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# ENGLISH LANGUAGE SERVICES FOR ADULTS NETWORK

## ELSA NET: CONTRIBUTIONS TO THE SETTLEMENT LANGUAGE SECTOR

Prepared for:  
English Language Services for Adults Network  
ELSA Net Board of Directors

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# MESSAGE FROM THE EXECUTIVE DIRECTOR

Language services are a vital and integral component of settlement services. Language and effective communication needs spans the continuum from adaptation to integration for newcomers. Over the last 20 years, LINC Net through to the more formalized ELSA Net has operated in a spirit of collaboration amongst a broad range of providers in British Columbia - big and small, urban and rural, public, private and non-profit - to ensure that our learners are getting the best possible start in their new communities.

Many strong practices have arisen out of this inclusive model, and I am regularly impressed by the resilience and good will of this service provider group. They consistently collaborate on promising practices and innovations developed across the province.

ELSA Net, or English Language Services for Adults Network, is about supporting settlement language in the classroom and ensuring instructors have access to valuable training and a strong community of practice. It is also about working with our funders on constructive policy development and informing them of gaps and needs in services as they arise; working with stakeholders to ensure appropriate referrals and access to vital community information through curriculum and other resources; working with ELSA child minding programs, licensing bodies, and child-support agencies to ensure children are able to access the best possible early learning environments; and working with program administrators and staff to ensure data collection processes are consistent and well-supported.

Change of oversight from provincial to federal jurisdiction on April 1, 2014 requires that we continue to evolve as a community. At our December 7, 2012 Annual General Meeting, ELSA Net members voted to change our name to 'Language Instruction Support and Training Network'. As we work to redefine ourselves under this new banner, we also want to take a moment to reflect on contributions this sector-driven organization has made over the years.

Thanks go to PEERs Inc. for their work in conducting the research, interviews, and surveys that inform this paper. Special recognition must go to ELSA Net staff past and present who have dedicated themselves and countless hours to this work. Most importantly, thanks to the members of our ELSA community for their valuable contributions and for trusting in this process of collaboration.

*Brenda Lohrenz*

Executive Director  
ELSA Net

## ACKNOWLEDGEMENTS

ELSA Net: Contributions to the Settlement Language Sector represents the voice of settlement language service providers and stakeholders from across British Columbia. Individuals representing the provincial government, service providers, contractors, the ELSA Net Board of Directors and staff have all contributed their time and insights to the history, impacts and value of ELSA Net to the settlement language sector in BC. Their contributions form the substance of this report and their willingness to participate in the consultation and survey process is greatly appreciated. The paper has captured the views and opinions of more than 40 key stakeholders and well represents the impact and value ELSA Net has had on these individuals, their organizations and the sector as a whole.

Brenda Lohrenz, ELSA Net Executive Director, and her staff must also be acknowledged for their substantial input, research and efforts to source and compile the history and achievements of ELSA Net since its inception. We thank them also for identifying participants for the consultations and survey and providing introductions. Their expertise and knowledge of settlement language programming and the sector was invaluable.

Lastly, we would like to acknowledge our associate, Iris Sun, for the research, input and analysis she applied to this project. We are grateful for this support and guidance.

*Trevor Van Eerden & Jody Johnson*

Principals

PEERs Employment & Education Resources

# EXECUTIVE SUMMARY

ELSA Net, or English Language Services for Adults Network, has become a fixture within the delivery of settlement language services in British Columbia. Its predecessor LINC Net emerged from grassroots beginnings in 1992 in the Lower Mainland, providing a sector-driven opportunity for providers of LINC to work together cooperatively. As a provincial umbrella agency, ELSA Net has evolved to play a key role in establishing standards, policies and guidelines for the sector and in the on-going development of the capacity of the sector to deliver high quality settlement language services.

ELSA Net is an association of considerable scale and scope. It became a government funded umbrella organization in 2000, with membership tied to provincial ELSA contracting. It provides support to 37 service providing organizations, including non-profit, public and private agencies in 47 locations around the province in which English language services are provided to nearly 19,000 students. ELSA Net may have started primarily as an information conduit, but with concurrent increases in funding for provincial language programming, its services grew to include resource development, systems supports and a fee for service training component for more than 700 managers, instructors, support staff and child-minders. It is important to note that ELSA Net is “one of a kind”; it is the only funded program-based settlement language support association in Canada, and is often seen as an example of a best practice.

Over its formal 12 year history, ELSA Net has developed a myriad of tools, resources, curricula and professional development opportunities. It has participated in the establishment and development of policies and guidelines that have shaped not only the sector in BC but also the national implementation of the provision of English settlement language services for newcomers. The list of best and promising practices included within this report demonstrates the wealth and breadth of ELSA Net’s work.

The impact and value of ELSA Net to the sector is immeasurable. Through the relationships it has built with all stakeholders including service provider staff at all levels, government, assessors and colleagues across the country, ELSA Net has emerged as the representative and expert voice of the sector. Ministry access to information regarding service gaps, challenges and issues within the sector are facilitated by ELSA Net. As a result, program delivery standards have been raised in a cost effective manner; that is, ELSA Net has been able to work collaboratively to achieve what agencies could not have achieved on their own.

Interest in participating in the consultation process for this paper was very high. More than 40 individuals gave generously of their time and provided thoughtful, detailed and impassioned input. Stakeholders clearly articulated the sector’s need for ELSA Net support through the upcoming return to federal jurisdiction of settlement services in BC, and repeatedly participants commented on the need for the on-going support of ELSA Net to ensure the continuation of high quality settlement language services. They also expressed the uniqueness of the organization and the very specific knowledge that it now holds. Moving forward, this expertise should be leveraged to ensure the on-going delivery of quality settlement language services in BC. Moreover, participants expressed a view of ELSA Net as a model to be considered for adoption by other provinces, or perhaps as a model for regional umbrella organizations.

# PROJECT OBJECTIVES + METHODOLOGY

PEERs Employment and Education Resources was contracted by ELSA Net to undertake a research and consultative process to develop this positioning paper. Work began October 15th, 2012 and ended with the presentation of the report on December 7th, 2012.

## OBJECTIVES

The objectives of the ELSA Net research and consultation project were:

1. Document 'promising practices' of a language sectoral support organization;
2. Provide an overview of how various stakeholders benefit from ELSA Net services;
3. Demonstrate staff expertise and outreach to funders, members, stakeholders; and
4. Demonstrate how ELSA Net's approach is supportive to decision makers, providers (including owners/managers, coordinators, instructors, child-minders, and support staff), clients, and the broader community of stakeholders.

## PROJECT METHODOLOGY

The ELSA Net research and consultation project was comprised of three steps that led to the development of this paper.

### 1. Document Review

A review of existing internal ELSA Net reports, history, plans / strategic plans, minutes, reports, the ELSA Net website, newsletters as well as internal documentation related to ELSA Net achievements, successes, impacts, etc. was conducted.

