

**Language Assessment, Referral, and Counselling Centre
(LARCC)**

2012-2013 Public Report



**CATHOLIC SOCIAL SERVICES
Immigration and Settlement Service**

This brief public report provides demographic and statistical answers to three questions:

- 1) Who is coming for service at the Language Assessment, Referral, and Counselling Centre (LARCC) of Immigration and Settlement Service, at Catholic Social Services?
- 2) What are these clients' goals and priorities?
- 3) What are their language levels?

As outlined in the report, LARCC comprises two language assessment and referral programs for adult immigrants to the Edmonton area. The main focus of the report is on the new clients served during this last fiscal year by the provincially funded side of LARCC, the Language and Vocational Assessment (LVA) team. Where possible, the report also includes parallel information of services rendered by the federally funded Language Instruction for Newcomers to Canada (LINC) assessment team at LARCC, and for clients returning for service in months or years following initial service.

The purpose of the report is to build community knowledge of skills, aspirations, needs, and characteristics of our international newcomer adult population. Many newcomers are relatively isolated in their learning and career process, and unaware of local resources and systems. Referrals, networks, and follow-up supports are critical components to facilitating eventual career and settlement success. Beginning with this centralized assessment and referral service, we seek to promote substantive labour market success for the majority of international newcomers to Edmonton.

We envision a healthy economy where all members are supported to meet their potential, in an encouraging environment, rich with social, learning, and business connections, in a vibrant and consciously welcoming culture.

Table of Contents

Background, Service, and Mandate	1
Flow of Service and Activities	4
<i>Number of Clients Served by LARCC (LVA and LINC)</i>	<i>9</i>
1. Who is coming for language assessment service in Edmonton?	10
A. Gender	10
B. Age	10
C. First Languages of LVA Clients	11
D. First Languages of LINC Clients	12
E. Countries/Regions of Birth of LVA Clients	13
F. Countries/Regions of Birth of LINC Clients	14
G. Immigration Status of First-Time and Repeat Clients	14
H. Length of Residency in Canada/Alberta	15
I. Secondary/Inland Migration	15
J. Education	16
K. Employment Status of LVA Clients	18
L. Occupations of LINC Clients in Home Country	18
M. Occupations of LVA Clients in Home Country	19
N. Occupations of LVA Clients in Canada	19
2. What are client goals and priorities?	20
3. What are client language levels?	22
Summary and Observations.....	26
Conclusion.....	27



Catholic Social Services (CSS) is a social service agency offering over a hundred programs in Edmonton, Wetaskiwin/Camrose, East/West Central and Northeast Alberta. CSS is a registered not-for-profit society, governed by an elected Board of Directors. Staff, volunteers, and clients are involved in the planning, delivery, and evaluation of services. Since 1961, Catholic Social Services has responded to emerging community needs through the development of innovative services.

The Agency's programs and services are available to the entire community, irrespective of ethnic origin, race, religion, gender, or age. In 2012, more than 60,000 people living throughout Edmonton, Central and Northeast Alberta received service from over 1,200 Agency staff and over 2000 volunteers.

CSS is an accredited member of the international Council on Accreditation (COA).

Immigration and Settlement Programs of Catholic Social Services

Since the 1960's, Immigration and Settlement programs of Catholic Social Services have been assisting immigrants and refugees to settle, integrate, and contribute to Canadian society. In the last fiscal year, Immigration and Settlement programs served over 16,000 newcomers.

A range of programs and services is currently offered to newcomers including: Reception House (Rotary Centre for New Canadians), Settlement, CORE Skills, Cultural Links, Refugee Sponsorship, Intercultural Education, Counselling and Outreach, Youth, Temporary Foreign Workers/Settlement Programs, and the Language Assessment, Referral, and Counselling Centre described in this report.

Services are free and confidential and can be offered in more than 75 languages.



The Language Assessment, Referral, and Counselling Centre (LARCC)

LARCC is a partnership of two agency programs: the Language and Vocational Assessment Program (LVA), funded by Alberta Human Services, and the LINC Assessment and Referral Program, funded by Citizenship and Immigration Canada.

Since the inception of the program in 1985, LARCC staff and Counsellors have been dedicated to providing quality assessments, information, referrals, and supports to the many newcomers constantly coming through our doors.

The Language/Vocational Assessment and Counselling Program (LVA) of LARCC

LVA, within LARCC, continues to provide a key service for international newcomers to the metropolitan area of Edmonton, and to other regions of the province. Beginning, as needed, with a formal assessment of newcomer communicative competence in English, according to the national Canadian Language Benchmarks (CLB), the program provides co-ordinated information and access to relevant language and occupational programs and opportunities. CLB are correlated with the national Essential Skills framework to identify and describe the key communication skills for successful workplace integration.

Mandate of the LVA Program

The Language/Vocational Assessment and Counselling Program assists immigrants and refugees to: determine their English language proficiency and/or; access language training opportunities and/or; advance their vocational/career/employability goals and/or; enhance their educational opportunities. These services can include first language assistance. To accomplish its mission, the LVA Program serves stakeholders and the community by: identifying and analysing client needs; referring clients to appropriate language, education and training programs; sharing information; providing networking and liaison opportunities; and conducting workshops. In addition, the Program undertakes special projects related to its mandate.



The LINC Assessment and Referral Program of LARCC

The LINC Assessment and Referral Program was established in response to identified community needs and to changes in federal policies related to eligibility for language training. In January 1994, this Citizenship and Immigration Canada sponsored program was opened to the public.

Mandate of the LINC Program

The LINC Assessment and Referral Program's mandate is to serve LINC-eligible immigrant and refugee clients with: assessment of English language skills; assessment of learning needs; current and comprehensive information about LINC programs; and referral to appropriate LINC programs.



