



LOCS
LITERACY ONTARIO
CENTRAL SOUTH

Haliburton County
Community Service Plan
2020 – 2021

February 2020



Acknowledgements

Thanks to the following community partners for their contribution to this report and for their leadership and tireless support for their community, including learners, job seekers and employers:

John Howard Society-Outreach Literacy

Fleming College-Academic Upgrading

Contact North – Muskoka-Haliburton

Fleming CREW

Workforce Development Board

Kawartha Lakes & Haliburton Human Services

Job Quest (Community Living)

Ontario Disability Support Program

SIRCH

Ministry of Labour, Training and Skills Development



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Introduction

Haliburton County offers two Employment Ontario adult skills training and academic upgrading service providers: John Howard Society-Outreach Literacy (Minden) and Fleming College Academic Upgrading (Haliburton). Demand for service continues to be influenced by the seasonal nature of jobs in Haliburton. Service providers across the county cite the lack of accessible and affordable transportation as placing demand on service provider transportation budgets and negatively impact on learner persistence.

The number of learners served was up 47% over 2017-18, with a similar split between female (60%) and male (40%) learners. A combined programming increase in learners pursuing the Employment goal path of 13% was also noted, along with a modest lift in Apprenticeship.

While the percentage of learners 55+ remained steady, those in the over 45/under 64 increased slightly (5%). Also noted is a three-year trend upwards in the number of learners in the 30-44 age category (consistent with the LOCS region, including Employment Ontario Employment Services providers).

Note that data cited in the appendices and the following sections of this report is derived from service providers' report 60B-Learner Profile 2018-19 fiscal year. The 60B report for the same period for the Eastern Region is also used for comparison purposes at the aggregate level. Data from reports are entered into a database developed by LOCS that compiles calculations for the LSP region and by sector (community-based, school board, college).

Community-Based Sector

It has been noted that there must be an impact on learner demand due to lack of transportation, and partner referrals (i.e., who is being served) versus learner demand in Lindsay (where people can walk-in). Connection with many learners occurs offsite or at partner sites (again, those being served may not be indicative of need, but rather are those who can be reached). Potential clients/learners are heavily reliant on others, especially for transportation. The agency is working with the library association in Haliburton as a strategy to reach more learners. Fleming CREW staff is onsite in the Minden office every other Thursday. Provider noted that learners are engaged longer which is typical of those who seek service, especially at this site. They are seeing demand for digital literacy skills from older learners. Numeracy training is in demand for younger learners. It was also noted that a criminal record less of a barrier in this labour market.

Learner profile (Apr 2018-Mar 2019) See appendices for more statistics:

- average age is 37 with 29% of learners over 45/under 64 (2017-18: 27%)
- Female 48%, Male 52% (2017-18: Female 60%, Male 39%)
- 41% of people identify as having a disability (19% for 2017-18)
- Goal Path (first percentage is fiscal 2018-19, second is fiscal 2017-18):
Employment (68% / 45%), Apprenticeship (2% / 0%), Secondary School (18% / 33%), Postsecondary (9% / 12%), Independence (4% / 10%)
- Referrals: OW (5%), ES (4%). 2017-18: OW (7%), ES (10%)
- Source of income: OW (29%), ODSP (18%), Employed (13%)

The sector served a similar age cohort compared to last fiscal, with respect to average age and number of learners over 45 and under 64. During the first half of the current fiscal the site saw an increased demand from a younger cohort (28%) and a 7% decrease in the over 45/under 64 group. Noticeably, the percentage of learners identifying as having a disability more than doubled compared to 2017-18 (also saw an increase for college sector learners). The percentage of OW recipients remained the same with a small increase (3%) of learners identifying ODSP as a source of income (vs 2017-18). More learners were seeking employment this past fiscal (up 13%), with a decline in secondary school (down 8%). The percentage of learners with grade 12 or

equivalent is highest in the sector (53% vs average of 36% across LOCS region community-based programs). See Appendix B for more community-based sector data.

College Sector

As with the community-based sector, there is demand for numeracy (e.g., construction trades), communications, and digital literacy skills development. Seasonality of work is a major factor that impacts on learners accessing services, especially in a strong labour market. This site usually sees an increase in learners during the “off season” winter months.

Learner profile (Apr 2018-Mar 2019) See appendices for more statistics:

- average age is 41 with 35% of learners over 45/under 64 (2017-18: 22%)
- Female 68%, Male 31% (2017-18: 65% / 35%)
- 28% of people identify as having a disability (2017-18: 20%)
- Goal Path (first percentage is fiscal 2018-19, second is fiscal 2017-18):
Employment (60% / 55%), Apprenticeship (4% / 2%), Secondary School (1% / 2%), Postsecondary (31% / 37%), Independence (4% / 5%)
- Referrals: OW (16%), ES (27%). 2017-18: OW (6%), ES (25%)
- Source of income: OW (30%), ODSP (17%), Employed (25%)

Average age of learners is slightly older (4 years) with a 13% increase in learners over 45/under 65. Older cohort may account for the increase in those identifying as having a disability, up 8% over last fiscal, but equal to the LOCS region college sector average. Percentage of learners pursuing the Employment goal path is double the college sector average and, conversely, Postsecondary goal path demand is about half of the sector average. Consistent with previous years, these differences in learner goal path demand are likely influenced by the age of the cohort, local labour market, socioeconomic conditions and rural transportation challenges. Referrals from OW are up significantly from 2017-18 likely as a result of Human Services staffing back up to regular capacity. Increase in OW referrals also reflected in learner source of income (OW up 11%).

See Appendix C for more college sector data.

Employment Services

Employment Services across the LOCS regional network continue to struggle to fill jobs for employers. While there is no specific evidence available (without undertaking a significant research study), employment services believe that this is due to:

- strong labour market
- lack of interest or appropriate training/experience of younger workers,
- insufficient training and skills development for transitional workers,
- a lack of transportation systems (for those without access to a car).

Fleming CREW is continuing to see demand for administrative occupations. They are working with Contact North for training referrals. Restaurants in the region will virtually take any experienced job seekers at any time of the year. Carpentry also still seeing steady demand. Overall, job postings remain steady despite seasonality. They have also seen demand for ECEs over the past 6 months to a year.

EO Employment Services assisted service client profile for fiscal 2018-19:

Gender: Female - 49% Male - 51% Average Age - 38

Age Range	2018-19	Educational Attainment	2018-19
< 20	9%	Up to/incl Gr 8	0%
20 - 24	20%	Grade 9-11	13%
25 - 29	12%	Grade 12 or equiv.	43%
30 - 44	25%	Some Post-Sec	8%
45 - 54	16%	College Diploma	26%
55+	18%	Univ. Degree	6%

Source: 2018-19 EOIS-CaMS 15B Report

Source of Income	2018-19	Client Self-Identification	2018-19
Employment Insurance	22%	Person with disability	19%
Ontario Works	28%	Indigenous	3%
ODSP	5%	Racialized person	1%
Employed	3%	Newcomer	2%
No source of income	34%	Francophone	0%

Source: 2018-19 EOIS-CaMS 15B Report

See Appendix D for LOCS Region comparative EO ES Client Profile data.

Job Quest noted that it takes all partners to follow through for client/learner success. There is a need for tools and strategies to address mental health issues, particularly for youth. Some clients are on caseload for years. Job Quest’s services include one-to-one support for: life skills training, health appointments, short term mental health case management, and transportation. As of September 2019, serving 114 OW clients (majority are male, 50+) across Kawartha Lakes and Haliburton and 65 ODSP clients across Kawartha Lakes, Haliburton and Peterborough sites. Age of ODSP clients varied, with a higher number of females. Over 85% of clients do not have a driver’s license and majority have pending fines that they will never be able to pay off. The program’s current employable rate for ODSP clients is at 67%.

According to SIRCH, there is a great lack of understanding of literacy services among those served but there is a significant need reflected by those who are interviewing for programs (e.g., Cook it Up, Ready for Retail). Like others, SIRCH is also seeing more anxiety and addiction among its clients. Volunteers work one-on-one to support. They are submitting a Grow grant to OTF to run Cook it Up all year round as a social enterprise which would allow more flexibility to do individualized training.

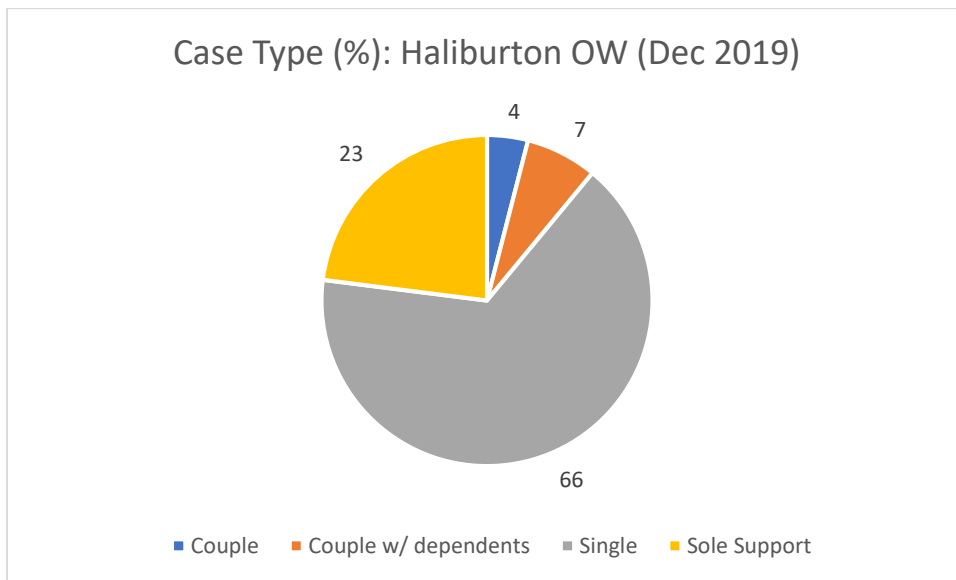
Social Services Client Profile

Changes to the social assistance program announced in November 2018 are impacting on service access and delivery as we transition into 2020-21. Employment Ontario transformation and shifting of employment services from OW and ODSP to EO will prioritize social services agencies' focus on life stabilization activities.

