



# SKILLSFORSUCCESS INITIATIVES SERVICE DELIVERY PILOTS 2023/24

## CASE STUDY OVERVIEW

From 2022 to 2024, Ontario’s Literacy and Basic Skills (LBS) program received federal funding to undertake projects in support of Canada’s Skills for Success (SFS) framework.

Resource development and/or service delivery pilots were funded under five initiatives:

- **Supporting Underrepresented Groups;**
- **Supporting Apprenticeship Integration;**
- **Supporting Better Jobs Ontario Integration;**
- **Workplace Literacy;** and
- **Expanding and Enhancing Digital Delivery.**

Projects were designed in accordance with the Ontario Adult Literacy Curriculum Framework (OALCF).

**The goals of SFS initiatives are:**

- to support ongoing LBS program development objectives by building capacity across cultural streams and delivery sectors;
- to strengthen LBS employment and apprenticeship outcomes;
- to integrate LBS services into the broader workforce development system; and
- to enhance and expand blended and fully distance learning opportunities.



## CASE STUDY OVERVIEW

**PROGRAM: AMALGUIN ADULT LEARNING CENTRE – NEAR NORTH NETWORK**

**SECTOR: COMMUNITY-BASED CULTURAL STREAM: ANGLOPHONE**

**INITIATIVE: UNDERREPRESENTED GROUPS**

### GOALS

Our district has a lower than provincial average high school graduation rate and we wished to address this head on to help participants map out a path to completion.

### LESSONS LEARNED

As with our other pilots, we have shown the efficacy of having both the time and the funds to provide short, daily in person and online programs. This schedule allows participants to quickly get back into a productive routine and to make rapid, notable progress which encourages further action.

The inclusion of change, or self, management has been really useful to all participants as it has the potential to set them up for success in many areas of their lives.

### OUTCOMES

- Through exit surveys, our clients told us they were very satisfied with the program and all would recommend it to others.
- When asked if their skills improved, all saw improvements in at least 3 of the SFS metrics, with most improvement seen in adaptability, collaboration, and communication.
- Of the other 6 metrics, 75% of participants reported improvements in their Skills for Success. All of the registrants who responded to the survey found the ‘Fresh Start - Managing Change’ course particularly helpful while, at minimum, 75% found all of the other program components helpful.



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### SNAPSHOT

**CLEAR A PATH:** This pilot targeted clients who have completed very few high school credits and wish to earn their diplomas and move on to career training or employment.

Skills training was delivered in class to small groups over two weeks, with a total of three sessions between August 21, 2023 and November 20, 2023. The URG pilot included:

Paths to Graduation - exploring the different options available to adult learners to complete their high school diploma

Fresh Start – managing and maintaining positive change

English Refresher – to prepare to successfully write the English Junior Prior Learning and Assessment

Math Refresher – to prepare to successfully write the Math Junior Prior Learning and Assessment

Lifelong Learning – learning to learn online and to navigate different learning environments

**TARGET AUDIENCE:** Those wishing to improve employment outcomes through educational upgrading

**PARTNERS INVOLVED:** ES, OW, ODSP

**CURRENT STATUS:** Ongoing, virtual continuous intake

### REASON FOR PROJECT

Our district has a lower than provincial average high school graduation rate and we wished to address this head on to help participants map out a path to completion.

### PROJECT IMPACT

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All of the registrants who responded to the survey found the 'Fresh Start - Managing Change' course particularly helpful while, at minimum, 75% found all of the other program components helpful.

### LESSONS LEARNED

As with our other pilots, we have shown the efficacy of having both the time and the funds to provide short, daily in person and online programs. This schedule allows participants to quickly get back into a productive routine and to make rapid, notable progress which encourages further action. The inclusion of change, or self, management has been really useful to all participants as it has the potential to set them up for success in many areas of their lives.

As with all new programming, the more opportunity you have to connect with partners and to market the programs, the more potential success you will have. This, however, requires the staff and funding to make and maintain those connections, which can be difficult.

As each iteration of the program was presented, adjustments and improvements were made based on lessons learned in the previous session. Scheduling dedicated time for these assessments and updates is crucial to ensuring the success of programming. Carving out time for these reflective activities is often difficult given current LBS funding levels and the increased reporting, and the need to find and register new learners.

Google Classroom has proven to be extremely useful as a way to hold all of the program material, even the in person components, in one place, easily accessible by clients. As the Google Suite is available to nonprofit organizations at no cost, we highly recommend it.

## FUTURE IMPACT POTENTIAL

Our region has a lower than provincial average high school graduation rate. Given the size of East Parry Sound district, coupled with the lack of transportation, many of those who live in the 17 small communities we serve do not have an opportunity to upgrade to complete high school.

Navigating graduation requirements and options can be difficult for our learners, as well as learning to be successful working from home. Our agency is in a unique position to help learners make progress towards their goals as our centres are spread out across our catchment, allowing learners to get the support they need close to home.

## RESOURCES & SUPPORTS

**Community of Practice:** Having the opportunity to discuss issues and solutions with others across the province who are providing similar services is hugely beneficial. Hearing about new approaches, concerns, and successes helps us to put our experience into context and allows us to better serve our communities. The ‘Get Set for ...’ series was quite interesting to us.

We used our district’s **Labour Market Group for demographics and education/employment levels (ie NEET)** to identify UGs in our community. As well, discussions with the District of Parry Sound Social Services Admin Board identified many current clients with less than a Grade 12 education.

## BENEFIT TO PARTICIPANTS / EMPLOYERS

### PARTICIPANT: **GARLAN**

#### **CLEAR A PATH** PROGRAM PILOT

Garlan came to us through an Employment Services partner, wishing to complete his education and move on to stable employment or possibly even post secondary education. His hope was to map out a clear path to his goal and upgrade his skills, particularly his organizational skills, communication, and numeracy. At exit from the URG program, Garlan identified the ‘Managing Change’ material to be highly useful and noted improvements in all 9 of the Skills for Success metrics. Additionally he was ‘Very Satisfied’ with the program and would recommend it to others. He is currently registered with LBS to complete his upgrading and will be attending adult continuing education with our local school board in January, 2024.