

Hastings 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:

Community Learning Alternatives
Loyalist College – College Prep
Agilec Employment Services
Canadian Mental Health Association
Career Edge
Centre for Workforce Development
Community Employment Services
Contact North – Madoc
Elevate Plus
META Employment Services
Prince Edward Learning Centre
Hastings County Community and Human Services
Loyola School of Adult and Continuing Education
Ontario Disability Support Program (Hastings)
Quinte Adult Education
Quinte United Immigration Services
Ministry of Labour, Training and Skills Development



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Introduction

Hastings County offers two adult skills development and training (including academic upgrading) service providers at multiple sites:

- [Community Learning Alternatives \(CLA\)](#) (community-based)
- [Loyalist Career & College Prep](#) (college)

CLA has full-service sites in Trenton (Quinte West) and Belleville, and itinerant sites in Madoc, Marmora and Deseronto. Loyalist offers services at both its Belleville and Bancroft campuses.

Service providers are reporting greater number of people trying to access programming that demonstrate or identify mental health challenges (Employment Ontario agencies and Ontario Works). While complete data is not available at this time (e.g., actual number/percentage of learners under 19), demand for service from learners under 18 and 18-24 is noted for Hastings (highest demand in 2019-19 for college sector and second highest, after Haliburton, for community-based providers). Quinte Adult Education (funded through Ministry of Education) is similarly seeing increasing numbers of learners who have recently turned 18. QAE also reported an increase in those who already have postsecondary diplomas or degrees. This trend is also reflected in a modest trend upwards of learners with college diplomas being served by adult education and skills development service providers.

A tight labour market also means that service providers are engaging with more people that have barriers to employment. EO Employment Services (ES) providers are seeing less Second Career participants but the overall demand for education/training has increased as clients and learners enroll in programming needed to develop skills required to access the job market.

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

Since April 2019, community-based agency sites in Hastings are serving employed learners (30-45 age range) who wish to improve their essential skills and move out of low-wage jobs. Many learners 50+ are seeking digital technology training to keep or find employment. Both Belleville and Trenton support learners who are OW and ODSP clients (though numbers not reflected in documented referrals). Practitioners have noted an increase in demand for online adult high school credit programming (through Quinte Adult Education). They also continue to report that they are working with more learners presenting with mental health issues. The following data presents a combined average of all CLA program sites.

Learner profile (Apr2018-Mar 2019) See [Appendix A](#) for regional statistics:

- average age is 47 with 41% of learners over 45/under 64 (2017-18: 37%)
- Female 62%, Male 38% (2017-18: 56% / 43%)
- 43% have less than Grade 12
- 36% of people identify as having a disability (40% 2017-18)
- Goal Path (first percentage is fiscal 2018-2019, second is fiscal 2017-18):
Employment (57% / 46%), Apprenticeship (3% / 3%), Secondary School (26% / 34%), Postsecondary (4% / 5%), Independence (12% / 12%).
- Referrals IN: OW (14%), ES (36%). 2017-18: OW (7%), ES (31%).
- Source of income: OW (16%), ODSP (29%), EI (11%), Employed (16%)

Average age has increased slightly at community-based sites. Saw a 3:1 ratio of female to males in Trenton, which is skewing the sector data – i.e., more balanced in Belleville (note: Trenton site reporting some equalization in demographics served in the current fiscal). Secondary school goal path is significantly higher than in others in LOCS region – (12% than Haliburton, the next highest). This trend is likely due to the lack of a school board sector agency in Hastings (same situation in Haliburton). Percentage of referrals from other organizations is up over 2017-18, with percentage from OW doubled. This increase may be attributed to efforts of Hastings OW and adult education and training agencies to enhance service coordination and collaborative programming.

College Sector

The college sector in Hastings continues to see demand for numeracy, communications, and digital literacy skills development. Like at the community-based agencies, practitioners are seeing more learners who present with mental health issues. Demand for service from learners under 19 persists. The sector is also experiencing ongoing demand for college prep for learners who need credits for college program entrance, as well as ACE programming (now offered in evenings). The following data presents a combined average of both Loyalist sites.

Learner profile (Apr2018-Mar 2019) See [Appendix A](#) for regional statistics:

- average age is 32 with 20% of learners over 45/under 64 (2017-18: 17%).
- Female 63%, Male 36% (2017-18: 59% / 41%)
- 50% have less than Grade 12
- 34% of people identify as having a disability (up from 30% in 2017-18)
- Goal Path (first percentage is fiscal 2018-19, second is fiscal 2017-18):
Employment (20% / 23%), Apprenticeship (3% / 2%), Secondary School (2% / 2%), Postsecondary (68% / 70%), Independence (6% / 4%).
- Referrals: OW (3%), ES (22%). 2017-18: OW (3%), ES (17%).
- Source of income: OW (23%), ODSP (17%)

The average age in college sector is rising moderately, but with a marked increase in female learners vs male. Note that the ratio of female to male learners in Bancroft is 3:1, with 60% female learners in Belleville. Learner goal path percentages are similar to other college sector sites (with Northumberland and Peterborough having higher percentage in apprenticeship). The college sector has also reported an increasing demand for service from learners under 19 (highest percentages in the sector for the LOCS region in “under 18” and “18-24” age ranges). Also note that the percentage of learners with less than Grade 12 was higher in Bancroft (73%) than Belleville (50%). Since the overall number of learners in Belleville was almost 5 times that of Bancroft, the averaging was tilted towards the larger percentage. Loyalist is also reporting a softening of learner numbers which may be a result of a declining high school population.

Employment Services

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

- a strong labour market
- lack of appropriately skilled (or interested) workers
- below market wages
- insufficient training and skills development for transitional workers
- lack of transportation systems (for those without access to a car).

Most job seekers across employment services are 30-45 seeking to advance career or are entering the job market for first time (e.g., supported employment clients). Also seeing increase in number of students. Service partners also reported many clients are hard-to-serve, but suitability metrics do not address certain challenges and barriers, e.g., mental health issues. It was also noted that the labour market has changed significantly since suitability factors were developed.

Service providers are finding it easier to get 18-year old clients into work as their expectations are realistic versus those who have credentials (like SSW) and are demonstrating an unwillingness to start at “entry level” for field. With respect to Support Employment programming, it was noted that placement is not as challenging as retention. Several people that start/quit/start jobs. As with other employment services, many are also in 30-45 age range. Stigma is also a barrier for some clients accessing one-to-one supports as they don’t wish to identify them as a need (some are functionally illiterate, have survived but don’t want to access help). Service providers also report that for some clients they do not receive consent to work with employer which is identified as a significant retention challenge.

All service delivery partners are reporting a higher need in terms of mental health services. This presents a challenge in service provision, as clients/learners require foundational interventions (mental health, housing) before they can receive meaningful training and employment supports. It has also been noted that many disabilities are hidden (mental health, diabetes, etc.).

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

Gender: Female - 43% Male - 57% Average Age - 38

Age Range	2018-19	Educational Attainment	2018-19
< 20	6%	Up to/incl Gr 8	1%
20 - 24	19%	Grade 9-11	15%
25 - 29	14%	Grade 12 or equiv.	36%
30 - 44	30%	Some Post-Sec	9%
45 - 54	16%	College Diploma	29%
55+	15%	Univ. Degree	7%

Source: 2018-19 EOIS-CaMS 15B Report

Source of Income	2018-19	Client Self-Identification	2018-19
Employment Insurance	17%	Person with disability	12%
Ontario Works	18%	Indigenous	4%
ODSP	4%	Racialized person	6%
Employed	7%	Newcomer	3%
No source of income	45%	Francophone	1%

Source: 2018-19 EOIS-CaMS 15B Report

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

Social Services Client Profile

Changes to the social assistance program announced in November 2018 is impacting on service access and delivery as we transition through 2020-21. Continued enhancements in integrated service delivery between OW, ODSP and employment and training service delivery partners will help mediate program changes and any resulting impacts on our community of learners.

Community & Human Services (CHS) / Ontario Works (OW)

The strong labour market continues to keep caseloads low. Some youth are identifying with anxiety, addiction (including gaming, quite debilitating for some). In response, CHS is building in-house programming and seeking partners to address these barriers using a goal-oriented approach (see Responsive Programming). Case workers continue to focus on managing expectations and getting clients to understand what is reasonable.

- 2,203 cases in 2018-19 (compared to 2,705 in 2016-17)
- 59% are singles, 31% are single parents, 17% are employed (January 2019)
- 43% have less than Grade 12, and 2% have less than Grade 8 (see chart on page 15 for [Learner Profile](#) level of education)
- High employment starts. Anyone can access employment supports program (don't have to be OW client).

Ontario Disability Support Program (ODSP)

For the period 2018-19, ODSP there were 8,398 ODSP cases, that included 8,764 persons with disabilities (as defined in the ODSP Act). It has been generally noted that ODSP case loads are up year-over-year across the LOCS regional network (e.g., in 2016-17 Hastings reported 7,539 cases). To facilitate managing case loads, ODSP has been moving towards a more “risk based” approach to service provision.

Responsive Programming and Services

Service providers will continue to adapt to the needs in the community by adopting, adapting and delivering programming including

- Workplace essential skills training, employee upskilling
- foundational computer/digital training
- communication skills development
- customer service programming (including soft skills)
- academic upgrading (including ACE, especially in college sector where a significant percentage of learners do not have a high school diploma)

The Community and Human Services (OW) – Adult Education working group has continued to evolve. CHS/OW launched a departments-wide employment engagement strategic session in each of the key areas served: Belleville, Trenton, Madoc and Bancroft. Results of the sessions was shared with adult education service provider partners during May-August 2019. Partner programming support strategies and solutions have already been introduced to address some of the barriers to employment that were identified. For example, both Loyola and CLA have developed targeted programming to address needs identified. Loyalist, CES and CHS are working to reinvigorate service coordination and improve client service delivery across service areas (especially Belleville and Bancroft).

