

City of Kawartha Lakes
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:

Adult & Alternate Education Centre

Fleming College-Academic Upgrading

John Howard Society-Outreach Literacy

Contact North – Northumberland/Durham

VCCS Employment Services

Workforce Development Board

Job Quest (Community Living Trent Highlands)

Kawartha Lakes & Haliburton Human Services

Ontario Disability Support Program

Ministry of Labour, Training and Skills Development



This Employment Ontario service is funded in part by the Government of Canada and the Government of Ontario and through the Canada-Ontario Job Fund Agreement.

Contents

- Introduction 4**
- Community-Based Sector 5**
- School Board Sector 6**
- College Sector 7**
- E-Channel – Contact North..... 7**
- Employment Services 8**
- Social Services Profile..... 10**
- Responsive programming and services 12**
- Local labour market trends 13**
- Addressing labour market trends 14**
- Appendix A – Learner Profile Data for Kawartha Lakes (2018-2019)..... 15**
- Appendix B – Community-Based Sector, LOCS Region (2018-19) 20**
- Appendix C – School Board Sector, LOCS Region (2018-19) 22**
- Appendix D – College Sector, LOCS Region (2018-19)..... 24**
- Appendix E – EO Employment Services, LOCS Region (2018-19)..... 26**

Introduction

The City of Kawartha Lakes has representation across all three sectors of adult skills development and training (including academic upgrading):

- Adult & Alternate Education Centre (school board—Trillium Lakelands)
- Fleming College-Academic Upgrading (college)
- John Howard Society-Outreach Literacy (community-based)

As a result of a strong job market and the basic income pilot (ending March 2019), service providers are serving more people with barriers who have a goal of obtaining employment or pursuing further education.

The average age of learners is one of the most mature across all sectors in the LOCS region. Learners seeking employment is also significant across sectors, including school board and college.

Service providers, both employment and training, are seeing an increase in clients and learners with mental health challenges. There has also been a decline in demand for some targeted training programming, possibly due to the impact the early termination of the basic income pilot has had on the community. Providers are working on ways to support moving clients and learners forward, both in achieving employment and training outcomes.

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

This sector continues to experience demand for specialized programming for learners who have lost their jobs and need to develop their computer and numeracy skills. Outreach Literacy has been serving learners in Fenelon Falls (itinerant service delivery) for about two years. Provider would be in more communities but limited by staffing costs (including travel).

Learner profile highlights (Apr 2018-Mar 2019) See Appendix A:

- average age is 50 with 51% of learners over 45/under 64 (2017-18: 58%)
- Female 46%, Male 54% (2017-18: Female 61%, Male 39%)
- 26% of people identify as having a disability (49% for 2017-18)
- Goal Path (second percentage is fiscal 2017-18): Employment (63% / 76%), Apprenticeship (3% / 2%), Secondary School (5% / 10%), Postsecondary (8% / 7%), Independence (23% / 5%).
- Referrals IN: OW (5%), ES (29%). 2017-18: OW (17%) (ES data unreliable).
- Source of income: OW (14%), ODSP (11%), EI (11%), Employed (11%)

While the percentage of learners over 45/under 64 has dropped 7% from 2017-18, the average age continues to be one of the most mature across community-based programs in the LOCS region (usually around 40-42). Even though older learners may be associated with higher incidence of identified disability (with a slight increase in ODSP recipients), this percentage decreased by 23% over the previous year (however, it is within range of the LOCS regional average and was at 33% after first half of fiscal 2019-20). Employment continues to be the primary goal path, but is lower compared to last year, while the Independence goal path has increased by a factor of four. The first half of the current fiscal saw Employment goal path percentage remaining static, while Secondary School shifted back toward 2017-18 values (12%) and a slight decline in Independence (18%). Ontario Works (OW) referrals are down compared to 2017-18 overall, potentially as a result of the basic income pilot and remaining OW clients having greater barriers.

School Board Sector

As in other regions, numeracy and digital technology and communications are in demand. The Employment goal path has been a large demand within the sector, with demand for Secondary School Credit continuing to be high (as expected).