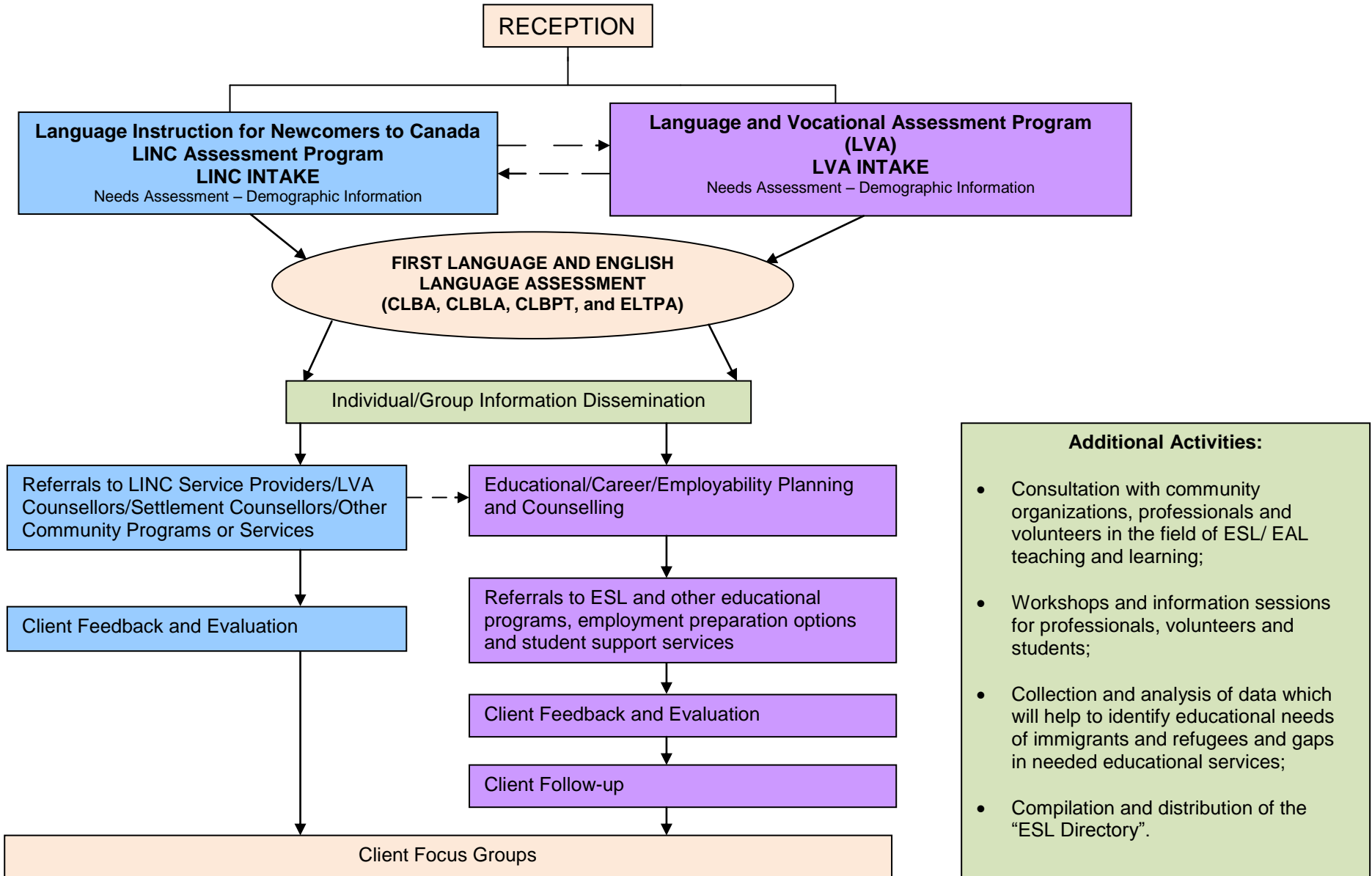
Catholic Social Service has helped me a lot to go forward. This is positive step to all the newcomers to Canada. This is the best place for the beginners so far.
-Client feedback-



I would like to say a warm thanks for your help. Now I am able to do something in my field.
-Client feedback-



Flow of Service and Activities
Catholic Social Services
Language Assessment, Referral, and Counselling Centre (LARCC)



Language/Vocational Assessment

Arrival

Receptionists welcome client. If the client has an appointment, the Counsellor is called to reception to greet the client. Walk-in clients with no appointment are referred to the LVA Intake Worker.

Client Intake

Intake Worker answers incoming calls, inquiries, and walk-in clients requesting LVA language assessments. Schedules appointments; screens for eligibility, literacy, and childcare needs; reminds clients of assessment appointments; moves clients forward on list as soon as possible, etc. Co-ordinates intake services and information with the LINC Intake Worker. Refers clients to Language Counsellors as needed.



Needs Assessment

Language Assessors/ Counsellors assess clients' language and educational needs based on their previous education, work experience, present situation, and goals.

Language Assessment

Language Assessors/ Counsellors assess English as Second Language skills and first language literacy skills of clients as needed, using Canadian Language Benchmark (CLB) tools: CLB Assessment (duration: from 1 hour to 4 hours and 15 minutes), CLB Placement Test (duration: 1.5 hours), CLB Literacy Assessment, available in 27 languages, and administered on a one-on-one basis (duration: from 1 to 2 hours) and the Enhanced Language Training Placement Assessment (ELTPA) (duration: 2 hours and 20 minutes).



Information

Language Counsellors provide relevant information and referrals regarding English as a Second or Alternative (ESL/ EAL) Programs, upgrading, short-term skills training, job search and employment programs, as well as post-secondary/vocational training or education, accreditation procedures, recognition of previous studies or professional qualifications, apprenticeship, and employability requirements and expectations.

Language/Vocational Counselling and Referral

Language Counsellors assist clients with goal setting, short and long-term education planning, and with access to educational support services and community resources. Provide information; clarify options and requirements regarding student funding possibilities.



Education /Career Counselling

In addition to the above, Counsellors may assist newcomers to identify personal experiences, strengths, interests and limitations regarding their educational and career options. Update, maintain and distribute information tools for staff and clients.

Information Sessions/Workshops

Counsellors prepare and deliver information sessions and workshops for students, teachers and volunteers of ESL programs, immigrant serving agencies, employers, career development, and other social agencies and educational institutions.

Workshops for teachers include professional development of CLB applied knowledge in student Speaking, Writing and Reading skills.

Client Follow-up

LVA Counsellors conduct follow-up on referrals and services with new clients three to six weeks after initial intake and assessment. Continue with further follow-up as needed.

Client Records

Counsellors maintain client records in a secure and dedicated database.

Client Feedback

All clients are invited to respond to a service “Evaluation Questionnaire” translated into languages most often used by clients. The responses are anonymous. Client feedback is also obtained through periodic client focus groups.



Liaison and Consultation with Community Organizations

Manager, Team Leader and Counsellors develop and maintain liaison with government agencies, educational and social organizations in order to facilitate appropriate referrals to and from community resources. Participate on local, provincial or national committees and advisory groups in related fields. Analyze data that will help to identify educational needs of immigrants and gaps in needed educational services. Participate in relevant community research endeavours.

LARCC Advisory Committee

The LARCC Advisory Committee assists in the development, implementation and delivery of the Centre’s work; acts as a link between the community, the government and the Centre; and makes program and policy recommendations as to educational and vocational needs and issues faced by immigrants and refugees. LARCC Advisory Committee meetings are called, organized and chaired by the Manager and designated LARCC staff. Meetings take place quarterly at different locations in the community.



Publications

Bi-annual update, publication and distribution of the “*Directory of ESL Programs and Services in Selected Urban Centres in Alberta*” including the posting of the directory on the Catholic Social Services’ website. In addition, copies of the *Language Assessment, Referral and Counselling Centre (LARCC) Annual Public Report* are distributed to stakeholders.

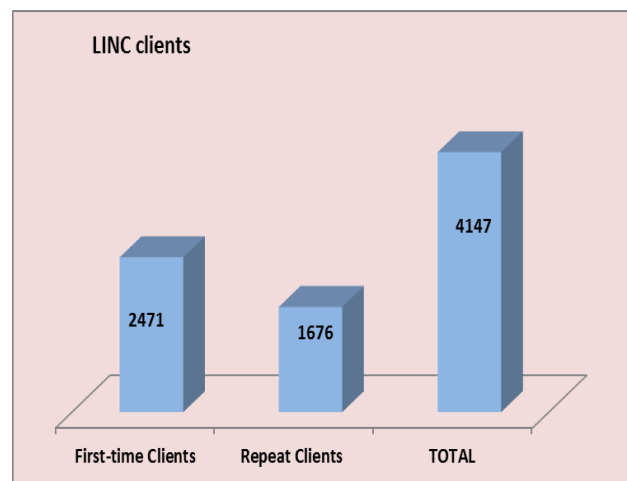
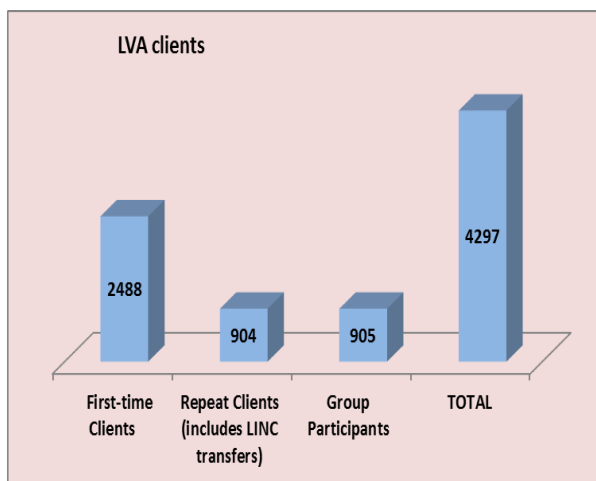
Professional Development

In addition to the specific training on the CLB tools, and as part of Catholic Social Services, all LARCC staff members participate in mandatory training including Agency and Service Orientation, Ethics, Intercultural Awareness, Intercultural Communication at Work and two levels of training on Professional Boundaries. When possible, staff is supported to participate in relevant educational training opportunities in the community.