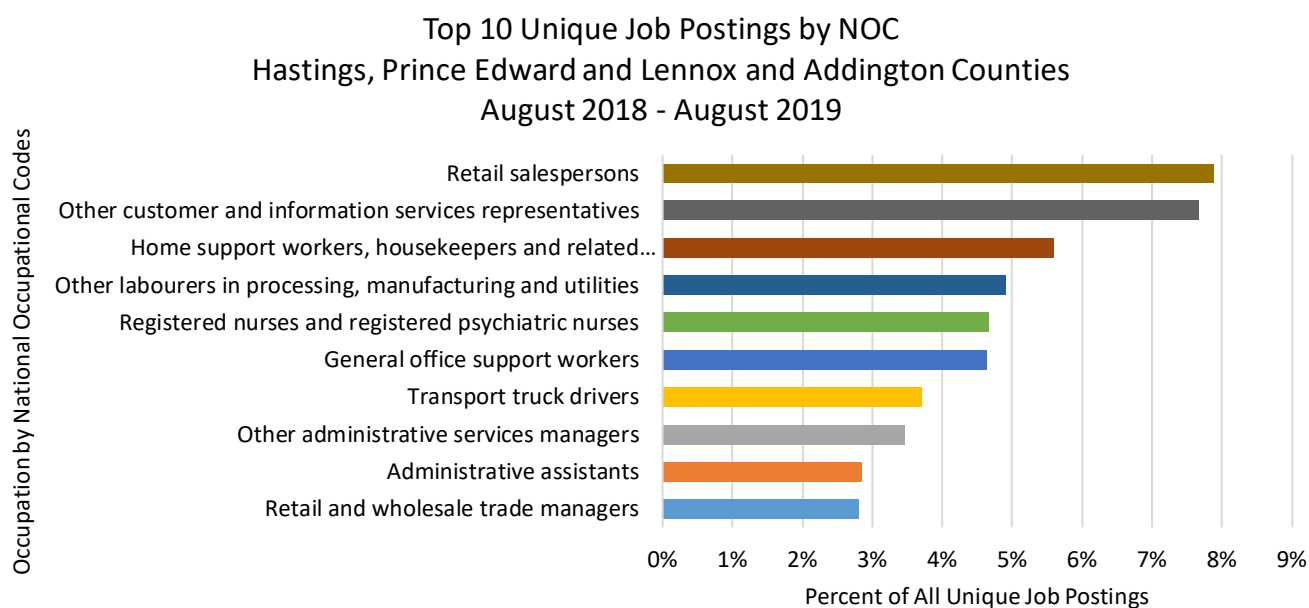
LOCS will seek opportunities to improve coordination between the Ministry of Education (EDU) and MTCU that could ensure all learners of any age receive the programming needed for their success (e.g., seek greater engagement in the Adult Education Strategy). Service providers are also advised to document demand for service by learners under 19.

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 the Centre for Workforce Development (CWD), the Top 10 occupations in the region¹ are (based on 10,857 unique job postings between Aug 2018-Aug 2019):

1. Retail salesperson ([NOC 6421](#)) [Essential Skills](#)
2. Customer and information services representatives ([NOC 655](#)) [Essential Skills](#)
3. Home support workers ([NOC 4412](#))
4. Other labourers in processing, manufacturing & utilities
5. Registered Nurses, Registered Psychiatric Nurses ([NOC 3012](#)) [Essential Skills](#)
6. General office support workers ([NOC 1411](#)) [Essential Skills](#)
7. Transport truck drivers ([NOC 7511](#)) [Essential Skills](#)
8. Other administration services managers ([NOC 0114](#))
9. Administrative assistants ([NOC 1241](#)) [Essential Skills](#)
10. Retail and wholesale trade managers ([NOC 0621](#)) [Essential Skills](#)

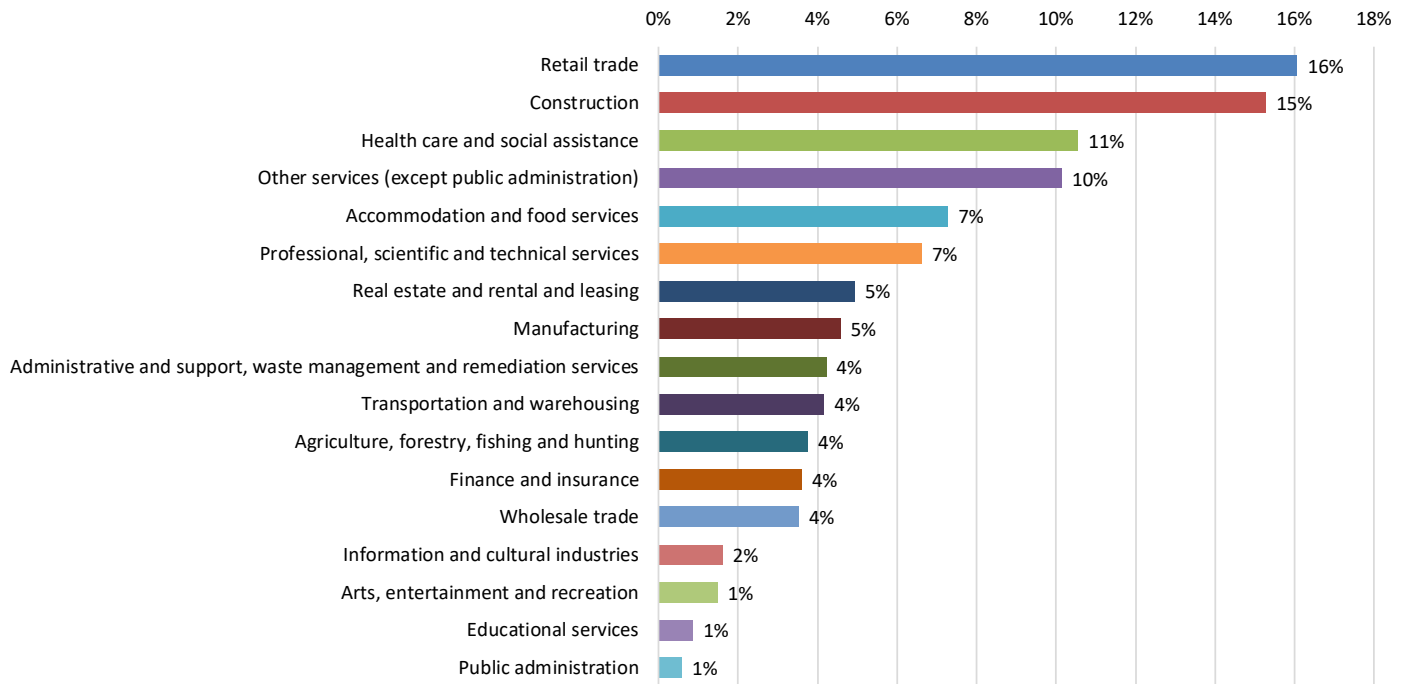


Source: EMSI, 2019

¹ Includes Hastings, Prince Edward and Lennox-Addington Counties

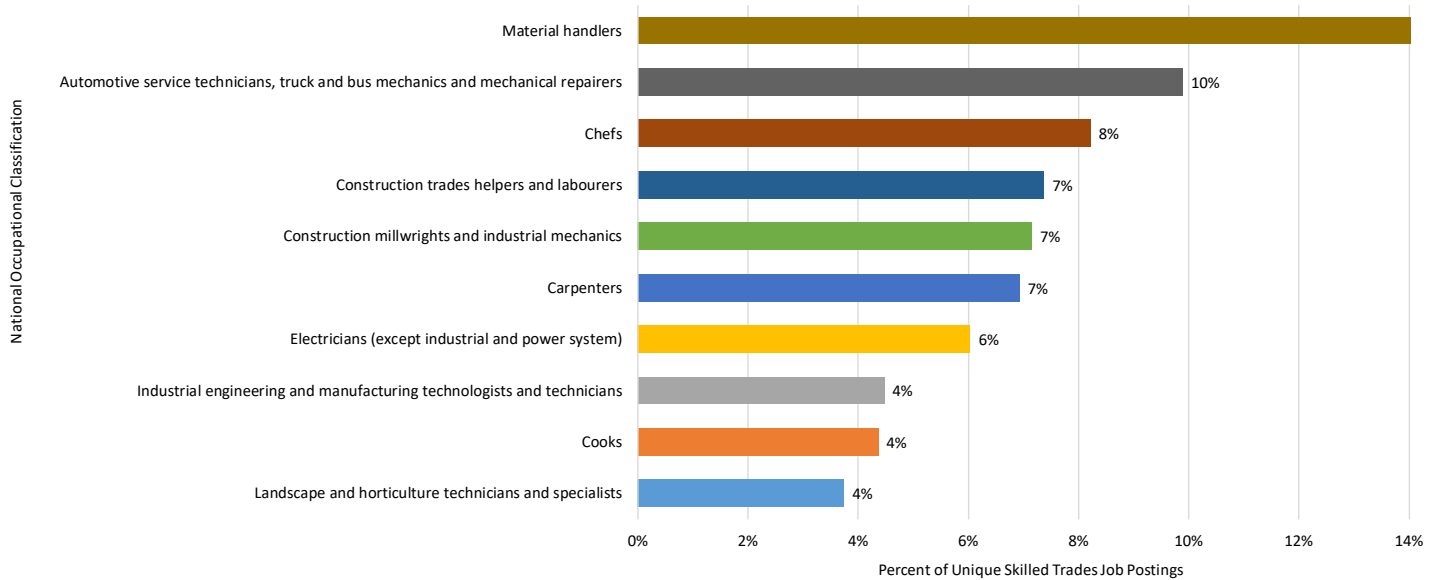
Business Count - Hastings County

June 2019



Source: Statistics Canada, Business Counts, June 2019

Top 10 Unique Skilled Trades Job Postings by NOC Hastings, Prince Edward and Lennox and Addington Counties July 2018 - July 2019



