

**COMMON ASSESSMENT  
AND  
INFORMATION & REFERRAL  
AGREEMENTS  
FOR  
LITERACY AND BASIC SKILLS  
AND  
ONTARIO BASIC SKILLS  
FUNDED AGENCIES  
IN TORONTO AND YORK REGION**

December 2006

[TEST IMPLEMENTATION STAGE]

Developed by the Common Assessment Working Group

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**List of Acronyms**

ACE	Academic Career Entrance
CAA	Common Assessment Agreements
CAWG	Common Assessment Working Group
GED	General Educational Development
I&R	Information and Referral
IRPA	Information & Referral Protocol Agreements
LBS	Literacy and Basic Skills
LLC	Local Literacy Committee
LSP	Literacy Services Plan
MTCU	Ministry of Training, Colleges, and Universities
MTML	Metro Toronto Movement for Literacy
OBS	Ontario Basic Skills

# 1. Introduction

This document outlines two sets of agreements: the Common Assessment and the Information & Referral Agreements. Agency members of the Central, East, West, and York Local Literacy Committees accept these two sets of agreements.<sup>1</sup>

The agreements outline a set of protocols to provide a framework for smooth transition in both Common Assessment and Information & Referral. The overarching goal of this document is to ensure consistency and continuity between Literacy and Basic Skills (LBS) funded programs and other services.<sup>2</sup> This will benefit both learners and programs by providing a constant and transparent common assessment and information & referral process across the field.

## 1.1. Assumptions

- 1) All programs will be committed to learner-centred assessments and referrals.
- 2) The following agreements will not require programs to use the same assessment tools nor will weaken program autonomy; however, understanding of levels must be consistent across programs.
- 3) Common Assessment and Information & Referral are integrated and co-dependent processes and should not be viewed in isolation.
- 4) External barriers, including financial, transport and/or childcare, will also be considered for successful common assessment and information & referral outcomes.
- 5) All programs will be familiar with Ministry of Training, Colleges, and Universities (MTCU) materials.<sup>3</sup>

## 1.2. Common Assessment Working Group

The Common Assessment Working Group (CAWG) was assembled in the fall of 2005 to develop the agreements and work with the Local Literacy Committees to adopt them.<sup>4</sup> The membership was established by the MTCU literacy field consultant and consisted of representatives from each of the Local Literacy Committees and the three delivery sectors (community-based, school board, and college).

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<sup>1</sup> Formal Titles of the Local Literacy Committees are: Downtown Toronto Local Literacy Committee (Central); East York, Scarborough, North York East Local Literacy Committee (East); Etobicoke, City of York, North York West Local Literacy Committee (West) and York Region, South Simcoe Local Literacy Committee (York).

<sup>2</sup> LBS Agencies include Anglophone, Francophone, Native and Deaf streams.

<sup>3</sup> Please see Appendix A and B for a list of relevant materials.

<sup>4</sup> For a complete list of Common Assessment Working Group members, please see Appendix F.

## 2. Common Assessment Agreements

### Goal:

The goal of the Common Assessment Agreements is to provide learners with seamless transitions between Literacy and Basic Skills/Ontario Basic Skills (LBS/OBS)<sup>5</sup> programs and to ensure that LBS/OBS agencies and locations have the necessary supports and information in place to coordinate smooth movements within the LBS/OBS system.

### Common Assessment Agreement:

The Literacy and Basic Skills serving agencies in Toronto and York/Simcoe agree to the following eight agreements.

#### Agreement 1: Collection of Information

Prospective learners will be assessed to see if an agency is best suited to serve them. This assessment may be one of three types:

1. Screening only, either through telephone conversation or meeting.
2. An interview, and an initial reading, writing, English and/or numeracy assessment along with consent to release information and gathered information on self-management and self-direction skills.
3. An interview, initial assessment, and some ongoing assessment along with consent to release information and gathered information on self-management and self-direction skills.

#### Commitments:

1. Learners participate in training at an agency that is best suited to their needs. Criteria for determining whether a learner is participating at an agency best suited for their needs are delivery mode, time commitments, available LBS levels, learner goals, and program locations.
2. Learners will be presented with all relevant learning and training options.
3. Learners will be made aware of learning and training options on an ongoing basis and support will be provided to learners to find appropriate learning and training opportunities as needed.

