



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: BETTER JOBS ONTARIO

GOALS

- Address the needs of clients who are seeking entry into the workforce and face barriers to employment as a result of inadequate skills, education or other qualifications
- Provide these clients with the tools they need to successfully complete their studies and attain their career of choice

LESSONS LEARNED

We had initially scheduled a 6 week program, however in further discussions with partners and potential clients, we dropped that to four weeks, which included English and Math refreshers.

After the first session, in response to feedback, we moved to a two week program and found that to be most effective. The fixed schedule for attendance, online or in person, was very helpful to our clients to restart the habit of engaging daily with their goals.

OUTCOMES

- Through exit surveys, our clients told us they were very satisfied with the program and 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, communication, and digital technology.
- By working closely with our ES partners, we were able to move the program online to better serve their potential clients and to ensure that they are more prepared for furthering their education through the ES BJO program.



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SNAPSHOT

SKILLS FOR SUCCESS BOOTCAMP: This pilot targeted clients who are seeking entry into the workforce and face barriers to employment as a result of inadequate skills, education or other qualifications.

Skills training was delivered to small groups as a hybrid of online and in-class learning, and one-on-one support as required. There were three, 2-week sessions. The BJO pilot included:

Employment Exploration: interest inventories, career exploration, employment forms and documentation, health and safety training, and employment standards legislation

Learning Online: learning on different online platforms, best habits, LinkedIn Learning

Technology for Today: review of devices, applications and employment and educational best practices

Fresh Start – managing and maintaining positive change

We have recently begun to offer this program through continuous intake, with access through Google Classroom and one-on-one support available through regular checkpoints.

REASON FOR PROJECT

Our agency has seen many who struggle to succeed in a continuing educational environment, often due to poor self-management, organizational, study skills, and motivation. Our goal is to provide these clients with the tools they need to successfully complete their studies and attain their career of choice.

PROJECT IMPACT

Through exit surveys, our clients told us they were very satisfied with the program and 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, communication, and digital technology. By working closely with our ES partners, we were able to move the program online to better serve their potential clients and to ensure that they are more prepared for furthering their education through the ES BJO program.

LESSONS LEARNED

We had initially scheduled a 6-week program. However, in further discussions with partners and potential clients, we dropped that to 4 weeks, which included English and Math refreshers. After the first session, in response to feedback, we moved to a 2-week program and found that to be most effective.

The fixed schedule for attendance, online or in person, was very helpful to our clients to restart the habit of engaging daily with their goals as well as simply getting up and moving on a regular schedule.

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.

Brand new program material only with your organizational branding, not with program-specific programming, as the material may be useful to other programs or learners, either as is or with some slight tweaking. It's a nightmare to replace all of the branding logos in learning materials in multiple module programs!

FUTURE IMPACT POTENTIAL

The funding through this pilot allowed us to not only have an instructor dedicated to these programs, but also allowed us to rent the space required to run these multiple week programs and to provide lunches and other support to clients. While we will be able to offer the online version of this program, much of its benefit comes from scheduled classes and group dynamics. We would be able to continue to help those who are considering education or training to reach their employment goals but lack some of the skills for success to do so.

RESOURCES & SUPPORTS

It was helpful to hear other agencies' experiences and to be reassured that we were not the only agency struggling to find its footing in these pilots. We also found interesting the different focuses of other agencies, pieces of which we will incorporate into our own programming going forward. The BJORP was particularly helpful.

As our program began at the very beginning of the SFS pilot period, we chose to use our own connections and some of our existing resources, and newly developed resources to start. We did not work with our network on this pilot.

BENEFIT TO PARTICIPANTS / EMPLOYERS

PARTICIPANT: **JAMES**

SKILLS FOR SUCCESS BOOTCAMP PROGRAM PILOT

James was referred to SFS by Employment Services, with the goal of improving his overall employment and life skills. He was also interested in investigating possible career paths. James was able to improve his communication and collaboration skills, as well as his ability to function and learn online. He registered with LBS to continue to improve his skills and to date has participated in our online 'Food & Finance' course.