Learner profile highlights (Apr 2018-Mar 2019) See Appendix A:

- average age is 46 with 33% of learners over 45/under 64 (2017-18: 22%)
- Female 56%, Male 44% (same as 2017-18)
- 28% identify as having a disability (33% for 2017-18)
- Goal Path (second percentage is fiscal 2017-18): Employment (58% / 28%), Apprenticeship (4% / 2%), Secondary School (32% / 61%), Postsecondary (2% / 4%), Independence (5% / 6%)
- Referrals IN: OW (2%), ES (65%). 2017-18: OW (2%), ES (30%)
- Source of income: OW (23%), ODSP (16%), EI (14%), Employed (13%)

2018-19 saw a notable increase in both the average age of learners (up by 8 years) and the percentage of those over 45/under 64 served. During the first half of 2019-20, this percentage rose to 48%. This may be due to an older demographic seeking services to support an employment goal path: by far the highest percentage of the school board programs in the LOCS region (e.g., next highest 15%) and is trending higher in the first half of 2019-20 (72%). The large increase in employment goal path learners was offset by a similar reduction in those on the secondary school goal path. The percentage of learners who identify as having a disability for the previous fiscal is consistent with the other area sectors (all are down over last year; note that it was up to 36% in first half of current year), while the number of learners on ODSP is significantly higher than other sector programs and other school board programs in the LOCS region.

College Sector

Sector is seeing a demand for upgrading postsecondary prerequisites including math and digital skills/communications. September saw a number of new starts (learners preparing to enter programming in January). The site is open 4 evenings per week: 2 days sciences, 2 days math/communications.

Learner profile highlights (Apr 2018-Mar 2019) See Appendix A:

- average age is 38 with 21% of learners over 45/under 64 (2017-18: 16%)
- Female 58%, Male 42% (similar to 2017-18: 57% / 43%)
- 31% of people identify as having a disability (down from 46% 2017-18)
- Goal Path (second percentage is fiscal 2017-18): Employment (28% / 21%), Apprenticeship (2% / 6%), Postsecondary (63% / 66%), Independence (7% / 7%)
- Referrals IN: OW (3%), ES (21%). 2017-18: OW (0%), ES (2%)
- Source of income: OW (12%), ODSP (8%), EI (9%), Employed (31%)

The average age of college sector learners has grown older over last year with a 5% increase in over 45/under 64, comparable with Hastings and Northumberland (both at 20%). Learner goal paths also continue to reflect some similarities with 2017-18, with a notable increase in Employment, which could be due to enhanced targeted training programming in the sector.

E-Channel – Contact North

Contact North seeing demand for software skills upgrading, especially MS Office. They noted that the Lindsay Public Library has free Gale programming (just need library card). For total catchment area (Kawatha Lakes, Northumberland, Peterborough, some Durham): 2,286 registrations last fiscal. 362 University, 882 college, 77 high school, 187 literacy, 773 training (e.g., Gale).

Employment Services

Employment Services (ES) providers across the LOCS regional network – including Kawartha Lakes – are struggling to fill jobs for employers across most sectors. This phenomenon is being experienced by all employment services providers and employers regionally and provincially. While there is no specific evidence available (without undertaking a significant research study), ES providers cite several factors including:

- strong labour market
- below market wages, poaching an issue for some
- 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).

VCCS reports that employers are seeking to fill jobs across a wide variety of occupations/sectors including PSWs (high demand), hospitality, and manufacturing. They are also seeing demand for French speaking ECEs. VCCS is finding that older workers are less flexible in job expectations (as has been also reported in other regions). However, employers are specifically asking for older/mature workers (e.g., 45+) as they continue to experience reliability issues with younger workers. Ageism is still a factor in some sectors. 80-90% of youth served identify with having anxiety.

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

Gender: Female - 48% Male - 52% Average Age - 39

Age Range	2018-19	Educational Attainment	2018-19
< 20	10%	Up to/incl Gr 8	1%
20 - 24	16%	Grade 9-11	13%
25 - 29	11%	Grade 12 or equiv.	38%
30 - 44	24%	Some Post-Sec	10%
45 - 54	16%	College Diploma	29%
55+	23%	Univ. Degree	6%

Source: 2018-19 EOIS-CaMS 15B Report

Source of Income	2018-19	Client Self-Identification	2018-19
Employment Insurance	14%	Person with disability	18%
Ontario Works	10%	Indigenous	3%
ODSP	3%	Racialized person	1%
Employed	9%	Newcomer	1%
No source of income	41%	Francophone	0%