Source: EMSI, 2019

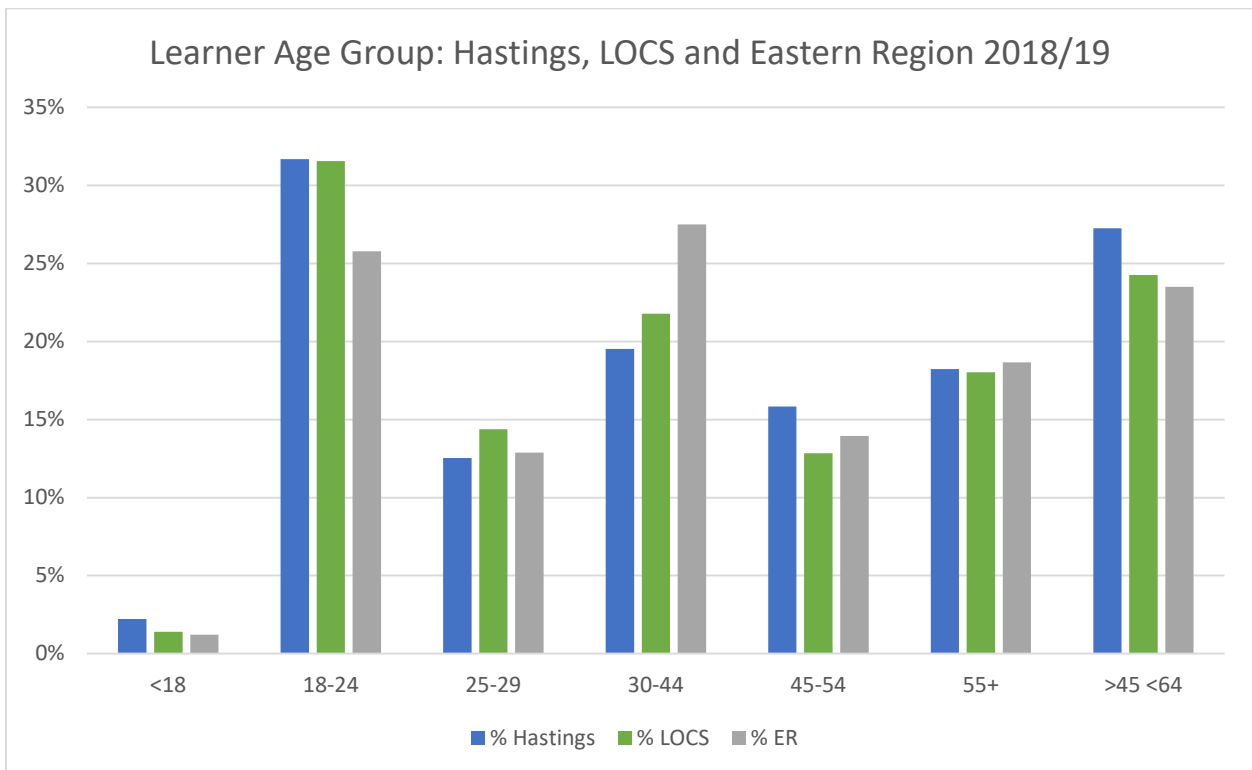
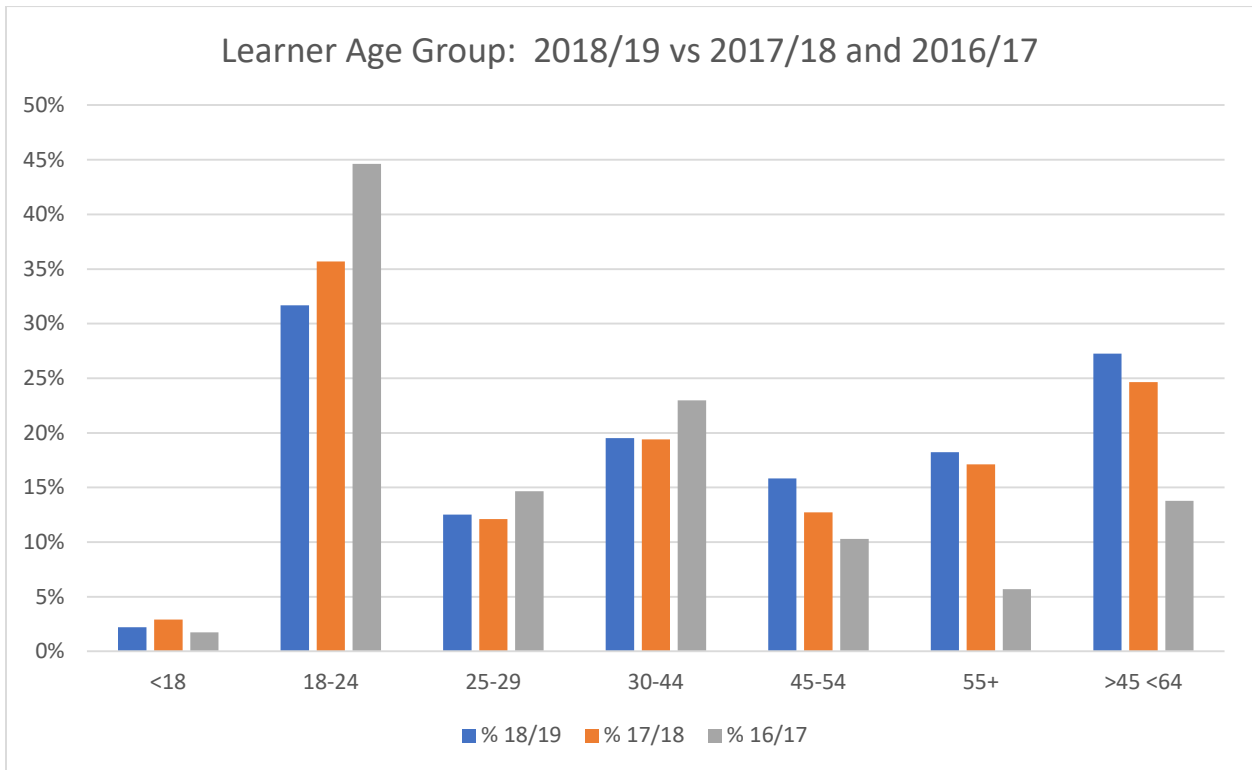
Addressing labour market trends

Service provider partners will continue to adapt, develop and deliver programming and services to serve the needs in the community as they arise by

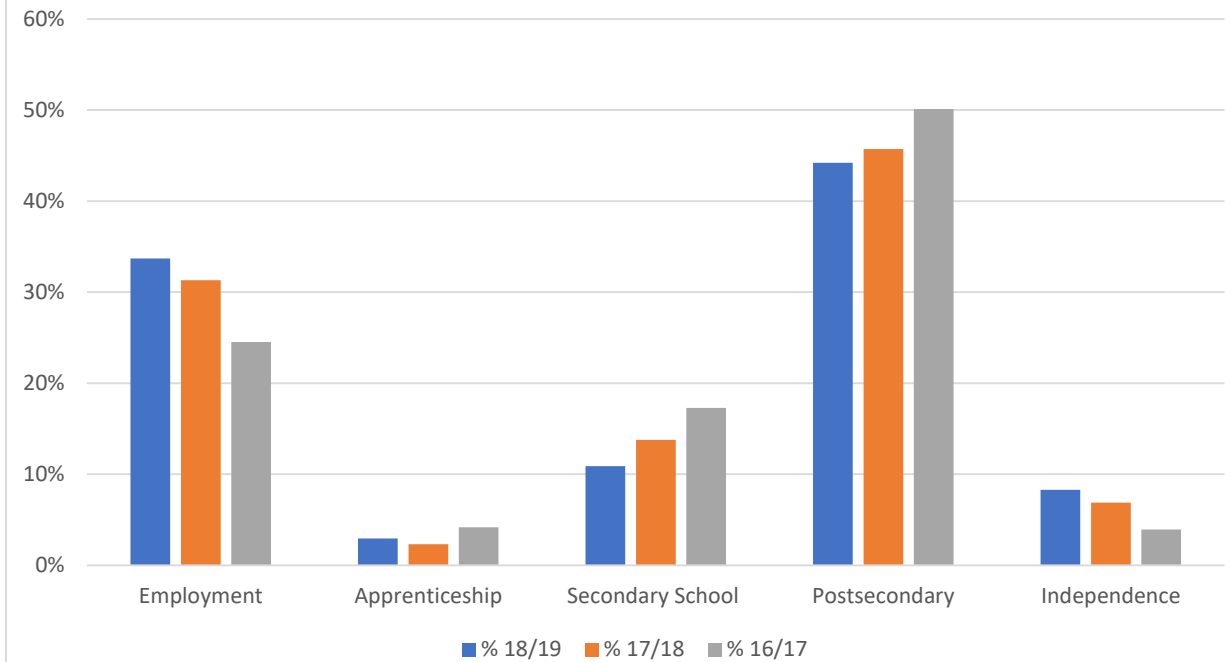
- Continuing to study the local labour market to inform and tailor education and training, and employment programming to address demand
- Fostering collaborative partnerships for service delivery (e.g., offering training programming at partner agency sites; co-developing and delivering programming based on partner/client demand)
- Offering essential skills/soft skills/employability skills training programming that address labour market and client/learner demand
- Engaging across partner networks to identify challenges, opportunities and implement solutions through leveraging the collective expertise of employment and training practitioners
- Participating in community and regional events, such as job fairs, chambers of commerce events, information sessions, etc.
- Participating in Centre for Workforce Development initiatives including LMI sessions and Quinte Employment Network and other community meetings.

LOCS is actively promoting partnerships to work with employers to develop workplace-specific targeted upskilling programs (e.g., workplace/workforce essential skills) that could assist in enhancing capacity and productivity (opening more entry-level positions). There may also be an opportunity to work with employer service partners to provide education and training for employers to improve attraction and retention (relationship, hiring and management literacy).

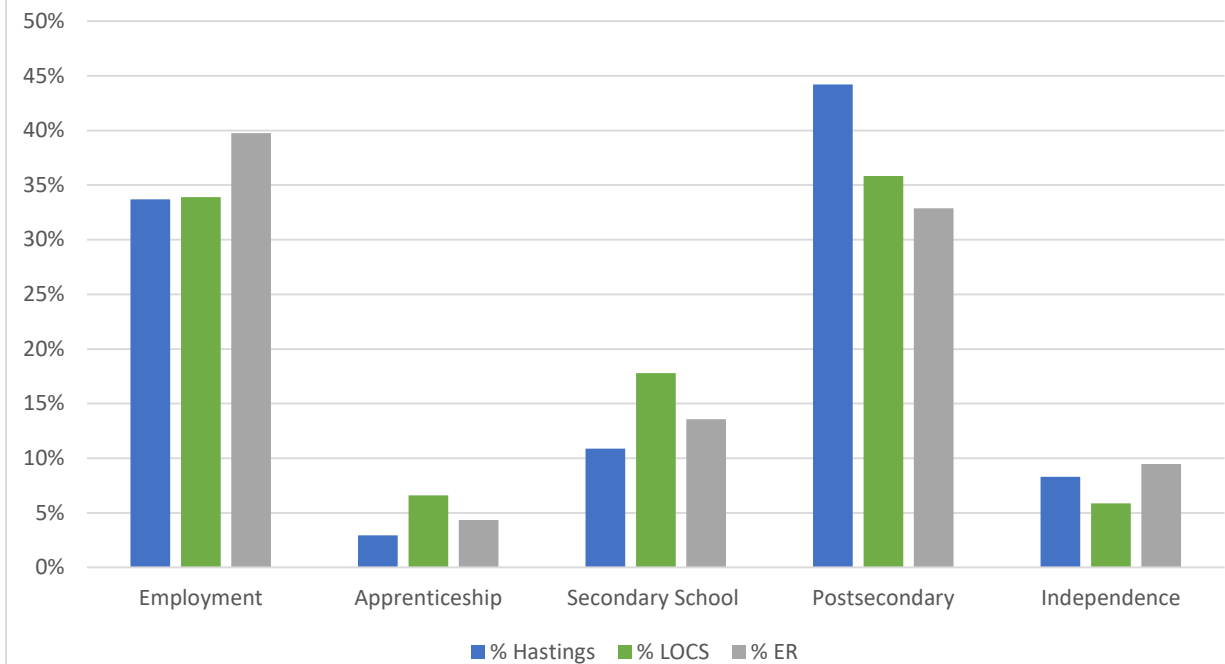
Appendix A – Learner Profile Data for Hastings (2018-19)

