



**LITERACY VOLUNTEERS**  
**CHARLOTTESVILLE / ALBEMARLE**

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<https://tinyurl.com/3e2wawh2>



## *Where's That Now?*

*Using Research Methods to Help Students Find Community Resources*

*Presented by Rebecca Thomas, LVCA Communications Coordinator*

## RESEARCH PROCESS



What questions do you have about finding community resources?



\* Scan the QR code \* [click the link](#) \*  
or visit [menti.com](https://www.menti.com) and enter **7406 0368**



# Step 1: Identify the topic



How can you identify student needs or wants for additional resources?

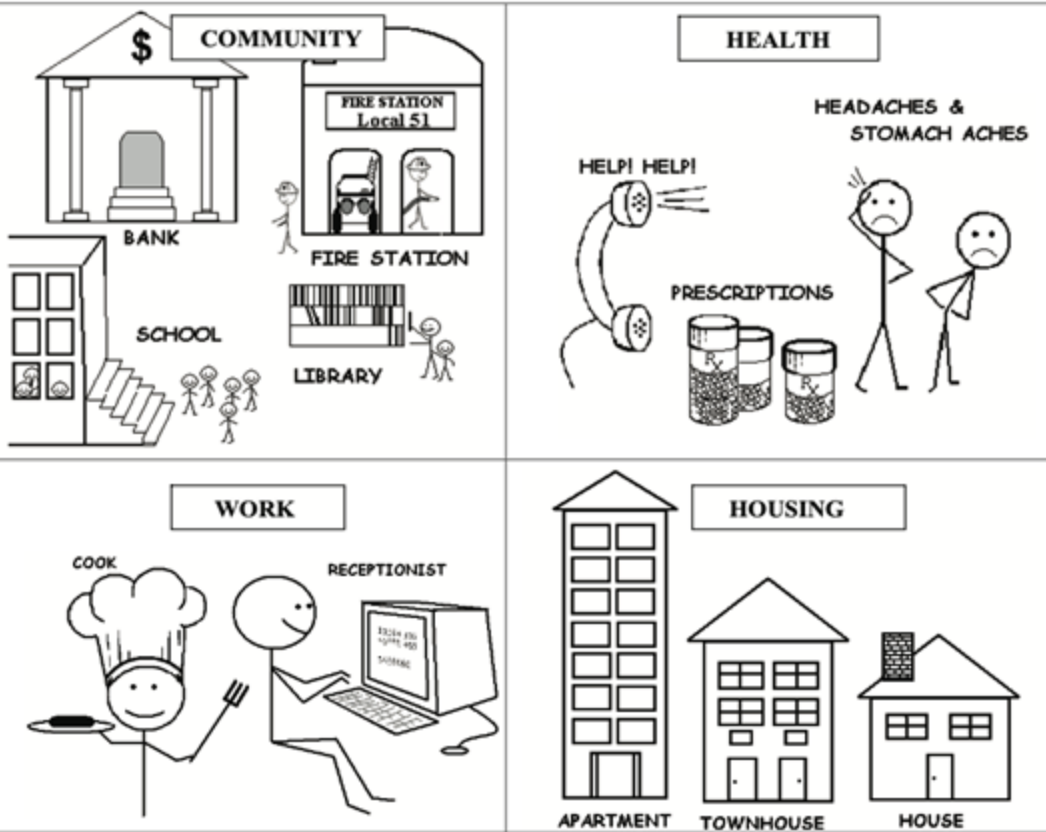


# A needs assessment will be varied based on level.

## Sample II-1a: Beginning Level Questionnaire

What do you want to study?  
Circle three topics.

Name \_\_\_\_\_  
Date \_\_\_\_\_



Name \_\_\_\_\_ Date \_\_\_\_\_

1. Why do you need to learn more English? Please be specific. Give examples of situations that are difficult for you in English.
2. What specific areas of English would you like to improve before you leave this class?
3. When people speak English to you, how much do you understand? Check the amount.  
\_\_\_ everything \_\_\_ most \_\_\_ some \_\_\_ a little \_\_\_ very little
4. When you watch TV, how much do you understand? Check the amount.  
\_\_\_ everything \_\_\_ most \_\_\_ some \_\_\_ a little \_\_\_ very little
5. When you speak English, how much do other people understand?  
\_\_\_ everything \_\_\_ most \_\_\_ some \_\_\_ a little \_\_\_ very little

Images from [Center for Adult English Language Acquisition's Needs Assessment and Learner Self-Evaluation Activity Packet](#)



# The Issue

# Discussion

You know your student best. Informal conversation can be a great way of identifying needs.

This can be as a planned activity or as it comes up during a lesson.

**Remember, you are not solving this in one session.**

**Important things to remember:**

- Follow your student's lead
- Do not push conversations
- Keep sensitivities in mind
- Follow up with them, even if your follow up is that you couldn't find answers.