Source: 2018-19 EOIS-CaMS 15B Report

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

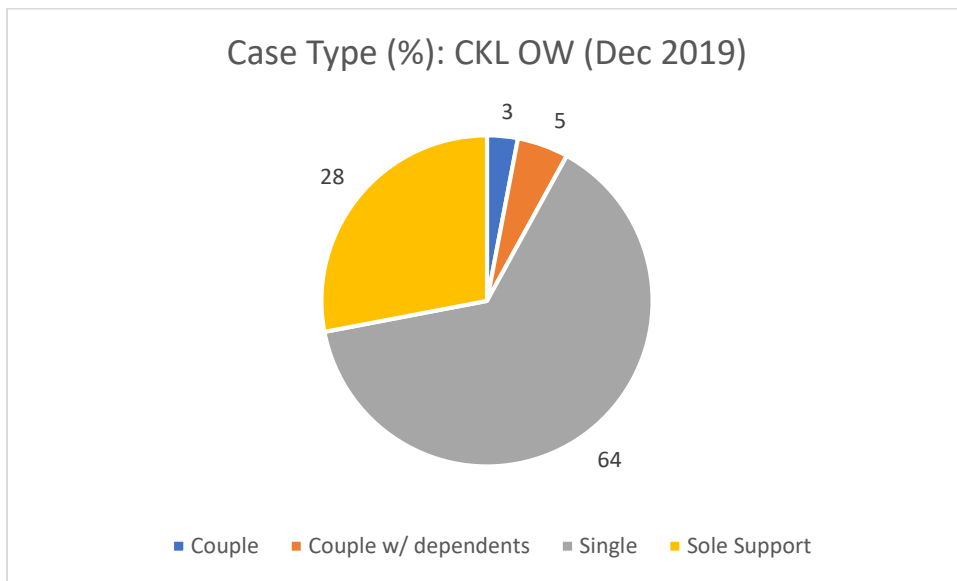
Job Quest reports that client numbers continue to rise. They are serving many long-term clients (including those receiving OW supports). Job Quest’s services include one-to-one support for: life skills training, health appointments, short term mental health case management, and transportation. They also provide addictions counselling case management before client moves to Fourcast. 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%.

Social Services Profile

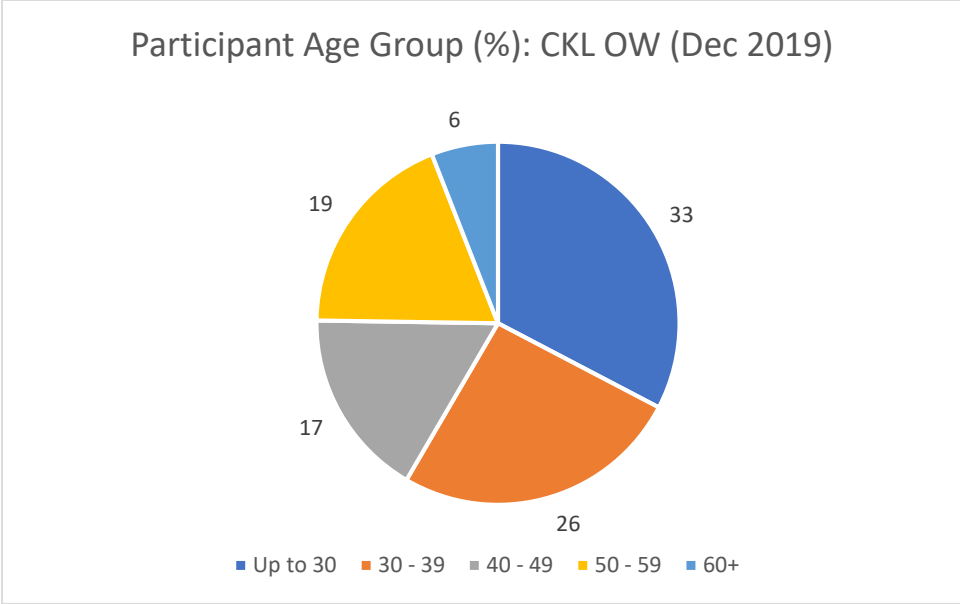
Changes to the social assistance program announced in November 2018 is impacting on service access and delivery as we transition into 2019-20. Employment Ontario transformation and shifting of employment services from OW and ODSP to EO will prioritize social services agencies' focus on life stabilization activities.