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<sup>5</sup> The Literacy and Basic Skills (LBS): “The Ministry of Training, Colleges and Universities’ Literacy and Basic Skills (LBS) Program provides literacy, numeracy and essential skills services that help learners achieve their goals related to further education or training, employment or independence.”

<http://www.edu.gov.on.ca/eng/training/literacy/main.html>

The Ontario Basic Skills (OBS) is the highest level of literacy training provided by MTCU.

## **Agreement 2: Referral**

Referring agencies, whenever possible, will initiate contact with the LBS/OBS agency that the learner is being referred to.

### Commitments

1. LBS agencies, if needed, will be fully aware that a referral has taken place before the learner involved contacts them.

## **Agreement 3: Referral**

Referring agencies will provide any completed assessment material that is helpful to the receiving agency.

### Commitments

1. Learners will not be asked to repeat any part of the assessment that has already taken place at another agency unless updating is required.

## **Agreement 4: Acceptance of Information**

Agencies will accept and use the assessment results of referring LBS/OBS agencies.

### Commitments

1. Learners will not be asked to repeat any part of the assessment that has already taken place at another agency unless additional information is required. A full assessment will not be done.
2. Exit demonstrations, in particular writing samples, to be included when possible.

### **Agreement 5: Use of Level Descriptions**

In the case of referrals, LBS/OBS levels used to describe the learner's assessment will be described in terms of LBS levels that will adhere to the LBS Levels Descriptions Manual<sup>6</sup> or will be fully explained by supporting documents.

#### Commitments

1. Referral information is provided to the receiving agency as soon as possible.
2. Referral information is complete, and clear, with all supporting documents and assessment descriptions so that material is easily understood by the receiving agency.

### **Agreement 6: Common Learner Referral Form**

Agencies will use a common "Learner Referral Form" for all referrals that provides the basic learner information in an easily recognized format. (See Appendix C)

#### Commitments

1. Referral Form will include learner's contact information and any special needs (i.e. hearing loss, learning disabilities, etc.).

### **Agreement 7: Local Literacy Committees**

If issues regarding referrals cannot be resolved between agencies, the agency will refer to their field consultant, who will bring serious issues to local LLC meetings. Use the records of those discussions will inform an annual review of this protocol. LBS/OBS agencies will also ensure that they are familiar with the niches, learner group, and entry requirements of other LBS/OBS agencies within the LLC area. (See Appendix D).

#### Commitments

1. Any referral issues will be addressed immediately between agencies.
2. The Common Assessment Agreement Protocol is reviewed and updated annually.
3. The Common Assessment Working Group maintains semi-annually meetings to ensure that the Common Assessment Agreement is being implemented.

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<sup>6</sup> Ministry of Training, Colleges, and Universities. Please see Appendix A for full citation.

## **Agreement 8: Information Dissemination**

Each agency will communicate to staff the Common Assessment Agreements and facilitate their implementation at all levels.

### Commitments

1. A representative of frontline workers, which could include frontline instructors, coordinators, assessors, intake personnel and support staff, will meet annually to discuss Common Assessment and Referral protocols at the LLC level. This will include the cross-marking of writing samples.
2. Frontline workers, which could include frontline instructors, coordinators, assessors, intake personnel and support staff, will meet annually to discuss Common Assessment and Referral protocols at the agency level and include the cross-marking of materials.
3. All agencies will have up-to-date information on procedures and staff working with referral and common assessment (see Appendices B and C).



### 3. Information & Referral Agreements

Information & Referral (I&R) is a broad process that is evident in many of the day-to-day activities at a literacy program. For this reason, I &R refers to the ongoing researching, disseminating, and exchanging of information by learners, program staff, and other community stakeholders to assist learners in meeting their learning and training goals. Formal definitions for the purposes of this protocol are:

#### Information

##### Information on Further Education, Training or Employment

Based on learner's goal, a learner or other intermediary is provided with the most appropriate/ best-fit employment services, learning or training agencies. Programs assist learners to independently research and gather information necessary to achieve their goals. This information will provide learners with next-step options to help them progress toward their goal.

##### Information on Support Services

The names of agencies and descriptions of their social services will be made available. This information will assist the learner to overcome barriers to independence, education, training and/or employment.