### 2. Consultations with Key ELSA Net Members and Stakeholders

In consultation with the Executive Director, key stakeholders for consultation were identified. Individuals selected represented included:

- Metro Vancouver ELSA Net Service Providers
- Regional ELSA Net Service Providers,
- ELSA Net Board Members,
- ELSA Net Staff Members including a STARS Coordinator / support staff, and
- A Provincial Government Representative

In total five individual and group consultations were conducted in both a face to face and teleconference format. Group consultations included two to five individuals each. In total, 14 key stakeholders were consulted. Consultation questions were developed and distributed to guide the discussions. The questions were provided to participants for review and consideration prior to the consultation. Notes taken were summarized and then analysed and sorted to identify key themes.

### 3. On-line Stakeholder Impact Survey

A brief impact survey was developed and distributed to an additional 40 stakeholders. Between November 7th and November 22nd, 27 individuals provided responses to the survey. The intent of the survey was to gather external support, testimonials, and perceptions of the key impacts, importance and achievements of ELSA Net. The survey questions have been attached as Appendix 3. Survey recipients included representatives from the following groups:

#### ELSA Net Board Members

ELSA Assessment Services  
TESL Canada

#### ELSA Net Staff Members

Instructional Resource Coordinator  
STaRS Help Desk

2009 Advising Ministry Consultant  
AMSSA  
BC TEAL

#### Ministry Representatives

Member of the BCSAP Training Committee  
(Current)  
WelcomeBC Training Representative  
Stakeholder Relations Representative  
STaRS Working Group Representative  
CIC Committee Rep

#### ELSA Service Providers

ELSA Coordinators  
Key instructors,  
ECE Coordinators  
STaRS related coordinators  
Support staff

#### Affiliated / Partner Organizations

Literacy BC Project  
Health Authorities

#### ELSA Net Project Partners

ELSA for Youth  
Newcomer’s Guide Resource Project  
Workshop & Curriculum Developers



# ELSA NET OVERVIEW

ELSA Net is a society comprised of all BC ELSA Service Providers. The purpose of ELSA Net is to facilitate the effective delivery of English Language Services for Adults throughout the Province of British Columbia, taking into account regional differences and needs. The society’s objectives are to:

- Maintain a peer network among organizations delivering ELSA programs to support excellence in program delivery.
- Be a proactive information and communication channel between Government and ELSA member organizations.
- Collaborate with organizations with mutual concerns for developing and delivering resources and services for immigrants, refugees, and newcomers.
- Promote and support on-going professional development for member staff.

First initiated in 1992 by a group of community stakeholders who saw the values of consistency and collaboration as critical to the sector, ELSA Net has grown to become an incorporated Society with 11 staff supporting 37 ELSA contract holders (service providers) in 47 locations across BC. (Appendix 1 – ELSA Net Service Providers by Region)

**Mission** - ELSA Net empowers its members, throughout the province of British Columbia, to help their clients achieve language and resettlement goals by providing leadership, communication networks, and resources.

**Vision** - Excellence in settlement language services.

**Values** - Our values reflect our passion for education and support our success.

**E**xcellence  
**D**iversity  
**U**nity  
**C**ommunication  
**A**ccountability  
**T**eamwork  
**E**thics

**ELSA NET Scope of Service 2012**

Provincial Budget for ELSA programming - classroom instruction levels Pre-lit to 7:  
**\$39.8 Million Annual**

ELSA Net Members / ELSA Contract Holders:  
**37 Service Providers in 47 Locations**

Service Provider Staff supported by ELSA Net:  
**700 Instructors, support staff, child care workers, etc.**

Total # of ELSA students per year (2011-12):  
**18,927**

ELSA Net Staff:  
**8 full-time and 3 part-time**



# PROMISING PRACTICES AND ACCOMPLISHMENTS

Stakeholders participating in the research consultations and survey spoke highly of ELSA Net’s numerous roles, contributions and demonstration of promising practices. In summary, many view ELSA Net itself as a promising practice and quickly pointed out the deficit faced by other provinces that lack an umbrella organization to support its settlement language sector.

The summary of Promising Practices and Accomplishments (Appendix 2) has been developed from the information collected through the survey and consultations. Most of the promising practices listed in the summary were often repeated by the survey and consultation participants, i.e. professional development conferences, curricula development, certificate programs, the formative assessment toolkit, the STaRS help desk and ECE resource support, etc. In some cases, the individual promising practices were only mentioned by a few

The staff always looks forward to the ELSA Net conferences and often attend ELSA Net workshops to fulfill their Pro-D requirements. The workshops and conference sessions are always geared towards a variety of levels so there is always something for everyone.

–ELSA Instructor

ELSA Net resource materials are not only creative and inspiring; they provide a model for instructors to develop their own resource materials.

– ELSA Net Member

participants, (Competency Dictionary development, provincial site visits, and the Whole Life project); however, this does not diminish the importance of these practices as the qualitative research for this project accepted the participants’ expert responses at face value. In identifying the promising practices and accomplishments, the participants’ responses were compared and corroborated with the ELSA Net archives for further accuracy or detail.

The ELSA Net Promising Practices and Accomplishments have been organized into the following nine categories.

1. Curriculum development
2. Resource development
3. Support and help desk to members
4. Professional development and training
5. Policy and procedure development
6. Communication
7. Outreach and engagement
8. Steering committees
9. Other pilot projects

The summary of ELSA Net Promising Practices and Accomplishments has been provided as Appendix 2 on page 22.

# VALUE TO THE SECTOR

Through the research and consultations conducted for this paper, the value of ELSA Net to the sector and its multiplicity of stakeholders was explicitly communicated. Stakeholders from government, service providers, instructors, support staff, program coordinators and directors all enthusiastically articulated not only the value that ELSA Net brings to settlement language sector in BC, but the diligence, responsiveness, fairness and professionalism with which they have approached the challenges and issues confronting the ELSA program and its constituents. As demonstrated by their promising practices and accomplishments, ELSA Net’s body of work and its impact has been substantive, however, many stakeholders point out that it is not the achievement or accomplishment of a single initiative that is the value of ELSA Net, but rather that they have built and substantially increased the professional capacity of the sector. Ultimately, ELSA Net’s work translates to higher-quality instruction and a better program experience for ELSA students across the province.

The value ELSA Net provides to the sector has been organized into eight key themes which demonstrate its importance to its range of stakeholders.

## KEY THEMES

### 1. Develop and provide access to training, resources and supports

ELSA Net has become recognized for its ability to organize training and develop resources in response to the unique and specific needs of ELSA delivery and the varied needs of providers throughout all regions of the province. In its role as training provider and resource developer, ELSA Net has elevated instructional and service delivery standards within the sector. Through member and stakeholder committees and other means of outreach, ELSA Net has consistently created well received, quality materials. These outcomes and results could not be achieved through individual agencies operating in isolation.

ELSA Net began organizing professional development conferences for ELSA in 2002 and has done so most years since. The conferences have progressively become larger, with more offerings and greater attendance. In 2002, the conference offered three sessions and was attended by 96 individuals. By 2011, 35 sessions were offered - 26 for instructors, five for support staff and four for child care workers, the conference was attended by a total of 612 individuals.