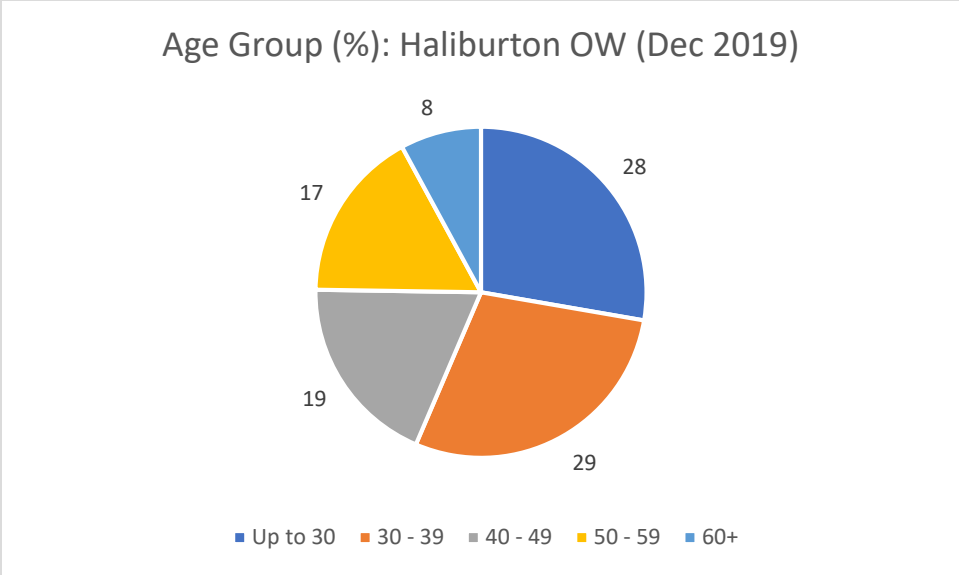
Ontario Works (OW)

Driver's license program is proving to be very successful as it gives participants a sense of accomplishment and confidence to move forward (ran in September 2019). Target demographic is 18-30 as younger clients see potential for change and do not have the entrenched mindset common in older clients.

Caseload data as of December 2019 (n=300)



Source: 20191223-Integrated Case Summary Report-CKL and Haliburton



Source: 20191223-Integrated Case Summary Report-CKL and Haliburton

Ontario Disability Support Program (ODSP)

For the period 2018-19, there were 2,466 ODSP cases (note: includes Kawartha Lakes and Haliburton), that included 2,551 persons with disabilities (PWD, as defined in the ODSP Act). It has been noted that ODSP case loads are up year-over-year across the LOCS regional network. However, the 2018-19 cases are down from 2017-18 (2,809 cases with 2,913 PWD) likely due to clients participating in the basic income pilot. Case numbers are expected to have risen back to, or have exceeded, 2017-18 numbers. To facilitate managing case loads, ODSP has been moving towards a more “risk based” approach to service provision.

Responsive Programming and Services

Service providers are instituting programming that addresses current community and learner demand/needs, including:

- computer/digital
- numeracy
- essential skills/soft skills training (e.g., self-management and workplace skills)
- essential skills for the trades
- updated academic upgrading curriculum (including communications, math and science).

Service providers are coordinating to deliver skills upgrading and training programming across sites and providers (including CREW, OW and SIRCH).

LOCS will also seek opportunities to facilitate better coordination between the Ministry of Education (EDU) secondary school programming and MLTSD that ensures all learners of any age receive the programming needed for their success. Service providers are also advised to document demand for service by learners under 19 (e.g., how learner came into agency, need for service and how it is not met by EDU system).

With respect to transportation demands, service providers are advised to provide details of demand, including costing forecast and impact on service (e.g., learner motivation, continuity and successful service completion).

LOCS will also seek out strategies and tools for service providers (LBS and others) to support learners and clients with barriers to achieving positive outcomes in the labour market (i.e., employment and training/upskilling), such as mental health. We also recognize that mental health challenges can often be situational and can be the result of life instability (poverty, lack of housing and/or transportation, etc.). LOCS will ensure that partners are aware of, and access programming like Bridges out of Poverty so that they have better understanding of learners and clients and are able to develop and administer programming that is sensitive to these issues and concerns.

Local labour market trends

According to data collected by Fleming CREW the top five occupational areas in demand as of July 2019 include:

1. Service Industry

Food counter attendants and kitchen helpers ([NOC 6711](#)) [Essential Skills](#)

Cooks ([NOC 6322](#)) [Essential Skills](#)

Sous Chefs ([NOC 6321](#)) [Essential Skills](#)

2. General Labourers (construction, landscaping, heavy equipment operation)

Construction ([NOC 7611](#)) [Essential Skills](#)

Heavy equipment operation ([NOC 7521](#)) [Essential Skills](#)

3. Cleaning and maintenance

Housekeepers ([NOC 4412](#))

Specialized cleaners ([NOC 6732](#)) [Essential Skills](#)

4. Retail Salespersons

Sales Associates ([NOC 6421](#)) [Essential Skills](#)

Customer Service Representatives ([NOC 6552](#)) [Essential Skills](#)

5. Carpenters (Framers, Finishers) ([NOC 7271](#)) [Essential Skills](#)

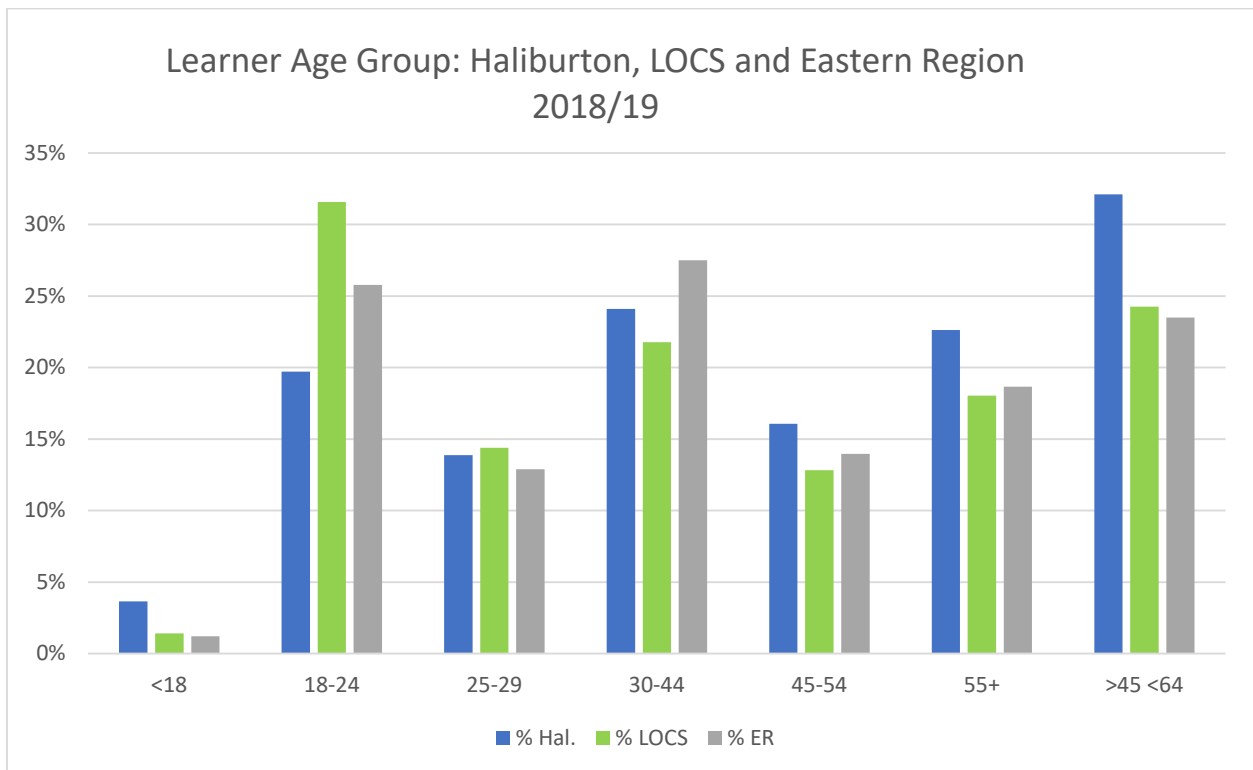
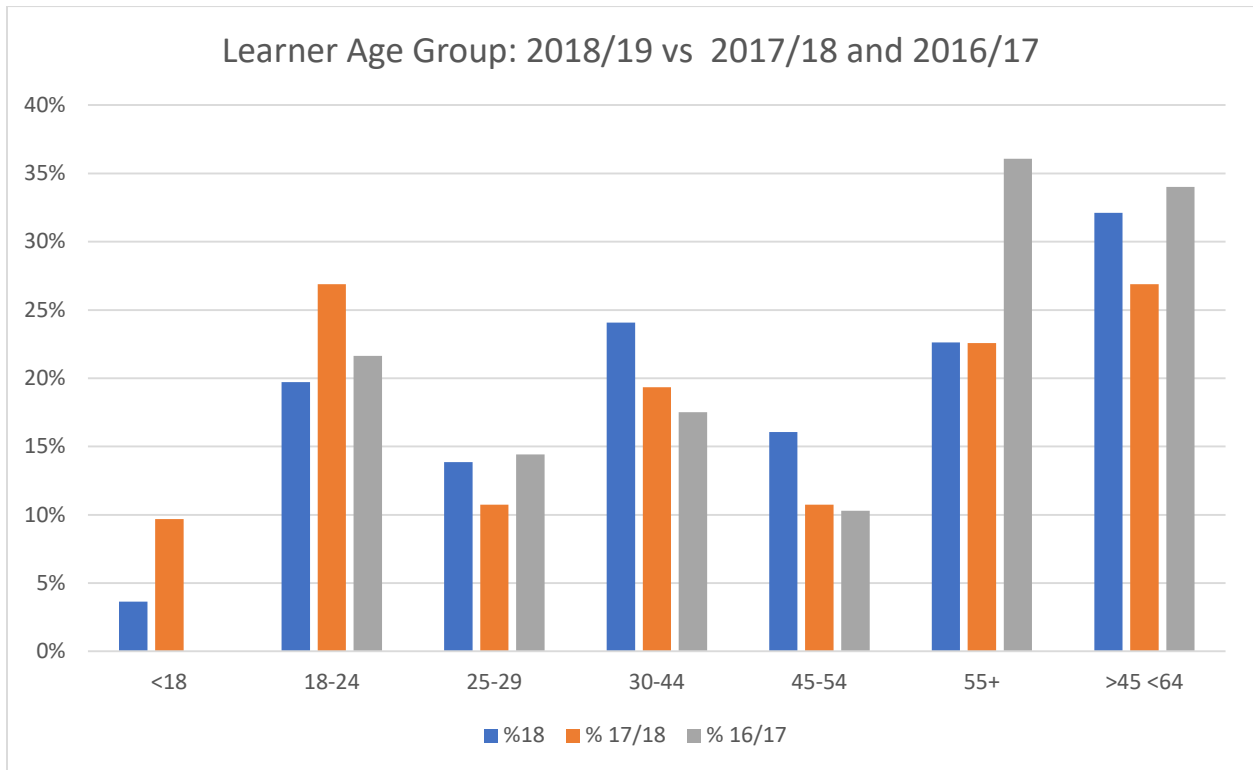
Fleming CREW is continuing to see demand for administrative occupations. They are working with Contact North for training referrals. Restaurants in the region will virtually take any experienced job seekers at any time of the year. Carpentry also still seeing steady demand. Overall, job postings remain steady despite seasonality. They have also seen demand for ECEs over the past 6 months to year.