All information is made available to learners on an ongoing general basis or on an "as needed" specific basis.

#### Referrals

Referrals occur when agencies contacts other agencies on behalf of learners. Referrals introduce learners and arrange for introductory meetings. Referrals actively assist learners to make progress toward achieving their goals in independence, employment, education, or training.

#### Goal:

The goal of the Information & Referral Agreement is to provide learners with seamless movement between Literacy and Basic Skills/Ontario Basic Skills (LBS/OBS)<sup>7</sup> programs during transition and to ensure that learners continuously receive Information & Referrals to other learning, training and/or employment opportunities that will help them achieve their goals.

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<sup>7</sup> The Literacy and Basic Skills (LBS): "The Ministry of Training, Colleges and Universities' Literacy and Basic Skills (LBS) Program provides literacy, numeracy and essential skills services that help learners achieve their goals related to further education or training, employment or independence."  
<http://www.edu.gov.on.ca/eng/training/literacy/main.html>

The Ontario Basic Skills (OBS) is the highest level of literacy training provided by MTCU.

**Information & Referral Agreements:**

The Literacy and Basic Skills serving agencies in Toronto and York/Simcoe region agree to the following four agreements.<sup>8</sup>

**Agreement 1:**

We agree to follow the Information & Referral Process as outlined in Figure 1.

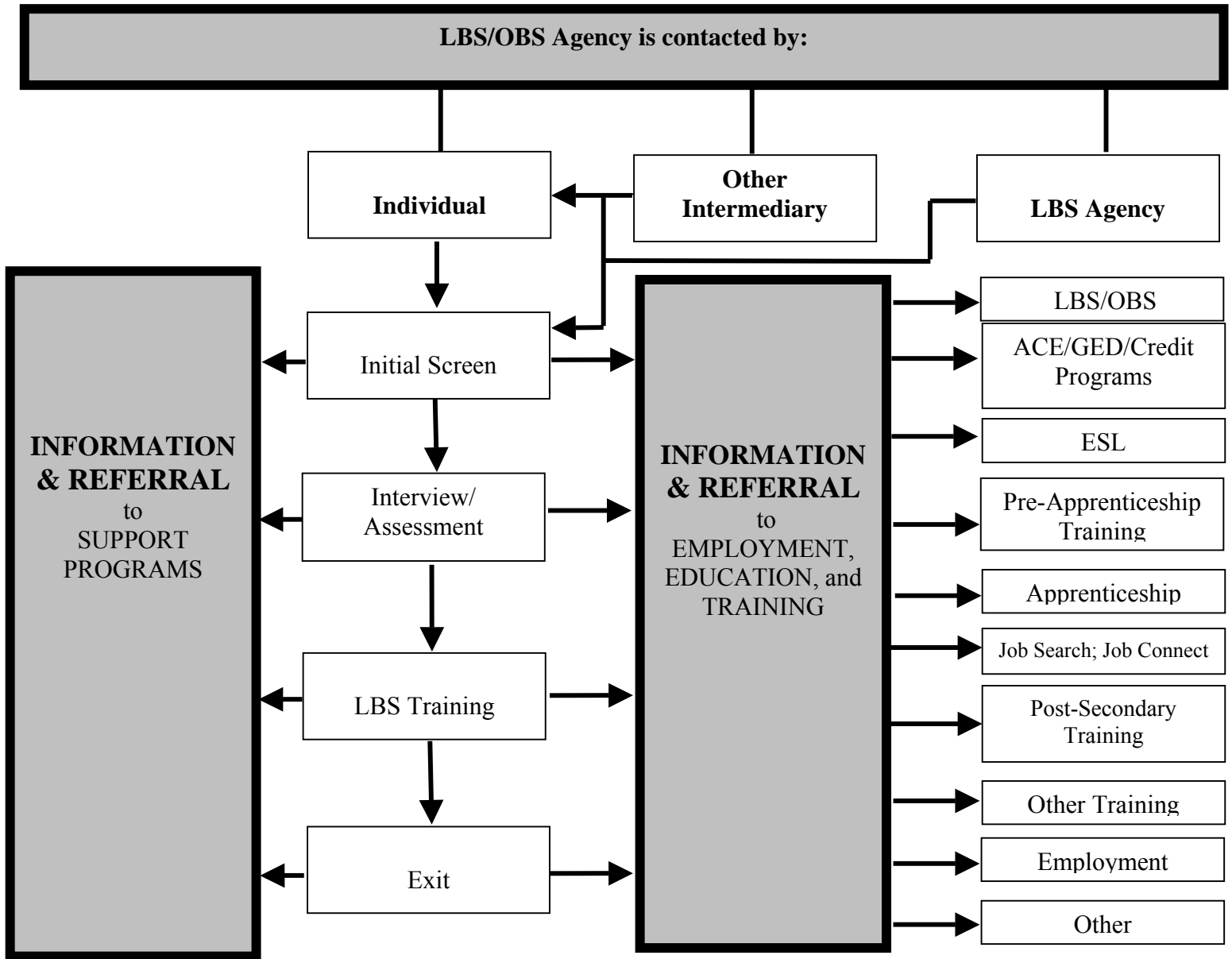
Commitments:

1. All referral decisions will be learner-centred.
2. In the event of a waiting list, learners will be referred to the next-best appropriate program.

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<sup>8</sup> LBS agencies include Anglophone, Francophone, Native and Deaf Streams.

**Figure 1: Common Assessment and Information & Referral Agreements for LBS Funded Agencies in Toronto and York Region<sup>9, 10, 11</sup>**



<sup>9</sup> For Other Intermediary: Whenever possible it is preferable to speak directly with the learner. This is an indication of the learner's speaking skills, commitment, and motivation and is part of the assessment process.

<sup>10</sup> For Information and Referral to Support Programs: Please see Appendix E for suggestions and Contact Information

<sup>11</sup> LBS Agencies include Anglophone, Francophone, Native, and Deaf streams. In the case of Francophone learners, please direct all learners to Alpha Toronto. In the case of deaf learners, please direct all learners to GOLD.

**Agreement 2:**

We recognize that information & referral is an ongoing process and will happen at any point in the learner's training path. Referrals will be learner-centred.

Commitments:

1. During ongoing assessment meetings, learners will be familiarized with information & referrals based on the information received from them.
2. Staff will assist learners and when necessary facilitate the referral process.

**Agreement 3:**

We agree to present learning and/or training options to learners on an ongoing basis.

Commitments:

1. Learners will be encouraged to be pro-active in the creation of their training plan development.
2. All staff will foster an environment where learners feel comfortable and committed to pursue their individual goals.

**Agreement 4:**

Staff at agencies will keep relevant information on learning, training, and employment opportunities and share this information with learners.

Commitments:

1. Staff and learners will engage in relevant research on learning, training, and employment.

## 4. Appendices

### **Appendix A: MTCU Common Assessment, Information & Referral, and Demonstration Materials**

#### **Common Assessment**

Ministry of Training, Colleges and Universities (Workplace Preparation Branch). Literacy Ontario: Common Assessment in the Literacy and Basic Skills Program Literacy and Basic Skills Section, August 2000

Ontario Literacy Coalition. The Level Descriptions Manual: A learning outcomes approach to describing levels of skill in Communication & Numeracy, 2000

Rowen, Norman. Yet Another Step Toward a Common Writing Assessment March, 2000

Rowen, Norman and Neil Graham (Ontario Literacy Coalition). The Revised Common Writing Assessment: A tool Linked to Ontario's Learning Outcomes Levels, 2000

#### **Goal Directed Assessment**

Fox Lee, Judith & Rose Strohmaier Common Assessment of Basic Skills (CABS): Initial Assessment in 5 Levels (3<sup>rd</sup> edition) Funded by the Ontario Ministry of Training, Colleges and Universities, May, 2000

#### **Referral**

Roussy, Yvonne. (Project READ Literacy Network). Taking the First Step: An LBS Referral Assessment, 2000  
ISBN: 0-9681572-3-8

#### **Demonstrations**

Kennedy, Lindsay (Community Literacy of Ontario). On the Level: Demonstrating Skills & Knowledge in Ontario's Community Literacy Agencies - Model Demonstration, Tools and Resources, 2000

**Appendix B: Other valuable Common Assessment, Information & Referral, and Demonstration Materials**

AlphaRoute Placement Tool (APT)

Outcomes Based Assessment: Sample Demonstration Tasks, Continuing Education Centre, Ottawa-Carleton District School Board