In addition to conferences, ELSA Net has developed an array of instructional resources including setting up and promoting the use of a Moodle based E-learning portal for information sharing, online curriculum training and support. ELSA service providers can also call ELSA Net to get help sourcing information or a specific resource. An example of this was the development and delivery of on-line courses to meet the needs of students with multiple barriers and / or disabilities. This also demonstrates ELSA Net’s ability to be responsive and support service providers in their efforts to be proactive with students on multiple levels.

“ELSA Net is absolutely relevant, so hands-on. It is survival for our organization.”

– ELSA Regional Provider

I have been working with ELSA for 4 months now and for me the greatest impact has been maintaining student info on STaRS, giving other service providers, community partners a chance to liaise and work together. By providing an on site orientation to STaRS, ELSA Net has given me the opportunity to explore the service and take advantage of its features.

– ELSA Support Staff

It is important to note that ELSA Net has also played a significant role in ensuring the provision of quality child-minding and administrative support. ELSA Net has increased the sense of professionalism felt by child-minders by working with the Ministry and the Health Authorities to develop guidelines and licensing requirements, and by providing training and resources for child-minders. Resources, training and supports like a “STaRS help desk ” are made available to ELSA support staff and ensure that data collection and monitoring is conducted efficiently, consistently and adheres to Ministry reporting requirements.

As a result of this range of support, training and resource development, the “bar has been raised”; numerous respondents noted improvements to the quality of practice and consistency in all areas of focus related to ELSA program delivery.

## 2. Provision and access to information

ELSA Net is “the source” of information for the sector including coordinators, instructors, child-minders, support staff, and government. ELSA Net has developed multiple communication tools to ensure access for all ELSA stakeholders. These tools include:

- Website - [www.elsanet.org](http://www.elsanet.org)
- Newsletters (Spring and Fall)
- Conferences
- On-line and tele-conferences
- On-site visits
- Electronic bulletins, announcements and messages

The development of far reaching and effective communication channels has reduced the isolation felt by rural providers, and supported instructors and child care staff to stay current and abreast of best and promising practices. It has also enhanced service provider access to up to date information which, in turn, has improved program planning, decision making and the overall responsiveness of the sector.

## 3. Raised program delivery standards and quality

As mentioned above, ELSA Net has played a key role in creating a sense of professionalism within the sector and amongst all ELSA staff – management, instructors, child-minders and other support staff.

The development of high quality resources and on-going access to training and professional development (at conferences and on-line) has elevated the quality of instruction and student outcomes. Although the communities served by ELSA are diverse, and service delivery models and facilities differ, ELSA Net has supported the development of policies and procedures that are accepted and adopted by all, building toward a standard of service delivery that is consistent across the province.

ELSA Net has been my link to understand what’s going on at the Ministry and how to interpret and respond to emerging procedures (i.e. teacher qualifications). When understanding remained elusive, ELSA Net persistently sought clarification.

– ELSA Program Manager

On-going training, support and the development of guidelines for child-minding services and monitoring to ensure adherence to licensing requirements has resulted in the establishment of consistently run, safe, clean child-minding centres. The quality of service provided within these centres has moved beyond “babysitting” and adopted approaches that support early childhood development and learning.

“The PD staff took through ELSA Net and the support towards the development of a licensed daycare. . . has resulted in the most diverse daycare in Prince George.”

– ELSA Regional Provider

#### 4. A strong and consistent voice for the sector

ELSA Net has worked to connect and work collaboratively with the staff of all 37 service providing organizations in BC as well as the provincial and federal ministries that support settlement language initiatives. Through these efforts, ELSA Net has become a main point of contact and source of information for service providers. ELSA Net and its staff have built relationships with service providers, and have been accepted as the trusted voice of sector. ELSA Net been given the responsibility to represent the sector and bring service provider concerns and suggestions forward to the funding Ministry. ELSA Net shares these concerns, needs, conflicts, frustrations and suggestions from a “neutral” point of view representing the views of providers in a fair and unbiased manner.

Over its twelve year (plus) history, ELSA Net has built a strong working relationship with the Ministry. It has developed the staff capacity and member outreach needed to propose and work with the Branch to manage trends and emerging concerns, develop curriculum and training initiatives, and support policy at both development and implementation stages. ELSA Net has become a crucial mechanism to the Ministry in providing information, stepping in to address gaps, informing them of what is happening on the ground, and bringing in expertise from the settlement language sector to inform policy and programming decisions.

#### 5. Opportunities to share practice and build connections on a provincial scale

The mechanisms and supports that ELSA Net has put in place to connect all service providers, public, private and non-profit, has positioned ELSA as a truly provincial program that is delivered in a consistent fashion to meet an established set of standards. Regional meetings, conferences and other means of networking and information provision, has facilitated the sharing of trends, issues and concerns, and the identification and creation of strategies and solutions.

Increased opportunities to connect have resulted in enhanced collaboration and facilitated program planning and implementation on many levels. As a result, all staff, managers, instructors, child-minders and support staff feel a part of the larger ELSA community; the isolation and limited access to resources that could be experienced by providers outside of the Lower Mainland, does not exist. Regional providers feel strongly connected to the entire network of ELSA service providers and are able to contribute equally to issues and developments in the community of practice.

ELSA Net’s greatest impact has been to unite the Language Sector. It has been able to bring language issues to the forefront, and represent the sector’s accomplishments, as well as concerns to the settlement community, the funder, and the community at large. It has its finger on the pulse of what is happening at the ground level, and is able to communicate this to funders to help inform policy and programming decisions.

–ELSA Program Manager

In turn, ELSA Net has used these networking opportunities to obtain input to the development of policies, resources and training. As a result, providers are more engaged; they see value in being a member of ELSA Net and in being a part of establishing and maintaining standards and quality of service.

## 6. Representation at a National Level

Not only does ELSA Net represent ELSA service providers at the provincial level but it also represents BC ELSA at the national level. Through ELSA Net's network of national contacts, BC service providers are kept current in terms of nationally established (or other provincial) teaching practices and innovations that can be adopted in BC. ELSA Net involvement in national organizations and committees provides opportunity to bring forward the BC approach to settlement language provision, as well as shape the development and implementation of policy and program enhancements.

“Service providers understand their clients and know their needs – using their expertise helps the improvement of the whole sector.”