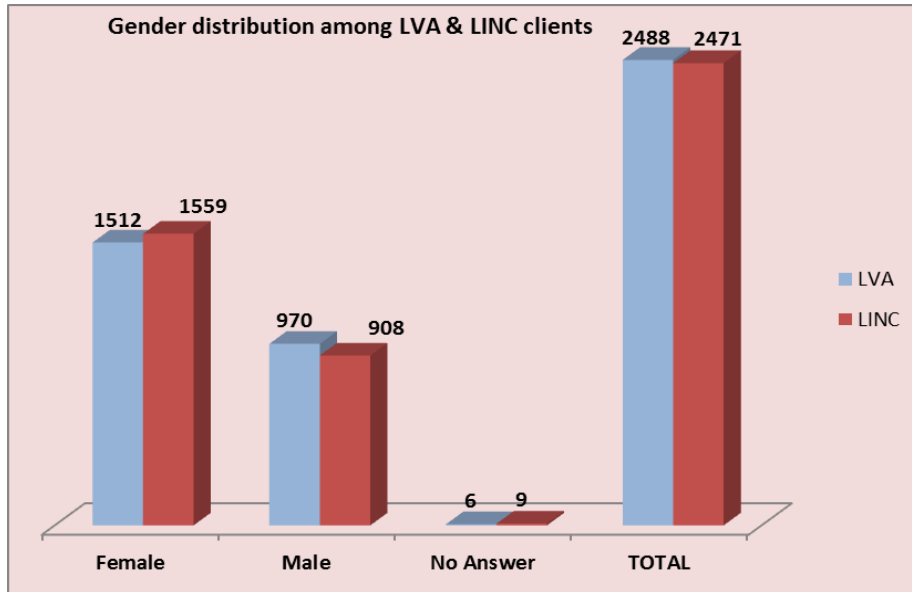
**Number of Clients Served by LARCC (LVA and LINC)
April 1, 2012- March 31, 2013**

Category of Clients	N	%
First-time Clients	4959	59
Repeat Clients	2580	31
Group Participants	905	10
TOTAL	8444	100
Clients seen by both programs	-309	
GRAND TOTAL	8135	

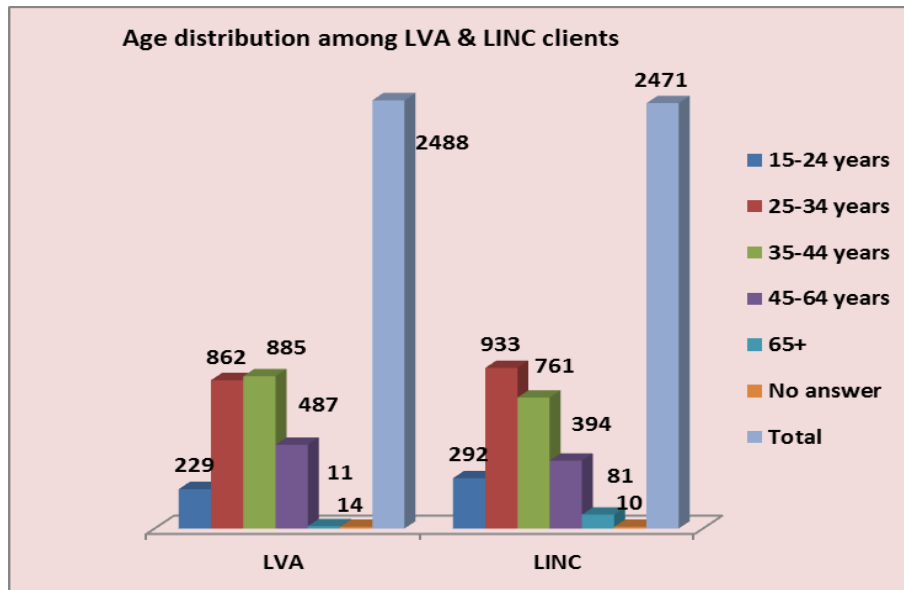


1. Who is coming for language assessment service in Edmonton?

A. Gender



B. Age



C. First Languages of LVA Clients

Languages	N	%
Tagalog (Filipino)*	320	13
Arabic	247	10
Spanish	171	7
Somali	167	7
Mandarin	156	6
Punjabi	121	5
French	109	4
Urdu	98	4
Amharic	85	4
Nepali	71	3
Tigrinya	69	3
English, Farsi (Dari/Persian), Gujarati, Russian, Bengali (2% each)	232	10
Korean, Hindi, Turkish, Oromo (1% each)	133	4
Others**	508	20
TOTAL	2488	100

***Tagalog** was the fastest-growing language in Canada, as the number of people who report speaking it has gone up by 64% between 2006 and 2011 (Statistics Canada, 2012).

****Other Languages (109) (in descending order of frequency):** Ukrainian, Vietnamese, Cantonese, Portuguese, Romanian, Chinese-Other, Swahili, Malayalam, Sinhalese, German, Pashto, Kinyarwanda, Creole (Haitian, etc.), Serbian, Tamil, Telugu, Dinka, Croatian, Polish, Albanian, Hungarian, Japanese, Kurdish, Cebuano, Khmer, Nuer, Harari, Kirundi, Tadjhik, Dari (Persian/ Farsi), Burmese, Uzbek, Marathi, Lingala, Ilocano, Italian, Bosnian, Georgian, Karen, Ilonggo, Shona, Sindhi, Thai, Fijian, Macedonian, Azerbaijani, Krio, Yoruba, Hebrew, Mende (Berbet), Nubian, TIV, Lubu, Oriya, Armenian, Basa, Bini (Edo), Kiswahili, Sotho, Bulgarian, Serbo-Croatian, Shlulh (Shilh), Ewe, Kutchi, Sudanese, Hausa, Luba, Kamba, and Unknown.