Preparatory Training Programs of Toronto: Communications and Math Employment Readiness Assessment (CAMERA), 2000

Davies, Marilyn and Morgan, Connie (Barrie Literacy Council). Goal Directed Assessment Demonstrations and Samples. March 2001 [Funded by the Ontario Trillium Foundation]

**Appendix C: Learner Referral Form**

<b>LBS/OBS Referral Form for Toronto and York Region</b>																									
<b>Learner Name:</b>		<b>Learner Contact Number:</b>																							
<b>Referring Agency:</b>		<b>Date of referral:</b>																							
<b>Contact(s) at Referring Agency:</b>																									
<b>Phone:</b>	<b>Email:</b>	<b>Other:</b>																							
<b>Reason for Referral: (location, levels, delivery mode etc.)</b>																									
<b>Special Needs:</b>																									
<b>Required Supports:</b>	Transportation	Childcare Other																							
<b>Other Information:</b>																									
<b>Assessment Materials Attached:</b>  <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;"></td> <td style="text-align: center;">YES <input type="checkbox"/></td> <td style="text-align: center;">NO <input type="checkbox"/></td> </tr> <tr> <td style="padding: 5px;">Intake</td> <td style="text-align: center; padding: 5px;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td style="padding: 5px;">Exit</td> <td style="text-align: center; padding: 5px;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td style="padding: 5px;">Ongoing</td> <td style="text-align: center; padding: 5px;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td style="padding: 5px;">Training Plan</td> <td style="text-align: center; padding: 5px;"><input type="checkbox"/></td> <td></td> </tr> </table>		YES <input type="checkbox"/>	NO <input type="checkbox"/>	Intake	<input type="checkbox"/>		Exit	<input type="checkbox"/>		Ongoing	<input type="checkbox"/>		Training Plan	<input type="checkbox"/>		<b>Current LBS Levels:</b>  <table style="width: 100%; border: none;"> <tr> <td style="padding: 5px;">Reading Level</td> <td style="text-align: center; padding: 5px;">1 2 3 4 5 OBS</td> </tr> <tr> <td style="padding: 5px;">Writing Level</td> <td style="text-align: center; padding: 5px;">1 2 3 4 5 OBS</td> </tr> <tr> <td style="padding: 5px;">Numeracy Level</td> <td style="text-align: center; padding: 5px;">1 2 3 4 5 OBS</td> </tr> <tr> <td style="padding: 5px;">Other:</td> <td></td> </tr> </table>		Reading Level	1 2 3 4 5 OBS	Writing Level	1 2 3 4 5 OBS	Numeracy Level	1 2 3 4 5 OBS	Other:	
	YES <input type="checkbox"/>	NO <input type="checkbox"/>																							
Intake	<input type="checkbox"/>																								
Exit	<input type="checkbox"/>																								
Ongoing	<input type="checkbox"/>																								
Training Plan	<input type="checkbox"/>																								
Reading Level	1 2 3 4 5 OBS																								
Writing Level	1 2 3 4 5 OBS																								
Numeracy Level	1 2 3 4 5 OBS																								
Other:																									
<b>Comments:</b>																									
<p>I, _____, (learner's name) agree that this information is correct and may be shared for educational purposes only.</p> <p>learner and/or representative signature: _____</p> <p>Consent on file: YES <input type="checkbox"/> Comments: _____</p> <p>Date: _____</p>																									

**Appendix D: Program Referral Procedure Pullout<sup>12</sup>**

Agency Name/LLC	Contact Person	Position	Contact information	Intake Procedures	Learners accepted	Delivery Mode	Notes
<b>LITERACY ACCESS NETWORK: 416-961-5557</b>							
<b>[THIS IS AN EXAMPLE]</b> East End Literacy (Central LLC)	Brenda Silver	Assessment Counsellor	416-968-6989	Call for appointment	Levels 2,3, 4	Small class with optional 1 – 1 tutoring	5 days/wk 4-6 hrs/day

<sup>12</sup> This form will be updated annually from the LSPs. It is intended to serve as a simplified resource for program workers.



**Appendix E: Information and Referral Support Services**

Please note that this is not intended to be an exhaustive list of services available for referrals.