– ELSA Net Staff

Some examples of this representation include:

- The Centre for Canadian Language Benchmarks (CCLB). The ELSA Net Instructional Resource Coordinator is a board member and member of the Nominating and Board Evaluation Committee. (2009-current)
- Joint Federal Provincial Advisory Council (JFPAC). ELSA Net representation. (2006-current)
- Newcomer Language Advisory Body (NLAB). The ELSA Net Executive Director is co-chair of this newly formed settlement language training advisory body to Citizenship and Immigration Canada. (2012)
- Settlement and Integration Joint Policy and Program Council (SIJPPC). The ELSA Net ED is a TESL Canada representative to this national Citizenship and Immigration Canada council. (2011-current)
- TESL Canada. The ELSA Net ED is an elected board director for settlement language. (2012)
- TESL Canada's Settlement Language National Network (SLNN). In conjunction with her TESL Canada Board position, the ELSA Net ED is chair of the SLNN, and recently organized a pre-conference symposium on current innovations in settlement language delivery across Canada for the TESL Canada Conference (Oct 2012).
- Maximizing Settlement Committee. Under the auspices of the National Voluntary Sector Initiative, the ELSA Net ED has represented language on this CIC committee which supported planning for the second National Settlement Conference held in Calgary. (2002-03)

In its role as communicator and information conduit, ELSA Net supports the BC settlement language sector with the steady dissemination of good research and instructional practices from similar services in other Canadian and international jurisdictions. ELSA Net has also assumed a very constructive role in highlighting BC practice and instructional developments by consistently encouraging ELSA Net members, individual instructors and coordinators to share their expertise and innovations at national conferences and training events.

## 7. Responsive problem solver and issue resolution for the sector – influence on policy and practice

A key role taken on by ELSA Net is to bring service providers together to identify issues and to work collaboratively with government and the service provider community to problem solve.

To address specific issues or identified service gaps, ELSA Net will lead a committee or working group of service providers. The input, information and recommendations generated by these groups are brought forward to the Ministry by ELSA Net. The introduction of the ELSA 6 / 7 program was a recent example

where service providers identified instructional and resource gaps. ELSA Net gathered input from service providers and led a group to substantially adapt the LINC curriculum guidelines for a made in BC approach.

ELSA Net has taken the responsibility for developing programming and new programs such as the as the Youth Program and ELSA Levels 6/7. Programming issues and problems for all levels are discussed at ELSA Net meetings and solutions suggested.

– ELSA Program Manager

ELSA Net not only provides support to ensure quality English language services but also supports providers in the administration of their contracts. Furthermore, both government and service provider stakeholders have recognized the important role ELSA Net has played in addressing concerns and issues related to the procurement process for services. Their communication and sharing of

information has served to mitigate concerns in this area for service providers. But more importantly, as an objective party to both government and the service providers ELSA Net has been able to work with all parties to resolve issues before they become enshrined in policy or practice, and to serve as a conduit to ensure that terms that reflect the reality of service needs are maintained.

## 8. Cost effectiveness and efficiencies

From its inception ELSA Net has always understood the value of collaboration and consistency. As a result of its work ELSA contract holders and government alike enjoy numerous efficiencies and cost savings. Foremost among these is ELSA Net's role as convener and collaborator for the sector. Without ELSA Net's coordinated efforts in training, resource and curriculum development, communications and information sharing, service providers would be left to fulfill these functions independently or perhaps in small localized networks resulting in duplication of efforts and highly individualized programming and interpretation of practice. Similarly, government would be left to manage the inquiries and requests for information and interpretation, demands for support, requests for curriculum changes etc. on a service provider by service provider basis, and would require significant internal resources to achieve the benefits and effectiveness that ELSA Net has brought to the sector.

There are multiple ways that the work of ELSA Net results in cost effectiveness and efficiencies including:

- fostering a climate of cooperation among competing contractors, developing synergies and economies of scale and raising standards through the sharing of best practices;
- providing good resources and information – a central / “go-to place” or repository of information and support, rather than individual service providers spending time searching for information;
- pooling expertise and solving issues together, e.g. development of curricula and resources;
- organizing regional meetings – these meetings serve to meet the needs of service providers and funders, and reduce the need for travel and accommodation; and
- holistic support of the sector where decision makers, providers (including owners / managers, coordinators, instructors, child minders, and support staff), clients, and the broader community of stakeholders all benefit from a single organization as opposed to the requirement of a myriad of independently sourced and funded supports.

## HOW IS ELSA NET DISTINCT FROM OTHER ORGANIZATIONS?

In examining the relevance of ELSA Net it is important to ask, “What does it provide that is unique?” “What would be lost to the sector without its presence?”

ELSA Net stakeholders including government representatives, service providers from across the province, board members and ELSA staff articulated a number of striking and compelling distinctions that demonstrate the value of ELSA Net. Foremost among these is that ELSA Net by definition is an organization wholly established and designed to support the settlement language sector. That means all their priorities and activities remain entirely focused on the integrated language and settlement needs of immigrants and refugees and the sector that supports them.

Core unique characteristics identified by ELSA Net stakeholders can be categorized into the following seven distinctions.

“ELSA Net takes a holistic view of the service and the adaptation process and addresses specific issues and services. ELSA programs not only focus on language training, but also soft skills.”

*- Consultation Participant*

### 1. ELSA Clientele

ELSA programming focuses on newcomers and their functional language training, which also encompasses supports such as child-minding that reduce barriers to access. In conjunction, through its mission statement ELSA Net stresses the following: ‘Empowering its members to help their clients achieve language and resettlement goals’. Other language and sectoral support organizations have broader and / or differing mandates that are intended to address language needs within the K-12 sector or have a more academic focus. “ELSA Net is distinct as it is concerned with the provision of settlement-based language training for newcomers and is the only organization directly involved in the provision of language training for newcomers. It has managed to better understand adult newcomers’ specific needs and challenges and try to address them.” - Consultation Participant

### 2. Resources / Paid Staff

ELSA Net has paid staff who are dedicated to resource development, communication and information sharing, professional development, training and systems support, etc. Most other English as Additional Language organizations lack the staff resources to provide consistent and on-going resources in the manner that ELSA Net does. In addition, having experienced and qualified staff with expertise in language services has allowed for input to and development of new initiatives, curricula and resolution of community of practice issues.

### 3. Service Scope

Service providers enjoy a comprehensive range of supports from ELSA Net. “ELSA Net’s support of the sector ranges from administrative, policy level, best practices, professional development workshops, to topical materials and readily applicable tools to use on the front line of delivery.” - Survey Respondent



Other organizations are primarily language or instructionally focussed and cannot match the full range of services and enhancements that ELSA Net delivers to the service providers. Ultimately, the range of ELSA Net services has a direct and dramatic impact on not only the classroom instruction participants receive, but their whole experience in the program and the outcomes they achieve.

#### **4. Direct Relationship with Government**

ELSA Net is wholly focused on government funded settlement programming, and as such has developed a direct and mutually supportive relationship with government(s) that has resulted not only in improvements to the sector and service providers, but has influenced and shaped policy and program development.

It is important to note, that ELSA Net's direct relationship with government is based on the structured and contractual relationship ELSA Net has with government; that is, ELSA Net is primarily funded by the provincial government. This relationship further extends to the ELSA service providers who are obliged through the contracts (contribution agreements) they hold with government to be a member of ELSA Net. This distinguishes ELSA Net from other organizations and associations who are member-based.

#### **5. Membership**

ELSA Net is inclusive of all types of organizations: immigrant and community service providers, public-post secondary institutions, school districts, private business language schools, neighbourhood houses and not for profit societies. As noted above, membership is provided free of charge to all ELSA service providers across the province.