Ontario Works (OW)

The OW case load increased over last fall due to the termination of the basic income pilot forcing previous clients to return to social services income supports. Case load increased by about 300 with the greatest increasing in the 18-39 age range (especially the under-30 cohort, up an average of 6%). Case types, however, did not change significantly (0-2% variance).



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 programming across sites and providers (including ES and OW). LOCS will focus efforts on service coordination across the employment and training network, ensuring that service providers have an awareness of all programming supports available to clients and learners. LOCS will also work to identify strategies and processes to improve learner persistence and motivation.

LOCS will seek opportunities to improve coordination between the Ministry of Education (EDU) and MLTSD 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 (e.g., how learner came into agency, need for service and how it is not met by EDU system).

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 the Workforce Development Board/Local Employment Planning Council the Top 10 Job Postings demand, as well as associated National Occupation Classification codes (and links) and links to [Essential Skills](#) profiles (as of October 2019) are shown in Table 1, followed by the Top 10 skills in demand (Table 2).

Table 1

Top 10 Job Postings
1. Home support workers, housekeepers and related occupations (NOC 4412)
2. Food counter attendants & kitchen helpers (NOC 6711) Essential Skills
3. Licensed practical nurses (NOC 3233) Essential Skills
4. Retail Salespersons (NOC 6421) Essential Skills
5. Cooks (NOC 6322) Essential Skills
6. Labourers in Processing, Manufacturing and Utilities (NOC 9619) Essential Skills
7. Delivery and courier service drivers (NOC 7514)
8. Plumbers (NOC 7251) Essential Skills
9. Other trades helpers and labourers (NOC 7612)
10. Receptionists (NOC 1414) Essential Skills

Table 2

Top 10 Skills (key associated Essential Skill(s) where applicable)
1. Oral and Written Communication (Reading, Writing, Oral Comm.)
2. Team-oriented, teamwork (Working with Others)
3. Detail oriented (Thinking)
4. Integrity (Thinking, Working with Others)
5. Work Independently (Thinking)
6. Customer Service Oriented (Thinking, Working with Others)
7. Microsoft Office (Digital)
8. Problem solving (Thinking)
9. Organizational skills (thinking, reading, writing)
10. Time management (Thinking, working with others)

WDB also noted that preliminary findings from their In-Demand Skilled Trades project indicate high demand for carpenters, welders, truck drivers, millwrights. Also, of note, employers cited soft skills as critical.

[Learn more](#) about how to use Essential Skills profiles, including what they are, how they are used, descriptions and definitions.

