

Mapping the Common Assessment Tool (CAT) to Support Get SET Referrals Across Ontario

Across Ontario, Get SET networks collaborated to enhance cross-sector understanding of how client response within the Common Assessment Tool (CAT) could signal literacy and essential skills needs. The aim was to create consistent referral processes and tools to ensure that Employment Service (ES), Service System Managers (SSMs), and other partners can more effectively connect clients to Get SET programs.

Key Activities

Regional networks undertook collaborative mapping of the CAT to pinpoint responses that could or should trigger an LBS referral. Through these cross-network consultations, participants identified shared indicators and best practices to increase awareness and strengthen referral pathways.

Highlights of Regional Deliverables

- **Metro Toronto Movement for Literacy (MTML)** developed an [Awareness Guide](#) and delivered targeted [training workshops](#) to help frontline staff recognize Get SET referral triggers and support smoother transitions.
- **Literacy Link Eastern Ontario (LLEO)** created [training materials](#) to build the confidence of ES and community partners in identifying and referring clients with foundational skills needs.
- **Literacy Ontario Central South (LOCS)** delivered the workshop "[Recognizing Skills Gaps Through the Common Assessment Lens](#)", covering how to introduce Get SET to clients, make referral decisions, and plan next steps.
- A **pilot partnership** among Peel Halton Dufferin Learning Network (*PHDLN*), Literacy Link South Central (*LLSC*), Adult Basic Education Association (*ABEA*), and Literacy Network Northeast (*LNN*) worked with *Fedcap* to produce a [Desk Aid](#) linked directly to the CAT. A pilot was conducted with 8 ES providers and the employment counselors did utilize the desk aid in various ways, linking it to the common assessment tool and Get SET referrals. This resource also includes clear referral protocols and guidance for staff.
- **QUILL Learning Network** gathered responses and shared a collection of tools and resources used across regions to streamline referrals between Get SET and ES/SSM partners. Survey participants indicated that the greatest successes occur when practical tools are paired with training and/or relationship-building activities. Challenges include lack of information about Get SET programs for many ES/SSM/OW staff, lack of ES/SSM/OW staff capacity to refer to Get SET, and difficulties engaging with SSMs with different levels of experience. Ultimately, many respondents expressed that it can be difficult to connect efforts with referral outcomes.
- **Tri-County Literacy Network (TCLN)** contributed the [Ontario LBS Fundamentals](#) resource, further supporting consistent understanding of Get SET pathways province-wide. TCLN also organized and hosted Getting Connected events including the Service Provider Expo in June 2025 which provided opportunities for information sharing and networking between Get SET, SSM, ES, OW, LPBs, and interested community partners.
- **Learning Network of Durham Region (LNDR)** supported the implementation of the SSM by facilitating biannual inter-agency referral consultation meetings, refining/updating referral protocols between Get SET and Employment Services, coordinating the development of ES and

Get SET referral marketing materials, and collaborating with the SSM to monitor referral-related activity and data.

Outcomes

These collective efforts are creating a more coherent and user-friendly referral ecosystem across Ontario. By aligning CAT responses with Get SET indicators, networks are helping partners identify skills gaps earlier, improve referral accuracy, and ensure clients receive appropriate literacy and foundational learning supports.