#### **6. Support for all Levels of the Organization**

ELSA Net is a support for all workers within the settlement language sector, e.g. managers, instructors, administration and support staff, and child care workers. Some English as an Additional Language organizations primarily focus on instructional supports and professional qualifications, others primarily focus on organizational and executive needs. No other organization is providing such comprehensive supports for settlement language staff at all levels.

#### **7. Experience in the Sector**

Informally established by a group of providers in 1992, funded as an umbrella body in November 2000 and incorporated under the Society Act in 2003, ELSA Net has accumulated many years of experience working to support the specific needs of the settlement language sector in BC. No other language or multicultural organization / association could readily replace the accumulated experience, catalogue of resources, articulated service standards, comprehensive understanding of the issues, sectoral leadership, and its extensive and strong relationships with stakeholders.



# CONCLUSION AND FUTURE DIRECTIONS

The views, opinions and examples shared by the more than 40 stakeholders and captured within this paper clearly support the ongoing work of ELSA Net. In addition to strong support for ELSA Net to continue the work it does, participating stakeholders shared suggestions and recommendations for next steps and the future direction of the organization. Below is a list of these suggestions and recommendations; it is not exhaustive and as the sector moves through and beyond transfer of responsibility from the provincial to federal government, other roles and work for ELSA Net may emerge.

## **1. Continue on as the voice of all ELSA service providers**

As thoroughly described above, ELSA Net has done a notable job building trust and taking on the role of sector representative. ELSA Net has fairly and without bias represented all services providers in BC including non-profit, private, and public. Participants to the consultation process noted the importance of this voice, and the role ELSA Net plays in information sharing and support will become more critical as service providers move toward federal jurisdiction in April 2014. ELSA Net has been very effective in supporting service providers to share and work collaboratively. In order to ensure the ongoing high quality delivery of English Language Services through this transition period, services providers need access to information and want to maintain the collaborative and coordinated spirit that has been fostered by the work of ELSA Net. As the sector works with counterparts in other areas of the country to inform on a national LINC model, ELSA Net stakeholders have clearly indicated the need for a continuing voice presenting and advocating for BC's approach to settlement language services, and an enduring role for a dedicated umbrella organization.

## **2. Remain as key informant to the funder**

ELSA Net has built very strong relationships with both provincial and national governments. The provincial funding Ministry has worked in partnership with ELSA Net to identify service and resource needs and gaps, to program plan, and to build a communication channel between the Ministry and the service providers. This relationship with the Ministry has served all parties well; the community of service providers has a voice that has had an impact on decision making, and the Ministry has been supported to stay current with the emerging trends, issues and challenges in the sector. Again, moving toward and beyond the transfer of responsibility of settlement to the federal government, participants hope that ELSA Net will be able to maintain this role as partner to facilitate the transition for service providers, and ensure that the communication channels remain strong.

## **3. ELSA Net's best practices used as a model on regional and national levels**

In its twelve year plus history, ELSA Net has emerged as a leader in English settlement language program planning and development, training and resource development, and in managing multi-stakeholder relations. As listed within this paper, ELSA Net has developed an expertise in assessing the needs of all its stakeholders and identifying, creating, implementing, and disseminating best practices. Moving forward, the experience of ELSA Net could support in the adoption of many of these best and promising practices across the country, whether for provincial or regional settlement language umbrella organizations. The needs of newcomers in the western region of the country, Yukon, Alberta, Saskatchewan, Manitoba and B.C. are especially varied and unique and might benefit from an expanded ELSA Net model.

### Role in establishing national standards

ELSA Net should continue to bring its experience and expertise in the delivery of effective settlement languages services to the work being done at the national level. ELSA Net has a tremendous amount to contribute to the work being done to support the professionalism of the settlement language sector through networking, training and resource initiatives, and through its work with important national bodies that will serve to further national standards in this field.

As the settlement sector moves toward the return to federal jurisdiction, service providers willingly shared their recommendations on the roles for ELSA Net and how they could best support the settlement language sector. Their survey responses have been compiled and tabulated as Appendix 4: ELSA Net's potential roles in the provincial / federal transition process.



# APPENDICES

# APPENDIX 1: ELSA NET SERVICE PROVIDERS BY REGION

## **LOWER MAINLAND (20)**

1. Burnaby Continuing Education (SD 41)
2. Burnaby English Language Centre (BELC)
3. Collingwood Neighbourhood House
4. Éducacentre College
5. Excel Educational Centre
6. Immigrant Services Society of BC (ISS) – Vancouver
7. Immigrant Services Society of BC (ISS) – Richmond
8. Immigrant Services Society of BC (ISS) – New Westminster
9. Little Mountain Neighbourhood House
10. New Westminster English Language Centre
11. North Shore Multicultural Society
12. Multilingual Orientation Service Association for Immigrant Communities (MOSAIC)
13. North Burnaby Learning Centre (MOSAIC and partners)
14. Pacific Immigrant Resources Society (PIRS)
15. Richmond Continuing Ed. (SD 38)
16. South Vancouver Neighbourhood House (SVNH)
17. S.U.C.C.E.S.S. (Fraser Service Centre)
18. S.U.C.C.E.S.S. (Granville Service Centre)
19. Vancouver Community College
20. Vancouver Formosa Academy Ltd.

## **SURREY / DELTA (8)**

1. Coquitlam Continuing Education (SD 43)
2. Delta Continuing Ed. (SD 37)
3. DIVERSEcity Community Resources Society
4. Douglas College – Coquitlam Centre
5. Douglas College – Surrey Learning Centre (9801 King George)
6. Douglas College – Surrey Training Centre (10060 King George)
7. S.U.C.C.E.S.S. (Burnaby / Coquitlam Service Centre)
8. S.U.C.C.E.S.S. (Surrey Service Centre)

## **FRASER VALLEY (4)**

1. Abbotsford Community Services
2. Chilliwack Community Services
3. Maple Ridge – Immigrant Services Society of BC
4. New Directions – Langley

## **SUNSHINE COAST (1)**

1. Squamish – Immigrant Services Society of BC

**VANCOUVER ISLAND (4)**

1. Central Vancouver Island Multicultural Society
2. Cowichan Valley Intercultural and Immigrant Aid Society
3. Inter-Cultural Association of Greater Victoria (ICA)
4. North Island College

**EAST & SOUTH CENTRAL BC (5)**

1. Kamloops Cariboo Regional Immigrant Society
2. Ki-Low-Na Friendship Society
3. South Okanagan Immigrant and Community Services – Penticton Office
4. South Okanagan Immigrant and Community Services – Oliver Office
5. Vernon & District Immigrant Services Society

**NORTH & NORTH CENTRAL BC (3)**

1. Immigrant and Multicultural Services Society of Prince George
2. Immigrant and Multicultural Services Society of Prince George – Williams Lake
3. Northwest Community College - Prince Rupert Campus