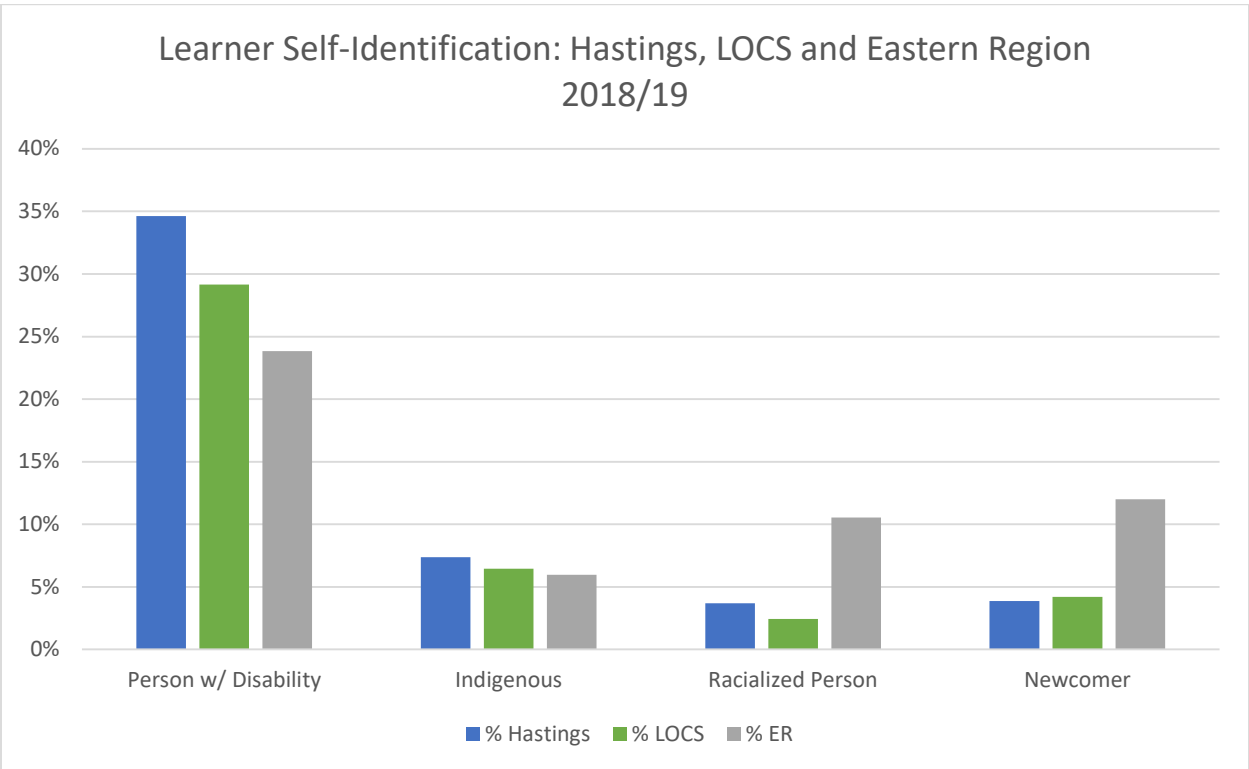
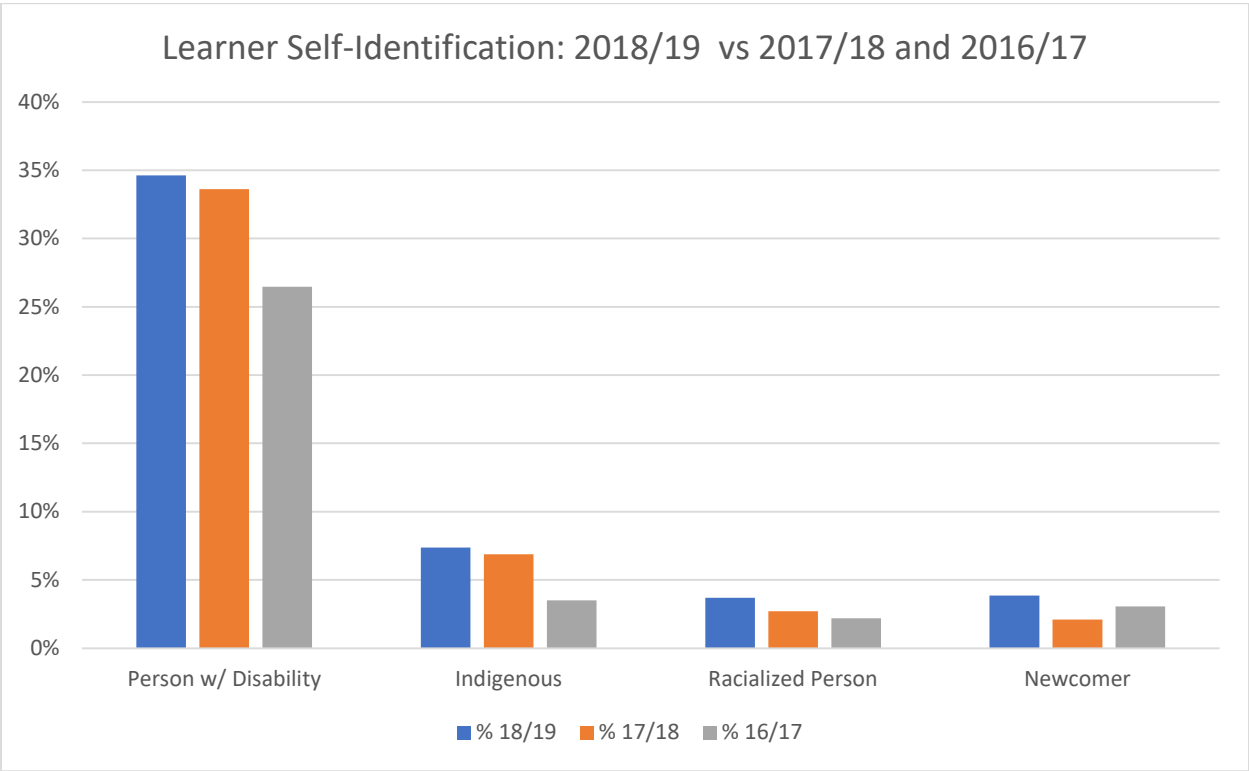