D. First Languages of LINC Clients

Languages	N	%
Somali	252	10
Mandarin	251	10
Arabic	232	9
French	160	7
Tigrinya	131	5
Amharic	92	4
Punjabi	86	4
Urdu	73	3
Oromo	67	3
Russian	59	2
Vietnamese	51	2
Chinese-Other	50	2
Hindi	50	2
Tagalog	49	2
Korean	46	2
Farsi (Dari/Persian)	37	1
Others*	783	32
Unknown	2	0
TOTAL	2471	100

*Other languages (109) (in alphabetical order): Armenian, Assamese, Azerbaijani, Belorussian, Bengali, Bosnian, Burmese, Cantonese, Cebuano, Creole/Haitian, Croatian, English, Georgian, German, Greek, Guarani, Gujarati, Harari, Hebrew, Hungarian, Ilonggo, Indonesian, Italian, Japanese, Kannada, Karen, Kazakh, Khmer, Kinyarwanda, Kirundi, Kiswahili, Krio, Kurdish, Lao, Lingala, Macedonian, Malayalam, Marathi, Mende, Moba, Moldavian, Nuer, Pashto, Persian (Dari/Farsi), Polish, Portuguese, Romanian, Russian, Rwanda, Serbian, Shona, Sindhi, Sinhalese, Spanish, Swahili, Tamil, Telugu, Thai, Tibetan, Turkish, Uighur, Ukrainian, Uzbek, Vietnamese, Wolof, and Yoruba



E. Countries/Regions of Birth of LVA Clients

Countries	N	%
Philippines	341	14
India	249	10
China	181	7
Somalia	168	7
Ethiopia	136	6
Pakistan	102	4
Nepal	67	3
Egypt	63	2
Eritrea	58	2
Mexico	55	2
Sudan	45	2
Colombia	42	2
Lebanon	41	2
Ukraine/Bangladesh ^(2% each)	78	4
Iran, Iraq, Korea (South), Afghanistan, Vietnam ^(1% each)	173	5
Others*	689	28
TOTAL	2488	100

*Other Countries and Regions (Total= 130)

Asia (Bhutan, Burma, Cambodia, Fiji, Georgia, Hongkong, Japan, Kazakhstan, Korea (North), Laos, Sri Lanka, Taiwan, Thailand, Turkey, Malaysia, and Myanmar); **Africa** (Angola, Algeria, Botswana, Burkina Faso, Burundi, Cameroon, Chad, Congo, Democratic Rep. of Congo, Djibouti, Ghana, Guinea, Ivory Coast/Cote D'Ivoire, Kenya, Liberia, Madagascar, Mali, Mauritania, Morocco, Namibia, Niger, Nigeria, Rwanda, Senegal, Sierra Leone, South Africa, Tanzania, Togo, Tunisia, Uganda, and Zimbabwe); **Europe** (Albania, Armenia, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, France, Germany, Hungary, Italy, Kosovo, Macedonia, Moldova (Moldavia), Poland, Portugal, Romania, Russia, Serbia, Spain, Switzerland, The Netherlands, and Yugoslavia); **South America** (Brazil, Chile, Costa Rica, Cuba, El Salvador, Guatemala, Guyana, Honduras, Nicaragua, Peru, Uruguay and Venezuela); **North America** (Canada and U.S.A.); **Caribbean** (Barbados, Jamaica, Dominican Republic, Haiti, St. Kitts & Nevis, and St. Lucia); and **Middle East** (Azerbaijan, Israel, Kyrgyzstan, Saudi Arabia, Syria, Uzbekistan, Palestine, Jordan, Kuwait, Libya, United Arab Emirates, Tajikistan, Qatar, and Yemen)

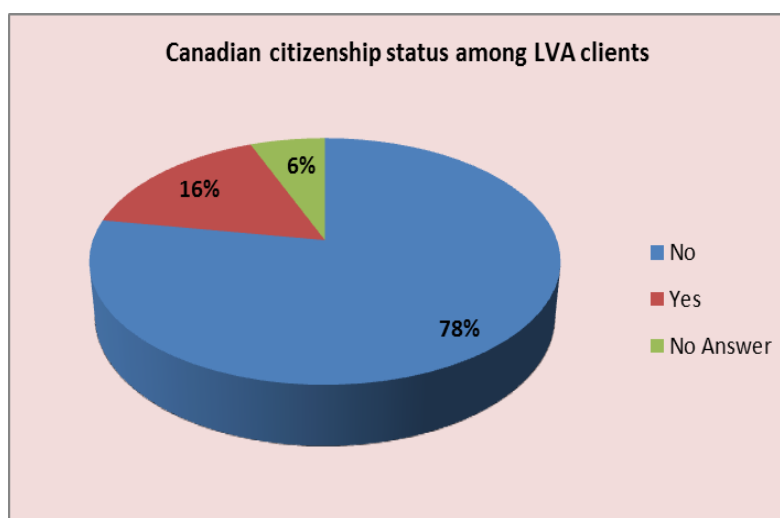
F. Countries/Regions of Birth of LINC Clients

Countries	N	%
China	306	12
India	267	11
Somalia	253	10
Ethiopia	170	7
Eritrea	141	6
Chile	102	4
Pakistan	81	3
Iraq	61	3
Philippines	58	2
Vietnam	55	2
Colombia	53	2
Afghanistan	51	2
Korea (South)	44	2
Sudan	42	2
Iran	41	2
Others	746	30
TOTAL	2471	100

G. Immigration Status of First-Time and Repeat Clients

Categories	LVA				LINC*	
	First-time		Repeat Clients		N	%
	N	%	N	%		
Skilled Worker	669	27	206	23	-	-
Family Class	667	27	259	29	1296	31
Government Assisted Refugee	290	12	182	20	1483	36
Other Refugee	212	9	83	9	-	-
Live-in Caregiver	64	3	19	2	-	-
Provincial Nominee	61	2	35	4	-	-
Temporary Resident/Student	54	2	10	1	-	-
Convention Refugee (has letter)	29	1	11	1	-	-
Independent & or Self Employed	18	1	8	1	-	-
Canadian Born	17	1	6	1	-	-
Business/Investor/Entrepreneur	10	0	2	0	-	-
Foreign Born Canadian Citizen	2	0	-	-	-	-
Minister's Permit	2	0	-	-	-	-
Economic	-	-	-	-	1257	30
Undetermined	393	15	19	2	26	1
Other	-	-	-	-	85	2
TOTAL	2488	100	903	100	4147	100

*new and repeat clients



Canadian citizens are not eligible for LINC services.

H. Length of Residency in Canada/Alberta

Length of Residency (years)	In Canada		In Alberta		Secondary/Inland Migration N
	N	%	N	%	
Less than one year	27	1	47	2	21
1-3 years	1253	51	1476	59	465
4-6 years	574	23	552	22	124
7-9 years	234	9	187	8	64
Over 10 years	358	14	196	8	29
No Answer	42	2	30	1	-
TOTAL	2488	100	2488	100	703