**ASSESSMENT CENTRES (2)**

1. Surrey Language Assessment Centre
2. Western ESL Services

## APPENDIX 2: ELSA NET PROMISING PRACTICES + ACCOMPLISHMENTS

ELSA NET PROMISING PRACTICES & ACCOMPLISHMENTS		
CURRICULUM DEVELOPMENT		
Curriculum Development	<b>ELSA Net and 4/5 Supports</b> <b>2007</b>	<p>ELSA Net supported the Enhanced ELSA 4 and 5 program through providing relevant information to best guide decision-making, project implementation, delivery, and evaluation.</p>
	<b>ELSA 6/7 Curriculum</b> <b>2011</b>	<p>ELSA Net substantially adapted the LINC Curriculum guidelines for a made in BC content focused and project-based approach that engages students at the higher benchmarks.</p>
	<b>ELSA 6/7 for Smaller Communities Curriculum</b> <b>2012</b>	<p>The curriculum, launched in Sept. 2012, was developed to meet the needs of higher-level learners across the province by incorporating predominantly authentic tasks and resources. An accompanying overview of new media literacy skills was provided, with practical suggestions to bring technology into ELSA classes.</p>
	<b>ELSA for Youth and ELSA Net Youth Curriculum</b> <b>2008 - 2009</b>	<p>In contract year 2008/2009, three consultants developed the curriculum, resource package, teaching training workshop and web portal for youth. Consultants worked with a focus group of 12 immigrant youth (ages 16-25) to help inform the development of the first curriculum draft. The curriculum developed into a student blog and curriculum webpage to support social engagement and online activities for the youth.</p> <p>In contact year 2009/2010, ELSA for Youth and ELSA Net Youth Curriculum was launched.</p>
RESOURCE DEVELOPMENT		
Resource Development	<b>Formative Assessment Toolkit</b> <b>2010/2011</b>	<p>The Formative Assessment Toolkit was developed in response to requests from instructors to have more training, support and access to Formative Assessment tools. The toolkit is available as an online resource. The toolkit includes:</p> <ul style="list-style-type: none"> <li>• Rationale and theoretical background</li> <li>• CLB aligned Formative Assessment tools at ELSA levels lit-5</li> <li>• CLB aligned Formative Assessment tools for four skill areas – reading writing, listening and</li> <li>• Speaking</li> <li>• Tools or templates to record assessment data</li> </ul>
	<b>Formative Assessment Toolkit 2</b> <b>2012</b>	<p>ELSA Net continued to build upon the Lit to 5 Formative Assessment Toolkit by adding tools for levels 6 and 7.</p> <p>Tools were based upon suggested tasks in the ELSA 6/7 Curriculum Guidelines as well as some tools designed to prepare students for the 6/7 CLB Exit Assessment Tasks.</p>
	<b>Logic Model for ELSA</b> <b>2002/03</b>	<p>ELSA Net and member agencies worked alongside the provincial government in developing a Logic Model for ELSA. This involved ELSA Net identifying language representatives to support the process of, among a multitude of tasks, defining settlement / outcome indicators based on intended outcomes.</p> <p>ELSA Net also facilitated a communication plan designed to further promote an awareness and understanding of performance measurement within the sector.</p>

<b>Resource Development</b>	<b>Competency Dictionary for the Settlement Sector</b>  <b>2009/2010</b>	<p>ELSA Net supported the provincial government in developing a Complete Competency Dictionary for the British Columbia Settlement and Adaptation Program. The Dictionary provides a blueprint of good practice that can guide the development of practitioners in this sector.</p> <p>ELSA Net played an essential role in the identification of 30 Common Competencies, plus assisted in defining role specific competencies for Child Care Provision and English Language Instruction.</p>
	<b>Adult ESL Literacy Survival Resource Guide for Instructors</b>  <b>2003/2004</b>	<p>A province-wide survey regarding literacy needs and resources used in the ELSA Net classroom was conducted. The information was collated to inform a funding proposal. A ELSA Net member-based literacy consultation group then supported the development of 'The Adult ESL Literacy Survival Resource Guide for Instructors'. This resource was made available in print and electronically (via ELSA Net website) in spring 2004.</p>
	<b>Act Now Resource Package</b>  <b>2006/2007</b>	<p>Act Now BC is the government health promotion initiative which has provided funding to a variety of projects promoting healthy lifestyle choices among British Columbians.</p> <p>As part of this initiative, ELSA Net (in partnership with, among others, AMSSA and the Ministry of the Attorney General Multicultural and Immigration Branch) received funding to produce a resource package which would give ELSA instructors materials to use in their classrooms that promoted healthy lifestyle choices among multicultural communities.</p> <p>The ActNow Resource Package is comprised of the following modules:</p> <ul style="list-style-type: none"> <li>• Healthy Eating, Literacy/Level 1</li> <li>• Healthy Lifestyles, Literacy/Level 1</li> <li>• Diabetes, Level 2/3</li> <li>• Healthy Communities, Level 2/3</li> <li>• Healthy Minds, Level 4/5</li> </ul> <p>The resource is accessed through the Towards a Healthy Multicultural British Columbia Healthy living website at <a href="http://www.amssa.org/healthyliving">www.amssa.org/healthyliving</a>. Hard copies of the resource were also distributed to each ELSA Net member LTO location for use in ELSA classrooms around the province.</p>
	<b>Active Living – Video and Resources</b>  <b>2009/2010</b>	<p>The ELSA Active Living video was produced through AMSSA's Building Welcoming Communities: Promoting Healthy Living Across Cultures: 2008-2010. The focus is healthy lifestyles emphasizing healthy eating and physical activity.</p> <p>Supplementary materials are designed to support the use of this video in the literacy classroom, including pre and post listening activities. Materials develop literacy skills while encouraging students to consider healthy lifestyle options.</p>
	<b>Accessing Community Health Services</b>  <b>2009/2010</b>	<p>Two videos were produced focusing on calling 9-1-1 and going to a walk in clinic. The content of the videos was developed with extensive consultation with community health care professional organizations such as: BC Ambulance, The BC Poison Control Centre, BC 2-1-1 Services, Vancouver Coastal Health and REACH Clinic.</p> <p>In addition to the videos, ESL Consultant instructors developed workshops and travelled around the province educating thousands of newcomers about how to use the 2-1-1, 9-1-1, and walk in clinic services.</p>

"ELSA Net resource materials are not only creative and inspiring; they provide a model for instructors to develop their own resource materials. E.g. The Healthy Eating curriculum is a wonderful compilation of information and activities for students."

- ELSA Program Coordinator

"It saved my life."