Addressing labour market trends

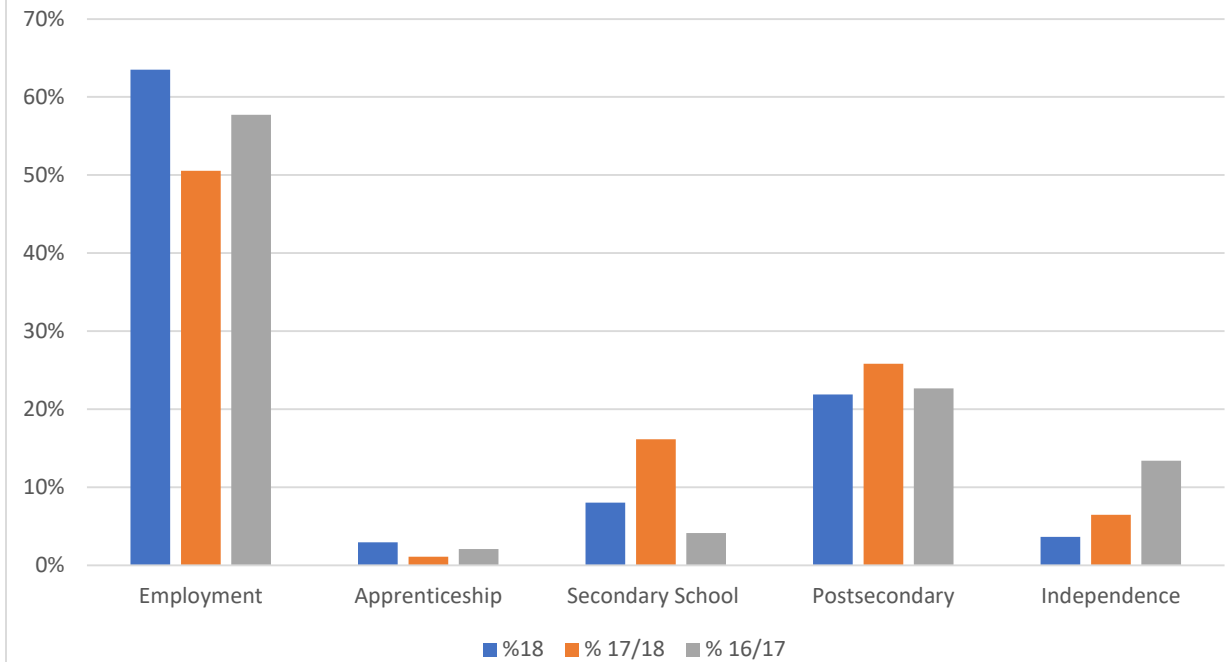
Outreach Literacy and Academic Upgrading will continue to partner with Fleming CREW, Human Services/OW and SIRCH to offer targeted small group programming needed to upgrade/update skills of those affected. Service providers will continue to actively seek opportunities to deliver collaborative learner supports.

Potential to work with employers to develop workplace-specific targeted upskilling programs may assist in enhancing internal capacity (opening more entry-level positions), as well as to provide education and training for employers to improve attraction and retention (relationship, hiring and management literacy).

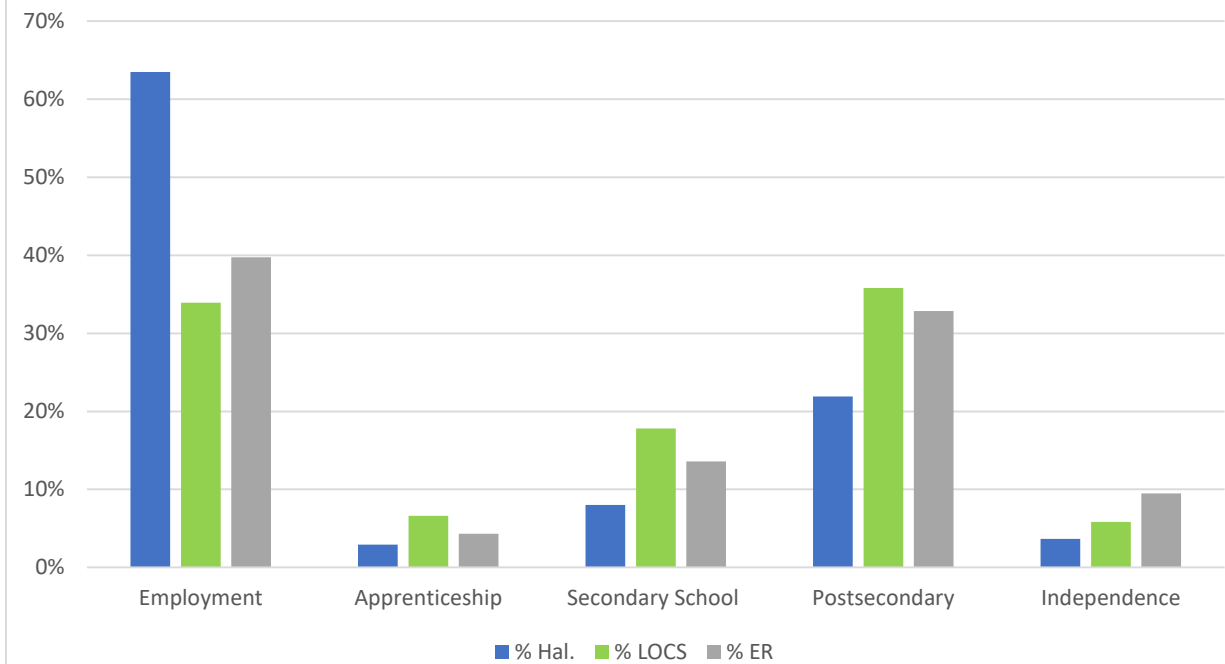
Appendix A – Learner Profile Data for Haliburton County (2018-2019)

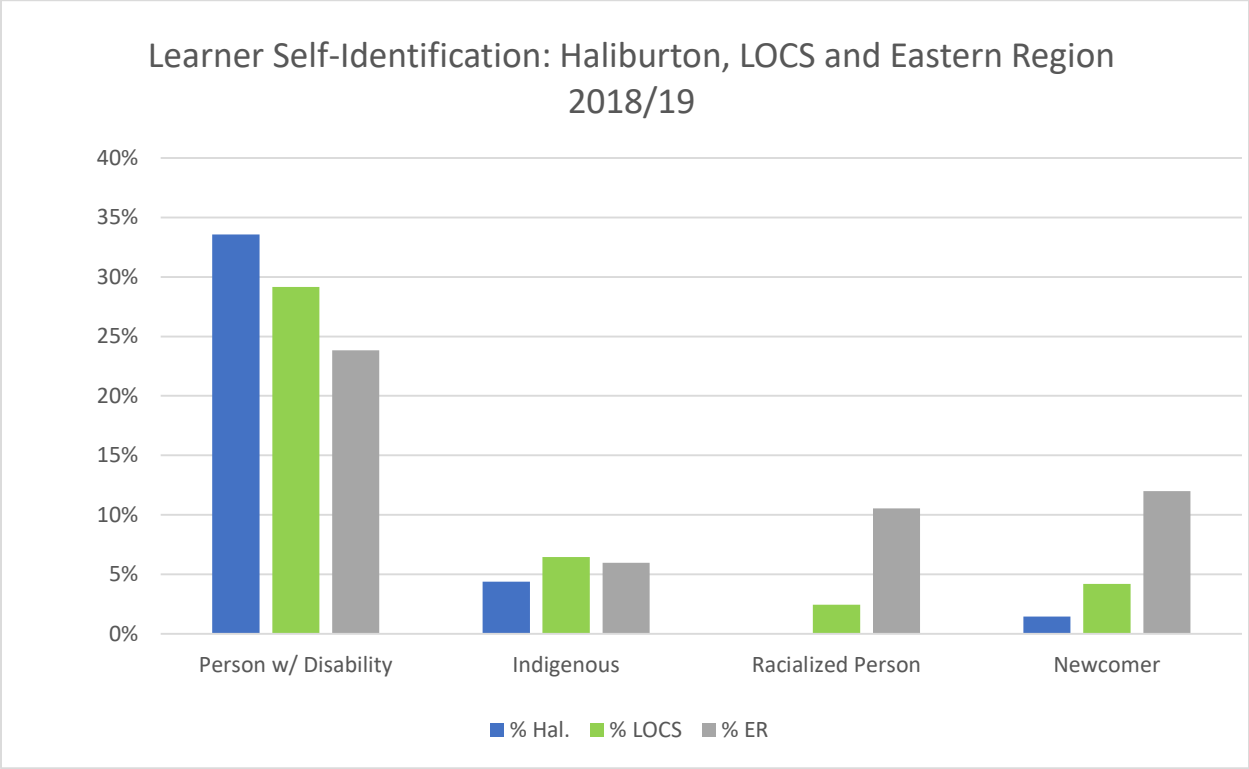
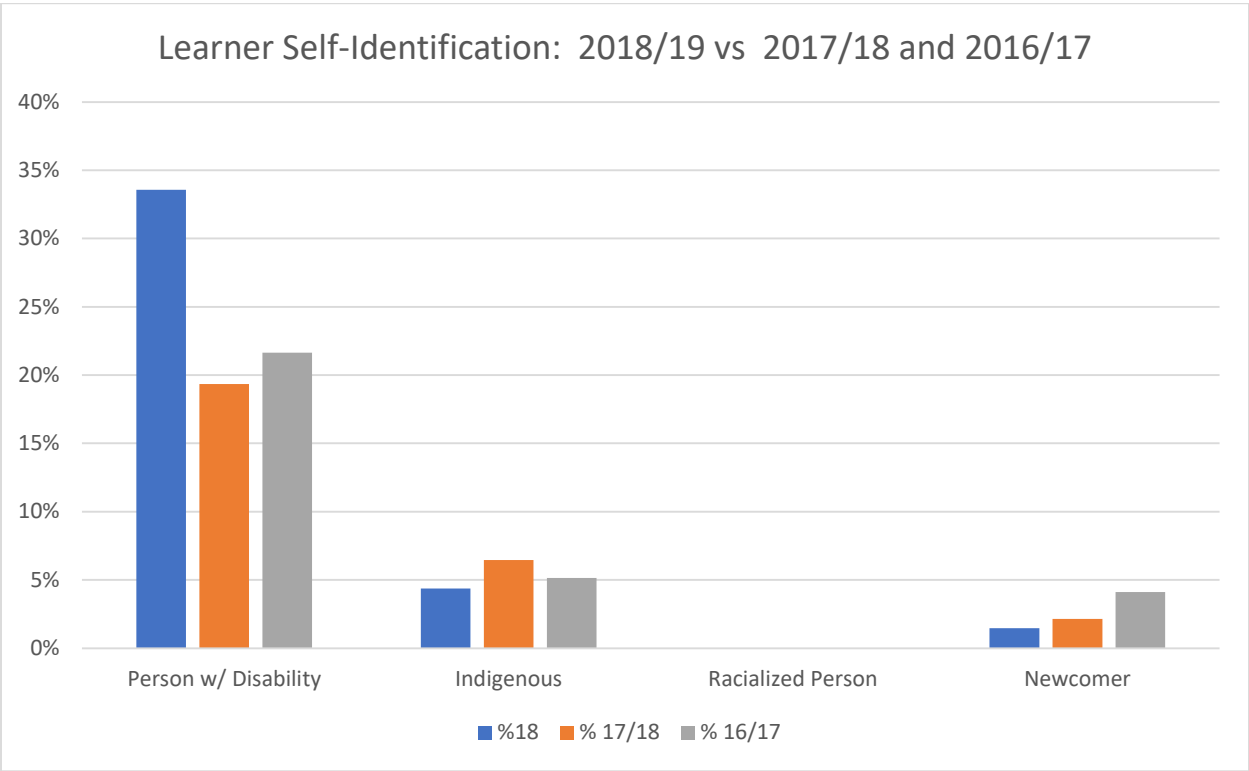


