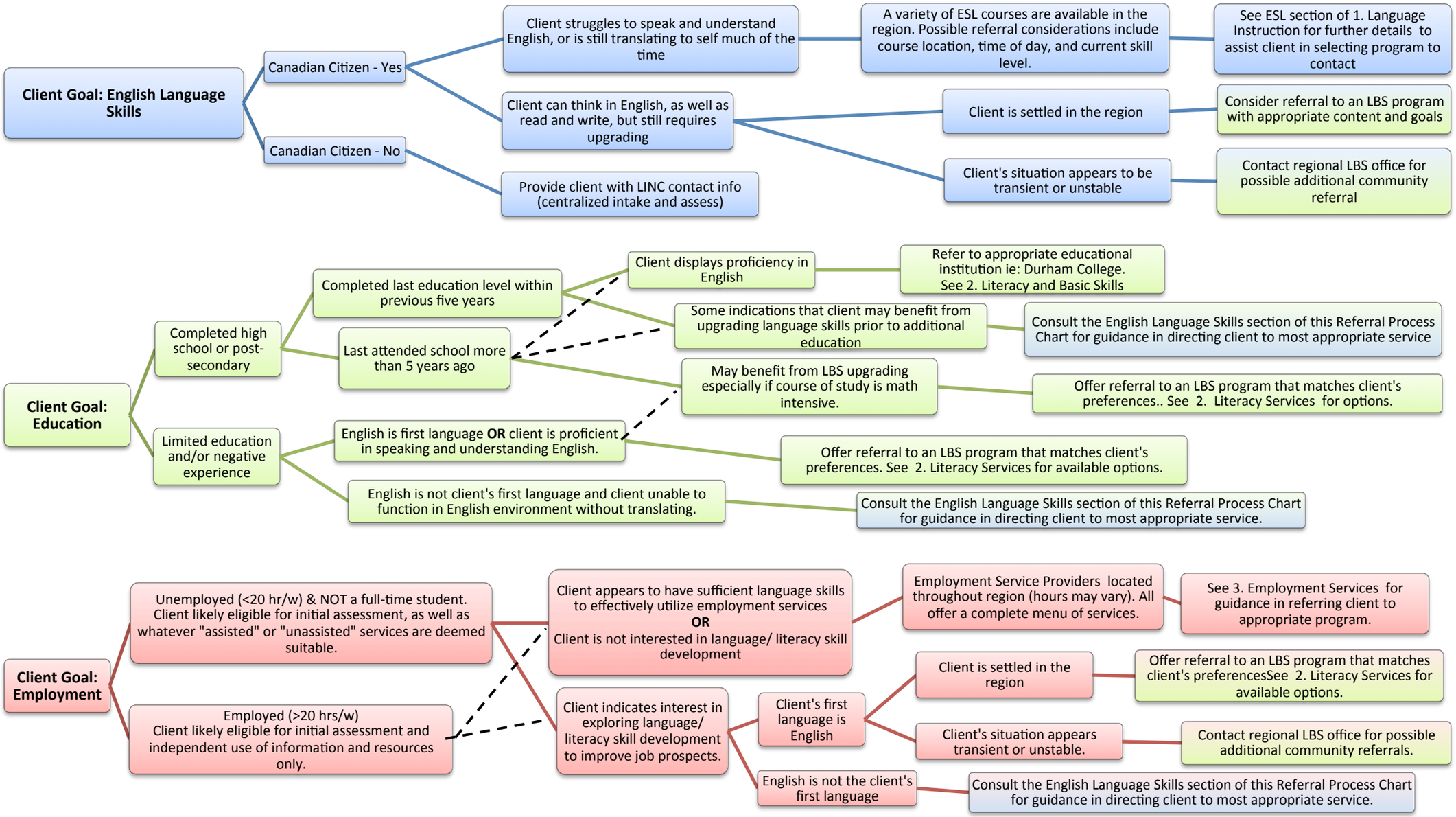
Client Goal: English Language Skills
Canadian Citizen - Yes
Canadian Citizen - No
Client struggles to speak and understand English, or is still translating to self much of the time
Client can think in English, as well as read and write, but still requires upgrading
Provide client with LINC contact info (centralized intake and assess)
A variety of ESL courses are available in the region. Possible referral considerations include course location, time of day, and current skill level.
Client is settled in the region
Client's situation appears to be transient or unstable
See ESL section of 1. Language Instruction for further details to assist client in selecting program to contact
Consider referral to an LBS program with appropriate content and goals
Contact regional LBS office for possible additional community referral
Client Goal: Education
Completed high school or post-secondary
Limited education and/or negative experience
Completed last education level within previous five years
Last attended school more than 5 years ago
English is first language OR client is proficient in speaking and understanding English.
English is not client's first language and client unable to function in English environment without translating.
Client displays proficiency in English
Some indications that client may benefit from upgrading language skills prior to additional education
May benefit from LBS upgrading especially if course of study is math intensive.
Refer to appropriate educational institution ie: Durham College. See 2. Literacy and Basic Skills
Consult the English Language Skills section of this Referral Process Chart for guidance in directing client to most appropriate service
Offer referral to an LBS program that matches client's preferences.. See 2. Literacy Services for options.
Offer referral to an LBS program that matches client's preferences. See 2. Literacy Services for available options.
Consult the English Language Skills section of this Referral Process Chart for guidance in directing client to most appropriate service.
Client Goal: Employment
Unemployed (<20 hr/w) & NOT a full-time student. Client likely eligible for initial assessment, as well as whatever "assisted" or "unassisted" services are deemed suitable.
Employed (>20 hrs/w) Client likely eligible for initial assessment and independent use of information and resources only.
Client appears to have sufficient language skills to effectively utilize employment services OR Client is not interested in language/ literacy skill development
Client indicates interest in exploring language/ literacy skill development to improve job prospects.
Client's first language is English
English is not the client's first language
Employment Service Providers located throughout region (hours may vary). All offer a complete menu of services.
Client is settled in the region
Client's situation appears transient or unstable.
See 3. Employment Services for guidance in referring client to appropriate program.
Offer referral to an LBS program that matches client's preferencesSee 2. Literacy Services for available options.
Contact regional LBS office for possible additional community referrals.
Consult the English Language Skills section of this Referral Process Chart for guidance in directing client to most appropriate service.