Goal Path: 2018/19 vs 2017/18 and 2016/17

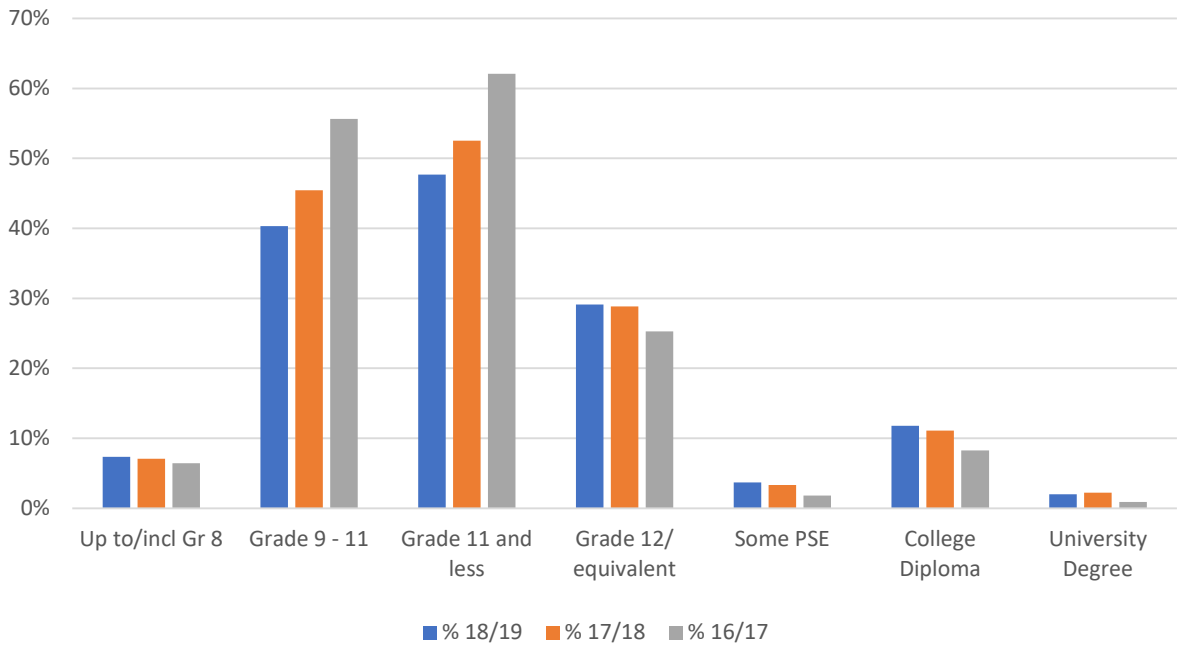


Goal Path: Hastings, LOCS and Eastern Region 2018/19

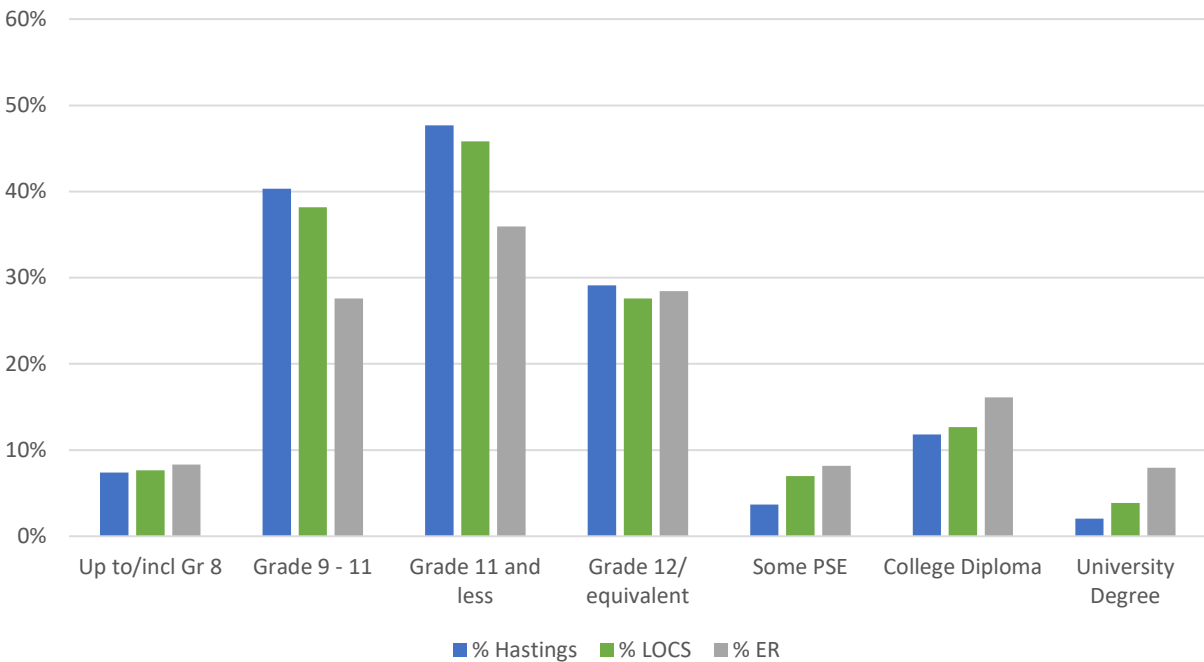


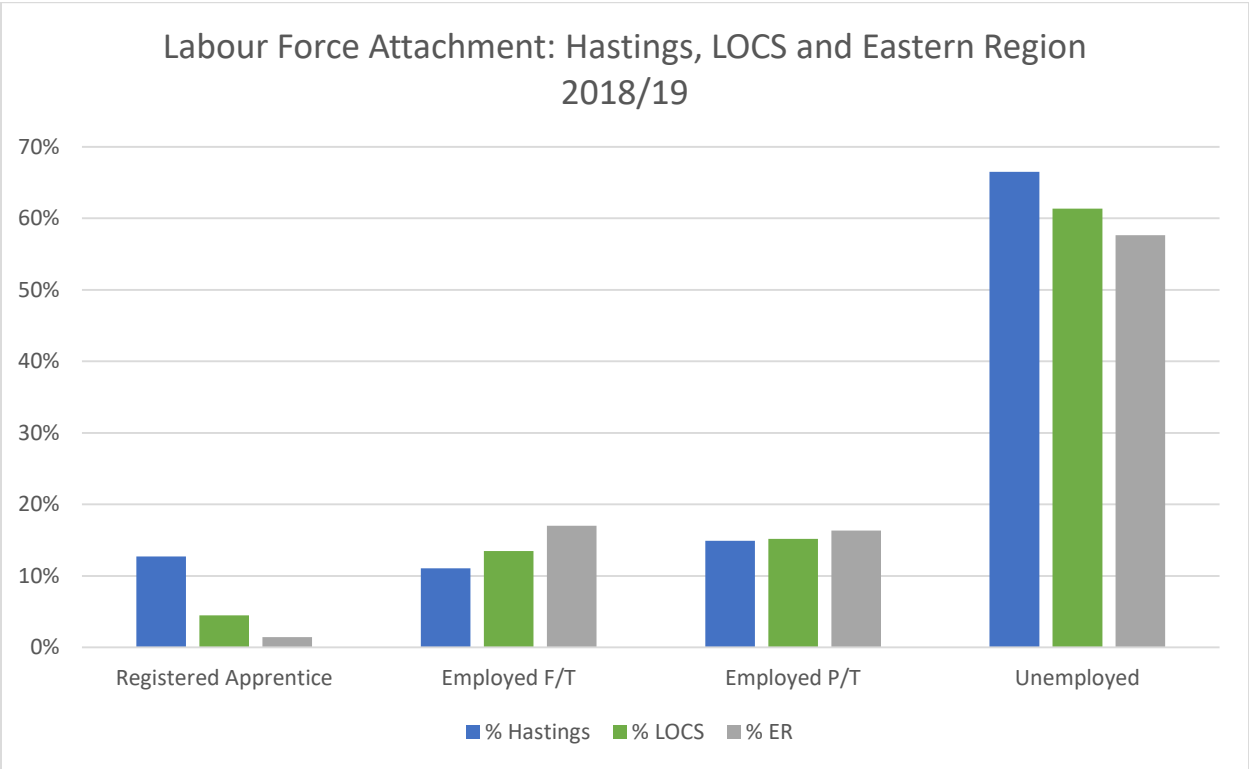
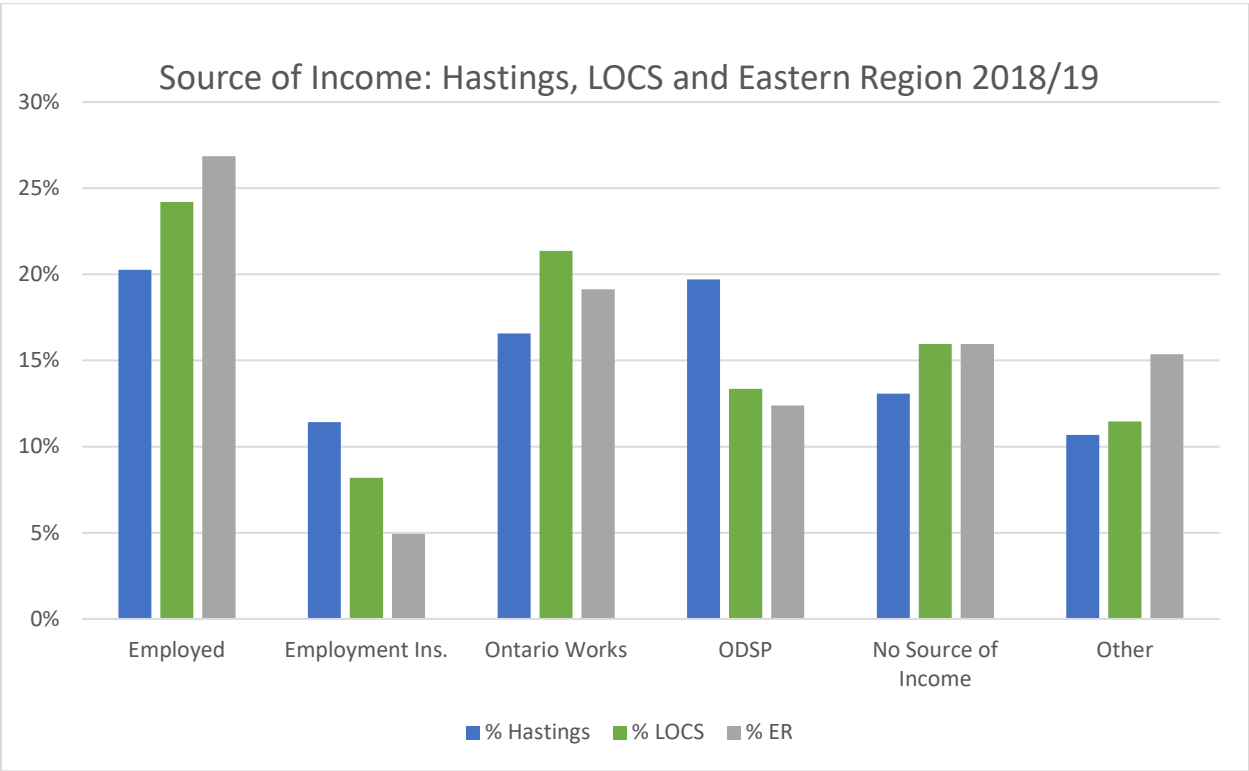


Level of Education: 2018/19 vs 2017/18 and 2016/17

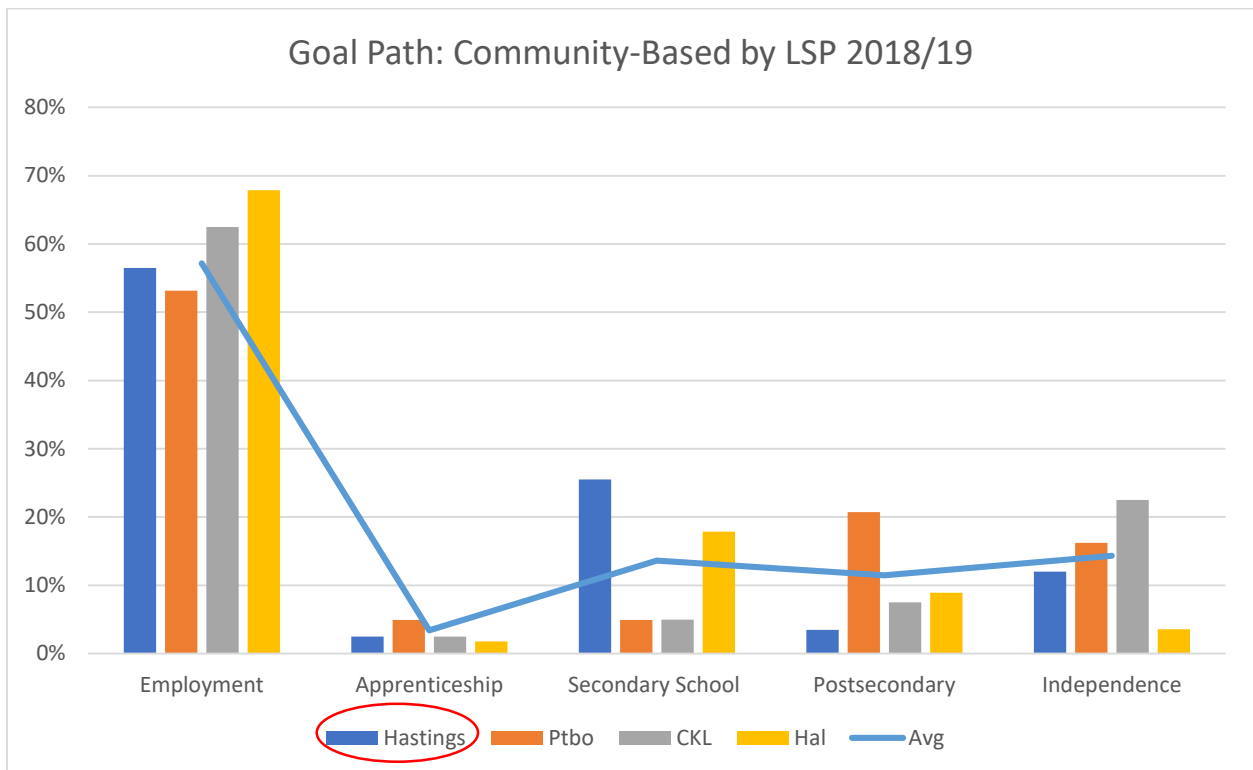
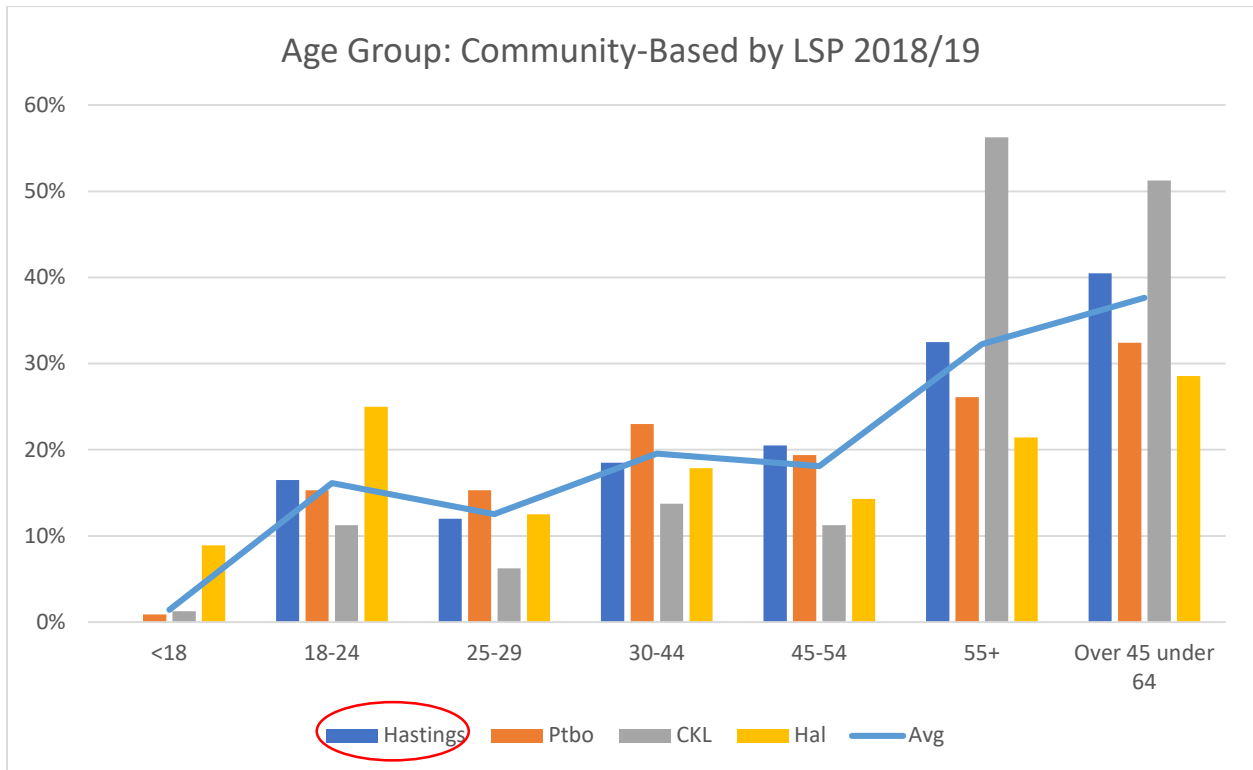