For more information: Please see [www.211toronto.ca](http://www.211toronto.ca) or the Blue Books

<b>Information for Toronto-Based LLCs</b>		
<b>Housing and Shelters</b>		
<b>Location</b>	<b>Name</b>	<b>Contact Information</b>
<b>Assaulted Women's Helpline</b> 416-863-0511 (TTY 416 364-8762). Outside 416 area 1-866-863-0511 (TTY 1-866-863-7868).		
Etobicoke	Ernestine's Women's Shelter	Office phone 416-743-1733; Crisis phone, 416-746-3701
Toronto - central	Nellies (Women's Shelter)	Office phone 416-461-8903; Crisis phone, 416-461-1084
North York	North York Women's Shelter	Office phone 416-635-9427; Crisis phone, 416-635-9630
Toronto East	WoodGreen Red Door Family Shelter/Red Door Abused Women's Shelter	Office phone 416-423-0310
Scarborough	Juliette's Place	Office phone 416-724-7322; Crisis phone, 416-724-1316
City-wide - Toronto Central	Housing Connections	Office phone, 416-981-6111
Toronto Central	Good Neighbours Club	Office phone, 416-366-5377
Scarborough Youth Shelter	Second Base (Scarborough) Youth Shelter	Office phone 416-261-2733; Crisis phone, 416-261-2733
City-wide	Out of the Cold (Toronto)	416-699-6682 Administration; 416-699-OOTC Administration
Toronto East	Neighbourhood Information Post	Office phone 416 924-2543
<b>Health Care</b>		
Toronto East	South Riverdale Community Health Centre	Office Phone, 416-461-1925; medical floor, 416-461-2493
Toronto West	Parkdale Community Health Centre	Office phone, 416-537-2455
Toronto Central	Regent Park Community Health Centre	Office Phone: 416-364-2261

<b>Mental Health</b>		
City of York	Across Boundaries, An Ethnoracial Mental Health Centre	Office phone, 416-787-3007
Toronto Central	416 Drop-In	Office phone, 416-928-3334
Toronto west	West End Walk-in Counselling Centre	Office phone, 416-394-2424 ext 34
Scarborough Central	Scarborough Hospital General Campus Mental Health Services	Office phone, 416-431-8135
Toronto Central	Progress Place	Office phone, 416 323-0223, Crisis line 416 960-9276
Etobicoke	Etobicoke and York Community Care Access Centre	Office phone, 416-626-2222
<b>Newcomer Services</b>		
Citywide	CultureLink	Office phone 416-588-6288
Etobicoke South	Polycultural Immigrant and Community Services	Office phone, 416-233-0055
Toronto-Central (City-wide)	YMCA Newcomer Services Information Centre	Office phone (416) 925-5462
<b>Legal Supports</b>		
Main Office- Toronto Central	Legal Aid Ontario	Office phone, 416-979-1446; Toll-free phone, 1-800-668-8258
Toronto East	Neighbourhood Legal Services	Office phone, 416-861-0677
Toronto West	West Toronto Community Legal Services	Office phone, 416-531-7376; 416-531-0841 Housing Help Service
North York East	Willowdale Community Legal Services	Office phone 416-492-2437
North York West	Downsview Community Legal Services	Office Phone 416-635-8388

Scarborough Central	West Scarborough Community Legal Services	Office phone, 416-285-4460; 416-285-4460 ext 221 Affidavits; Crisis Phone 416-285-0502
Toronto and York Region	Legal and Resource Centre for Persons with Disabilities	Office phone 416 482-8255; 1 866 482-2724; TDD/TTY Phone (416) 482-1254
<b>Learning and Employment Supports</b>		
Citywide	ALDER Centre	Office phone, 416-693-2922
Toronto Central	St. Clair Employment Resource Centre	Phone # 416-654-5566
Toronto Central	Centre for People with Disabilities (Toronto Reference Library)	Office phone 416-393-7099, TTY 416-393-7100
Toronto Central	Languages Centre – ESL (Toronto Reference Library)	Languages Office phone: 416-393-7157
<b>Financial Support Services</b>		
Scarborough Central	Coping in Rough Times	Office phone, 416-266-4596
City-wide	Credit Counselling Service of Toronto	Office phone, 416-228-3328; 416-228-DEBT Toll-free phone 1-800-267-2272 outside 416 area
Toronto Central	St Christopher House Financial Advocacy and Problem Solving	Office phone, 416-848-7980
<b>Food Bank/ Food Security Services</b>		
Toronto West	Stop Community Food Centre, The	Office phone, 416-652-7867
Scarborough South	West Hill Community Services	Office phone, 416-286-2441
Toronto Central	Metropolitan United Church Community Services	Office phone, 416-363-0331 ext 41; 416-363-0331 ext 43
Toronto East	Eastview Neighbourhood Community Centre	Office phone, 416-392-1750
North York East	Community Share Food Bank	Office phone, 416-444-8881
North York West	North York Harvest Food Bank	Office phone, 416-635-7771
Etobicoke South	Daily Bread Food Bank	Office phone 416-203-0050