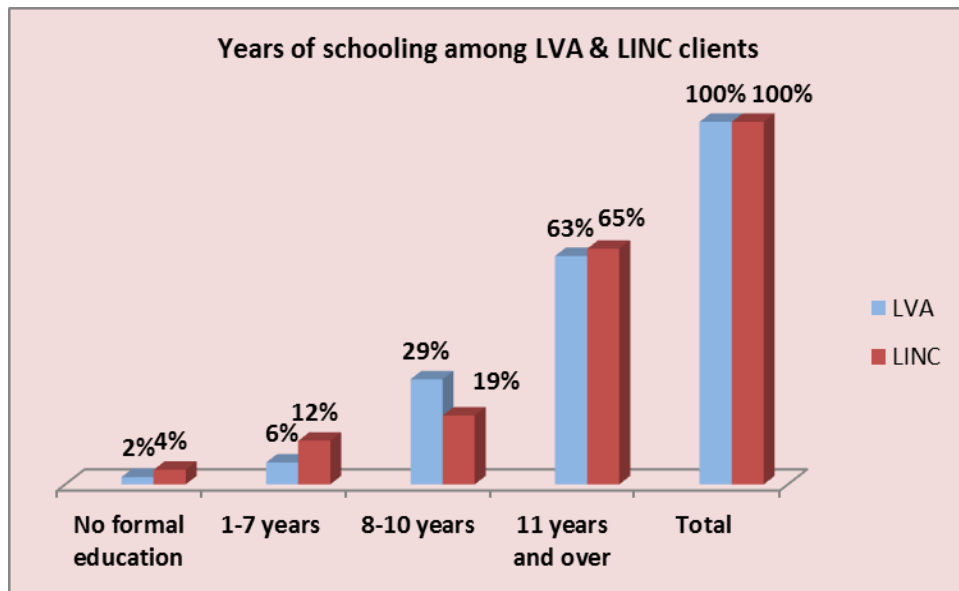
I. Secondary/Inland Migration

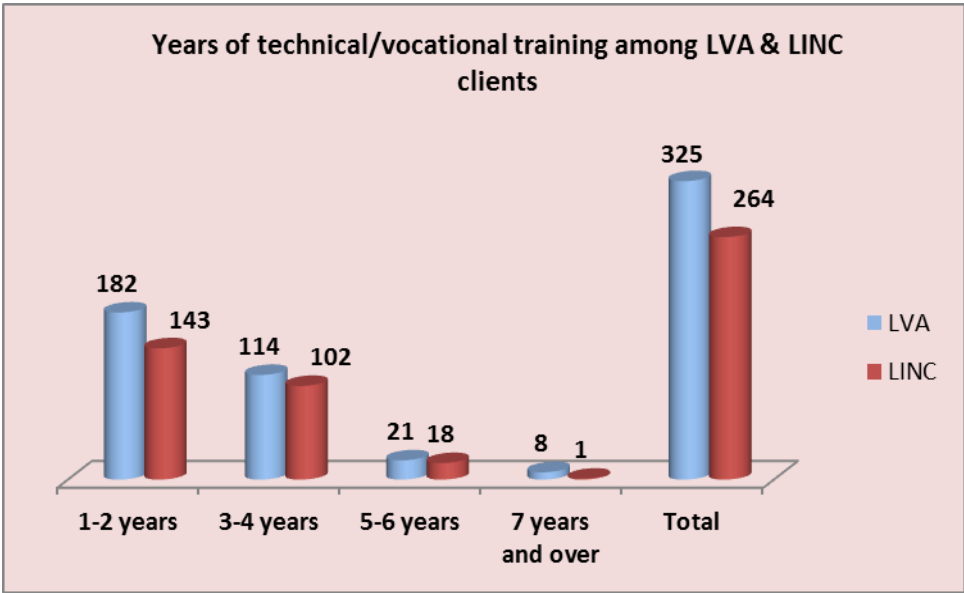
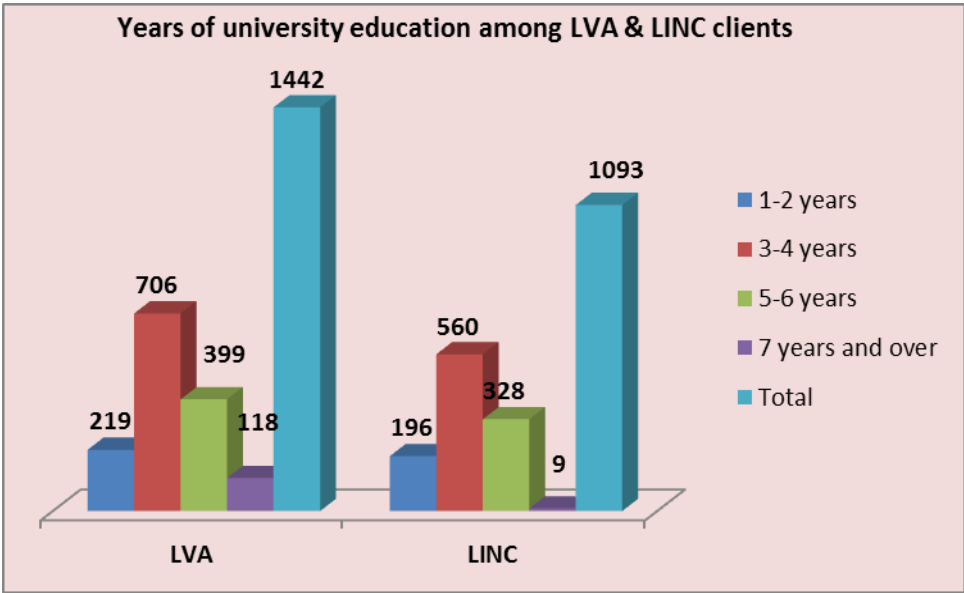
28% of new LVA clients (703/ 2488) responded that they relocated to Alberta after spending several days, months, or years in other areas of the country.

16% of new LINC clients (404/ 2471) reported that they relocated to Alberta after spending time in their original Canadian destination city.

J. Education

Years of Schooling	LVA		LINC	
	N	%	N	%
No formal education	63	2	88	4
1-7 years	145	6	290	12
8-10 years	721	29	471	19
11 years and over	1559	63	1612	65
TOTAL	2488	100	2471	100
Technical/Vocational Training				
1-2 years	182	56	143	54
3-4 years	114	35	102	39
5-6 years	21	6	18	7
7 years and over	8	3	1	0
TOTAL	325	100	264	100
University/College Education				
1-2 years	219	15	196	18
3-4 years	706	49	560	51
5-6 years	400	28	328	30
7 years and over	117	8	9	1
TOTAL	1442	100	1093	100





K. Employment Status of LVA Clients

Employment Status	LVA			
	First-time clients		Repeat clients	
	N	%	N	%
Employed Full time	698	28	-	-
Employed Part time	335	13	6	1
Unemployed	687	27	206	23
Homemaker	210	8	-	-
Student	121	5	259	28
Other	67	3	-	-
Maternity/Parental Leave	42	2	-	-
Self-Employed	24	1	-	-
Disabled	9	1	83	9
Retired	8	0	-	-
Unknown	287	12	349	39
TOTAL	2488	100	903	100

L. Occupations of LINC Clients in Home Country

Occupation	N	%
Student	351	14
Unemployed (ex: Refugee Camp)	301	12
Homemaker	202	8
Teacher/Educator	197	8
Sales/Customer Service (many titles)	127	5
Accountant	80	3
Owner-Small Business	56	3
Administrative Assistant/Secretary	47	2
Farmer/Gardener/Livestock	43	2
Driver/Delivery/Pick Up	35	2
Cook	34	1
Nurse-Registered	31	1
Labourer	30	1
Trade-Carpenter, Construction, etc.	30	1
Manager-Operations	27	1
Engineer-Electrical/Electronic	26	1
Waitress/Waiter/Bartender	23	1
Hospitality/Hotel Worker	23	1
Trade-Mechanic	21	1
Bank Teller	21	1
Others (less than 1% each)	724	29
Unknown	42	2
TOTAL	2471	100

M. Occupations of LVA Clients in Home Country

N. Occupations of LVA Clients in Canada

Occupation	N	%	Occupation	N	%
Student	319	13	Sales/Customer Service	257	10
Teacher/Educator	229	9	Student	157	6
Sales/Customer Service	125	5	Janitor/Housekeeper	135	6
Homemaker	118	5	Homemaker	132	5
Accountant	88	4	Labourer	127	5
Nurse-Registered	85	3	Cashier	89	3
Owner-Small Business	80	3	Healthcare Aide	88	4
Driver/Delivery/Pick Up	65	3	Driver/Delivery/Pick Up	76	3
Doctor/Physician	55	2	Hospitality/Hotel Worker	49	2
Administrative Asst./Secretary	53	2	Cook's/Kitchen Helper	43	2
Hair Stylist/Esthetician	35	1	Factory Worker	42	2
Cashier	26	1	Cook	37	2
Trade-Carpenter/Construction	26	1	Day Care Worker	35	1
Engineer-Civil	25	1	Live-In Caregiver	33	1
Other*	917	37	Trade-Other	32	1
Unknown	204	8	Trade-Carpenter/Construction	29	1
Not Applicable	38	2	Other*	544	23
			Unknown	482	19
			Not Applicable	101	4
TOTAL	2488	100	TOTAL	2488	100

***Other Occupations: (Total= 122 occupations)
(less than 1% each, in descending order of frequency)**

Pharmacist, Professor, Engineer-Other, Nurse-Practical, Manager-Operations, Medical Technologist (many titles), Farmer/Gardener/Livestock, Manager-Service/Retail, Marketing, Bank Teller, Factory Worker, Cook, Engineer-Mechanical/Industrial, Janitor/Housekeeper, Health Care Aide, IT Network Specialist, Labourer, Engineer-Electrical/Electronic, Social Worker, Receptionist, Hospitality/Hotel Worker, Waiter/Waitress/Bartender, Trade-Electrician/Instruments, Trade-Other, Seamstress/Tailor, Engineer-Chemical/Materials, Other-Technical, Day Care Worker, Trade-Mechanic, and Dentist..