**The Issue**

# Identification

- DISCRIMINATION SERVICES**
- **Legal Aid Justice Center:** 977-0553; 1000 Preston Ave #A. Legal consultation for housing and job discrimination, civil rights, immigration. Call.
  - **Central Virginia Legal Aid Society:** 296-8851; 103 E Water St Suites 201 & 202. Legal consultation for evictions, foreclosures, sexual/domestic violence. Call or go online: <https://cvlas.org/get-help/>.
  - **Office of Human Rights:** 434-443-0048; 106 5<sup>th</sup> St NE. If you feel that you have been a victim of discrimination in employment, credit, housing, education, or public accommodations in Charlottesville, call 434-970-3023.

- OTHER SUPPORT**
- **Community Resource Line:** 833-524-2904. Call for financial assistance/help with community resources.
  - **Home to Hope:** 970-3933, 100 5<sup>th</sup> St, NE. For Cville residents recently released; resource navigation.
  - **Love INC:** 977-7777. Emergency resource referral. Office open, <https://loveincville.org/request-help>
  - **OAR:** 296-2441. Safe incarceration alternatives/services, post incarceration-Reentry Services and Assistance.
  - **JABA Senior Helpline:** 817-5222. Direct service to older adults and caregivers. Medicare / ACA counseling (all ages).
  - **One Stop Shop Cville:** Monthly event offering free services. Check website for details: [www.onestopcville.org](http://www.onestopcville.org)
  - **Assurance Wireless Free Phone Program:** 888-321-5880. Apply online at <https://www.assurancewireless.com/>
  - **The Fountain Fund:** 434-234-3600. Loans to those formerly incarcerated. [www.fountainfund.org/loan-inquiries](http://www.fountainfund.org/loan-inquiries)
  - **Piedmont Housing Alliance:** 434.817.2436. Offers

- SOCIAL SERVICES**
- Virginia Dept of Social Services:** Go online [commonhelp.virginia.gov/](http://commonhelp.virginia.gov/) or call: 1-855-635-4370 to apply for benefits or 1-855-242-8282 to apply for Medicaid. For other needs, call 970-3400 (Charlottesville) or 972-4010 (Albemarle). Offices are open. Assistance applications can be filed online or in person: 120 7th Street NE Charlottesville
- LITERACY / GED**
- **Thomas Jefferson Adult Career Education (TJACE):** 961-5461. GED prep, family literacy, ESL, and career readiness training.
  - **Literacy Volunteers:** 977-3838; 233 4<sup>th</sup> St NW (Jefferson School). Tutoring in reading, writing, English as 2<sup>nd</sup> language, and citizenship. Additional resources online ([literacyforall.org](http://literacyforall.org))
  - **Sin Barreas:** 434-531-0104; GED prep in Spanish, ESL classes, and citizenship classes. Email [info@sinbarrerasville.org](mailto:info@sinbarrerasville.org)

- VETERAN SUPPORT**
- **VA Medical Center:** 293-3890; 590 Peter Jefferson Pkwy #250.
  - **Supportive Services for Veteran Families:** 804-788-6825. Rapid rehousing & supportive services. Offices closed, call for services.
  - **Virginia Department of Veterans Services:** 434-529-6431; 1430 Rolkin Ct, Ste 202. Screening for veterans benefits, counseling, mental health, housing. Appointments available.

- EMPLOYMENT**
- **Virginia Employment Commission:** 1-866-832-2363. Call or go online ([www.vec.virginia.gov/unemployed/online-services](http://www.vec.virginia.gov/unemployed/online-services)) to file for unemployment. For pandemic claims call 866-835-6058.
  - **Goodwill Industries of the Valley:** 1-540-581-0620. Free virtual job

**STREET SHEET – Resources in Charlottesville/Albemarle**

*Version 27. Last updated: 1/15/24. This is an updated list of local resources. All phone numbers are area code 434 unless noted otherwise. For more info, use the QR code to check webpage.*

- PUBLIC MEALS**
- The Haven: 112 W Market
  - Salvation Army: 207 Ridge St

Breakfast	Lunch: 12-1pm	Dinner
Mon-Sun 7:30am @The Haven	Mon @First United Methodist Church Tues @Christ Church Wed @First Presbyterian Thurs @Holy Comforter Fri/Sun @The Haven (Sun at 11 am)	
Mon-Sat 8am Sun 9:15 am @Salvation Army		Mon-Sat 5:15pm @Salvation Army

Walk through a list of community resources and see what the student is most drawn to.

The city of Charlottesville has put together a “Street Sheet” of community resources.



# Let's practice!

What is a common kind of resource you think your student would want?

- How can we introduce needs or types of resources?
- What kinds of resources might they not even know about?



**Identify Your Topic**

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**The Issue**

# Step 2: Narrow the topic



Once you have an idea of what your student needs, you can begin to narrow and identify the specific type of service they might need.

Questions to consider:

- Is this a long-term need or short?
- What transportation, technology, or time commitments are required?
- What types of access work best?
- What resources does my student already have (community, church, etc)?



# Let's practice!



Now that we have our topic, let's narrow it down some.