- A student's comment



Resource Development	<b>Directory of ESL Services in BC</b> <b>2002/2003</b> <b>On-going</b>	The directory, a guide to ESL programs in the province, supports ELSA instructors as well as settlement workers in referring their students to available English language services in the province. Although it was originally available in hard copy, the directory was completely revamped as an online tool in 2011.
	<b>ELSA Net Website</b> <b>2003/2004</b> <b>On-going maintenance</b>	Valuable information is provided at the ELSA Net website www.elsanet.org through the links to language providers with a map of BC so one can easily locate an ELSA program in a specific region, ELSA client eligibility information, and ESL contacts and materials.  The website was revamped in 2010, with continued review and updating.
<b>SUPPORT AND HELP DESK TO MEMBERS</b>		
Support and Help Desk to Members	<b>STaRS Help Desk</b> <b>2009/2010 -</b> <b>On-going</b>	In 2003, ELSA Net established the STaRS Advisory Committee and compiled a STaRS protocol document.  In 2009, a full time position was created - STaRS and Help Desk. The position provides on-going support of branch staff and users with systems issues and questions regarding entry protocol.  In 2010, STaRS Help Desk developed a guide, provided training and site orientation etc.
	<b>Enhanced Child-minding Program and Child-minding Licensing Process</b> <b>2009/2010 – On-going</b>	In 2003, ELSA Net started to deliver ELSA Net Instructor and Child Care worker PD events.  In 2009, a full time position - ECE Resource Coordinator was created.  ECE Resource Coordinator continues to provide assistance to the child care sector. The ECE Resource Coordinator provides support, expertise and general resources to all the child-minding programs that are connected to the English classes.  In 2010, the Child-minding Licensing Process was initiated through the Ministry of Health and in conjunction with local health authorities. Many invaluable stakeholder connections were made through this process.
	<b>ELSA 6/7 Interim Testing</b> <b>2010-present</b>	As of November 2012, ELSA Net has conducted 49 progress and exit tests for ELSA 6/7 students, marked 164 assessments, created provider and instructor guidelines, organized two training session and one inter-rater reliability session, and developed a Moodle page for assessors.
	<b>E-Learning Portal</b> <b>2008/2009 – On-going</b>	The E-Learning Portal has been set up to give members access to information, resources and discussion forums related to specific areas of interest. The Instruction and Assessment Working Group finalized the terms of reference, set up a Moodle platform and determined short term and long term goals.  The Moodle platform provides a centralized place for both resources and discussion in the ELSA Net community.
<b>PROFESSIONAL DEVELOPMENT AND TRAINING</b>		
	<b>Professional Development Training and Workshops</b> <b>2002 – On-going</b>	ELSA Net provides professional development conferences and training sessions to instructors, administration and support staff, and child-minders etc.  Since 2002, ELSA Net has delivered approximately 200 PD sessions, covering a large range of topics.

Feedback on the PD Day event was very positive overall. Many positive comments focused on the professional organization of the day and the variety of workshops. Participants appreciated the balance of theory and practice, the knowledge and experience of the presenters and the professional quality of the sessions.

- Consultation Participant



<b>Professional Development and Training</b>	<b>Fee for Services - Certificate Program</b>  <b>2010 – On-going</b>	<p>Since 2010, ELSA Net has supported the professional development of ELSA instructors by offering certificate programs and interactive workshops through a highly specialized cost- neutral fee for service program.</p> <p>Certificate Programs (3 modules each) offer in-depth and longer term study in areas of interest to teachers. This is a systemic and practical training program that improves the quality of practice in the classroom and is enhanced by a community of practice model.</p> <p>Since 2010, ELSA Net has delivered 4 such programs.</p>
	<b>Workshops</b>  <b>2010 – On-going</b>	<p>Workshops provide instructors with practical, classroom-ready materials and strategies for their settlement language classrooms. Participants are able to explore different challenges of working within a settlement language training context, and learn tried and true strategies for successful instruction.</p> <p>Since 2010, ELSA Net has delivered 32 workshops.</p>
	<b>ELSA 6/7 Training</b>  <b>2011</b>	<p>The ELSA 6/7 training (developing student skills at CLB 7 and 8) involved the following components:</p> <ul style="list-style-type: none"> <li>• A 12 hour face to face training</li> <li>• A 3-hour sharing session and presentation on ‘unit plan frameworks’ developed by supported instructor groups</li> <li>• PODs or Practice Oriented Discovery sessions that were face to face, facilitated by a dedicated mentor, and held over a period of 6 to 9 months</li> </ul> <p>Both the e-training and the PODs were facilitated by the consultants who helped to develop the curriculum. One outcome of the PODs included a group presentation on their learnings at the TESL Canada Conference in Kamloops (2012).</p>
	<b>ELSA 6/7 for Smaller Communities Curriculum Training</b>  <b>2012</b>	<p>The ELSA 6/7 training for the new curriculum offered multiple components for instructors:</p> <ul style="list-style-type: none"> <li>• Pre-training Foundational Courses done online (moodle platform), including an Introduction to Settlement Language for instructors new to ELSA</li> <li>• Face to face training with opportunities for group interaction and focuses on technology in the classroom</li> <li>• On-line follow-up introducing options for on-going classroom assessment</li> <li>• Community of Practice interactions (through Big Blue Button and other means), with a dedicated mentor, and specific focuses related to rural delivery of 6/7</li> <li>• Face to face sharing session ‘presentation of learnings’ as developed through Community of Practice groups</li> </ul>
	<b>Networking Opportunity</b>  <b>2002 – On-going</b>	<p>Meetings and trainings also offer ELSA Net organizational members and staff opportunities to network and share information.</p>

POLICY AND PROCEDURE DEVELOPMENT	
Policy and Procedure Development	<p><b>Operational Policy Oversight</b> 2003 – On-going</p> <p>Regular reviews and updates of the ELSA policy handbook ensures that operational practices regarding the ELSA program are consistent across the province.</p>
	<p><b>Bring inputs to the government on behalf of the sector as a whole</b> Since inception – On-going</p> <p>The government decision making process around policy, procedures, data capturing, and programming related to settlement language is enhanced through meaningful input from a community of experts. ELSA Net supports this process through the collaboration and representation of its members. This also includes contributions to broader tables such as the WelcomeBC Training Committee, the BCSAP Labour Market Advisory Committee, the ELSA and Settlement Advertising Steering Committee, etc.</p> <p>ELSA Net has met numerous times with government (both provincial and federal) representatives to offer sectoral guidance and recommendations for priority setting in delivering the best service possible for B.C. immigrants and refugees.</p> <p>ELSA Net has become a disseminator of information and a channel of access to expertise in the field of settlement language acquisition. The attitudinal change at the Ministry is a better understanding of the front line work in the ELSA classroom and what is required to more positively impact newcomers initial experience in BC.</p>
COMMUNICATION	
Communication	<p><b>Communication</b> 2002 - On-going</p> <p>ELSA Net facilitates on-going communication with ELSA SPO's through regional meetings, board meetings and AGM's. These meetings provide ELSA Net members' the opportunity for sharing and open dialogue. As government representatives are invited to these venues, there is opportunity to both disseminate and collect information pertinent to their policy and program decisions moving forward.</p>
	<p><b>Email Announcements and Newsletters</b> 2000/2001 - On-going</p> <p>Information is sent out to a broad cross section of the ELSA Net member settlement language community through multiple channels. Senior management, instructors, ECE practitioners, and support workers all access information through various means. The ELSA Net Newsletter and Resource Bulletin have been very effective publications for helping ELSA providers stay abreast of new developments, best practices and broader settlement sector initiatives.</p>
	<p><b>Distribution of Information and News</b></p> <p>Advocating and promoting "best practices" among service providers.</p>
OUTREACH / ENGAGEMENT	
Outreach / Engagement	<p><b>ELSA Net Provincial Site Visits</b> 2000/2001 On-going</p> <p>ELSA Net staff conducts site visits all over the province to provide relevant resources, share best practices, and support / enhance the delivery of ELSA. This includes visits to instructors, child minding staff, and support staff (regarding database management).</p>
	<p><b>Representing at a Provincial and National Level</b> 2000/2001 – On-going</p> <p>Liaison between ELSA providers and BC TEAL, Centre for Canadian Language Benchmarks, TESL Canada (Settlement Language National Network), Newcomer Language Advisory Body, etc.</p> <p>ELSA Net staff present at provincial / national / international conferences; they also establish contacts through these venues to inform our provincial members on initiatives, best practices and relevant resources coming from the broader language community.</p>