***Other Occupations: (Total=92)
(less than 1% each, in descending order of frequency)**

Childcare Worker, Security Guard, Waiter/Waitress/Bartender, Owner-Small Business, Trade-Machinist/CNC, Shipper/Receiver, Administrative Assistant/Secretary, Other-Technical, Receptionist, Hair Stylist/Esthetician, Baker, Supervisor-Customer Service, Manager-Service, Homecare Worker, Painter/Decorator, Other-Professional, Accountant, and Teacher.

2. What are client goals and priorities?

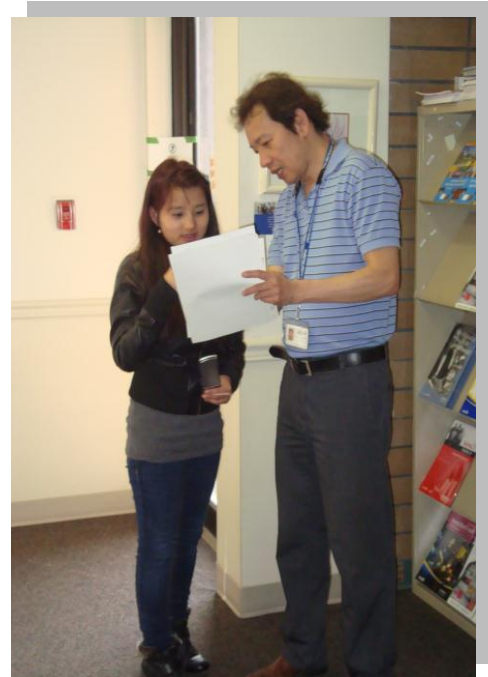
Goals in Canada among LVA clients	N	%
Unknown	216	9
Practical Nurse	182	7
Health Care Aide	164	7
Accountant	84	3
Teacher/Educator	77	3
Registered Nurse	65	3
Medical Technologist	54	2
Day Care Worker	44	2
Administrative Assistant/Secretary	43	2
Driver/Deliver/Pick Up	40	2
Civil Engineer	32	1
Doctor/Physician	32	1
Own Small Business	30	1
Pharmacist	27	1
Child Care Worker	27	1
Social Worker	25	1
Mechanical/Industrial Engineer	24	1
Others*	495	20
Not Entered	827	33
TOTAL	2488	100

*Other Occupational Goals: (Total= 81)

(less than 1% each, in descending order of frequency)

Business/Marketing Consultant, Chemical/Electrical/IT/Environmental/Petroleum/Geological Engineer, Chemistry/ Physics/ Medical/ Biology Researcher, HVAC Trade, Homecare Worker, Manager, Agronomist, Producer/Publisher, Nutritionist Dietician, Draftsperson, Coach/Lifeguard/Fitness/Sports, Forestry Technician, Health/Safety Inspector, IT Technician, Librarian, Real Estate Agent, Sales/Customer Service, Teacher's Assistant, Financial Advisor, Receptionist, Optometrist, Human Resources Professional, Psychologist, Counsellor, Retail/Marketing Manager, Public Relations, IT Network Specialist, Fashion Designer, Civil Servant, Lawyer, Foreman, Professor, Veterinarian, Clergy, Dentist, Industrial Technician, Architect, Bank Teller, Janitor, Machinist, Mechanic, Plumber, Hair Stylist/Esthetician, Welder, Pilot, Seamstress/Tailor, Baker, Cook, Painter, Decorator, Police Investigator, Security Guard, Homemaker, Student, Environmental Officer, Farmer/Gardener/Livestock, Graphic/Web Designer, Hospitality/Hotel Worker, and Physiotherapist

Catholic Social Service has very good counsellors and excellent services. Do not change this counselling center this is really a help!
-Client feedback-



The presentation was interesting and useful to me in terms of knowing about different services available for immigrants in Canada as well as how they can access them easily. Being immigrant, this information is very useful.

-Client feedback-

Priorities of LVA First-Time Clients	N	%
ESL Full Time	694	28
Skill Training/Career	361	15
ESL Part Time	288	12
Upgrading	210	8
Information	163	6
Employment	129	5
Post- Secondary	121	5
Educational Counselling	83	3
Other	144	6
Not Entered	295	12
TOTAL	2488	100



3. What are client language levels?



Canadian Language Benchmarks (CLB) assessments enable adult learners to set realistic goals, to be placed consistently in personally relevant programming, and to be able to track their own learning and development. The standards allow training providers to target service, to identify student gaps in learning, to develop and procure more relevant curriculum, and more clearly articulate student outcomes. Portability between training providers becomes efficient and possible. Detailed benchmark descriptors and their relationship to workplace Essential Skills can be found at www.language.ca.

LARCC arranges and administers the most appropriate CLB assessment for each client situation, and then informs clients of the most relevant, local, current resources, and referrals with which to follow through with the next steps of their path.

The two main assessment tools used at LARCC are the CLBA* and the CLBPT**, which each assess English skills from Pre-Benchmark to Benchmark 8.

*The original Canadian Language Benchmarks Assessment (CLBA) tool takes up to 4 hours to administer, and provides clients opportunity to demonstrate a range of skills in a variety of tasks up to Benchmark 8. It is used most frequently by the LVA team at LARCC to determine language levels of clients seeking entry into occupational training or bridging programs.