Goal Path: 2018/19 vs 2017/18 and 2016/17

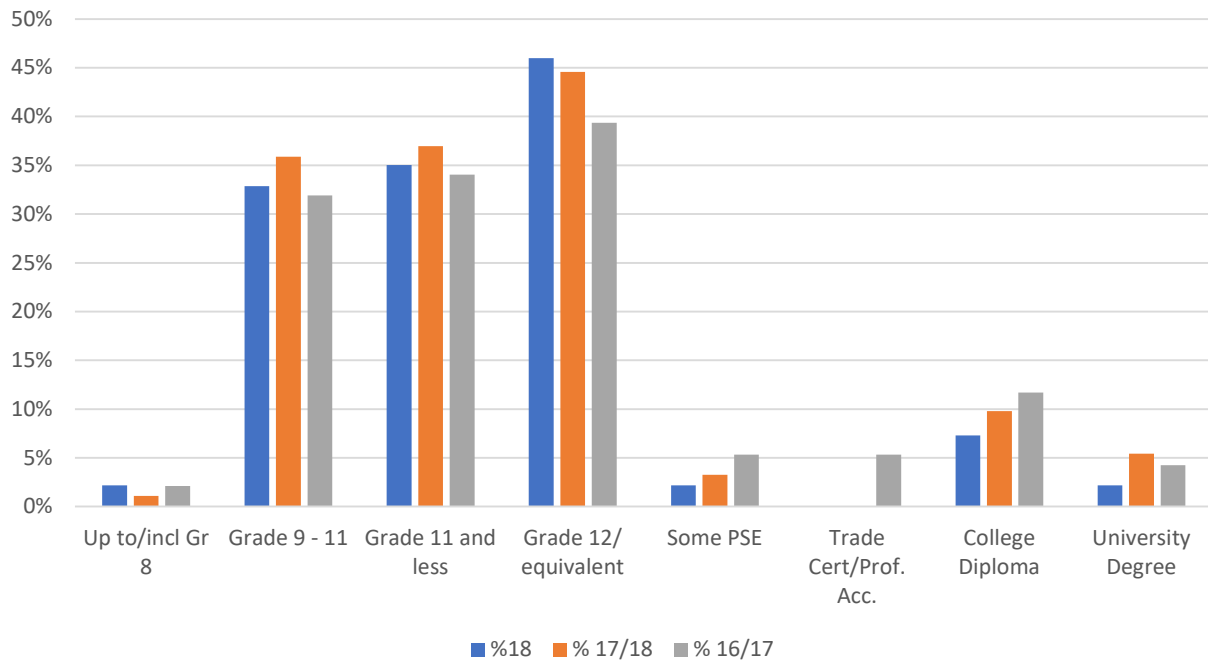


Goal Path: Haliburton, LOCS and Eastern Region 2018/19

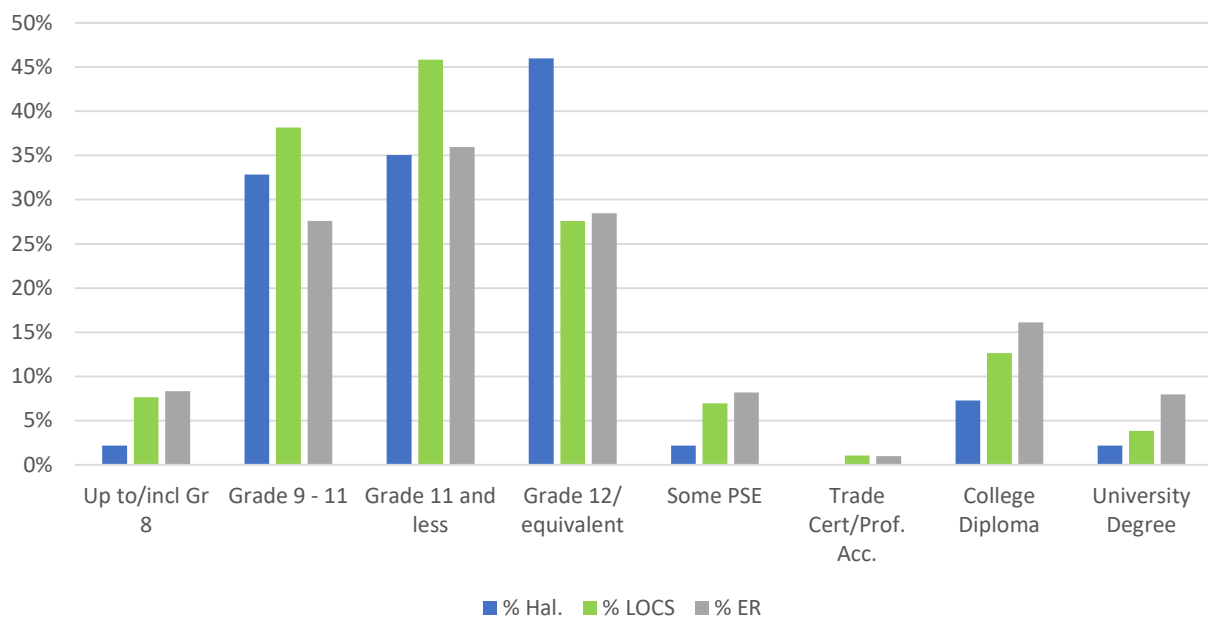


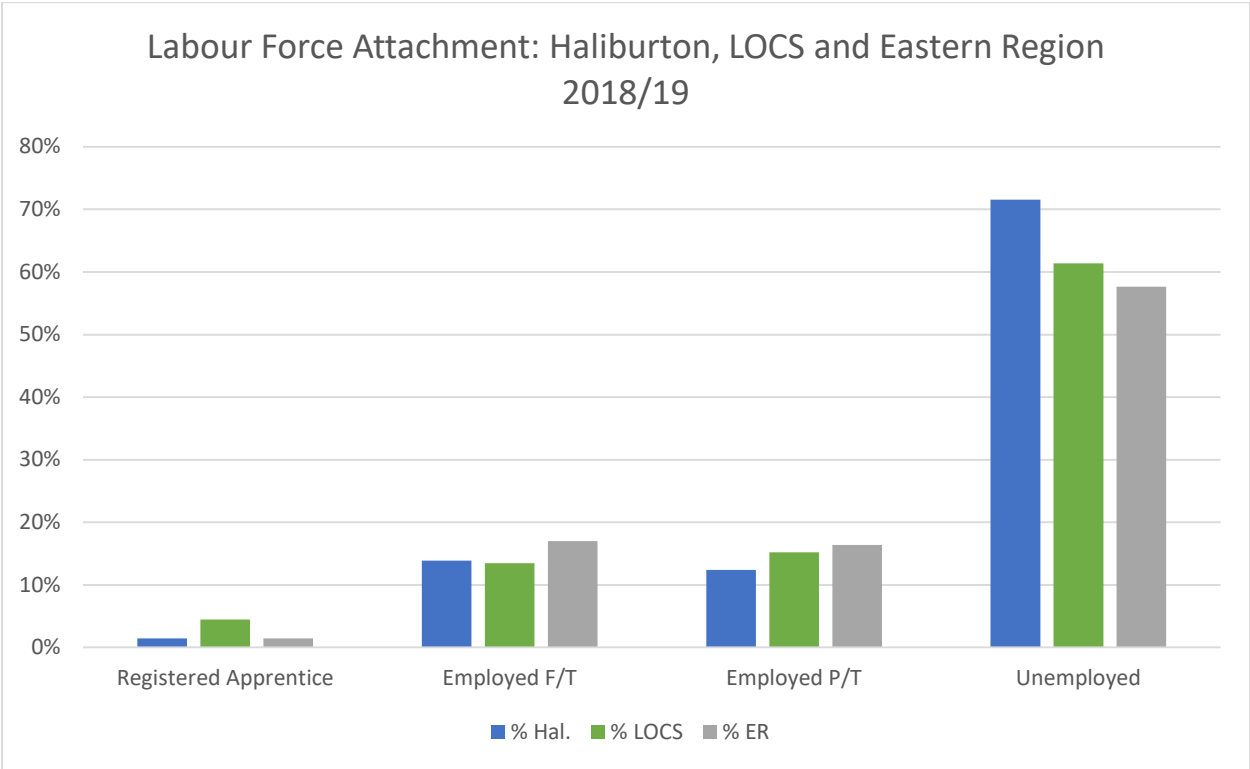
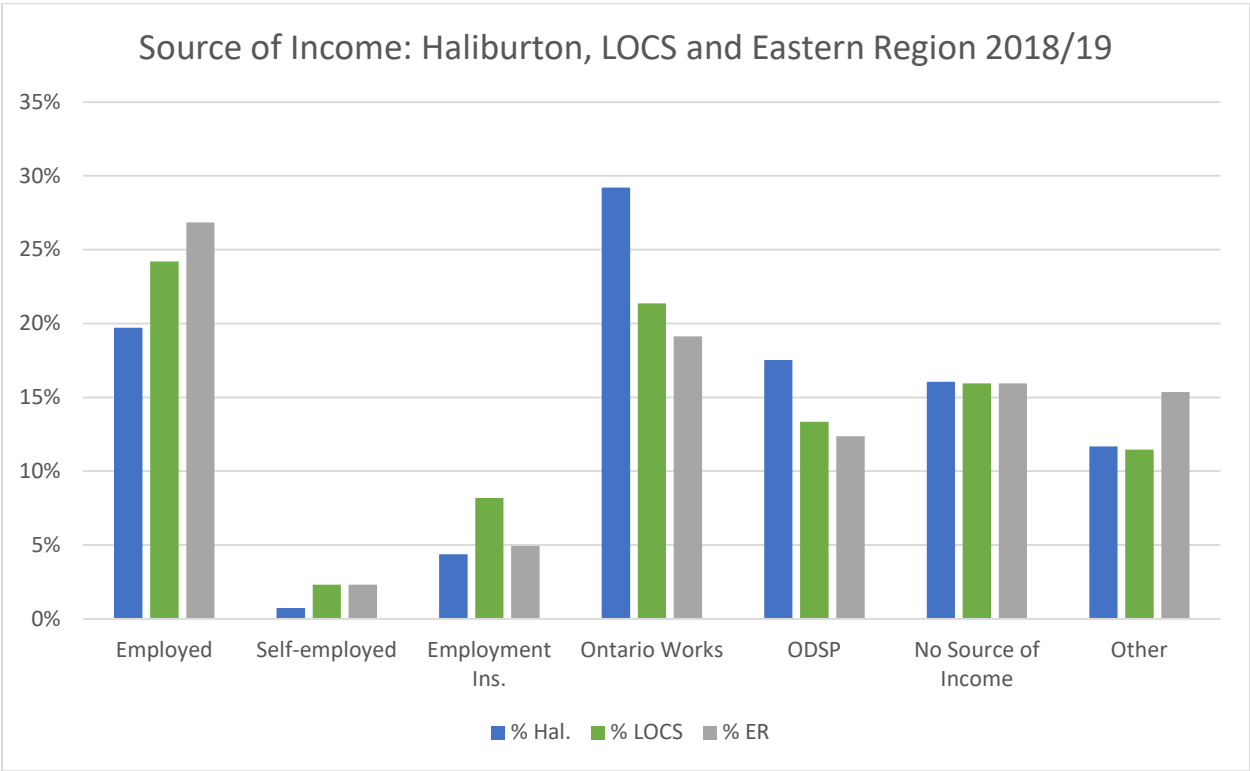


