Building Relationships with community partners is key to success in service coordination. Consider

- using your regional network to help build relationships with others
- inviting partners to your Community Literacy Planning meetings - as occasional guests or on a regular basis
- co-locating Literacy and Basic Skills (LBS) with Employment Services (ES) or other partners such as Ontario Works (OW), or bringing partners on-site a few times a month
- keeping community partners informed of program changes or new initiatives
- presenting informational workshops to community partners
- having a communication plan between LBS and ES – emails, minutes, website links, monthly calendars, etc.
- using referral protocols with all community partners
- developing community information hubs e.g., WIN Hamilton
- developing annual program directories e.g., Project READ Kitchener-Waterloo
- using databases, lists, contact hubs in your region (e.g., 211), or municipal services lists
- informing your networks of the type of supports you need to improve service coordination (e.g., information on network websites, presentations, workshops, and events)
- using the expertise and services of your community partners to meet specific learner needs (e.g., housing, mental health, addictions)
- developing agreements for multiple agencies to work with a particular learner
- using a common release form for client information
- developing a protocol for 'sharing clients' - what data is recorded and by whom, when is sharing a client appropriate and follow-up process

If you need further help with Service Coordination, please contact your regional network, stream or sector. You can find all their contact information at www.learningnetworks.ca.

When working with staff consider

- having them participate in "Getting Connected" conferences and other PD
- sharing detailed CaMS aggregate data and overall service coordination stats
- sharing the importance of service coordination in assisting your learners in meeting their goals
- sharing how service coordination is expressed in our LBS Guidelines
- having shared training with community partners and encouraging the use of common referral protocols and forms
- having them create a sub goal to enter a referral as a placeholder when putting a learner into CaMS - when exiting a learner this will serve as a reminder to enter referral information if the client has been referred, if not simply close it
- explaining that if it is not recorded in CaMS, it did not happen – we want to show what we are doing
- using your sector and streams for PD specific to your needs
- finding local, regional and provincial databases you can use to support learners
- visiting community partners with learners

When considering learner "other supports"

- discuss child care and transportation needs early in your intake
- share the in-house services you have available to all learners (e.g., counselling)
- listen carefully to what the learner is saying, watch body language, look for clues that further supports are needed
- use language that encourages the learner to access supports (e.g., "I know of a learner who had the same concerns as you. She got a lot of help at program X. Would you like me to call them for you?")

Approach service coordination from a customer service point of view. What can you do to help the learner and to help other programs find learners/clients?

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