

BC Integration Summit: LISTN Member-Driven Priorities (= BC LINC Providers)

▶ Incorporating BC Model Best Practices (LISTN, Training, Standards and Best Practices)

- Wide range of LINC providers valued: not for profit organizations, public post-secondary institutions, school districts, private training organizations
- LISTN Sectoral Support: provides representation / voice, supports including info dissemination, community of practice and training / learning opportunities for staff; sharing and collaborative support ensures best practices are fostered in programs
- Training includes broad spectrum of staff (support staff to upper management and EDs)
- Resources / Standards: recognized need for training / materials to support teachers new to Literacy teaching, this also applies to learners facing issues of trauma, depression, forced migration, etc. and TESL training programs don't sufficiently focus on these topics LISTN could undertake material development and/or support delivery of specific training
- On-going consideration of policy and procedures (i.e. BC-LINC Operational Guidelines) taking into account flexibility in the regions
- Continued operation in smaller / remote communities – although critical mass may present challenges, with current needs evolving, a settlement language presence is critical. Sometimes informal training may be an alternative, but couple with access to LINC Home Study to support recognized language acquisition including citizenship goals.

▶ Workplace LINC (Clear Pathways, Accessibility)

- Clarity on logic model: Workplace LINC is currently not represented in the Settlement Program Logic Model - on last CFP submission it was difficult to determine whether this program fit under language or employment (overlaps with both)
- Better understanding of the 'what' of Workplace LINC (foundational language and skill-based training such as essential skills, digital literacy, intercultural communication / soft skills, etc.). In turn, we need help with directing clients to the 'how' and 'where' of their next steps = not just a job but options for towards meeting longer term career goals.
- Framework needed: Provide smoother pathways in collaboration with CIC and provincial employment programs. Perhaps through a supported sector coordination task group?
- Smoother access to post-secondary programs and qualifications upgrading; language is the necessary first step to qualify for further education (certification, credentials)

▶ Youth 17-24 (Partnerships to Bridging, Integrated Services)

- Seamless and successful transition - federal and provincial jurisdictions need to work together and look for smooth pathways that don't present with significant gaps
- Current LINC programming does not necessarily meet the needs of this group – important to look at an integrated model that includes language, career counselling, education training options, etc.
- Consider partnerships, for example, 'Bridging Employment and Post-Secondary'
- Utilize social media to connect these youth province-wide with resources and support

▶ **Seniors (Appropriate Options)**

- Current LINC programming often doesn't meet the needs of seniors. Most seniors would benefit from slower paced classes, with emphasis on basic literacy and oral skills and culturally-based activities. Very part-time classes would better suit this group (e.g. 3 days a week rather than 5 days). Many seniors are family caregivers so require childcare.
- Often seniors don't have other social/learning options in the community and are therefore reluctant to leave LINC classes. Some recommendations include offering specialized classes for seniors that focus on oral language skills; a buddy system where new seniors are partnered with seniors who have already integrated into the community; or creating learning opportunities around special interests such as craft circles and food preparation.

▶ **Provincial Involvement (Collaboration, Strong and Enduring Role) = Integrated Response**

- CIC is not enough here – the province needs to step in as supports to BC's newcomers is related to civic engagement, participation in society & contributions to the economy
- Continued attention to attraction and retention of newcomers for communities outside the LM requires collaborative efforts between federal, provincial and local governments; this includes importance of a welcoming community = integrated services and access to language supports (important for citizenship *and* meaningful, long term employment)
- Collaboration of various Ministries including:
 - Ministry of Advanced Ed = access for all to public post-secondary ESL
 - Ministry of Ed = upcoming changes to citizenship language requirements (language criteria for 14 and up)
 - Ministry of Social Development and Social Innovation = access to timely and relevant employment supports including referrals to language upgrading if necessary; how can CIC funded programs be better tapped in?

▶ **Instructional Concerns (Success in an Evolving LINC Classroom)**

- Instructor challenges continue with little prep / training time and increasingly higher expectations for the classroom (PBLA, technology). There should be more recognition of and compensation for instructor time demands over and above classroom delivery.
- PBLA communications, national training implementation = too much red tape in jurisdiction, communication and information exchange. Not enough information getting to Regional CIC, Settlement Officers and program managers. Lead teachers are responsible for supporting instructors, but as implementation is left to administrative staff, need to ensure adequate understanding of what that means exactly.
- Concern remains as to long term sustainability of PBLA lead teacher knowledge within a particular organization, which becomes even more critical for smaller SPOs that have only one lead teacher. A virtual centre for PBLA excellence is needed whereby ongoing training is made available; or regional jurisdictions (with LISTN as a key partner in BC) should be supported to offer on-going training that serves to maintain these standards.

▶ **Contract Related (Client Access and Program Supports)**

- With an increase in client applications, a removal of hours caps and growing waitlists in many jurisdictions, there is a worry about ensuring adequate LINC services to meet the needs. Although landings are decreasing, client numbers in language programs have continued to increase over time - potentially inter-provincial migration and citizenship criteria play a role, but the underlying message is a strong need for language training.
- Helpful to know ahead of time whether there is a status quo agenda, or what scope CIC is looking for in terms of CFP submissions and innovative solutions to meet needs.
- The 20% caveat on support services such as childminding and transportation mean that there are now gaps in the system. Class seats may be available, but parents are unable to attend due to high childminding waitlists, or providers with childminding may not have any dollars leftover to dedicate to transportation supports. Ensure barriers to access are not being unnecessarily placed on clients that present with these needs.
- Given the frequent reference to the low sense of belonging among the BC Immigrant population, LINC representatives are frustrated with being unable to offer paid field trips or purchase food. Getting people into the community is key to moving forward a newcomers' sense of belonging, yet this is difficult to do via 'free' field trips alone. Similarly, the role of food/hospitality is key for events that promote inclusion.