Level of Education: 2018/19 vs 2017/18 and 2016/17

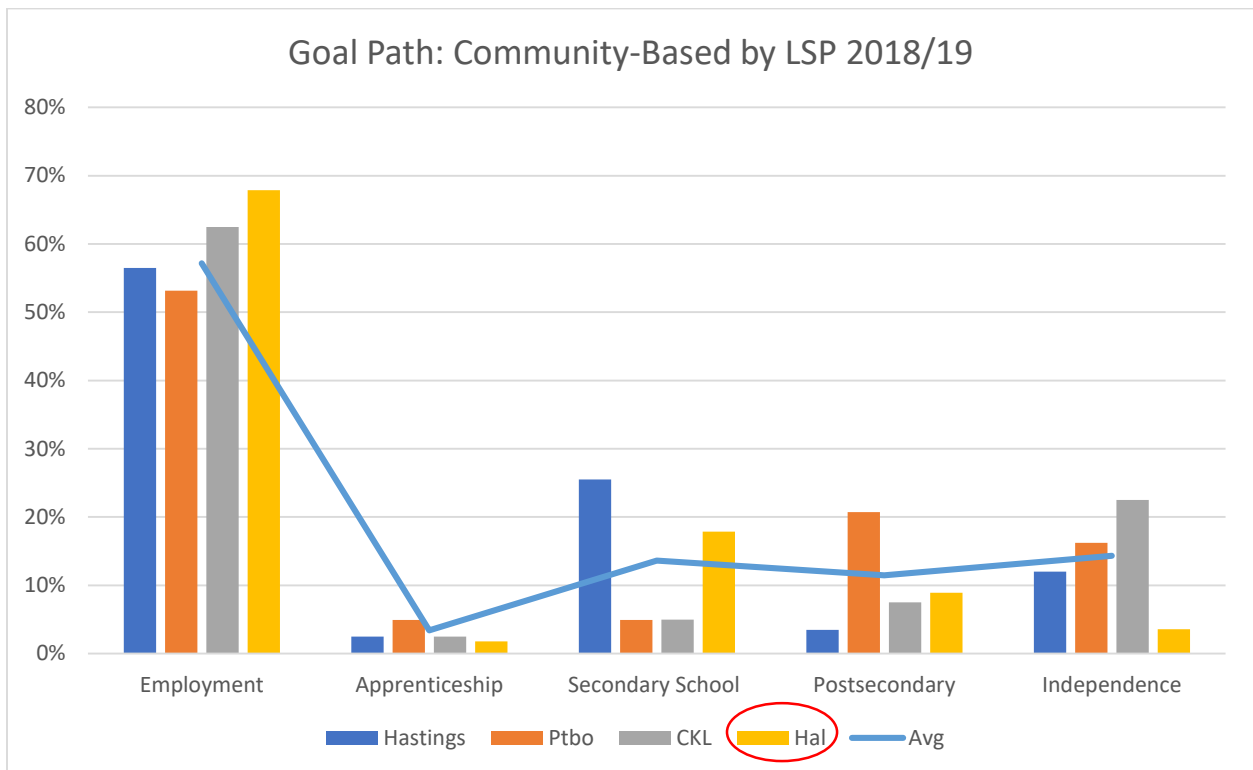
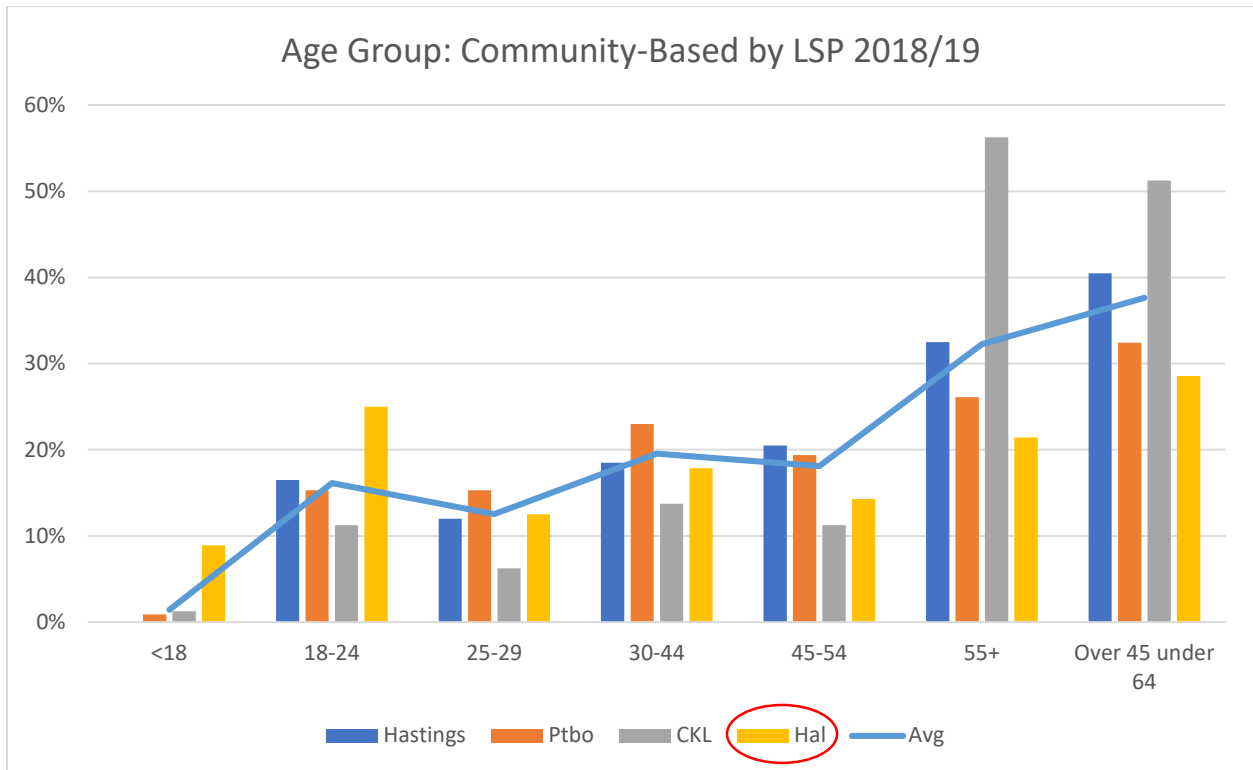


