

CALL FOR STORIES ABOUT REFERRAL PRACTICES WITH YOUTH AND WOMEN ADVANCING REFERRAL PROCESSES PHASE 2

First Work: Ontario Association of Youth Employment Centres has an opportunity for diverse service organizations across the Employment Ontario network to share their stories about innovative and successful referral practices they use with youth and/ or women who are seeking employment services. We are looking for stories from single-service organizations that offer employment services or from multi-service organizations, in urban, suburban, and rural settings as well as from north, central, southern, western and eastern regions of Ontario. Stories should show how organizations have tried to address the various systemic issues and/ or barriers facing youth and women including:

- Lack of service continuity between assessment and employment programs and services
- Lack of training and upgrading options for clients
- Lack of subsidized transportation or child care for clients, for e.g. after hours child care for non-traditional training or employment opportunities
- Narrow focus on short-term employment outcomes that may not address client needs
- Reluctance of some organizations to refer clients, for e.g. issues of trust and territorialism
- Rigid eligibility criteria for various government services or supports
- Long waiting times for access to other required services such as affordable housing, mental health services and addiction treatment
- Lack of available services
- Lack of transportation, particularly in smaller, geographically remote or rural areas.

Stories should also describe how organizations have attempted to improve clients' access to the various services across sectors that youth and women may need. For example, they can describe efforts to create a seamless continuum of care for clients who need a range of services beyond employment programs.

First Work is looking for stories from four to six organizations from the Employment Ontario network. Staff from organizations whose stories are selected will have an interview with the Project Consultant, Heather Graham, to develop their stories into case studies. By April 2010, the case studies will be disseminated, for example in newsletters and websites. The goal is to inform both practice and policy about referral processes in the Employment Ontario network.

Please include:

- a brief (one page) description of the client's situation and their reasons for seeking service
- what you/ your organization did when referring the client and why
- how this practice or process improved the client's situation or experience
- why you/ your organization thinks this practice was successful or innovative.

If you are interested, please submit your story by December 1, 2009 to Lavinia Lamenza, Research Manager, at llamenza@evidenceconsulting.org. Or call her at (416) 323-9557 x229.