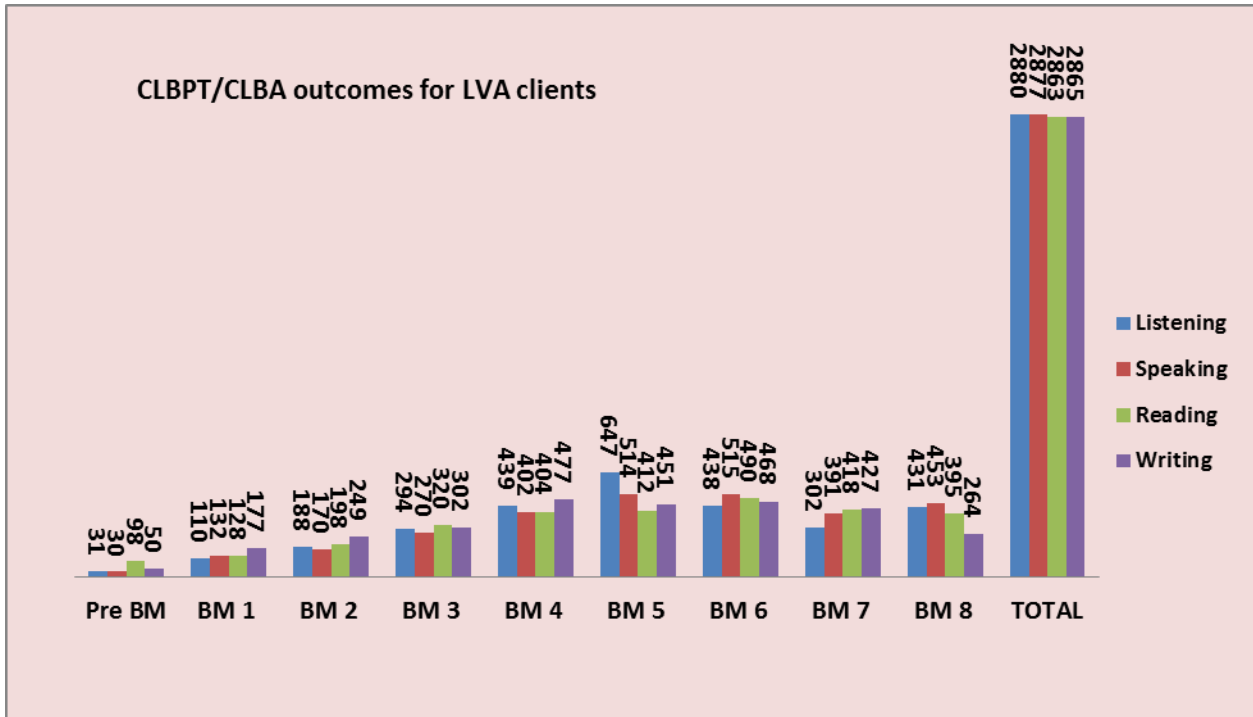
**The Canadian Language Benchmarks Placement Test (CLBPT) was created to provide a more time efficient tool, which can be completed in 1.5 hours or less. It is used for placement into adult ESL or LINC programs.

Additionally, the Canadian Language Benchmarks Literacy Assessment (CLBLA) can assess the literacy levels of clients who have little or no education in their first language. It can be conducted in 27 languages, including English. The LINC team uses this tool more frequently than the LVA team, and only 165 clients had their English skills assessed using this tool during the 2012-13 year.

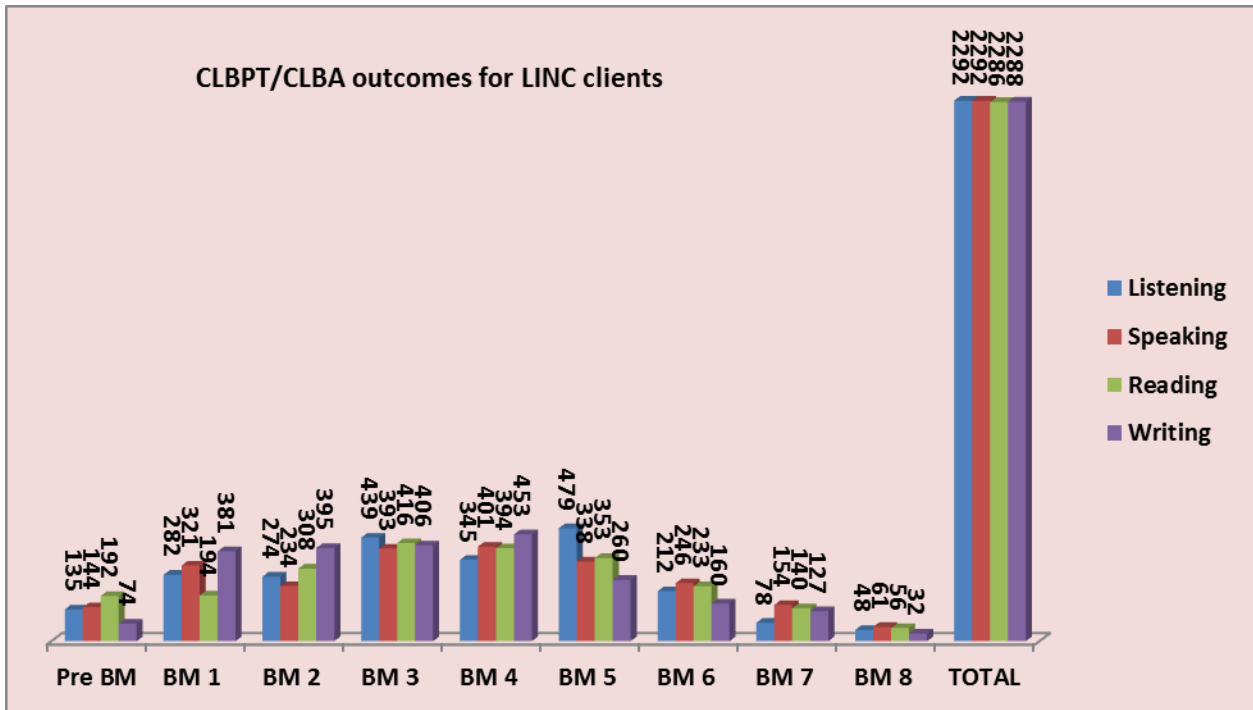
The Enhanced Language Training Placement Assessment (ELTPA) assesses client English skill levels from Benchmarks 6-10, however, criteria for taking the assessment includes a previous CLBA or CLBPT score. It was used infrequently at LARCC last year, and only 10 individuals scored higher than BM 8 in at least one skill area. Clients tend to score higher in the receptive language skills (Listening and Reading) than in the productive skills (Speaking and Writing.)

LARCC assessed the English language skills of 5350 new and return clients using CLB tools from April 1, 2012 to March 31, 2013.





LVA clients: Results of Canadian Language Benchmarks Placement Test (CLBPT= 1,741) and Canadian Language Benchmarks Assessment (CLBA=1,139)



LINC clients: Results of Canadian Language Benchmarks Placement Test (CLBPT=2,241) and Canadian Language Benchmarks Assessment (CLBA=51)

LVA clients: Results of Canadian Language Benchmarks Placement Test (CLBPT= 1,741) and Canadian Language Benchmarks Assessment (CLBA=1,139)

CLBPT/CLBA Outcomes (LVA)*	Listening		Speaking		Reading		Writing	
	N	%	N	%	N	%	N	%
Pre BM	31	1	30	1	98	3	50	2
BM 1	110	4	132	5	128	4	177	6
BM 2	188	7	170	6	198	7	249	9
BM 3	294	10	270	9	320	11	302	10
BM 4	439	15	402	14	404	14	477	17
BM 5	647	22	514	18	412	15	451	16
BM 6	438	15	515	18	490	17	468	16
BM 7	302	11	391	13	418	15	427	15
BM 8	431	15	453	16	395	14	264	9
TOTAL	2880	100	2877	100	2863	100	2865	100

*Note that numbers include results of approximately 400 repeat clients. Clients can be eligible for re-testing after 6 months have elapsed. In exceptional cases re-writes are possible in less than 6 months in a decision made in discussion with an LVA supervisor. Also, on occasion, clients require only one portion of a CLB test (L, S, R, or W).