Level of Education: Hastings, LOCS and Eastern Region 2018/19

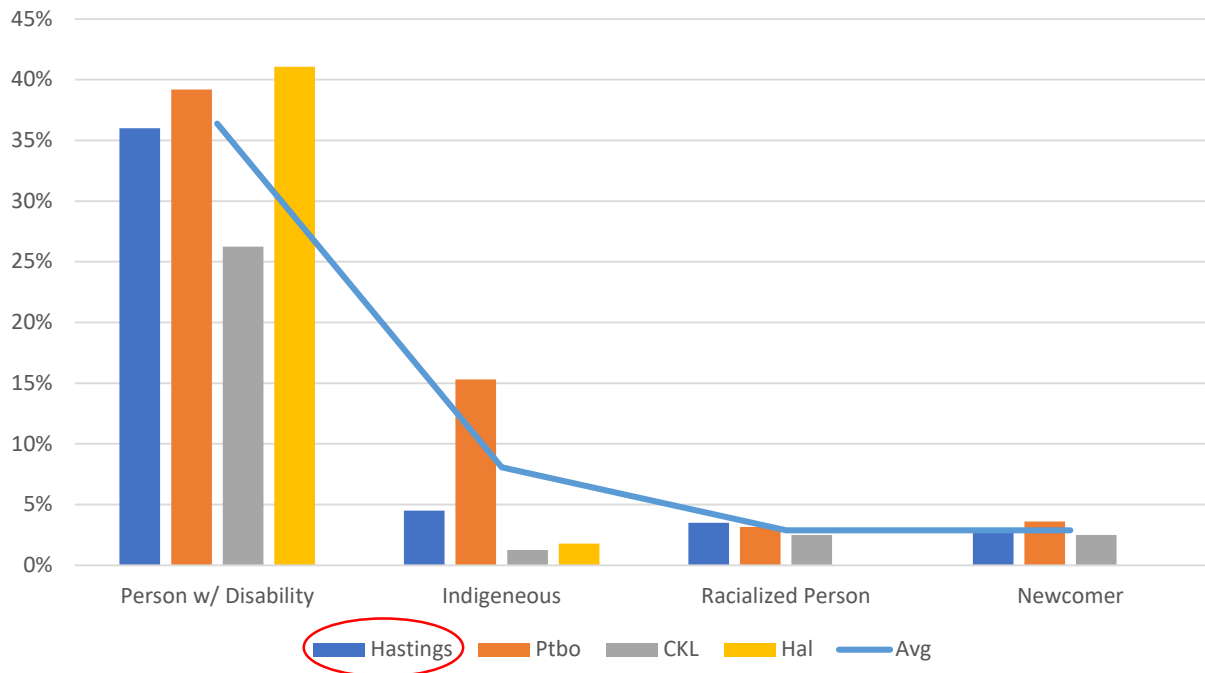




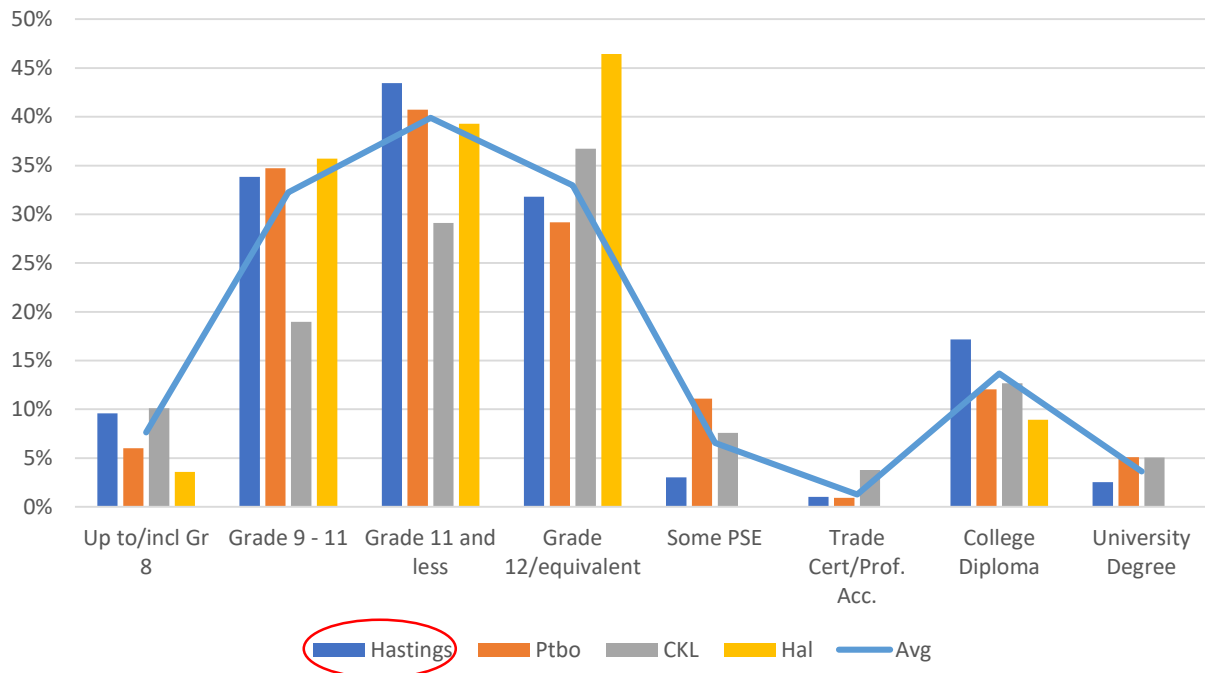
Appendix B – Community-Based Sector, LOCS Region (2018-19)



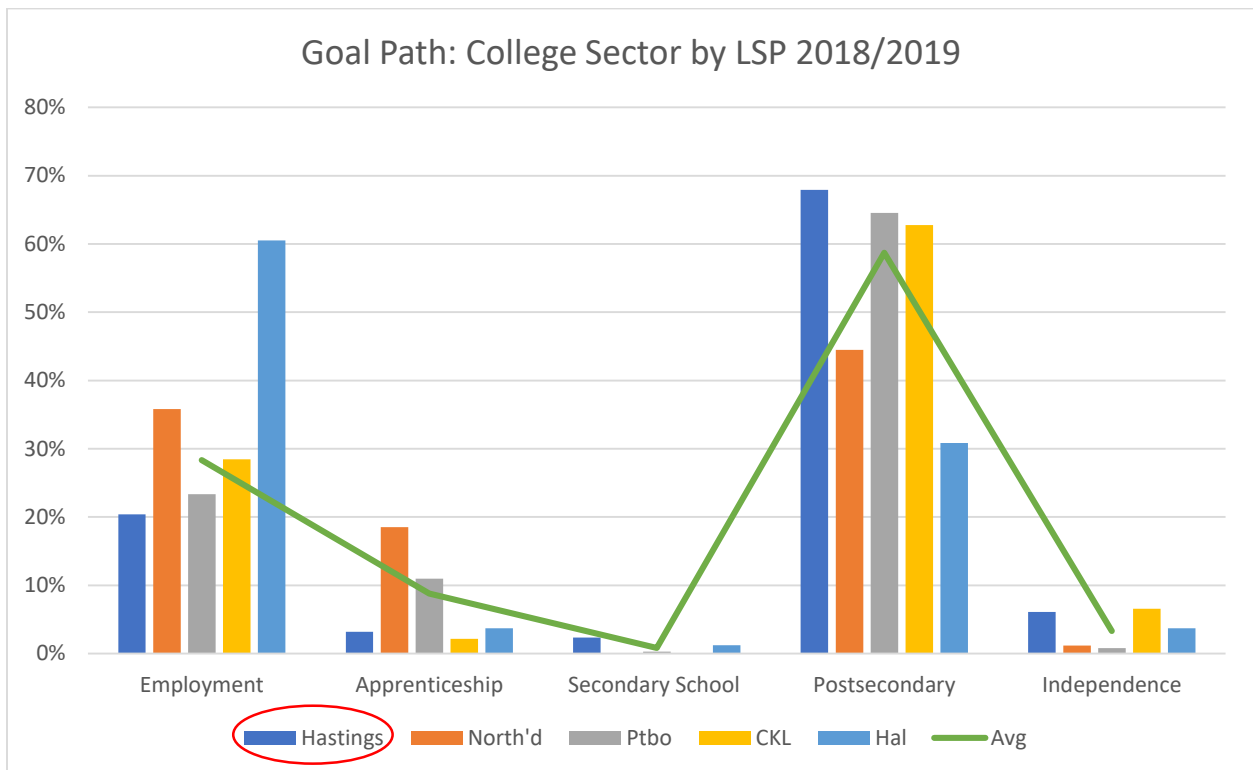
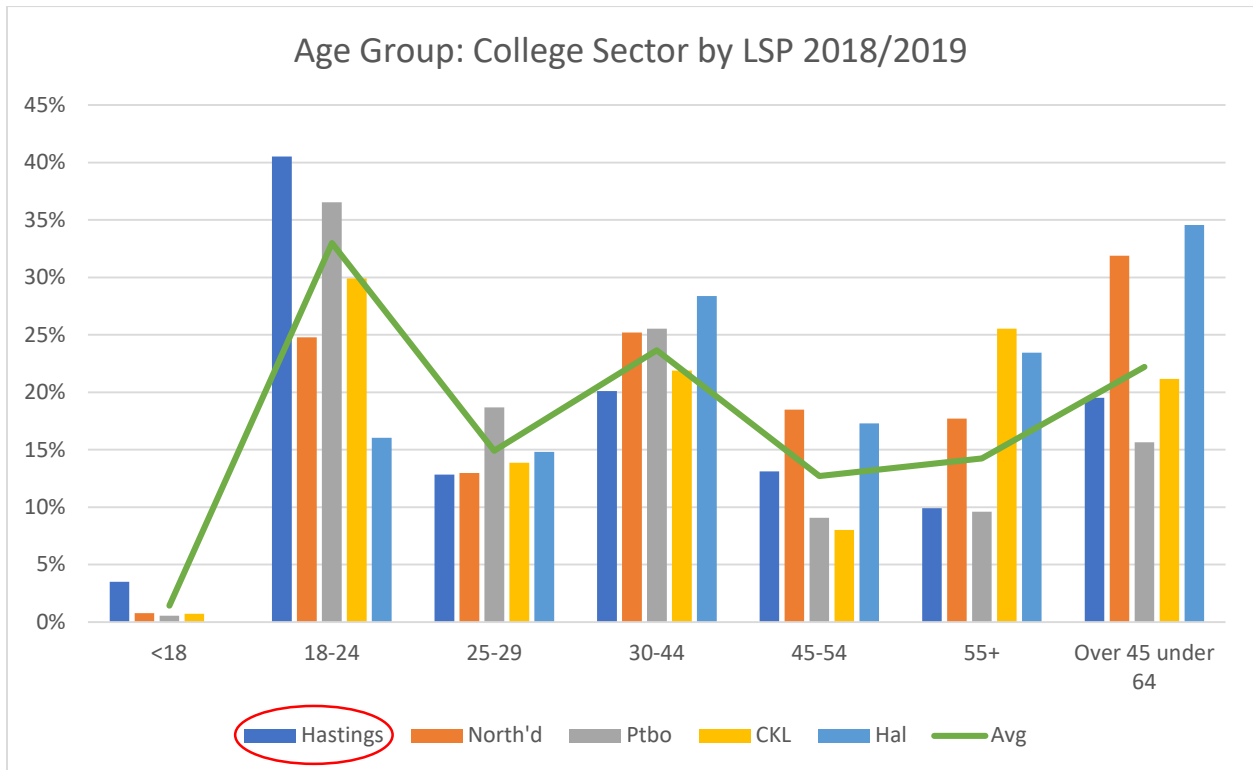
Learner Self-Identification: Community-Based by LSP 2018/19