Level of Education: Haliburton, LOCS and Eastern Region 2018/19

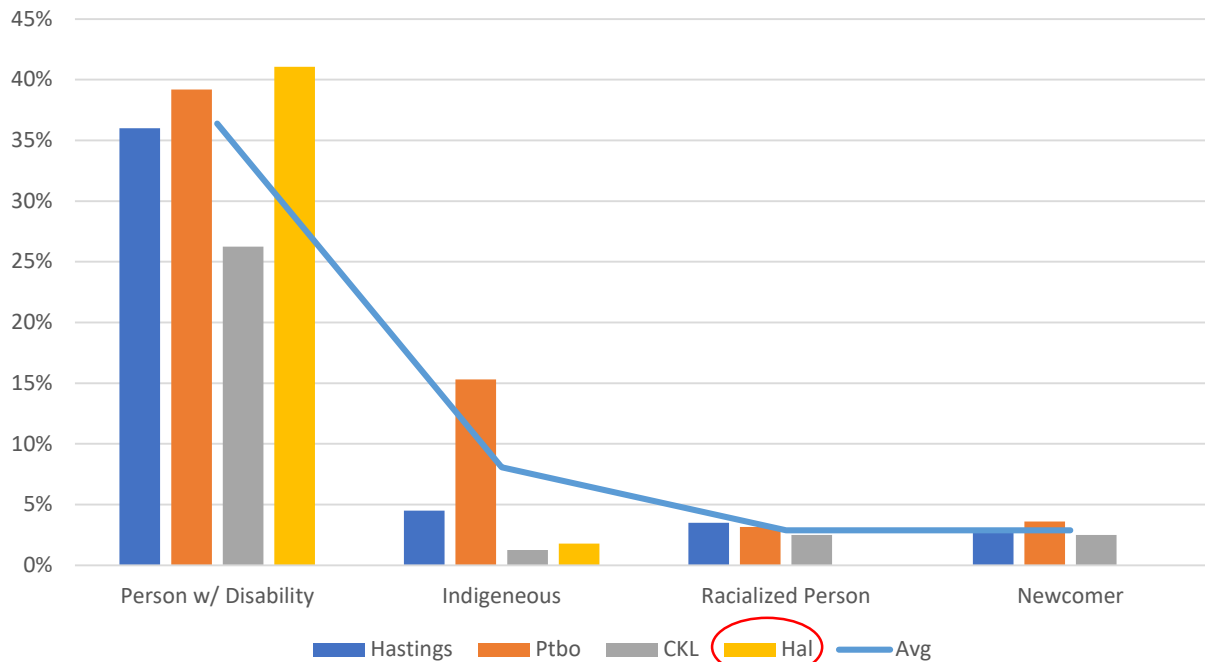




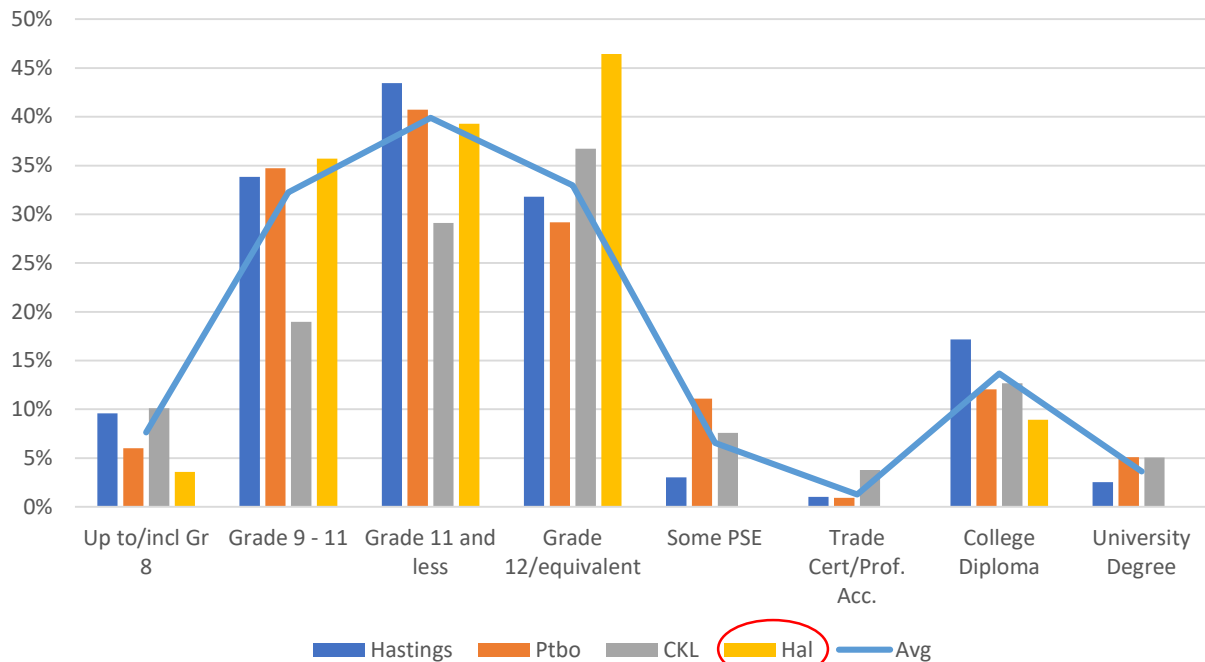
Appendix B – Community-Based Sector, LOCS Region (2018-19)



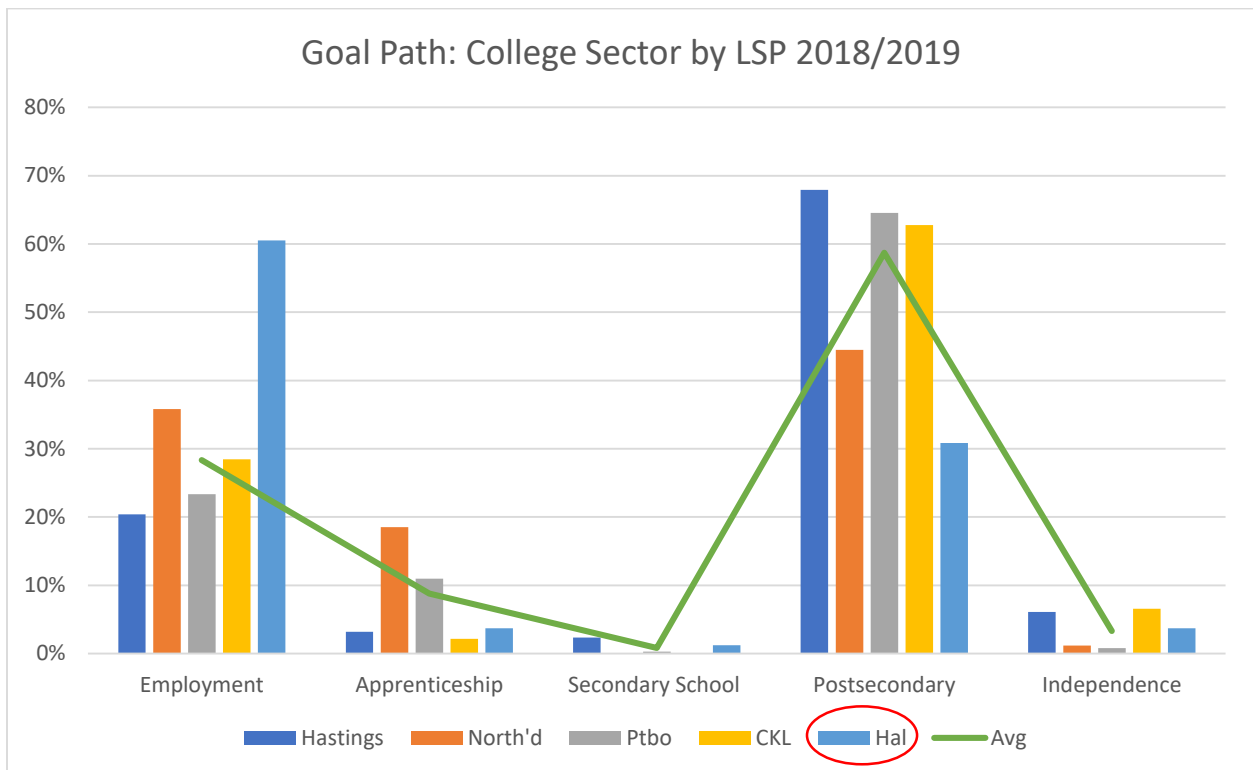
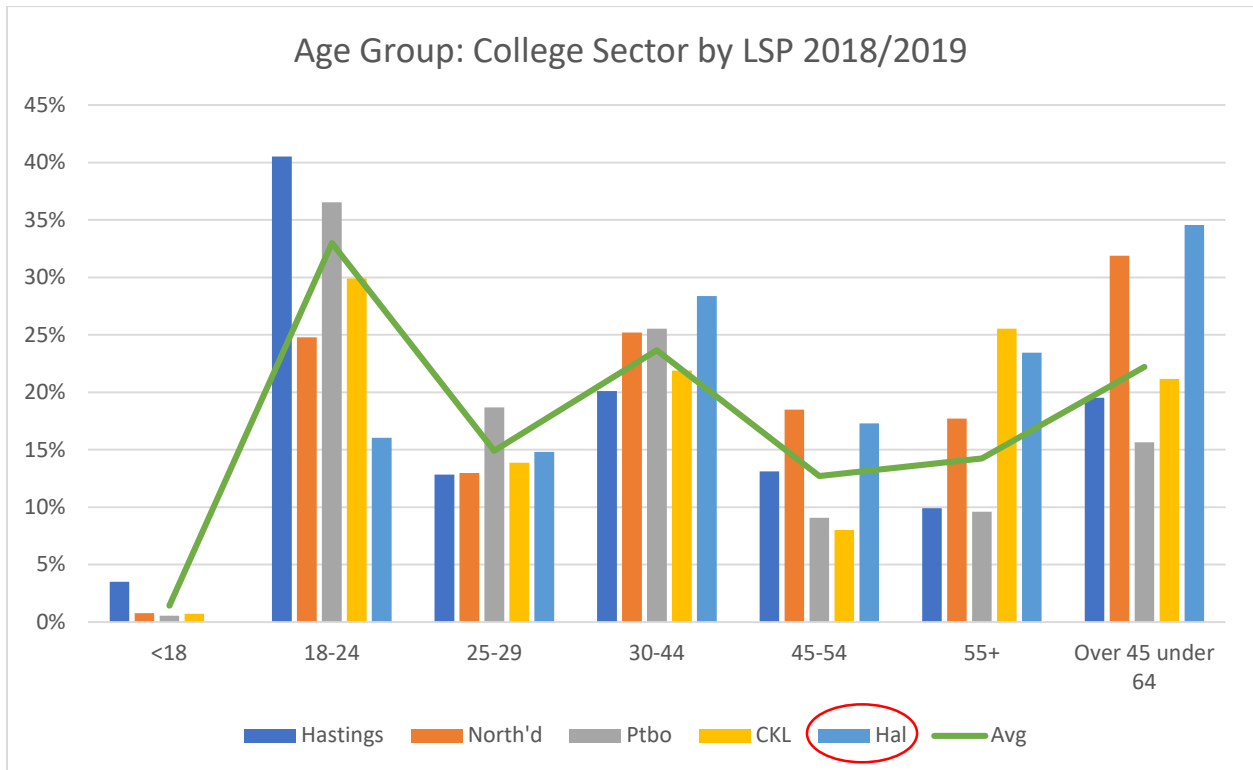
Learner Self-Identification: Community-Based by LSP 2018/19