Toronto Central	Yonge Street Mission	Office phone 416-929-9614
<b>Childcare Services</b>		
City-wide Toronto	Childcare Services	Office phone 416-392-8297, website: <a href="http://www.toronto.ca/children/index.htm">http://www.toronto.ca/children/index.htm</a>
Toronto Central	Child Development Institute	Office phone, 416-603-1827
Toronto East	Children's After Hours Clinic Broadview/Danforth	Office phone, 416-461-3000
North York East	Children's After Hours Clinic Leslie/Sheppard	Office phone, 416-250-5000
Etobicoke North	Etobicoke Children's After Hours Clinic Hwy 27/Finch	416-743-6065
Toronto East	Parent Resources	Office phone, 416-463-5399; 416-463-0793 Administration
Citywide	Ontario Early Years Centres	Toll-free phone 1-866-821-7770 TTY phone 1-800-387-5559
Scarborough North	Malvern Family Resource Centre	Office phone, 416-281-1376
<b>Life Skills</b>		
Toronto Central	Centre for Opportunities, Respect and Empowerment	Office phone 416-340-7929; TTY phone 416-340-6642
Toronto Central	Jessie's Centre for Teenagers	Office phone (416) 365-1888
<b>Youth</b>		
City-wide	Metro Addiction Assessment Referral Service	Office phone, 416-599-1448
Scarborough Central	Rosalie Hall	Office phone, 416-438-6880
Toronto Central	Yonge Street Mission Evergreen Centre for Street Youth Drop-In Centre	Office phone, 416-977-7259
North York Central	Youth assisting Youth	Office phone, 416-932-1919

City-wide	Youth Employment Service	Office phone, 416-504-5516
<b>Disabilities</b>		
Scarborough, North York, Markham and Richmond Hill	Under the Banyan Tree Centre for the developmentally disabled	905 947-0036
Richmond Hill	Daybreak, L'Arche Daybreak	905 884-3454

<b>Information for York LLC</b>		
For more information: Please see < <a href="http://www.yorkregion.com/yr/yr4/Community/essentialnumbers/">http://www.yorkregion.com/yr/yr4/Community/essentialnumbers/</a> >, 211toronto.ca, or the Blue Books		
<b>Housing and Shelters</b>		
<b>Location</b>	<b>Name</b>	<b>Contact Information</b>
<b>Assaulted Women's Helpline</b> 416-863-0511 (TTY 416 364-8762). Outside 416 area 1-866-863-0511 (TTY 1-866-863-7868).		
Aurora	Yellow Brick House	1-800-263-3247
Keswick	Sandgate Women's Shelter	1-800-661-8294
King	Yellow Brick House	1-800-263-3247
Kleinburg	Yellow Brick House	1-800-263-3247
Maple	Yellow Brick House	1-800-263-3247
Markham	Yellow Brick House	1-800-263-3247
Mount Albert	Yellow Brick House	1-800-263-3247
Newmarket	Yellow Brick House	1-800-263-3247
Pefferlaw	Sandgate Women's Shelter	1-800-661-8294
Queensville	Yellow Brick House	1-800-263-3247
Richmond Hill	Yellow Brick House	1-800-263-3247
Sharon	Yellow Brick House	1-800-263-3247
Stouffville	Yellow Brick House	1-800-263-3247
Sutton	Sandgate Women's Shelter	1-800-661-8294
Thornhill	Yellow Brick House	1-800-263-3247
Woodbridge	Yellow Brick House	1-800-263-3247
Richmond Hill	Citizen's for Affordable Housing	Office phone, 905 713-2696; 1 888 447-9602
Newmarket	Porter Place (men's shelter)	905-898-1015
Newmarket	Inn from the Cold	905-252-5791