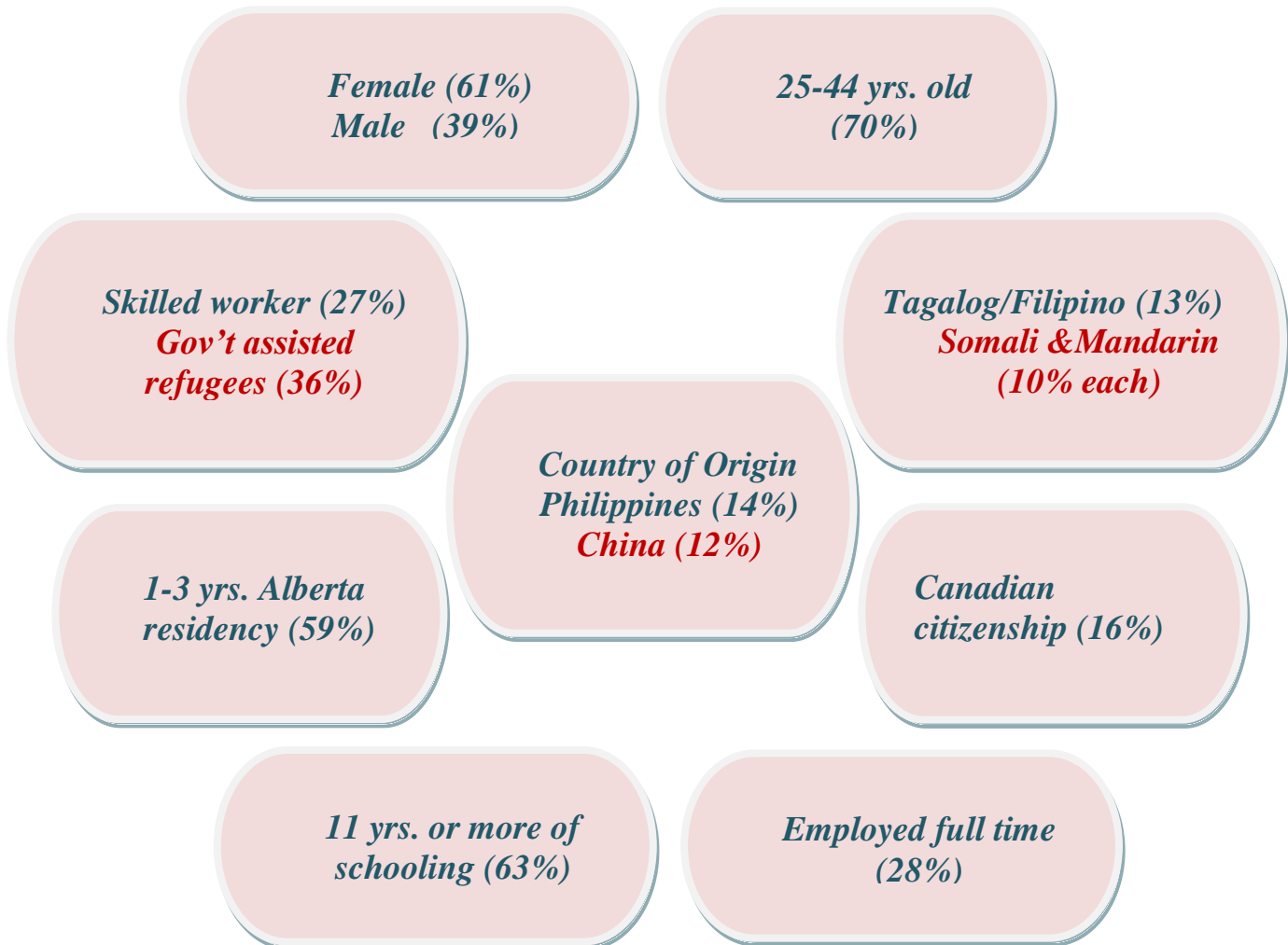
LINC clients: Results of Canadian Language Benchmarks Placement Test (CLBPT=2,241) and Canadian Language Benchmarks Assessment (CLBA=51)

CLBPT/CLBA Outcomes (LINC)	Listening		Speaking		Reading		Writing	
	N	%	N	%	N	%	N	%
Pre BM	135	6	144	6	192	8	74	3
BM 1	282	12	321	14	194	8	381	17
BM 2	274	12	234	10	308	14	395	17
BM 3	439	19	393	17	416	18	406	18
BM 4	345	15	401	17	394	17	453	20
BM 5	479	21	338	15	353	16	260	11
BM 6	212	9	246	11	233	10	160	7
BM 7	78	4	154	7	140	6	127	6
BM 8	48	2	61	3	56	3	32	1
TOTAL	2292	100	2292	100	2286	100	2288	100

Summary and Observations

Who is coming for service?

Language Vocational and Assessment (LVA) and Language Instruction for Newcomers in Canada (LINC)



The majority of LVA first-time clients have university or technical training. They come from professional backgrounds such as teacher, accountant, nurse, doctor, and an array of “other” professions listed. Up to about 10% come with home country experience in the trades or engineering.

Employment status statistics of this group show that 28% are employed full time in Canada, mostly in front line jobs, as listed in the Occupations in Canada table. Ten % of jobs are held in sales and customer service. Two thirds to three quarters have some form of full or part time employment, or other main activity such as homemaking. Two- three % report current occupations in the trades or technical careers, none in engineering, and 16% in a combination of janitor, labour, driver, and factory work.

Of repeat clients coming for service, none report full time employment, a quarter to a third consider themselves students, and 9% report a disability. (Counsellors observe that many repeat clients return for service when employment ends. Newcomers are among those first to lose employment when there is a slowdown. Some employment ends when miscommunication occurs at the worksite.)

The majority of clients seen by LVA last year were in the Skilled Worker and Family Class immigration categories, followed by Government Assisted Refugees (GARs) and Refugees with other sponsors. A proportionately greater number of Family Class and GAR clients returned for service at a later date than those in the Skilled Worker class, though 23% of repeat LVA clients were Skilled Workers.

Clients seen by LINC were primarily in the GAR and Family Class immigration categories, though 30% also came from economic categories.

English Language Skill Levels?

English skills of the majority of clients assessed by LINC fall in the Benchmark (BM) 3-5 range, and BM 2-4 in writing.

English skills of clients assessed by LVA fall mostly in the BM 4-6 range, and BM 5-7 in reading.

LINC tends to serve those clients with English skills in the earlier BM ranges, and LVA tends to serve those at the higher BM ranges. There are language skill development challenges at each of the competency levels, and all adult newcomers need to secure a livelihood. There are strong social and labour market participation benefits to supporting each adult newcomer to attain the strongest level of competency possible in each language skill.

Goals and Priorities?

Fourteen % of clients reporting a future occupational goal indicate a choice for the practical nursing or health care aide field. This trend undoubtedly comes from common understanding of the growing needs of the aging Canadian population, and the availability and accessibility of related skills programs. Three % of new clients are hoping for careers in each of accounting, education, and registered nursing. Two % are looking to work in each of the civil/mechanical/industrial engineering, medical technology, day care, administrative assistant, or delivery fields. Career goals vary widely, and the majority of new clients have not fixed on a goal when they first come to us.

The data on priorities show that most clients served are looking to improve their English, followed by a need for skill training, upgrading, information, and employment, or different employment. Five % are looking to pursue post-secondary studies.

Conclusion

There is a strong correlation between client priorities noted and the referrals provided by LARCC. This service provides an initial step in the path to secure livelihood. A second step includes some of the excellent full and part time LINC, ESL/EAL, and occupational training or bridging programs available around the city. Further steps need to include more social, business, and employment networking opportunities into which newcomers can reliably integrate. They need to include more supported on the job language and occupational skill development, including intercultural or transcultural skill development for established workers and newcomers alike.

Contact information:
Language and Vocational Assessment Program Assistant
Language, Assessment, Referral, and Counselling Centre (LARCC)
Catholic Social Services
10709-105 Street
Edmonton, Alberta T5H 2X3
Phone: (780) 424-3545
Fax: (780) 425-6627
www.catholicsocialservices.ab.ca

We would like to acknowledge Language Training Programs of Alberta Human Services for their funding support.