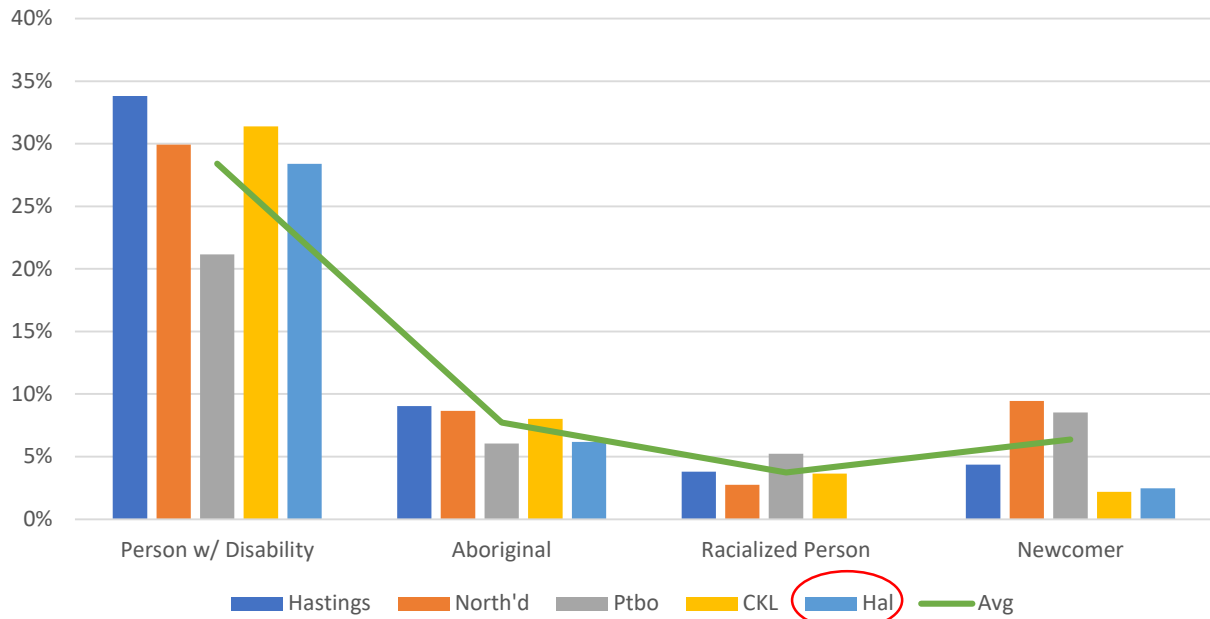
Level of Education: Community-Based by LSP 2018/19



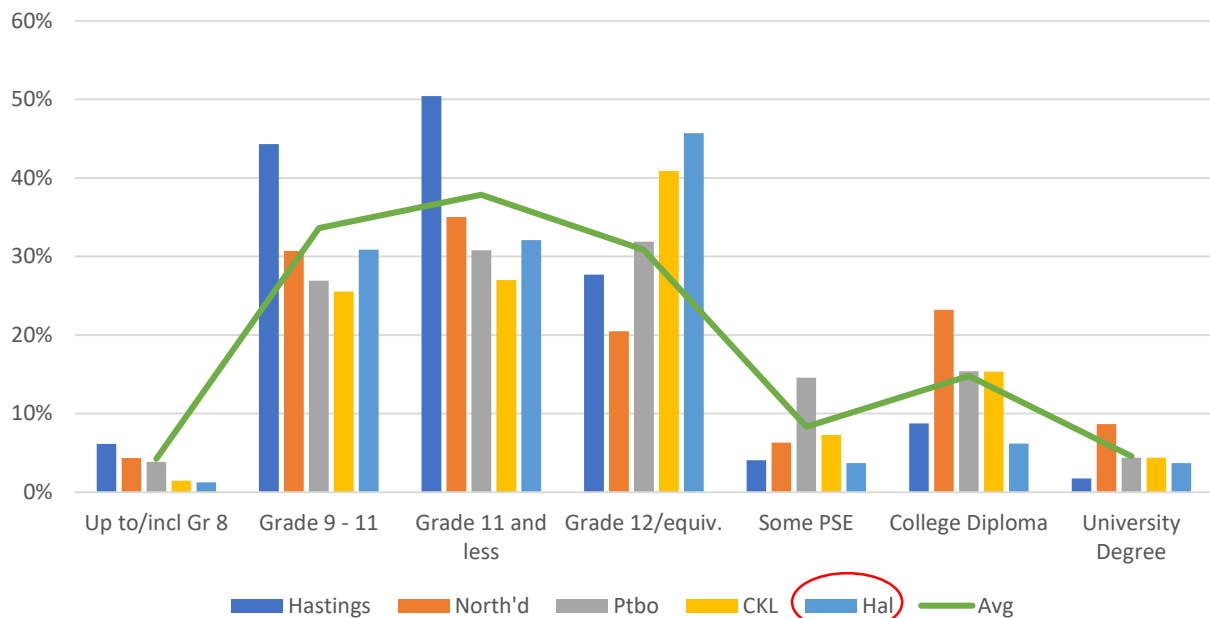
Appendix C – College Sector, LOCS Region (2018-19)



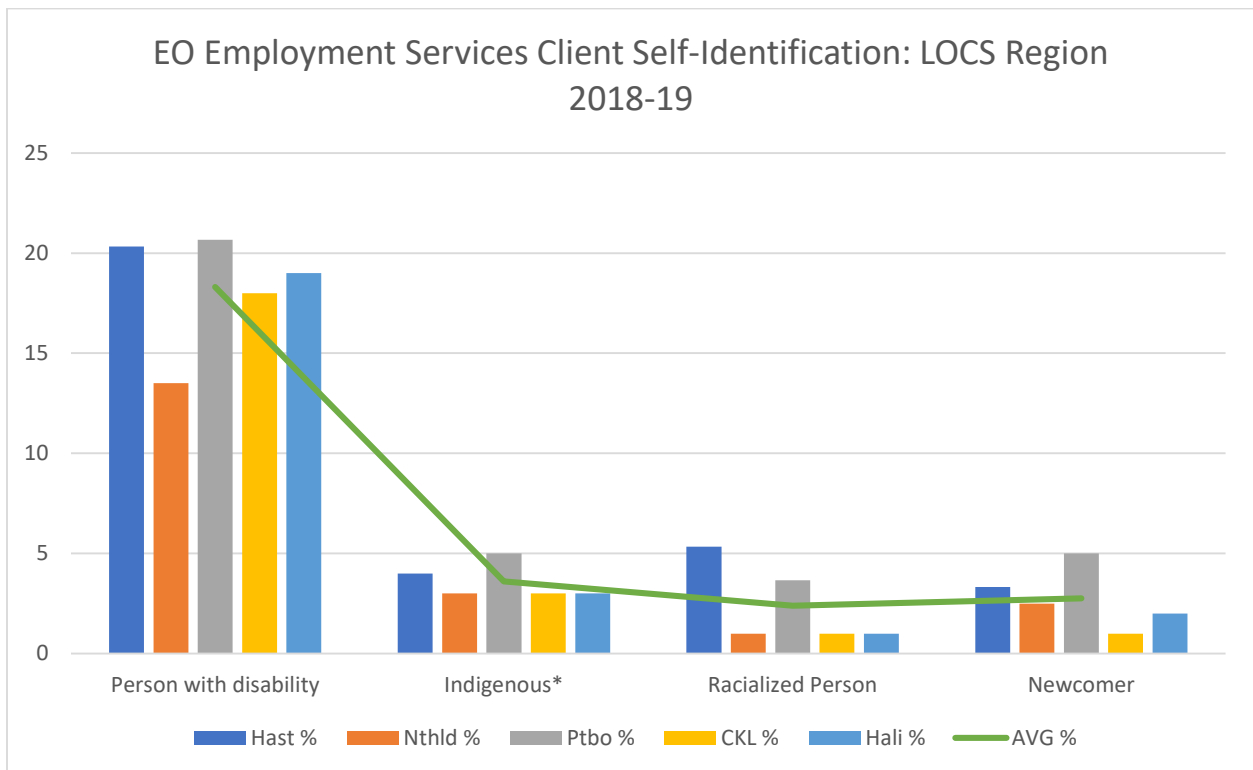
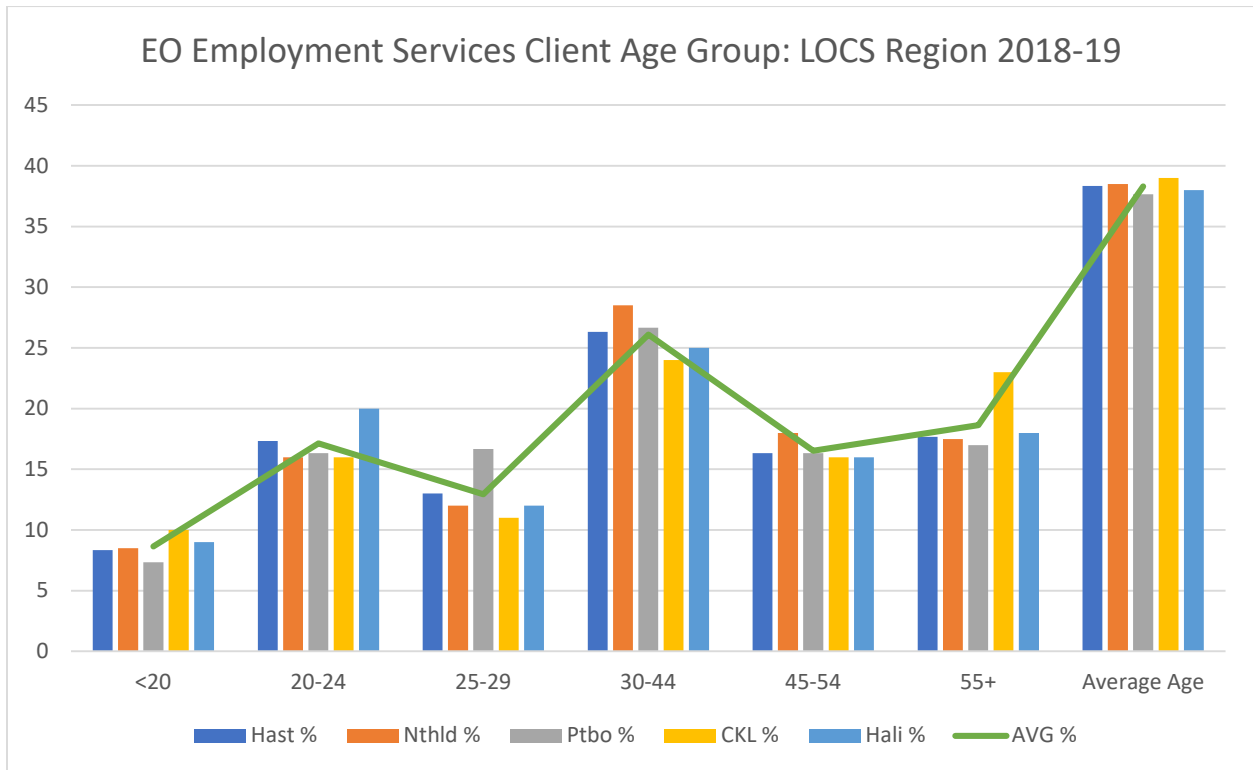
Learner Self-Identification: College Sector by LSP 2018/2019