ELSA Net provides a consolidated voice for the sector – it's a two way street from the sector to the government and the government to the sector.

ELSA Net has provided a clear picture to government staff on the needs of the sector and the programming requirements / priorities.

- Consultation Participant

STEERING COMMITTEES	
<b>Steering Committees</b>	<p><b>Various Committees</b> <b>Since inception</b></p> <p>Committees and advisory groups work on the development of policies, structure, communication and professional development etc. These groups provide opportunities for early identification of issues and a forum for how to resolve them based on input from a broad range of ELSA Net member organizations and their staff. Committees have included:</p> <ul style="list-style-type: none"> <li>• (Policy) Guidelines Committee</li> <li>• Newsletter Committee</li> <li>• Website Committee</li> <li>• Professional Development Committee</li> <li>• Curriculum Development Committee</li> <li>• Standardized Testing Committee</li> <li>• Stakeholder Outreach Committee</li> <li>• STaRS Advisory Committee</li> <li>• Performance Measurement Framework Advisory Committee</li> <li>• Instruction and Assessment Committee</li> </ul>
OTHER PILOT PROJECTS	
<b>Other Pilot Projects</b>	<p><b>Whole Life Learning Project</b> <b>2010/2011</b></p> <p>In partnership with Decoda Literacy Solutions (formerly Literacy BC), ELSA Net participated in the Whole Life Learning Project to explore the subject of creating inclusive classrooms to address the needs of students with possible learning disabilities in the ELSA classroom.</p> <p>A three-module certificate program was facilitated by Robin Schwarz - a leading expert in the field of ESL and learning disabilities. The Certificate program culminated in a final session in which instructors shared their materials and ideas. A Moodle site houses all the resources and teacher materials.</p> <p>ELSA Net presented at the Whole Life Learning Spring Conference (2011). All materials created through the Certificate Program are available from the Decoda Literacy library.</p>
	<p><b>BC 150 Mosaic Grant Project</b> <b>2008/2009</b></p> <p>During ELSA Net fall PD sessions, over 90 ELSA childcare workers accessed our felt board 'make and take' workshop centred around two historical stories, one immigrant and one Aboriginal.</p> <p>Feedback was extremely positive. ELSA Net was pleased to work with BC Libraries on this project and, after a presentation at an Inter-library meeting; several libraries chose to hire a professional felt board maker to create the stories for their own library story times. Both BC150 stories are now a regular part of their story time programs.</p>

## APPENDIX 3: ELSA NET: CONTRIBUTIONS TO THE SETTLEMENT LANGUAGE SECTOR-STAKEHOLDER SURVEY

### INTRODUCTION:

Thank you for your willingness to participate in this survey. This survey is part of a research project initiated by ELSA Net as an element of its review of its activities, accomplishments and impact on the sector. This review includes a comprehensive review of ELSA Net's history, a series of individual and group consultations and this survey. The information and input collected will be presented in a positioning paper and used to demonstrate the value and importance of ELSA Net to the delivery of English Languages Services for Adults in B.C.

The ELSA Net Executive has contracted Jody Johnson and Trevor Van Eerden of PEERs Employment and Education Resources to conduct the review, consultations, survey and develop the paper.

In consultation with the ELSA Net Executive, you have been identified as a candidate for participation in the survey. The aim of the survey is to gather external support, testimonials, and perceptions of the key impacts, importance and achievements of ELSA Net.

The survey should only take 15 - 30 minutes; there are only ten brief questions. All information provided in this survey is strictly confidential, and will be used only for the research described above. The last three questions ask for participant information to allow for follow-up. Please be reminded that all your personal information is entirely confidential. Within materials produced by the project, all input will be presented in an anonymous and aggregate format and will not identify any single respondent without notification and their permission.

Please note, that although Question 3 displays a single line response for each item, each text box can hold up to 500 characters.

Please complete the survey by Monday Nov. 19th. In advance, thank you for your time and consideration.

### QUESTIONS:

1. From your perspective, what has been ELSA Net's most important role(s) / responsibility(s)?
2. In your opinion, what ELSA Net activities have had the greatest impact? Please describe / give examples.
3. What direct benefit(s) / impact(s) has ELSA Net had on (maximum 500 characters for each response):
  - You and your work?
  - Your staff and its development?
  - Newcomers to BC?
  - The community of service providers?
  - Programming?
  - Quality and standards maintenance?
  - Policy?

4. What would you say are ELSA Nets greatest achievements? Please provide an example(s) and describe.
5. How has ELSA Net supported the government in the provision of ELSA?
6. How does ELSA Net distinguish itself and its value to its members from other related associations such as BC TEAL, AMSSA and TESL Canada? What makes it distinct?
7. As the BC settlement and language sector makes the transition from provincial to federal jurisdiction ELSA Net can provide value to the sector in numerous ways. Please rank the importance of the following potential roles in the transition process.
  - a. Extremely important
  - b. Very important
  - c. Moderately important
  - d. Slightly important
  - e. Not at all important
  - Providing sectoral stability during transition
  - Helping to ensure Best Practices are understood and practiced within the sector
  - Providing professional development – training and resource development
  - Helping to support the ‘change theory’ idea that bottom up information is as important as top down
  - Helping make connections to other provinces
  - Supporting all staff, not just teachers - child minders, administrative staff
  - Disseminating information to all service providers (helps ensure level playing field for providers)
  - Liaising and providing networking opportunities between providers, funders and community partners
  - Coordinating and providing leadership in challenging or changing times
  - Representing all voices of sector - rural and small community service providers and issues as well as urban service providers small too,
  - Supporting standardized high quality services for clients

## DEMOGRAPHICS:

Name:

Organization:

Length of Affiliation with ELSA Net:

# APPENDIX 4: ELSA NET'S POTENTIAL ROLES IN THE PROVINCIAL / FEDERAL TRANSITION PROCESS