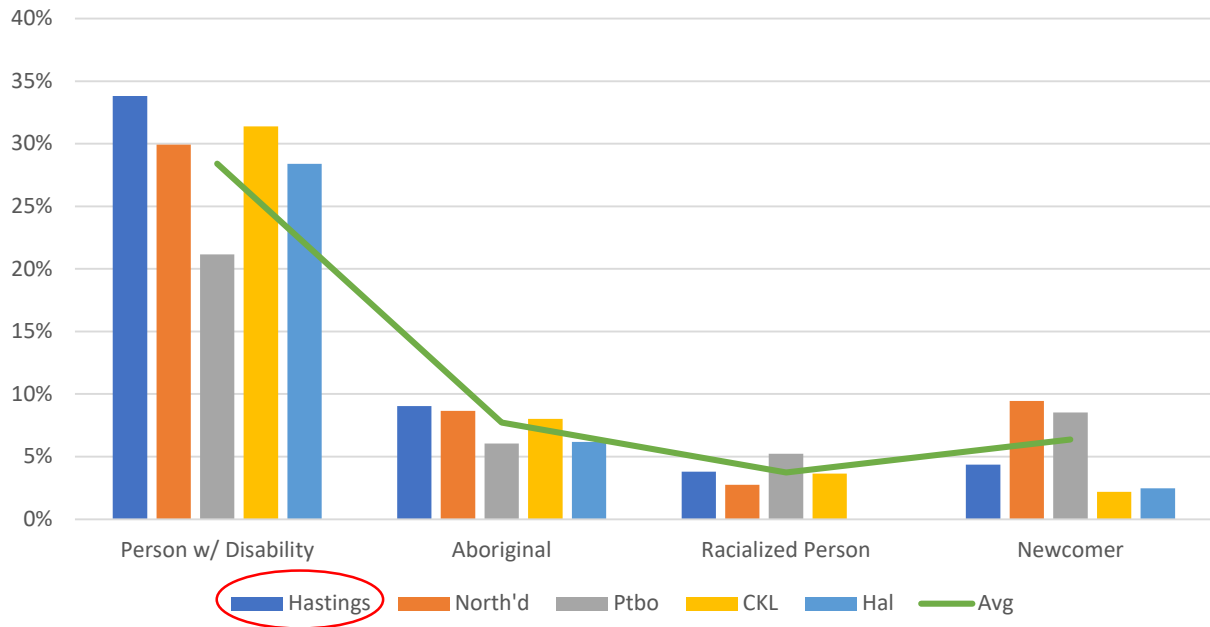
Level of Education: Community-Based by LSP 2018/19



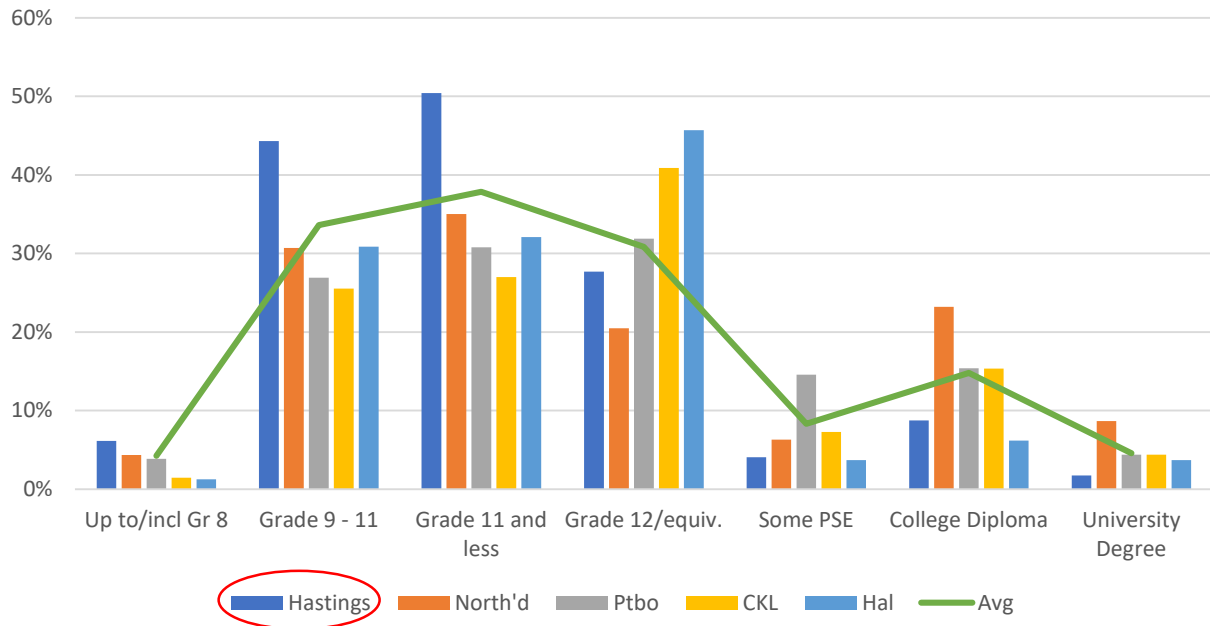
Appendix C – College Sector, LOCS Region (2018-19)



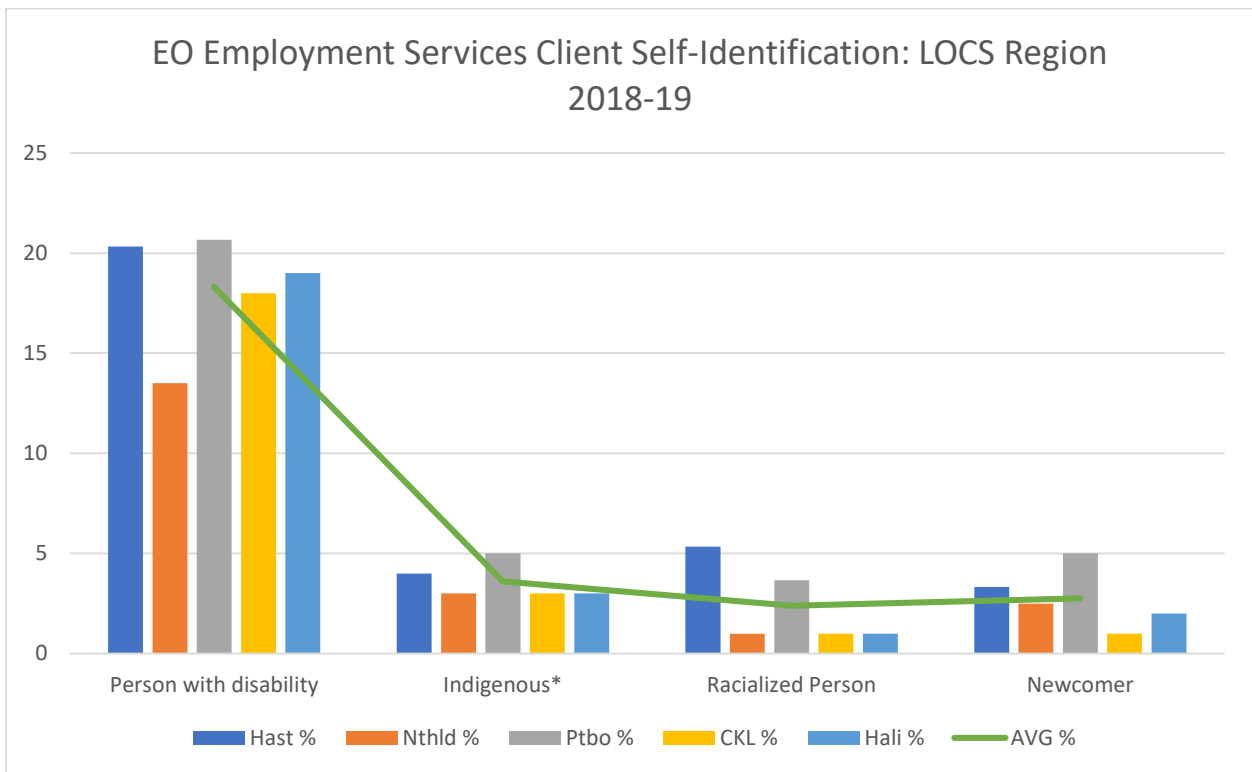
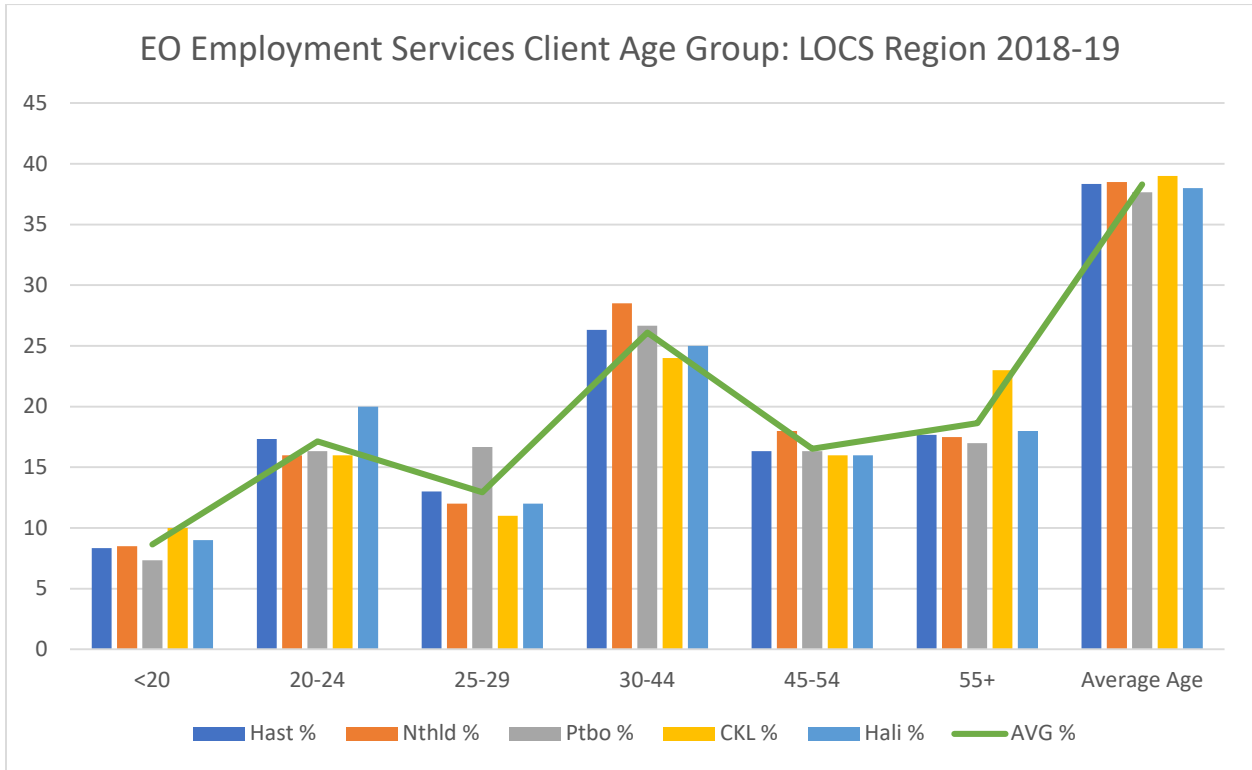
Learner Self-Identification: College Sector
by LSP 2018/2019