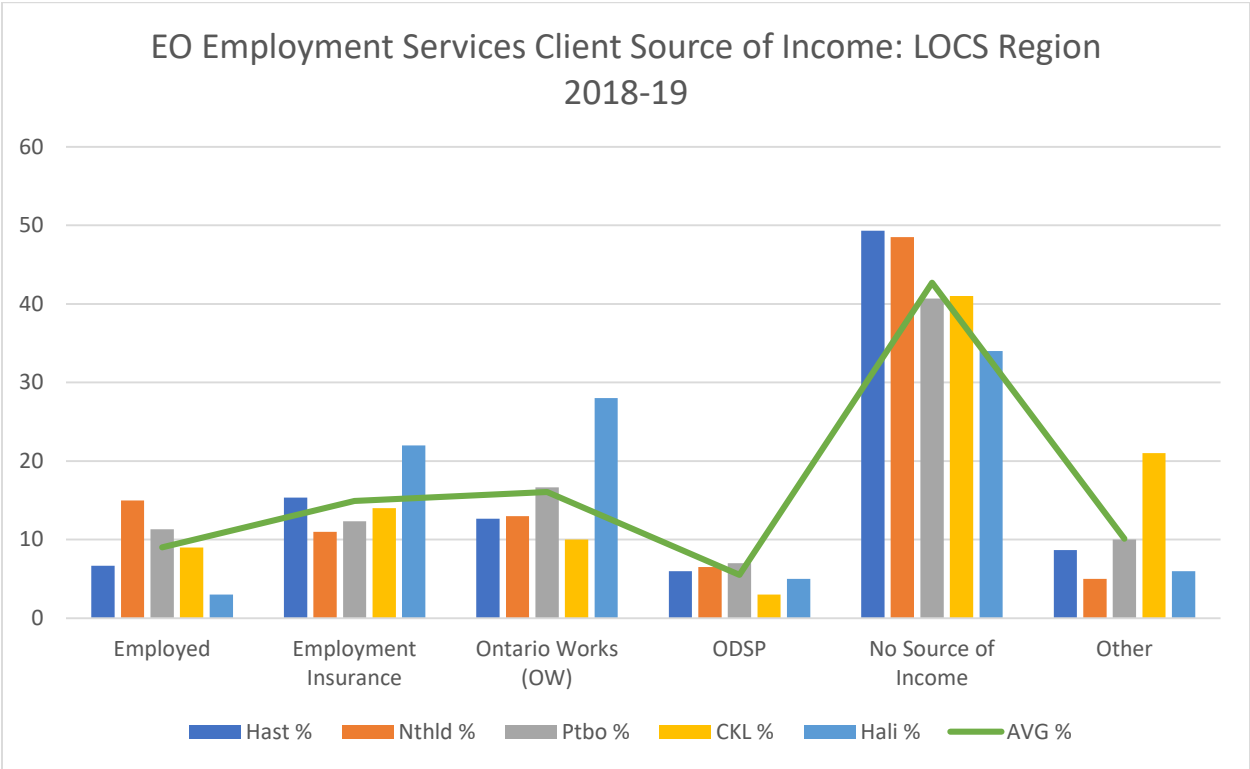
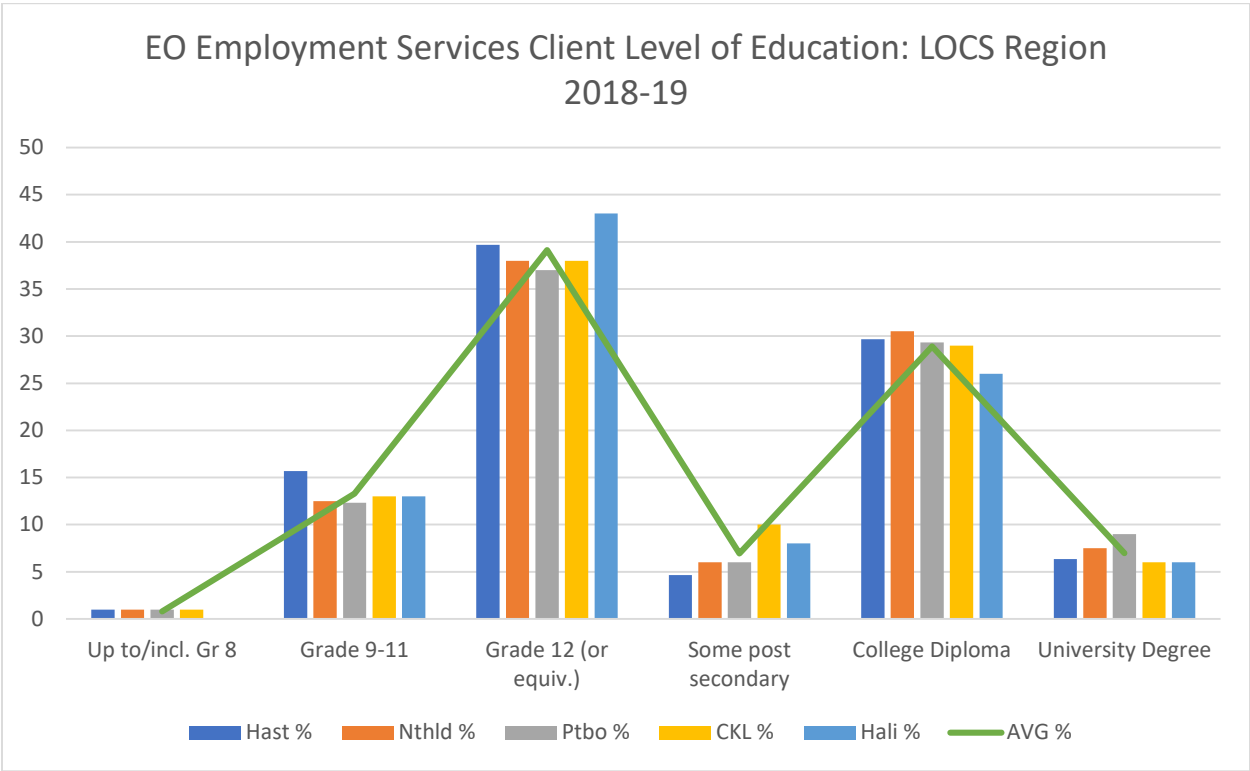


Level of Education: College Sector by LSP 2018-2019

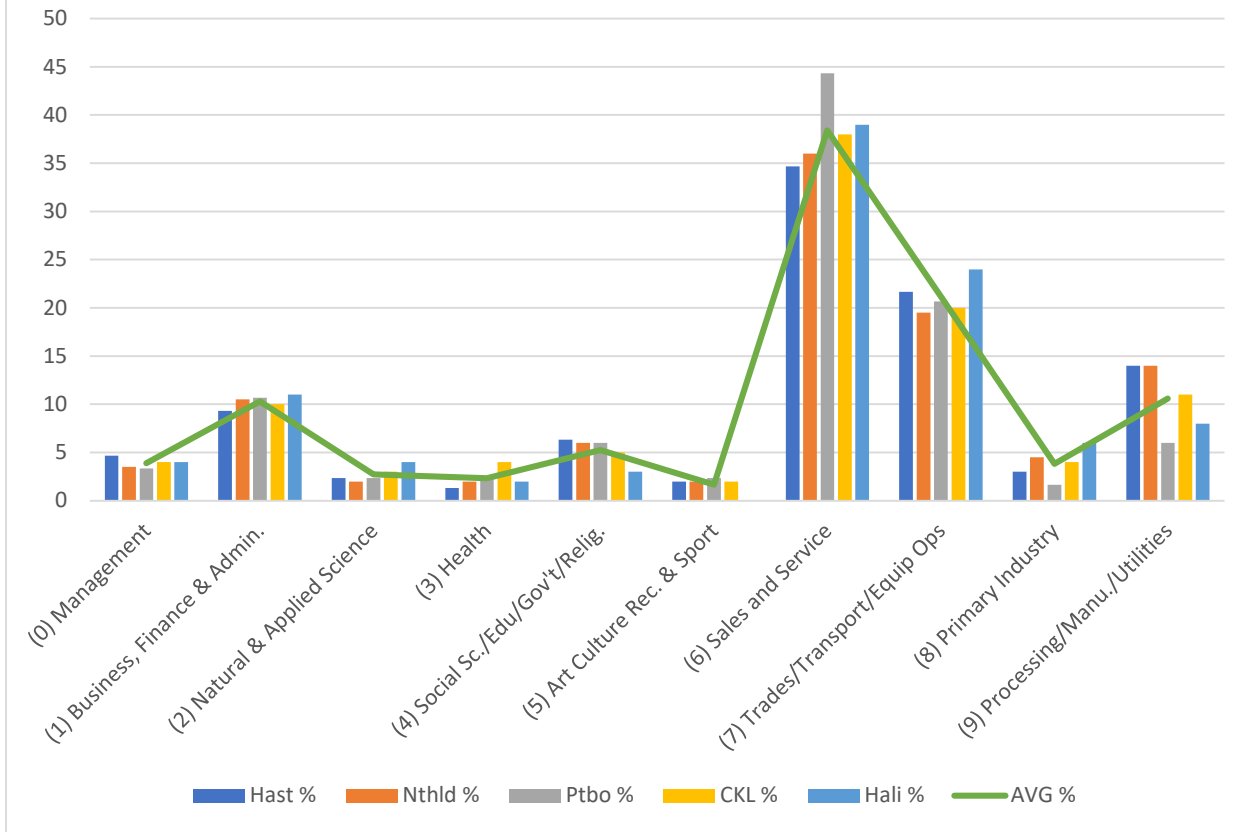


Appendix D – EO Employment Services, LOCS Region (2018-19) (Assisted Service clients only)





EO Employment Services Client Last Employment Occ.: LOCS Region 2018-19



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