<b>Health Care</b>		
Aurora	Addiction Services for York Region	Office phone, 905 841-7007; toll free phone 1 800-263-2288
Newmarket	Well Women Clinic	905 853-2844
<b>Mental Health</b>		
City of York	Across Boundaries, An Ethnoracial Mental Health Centre	Office phone, 416-787-3007
<b>Newcomer Services</b>		
Vaughan	COSTI-IIAS Immigrant Services York Region	905 669-5627
Richmond Hill	MY CANADA! Integration and settlement Services	905 883-6159
Bradford	Bradford Immigrant and Community Services	905 775-3343
<b>Legal Supports</b>		
Newmarket	Legal Aid Ontario, York Region Office	Office phone 905 898-3943; toll free phone 1 888 613-8775
Toronto and York Region	Legal and Resource Centre for Persons with Disabilities	Office phone 416 482-8255; 1 866 482-2724; TDD/TTY Phone (416) 482-1254
Markham/York Region	Yellow Brick House - Counselling and Legal Support Services	Office phone, 905 881-3344; toll free phone 1-800-863-3247
<b>Learning Supports</b>		
Richmond Hill	Learning Disabilities Association of York Region	905-884-7933 ext 23
<b>Financial Support Services</b>		
Markham	Community Credit Counselling Services of York Region	905 707-7695

<b>Food Bank/ Food Security Services</b>		
Aurora	Aurora Food Pantry	905-841-1577
Keswick	Georgina Food Pantry	905-722-8305
King	King Township Food Bank	St Mary Magdelene Anglican Church, 905.939.2314; St Paul's Presbyterian Church, 905.859.0843; and All Saints Anglican Church, 905.833.5432
Kleinburg	Vaughan Food Bank	905-851-2333
Maple	Vaughan Food Bank	905-851-2333
Newmarket	Newmarket Food Pantry	905-853-7285
Pefferlaw	Georgina Food Pantry	905-722-8305
Richmond Hill	Richmond Hill Community Food Bank 905-508-4761	
Stouffville	Whitchurch-Stouffville Food Bank	905-640-4704
Sutton	Georgina Food Pantry	905-722-8305
Thornhill	Vaughan Food Bank	905-851-2333
Woodbridge	Vaughan Food Bank	905-851-2333
<b>Childcare and Family Services</b>		
Georgina/Belhaven	Family Services York Region - Georgina	Office phone, 905 476-3611; toll free 1 888 223-3999
Richmond Hill	Family Services York Region - Richmond Hill	Office phone, 905 476-3611; toll free 1 888 223-3999
Newmarket	L.E.A.P.P. Life Skills Program, St. Paul's United Church	905 773-5709
Aurora	Women's Centre of York Region	905 727-5837
<b>Youth</b>		
Richmond Hill	Pathways	905 884-3070



Richmond Hill	Home Base Youth Drop-in Centre (formerly Youth Housing Markham)	905 884-3070
Vaughan	Youth Assisting Youth, York Region	Office phone, 905 303-9779; Toll phone, 1 877 932 1919
Aurora	Youthdale York Region	905 726-8874
<b>Disabilities</b>		
Newmarket	York Resource Family Network	905 478-4098
Scarborough, North York, Markham and Richmond Hill	Under the Banyan Tree Centre for the developmentally disabled	905 947-0036

**Appendix F:**

Common Assessment Working Group Members	
Organization	Member
Ontario Literacy Coalition/ Toronto Council Fire Native Cultural Centre	Jason Ashkewe
Toronto District School Board	Susan Boyer
George Brown College	Gerry Conrad
Humber College	Rob Frank
Native Women's Resource Centre of Toronto Darl	ene King
Toronto Council Fire Native Cultural Centre	Ken MacDonald
Toronto Council Fire Native Cultural Centre Joan	McDougall
Preparatory Training Programs of Toronto B	arbara McFater
Lakeshore Area Multi-Service Project (LAMP) Jo	hanna Pax-Milic
Seneca College	Elise Sheridan
Toronto East End Literacy	Brenda Silver
Metro Toronto Movement for Literacy	Natasha Webster
Ministry of Training, Colleges, and Universities	Evadne Wilkinson