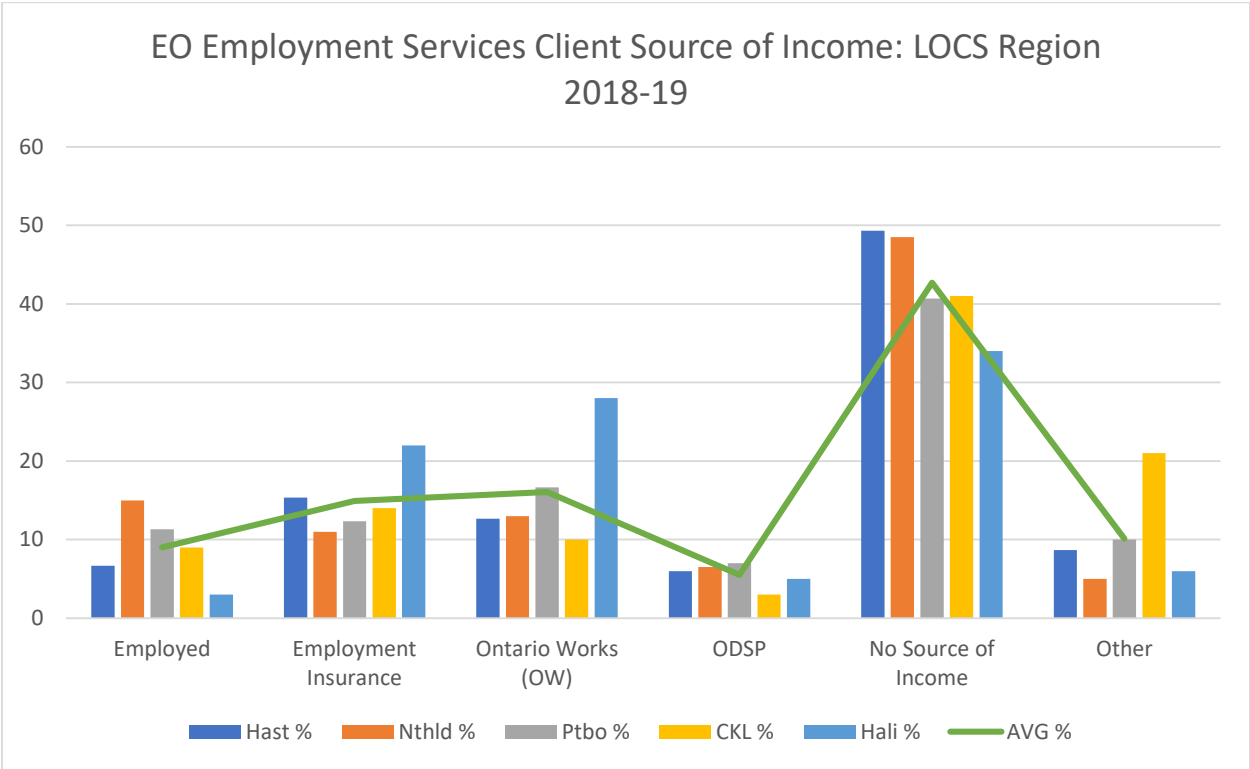
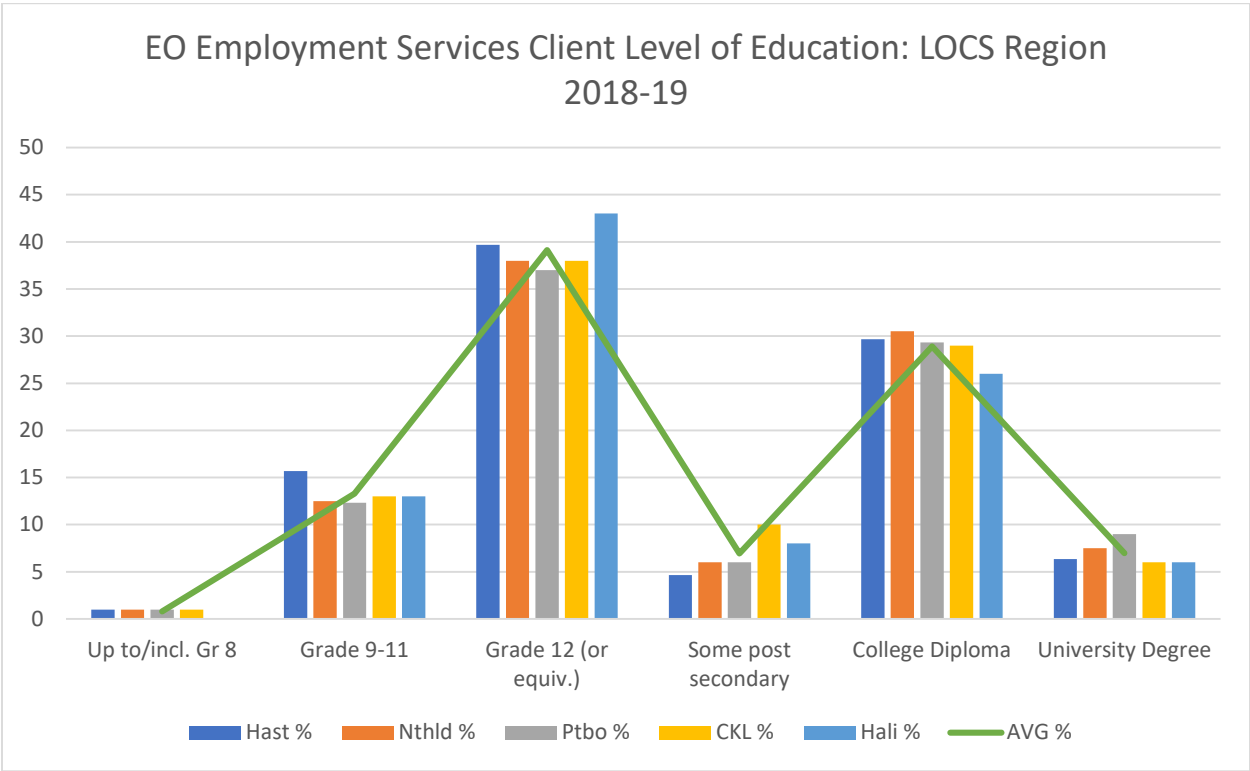


Level of Education: College Sector
by LSP 2018-2019

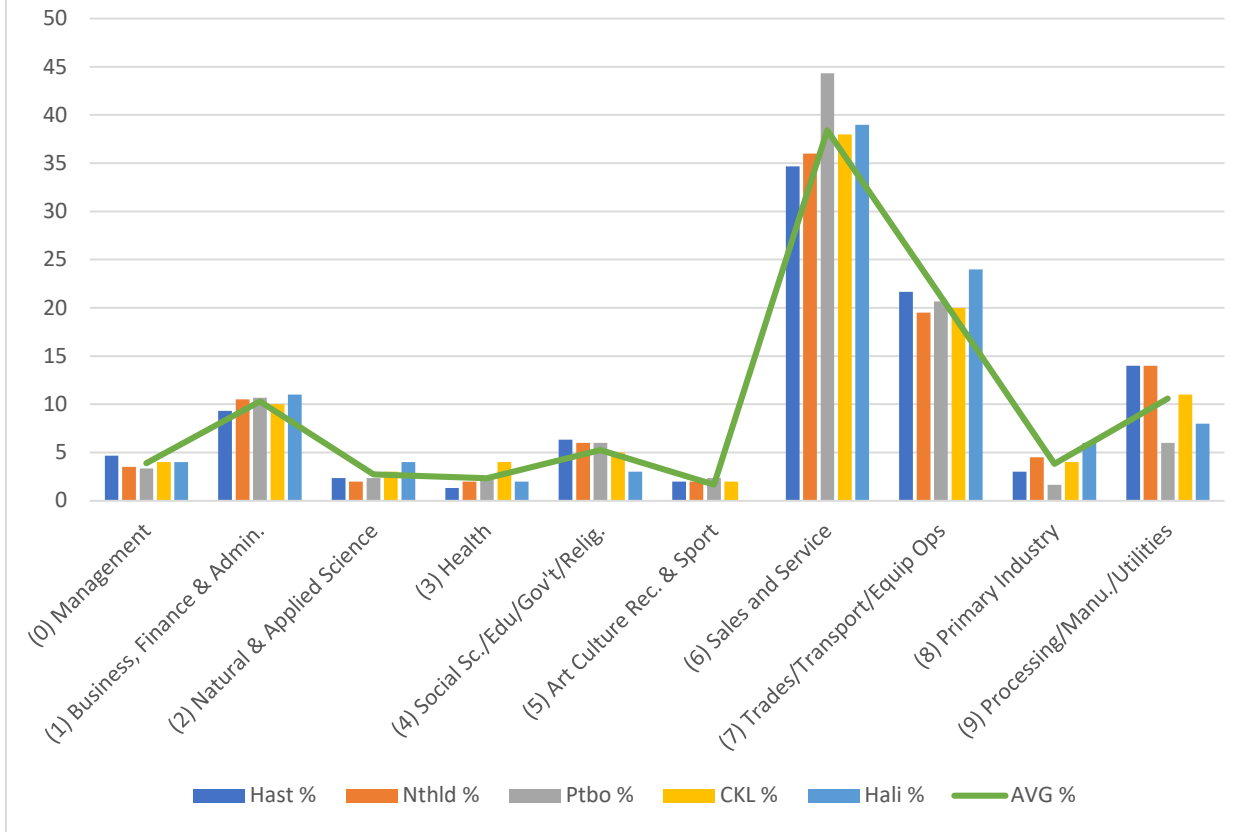


Appendix D – EO Employment Services, LOCS Region (2018-19) (Assisted Service clients only)





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



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