults in Ontario

In 2015, Essential Skills Ontario collected information about the categories of vulnerable clients who frequently use employment and training services. ESO also documented some of the challenges that service providers face when providing services to these clients.

The resulting report *"Service Providers' Perceptions of the Challenges of Delivering Services to Vulnerable Adults in Ontario"* shares the responses offered by service providers across Ontario, and identifies key trends and pressing issues.

To download the report, click the following link:
<http://bit.ly/1OAOQXW>



Tips for Success!

36. Social Assistance in Ontario: Links to Helpful Resources

The Ontario Ministry of Community and Social Services (MCSS) offers the webpage “*Social Assistance in Ontario: Links to Helpful Resources*”. This resource outlines many federally and provincially-funded services available to support OW clients and others. This resource includes links to financial support for those with children, low-cost drug and dental benefits, legal assistance, and more.

View the full list of resources at: www.mcsc.gov.on.ca/en/mcss/programs/social/links.aspx

37. Targeted Literacy Programming and Outreach for Young Single Males on Ontario Works

Through their project “*Targeted Literacy Programming and Outreach for Young Single Males on Ontario Works*”, Literacy Link South Central offers a set of 4 workbooks. Geared to a young male audience, the modules include “My Dream Career” and “My Role Models” along with “Examining My Online Identity and Digital Media Use” and “How I Communicate in Different Places”.



These modules are free to download in PDF format and are also available as an interactive Moodle course. Access both at: www.llsc.on.ca/node/117

38. Volunteering

Volunteering is an excellent way for OW or ODSP clients to demonstrate their abilities, learn new skills, make connections that can lead to employment, and build their resumes. Opportunities to volunteer can be found through:

- The Ontario Volunteer Centre Network at www.ovcn.ca/
- Volunteer Canada at <http://volunteer.ca>
- Spark Ontario at www.findmyspark.ca/



Tips for Success!

39. Volunteer Tax Clinics

The Community Volunteer Income Tax Program (CVITP) is a collaboration between community organizations and the Canada Revenue Agency (CRA).

Offered between February and April each year, community organizations host clinics where fully-trained volunteers prepare income tax and benefit returns for lower-income Canadians without complex tax situations.



A list of tax clinic locations across Ontario can be accessed at:
www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/on-eng.html

40. Western Region Best Practices Interviews with Programs

In August and September of 2015, the Ministry of Training, Colleges and Universities (Western Region) identified literacy programs that they considered Champions in the following areas: Completion of Goal Path, Learner Progress, Service Coordination, and Suitability. Western Region support organizations then collaborated to interview these Champions about their success and gave them the opportunity to share their best practices.



Transcripts and recordings of those interviews, along with Tip Sheets for achieving success in each of these important areas, can be access through Learning Networks of Ontario at:
www.learningnetworks.ca/

Tips for Success!



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ACKNOWLEDGEMENTS

"Tips for Success: Helpful Resources for Supporting Ontario Works Clients in Your Literacy Program" was produced by Community Literacy of Ontario.

This resource was researched and written by Joanne Kaattari and Summer Burton. Research support was provided by Vicki Trottier.

For more information about Community Literacy of Ontario, visit our [website](http://www.communityliteracyofontario.ca/).

"Tips for Success" was circulated in February 2016. It is freely available on CLO's website: www.communityliteracyofontario.ca/.

CLO receives core funding from the [Ontario Ministry of Training, Colleges and Universities](http://www.ontario.ca/). We are a proud part of the Employment Ontario network.