What kind of resource are we looking for?

What keywords would they need to know?



**Narrow Topic**

# Step 3: Gather Sources



Use this as an opportunity to introduce research methods.

- If using the [“street sheet,”](#) this ties into standards involving reading different kinds of texts like pamphlets.

What skills does a student use here?



# Conducting Internet Searches

Internet searching is a gateway or foundational digital skill for students to have. Bringing in a relevant search like finding a community resource is especially helpful.

- Consider the devices they will use this one.
- Consider searching on your phone!
- How can you scaffold this into multiple assignments?

WorldEducation has created a Digital Skills Library that has [tutorials on basic computer skills](#)



**Find sources**

# Let's practice!

Now that we have the topic, let's Google!

What do we find?

- How would we walk our student through navigating the results?
- What keywords would they need to know?



**Gather Sources**

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**Find sources**

# Step 4: Evaluate Sources



How can we help students navigate a webpage?

Key skills to go over with them:

- How to find basic contact information (where on the page will it show them this?)
- How to navigate the parts of a page (drop down menu, laptop versus phone)
- How to find out the mission or key information.
- How to tell if it is a trusted site.



Again, WorldEd has some helpful [tutorials on digital information skills](#)

# Let's practice!



Evaluate Sources

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Now that we have our search, let's pick a website and evaluate it together.

- What key information would the student need to have?  
Where can they find it?
- Does this website match standard formats (drop down menus, etc)?
- Is the laptop format the same as the phone?

What keywords would they need to know?



**Find sources**

# Step 5: Apply Sources



How can we help students access the information they have found?

Key skills to go over with them:

- Do they need to fill out an online form, call, or email?
- What identification—if any—do they need?
- How might you practice with them or get the process started during a session?
- Do they need help planning transportation routes?



# Let's practice!



Apply Sources

How could you help prepare your student to access the information?

- How might you create a dialogue to practice a phone call?
- How might you draft an email together?
- Can you read a map to help show how to get to the place?
- What current or recently used vocabulary or grammar have you gone over? Can you work that into this?

Each of these skills covers key standards!



Apply sources



# Step 5: Reflect

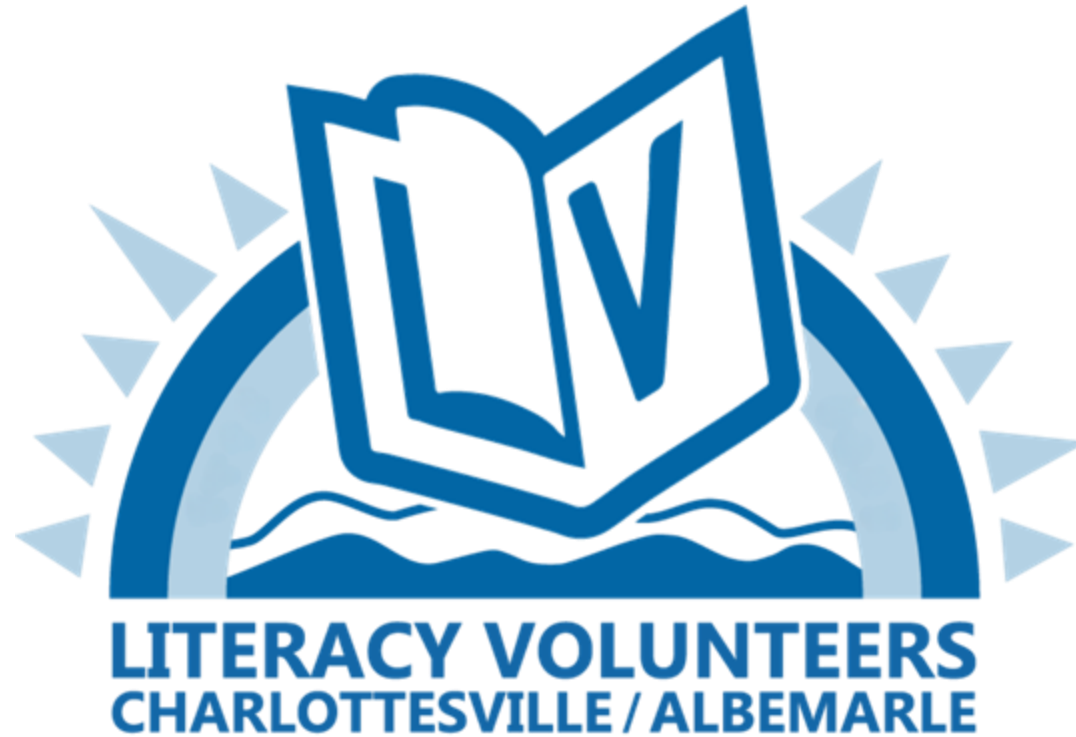


If your student does try and access the resource, check in with them after.

- What was helpful?
- What could have been better?
- What new information do they need?
- How can you find that information together? (And then the process repeats!)



# Questions?



Click for [resources](#)

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