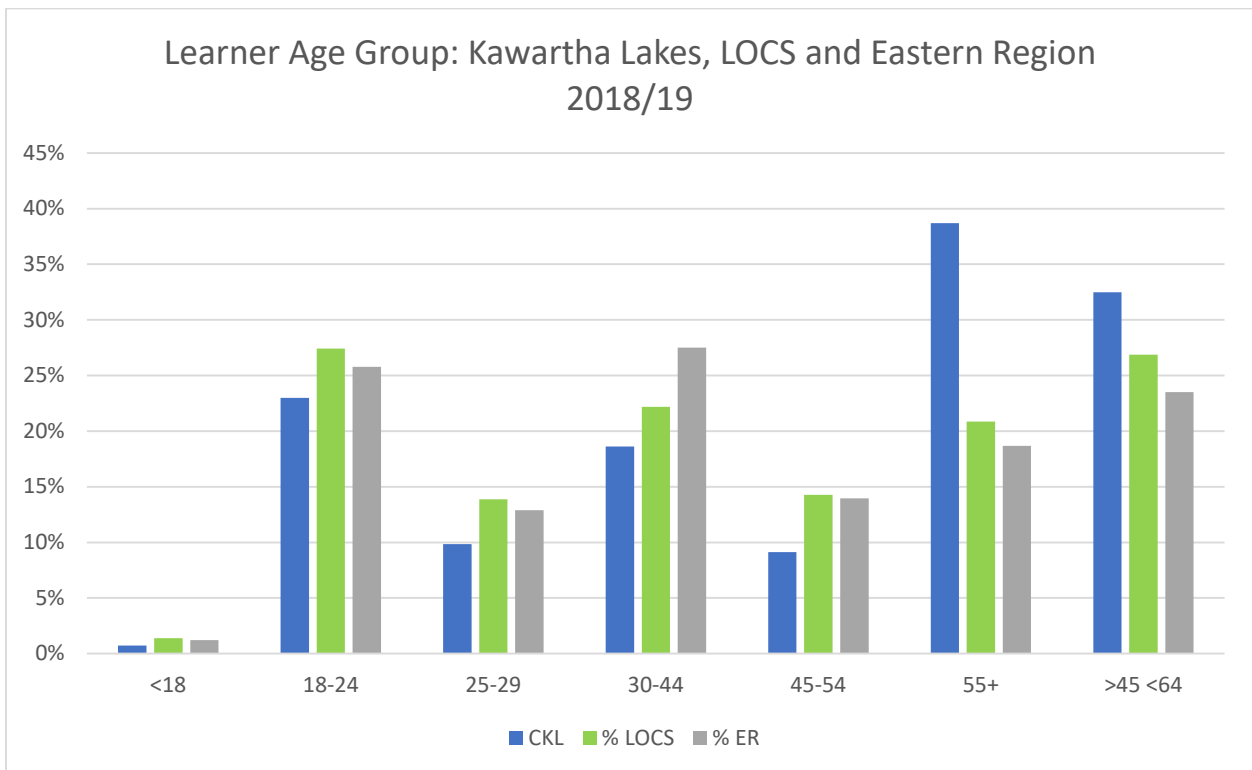
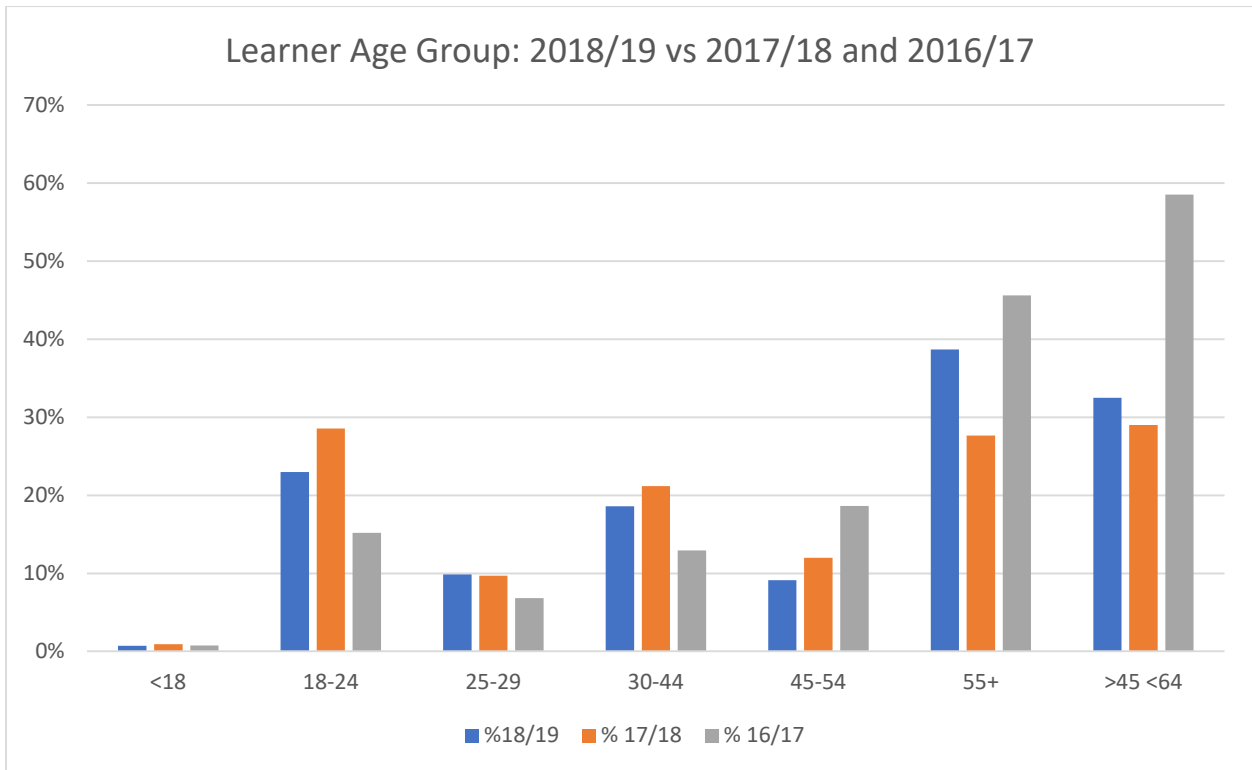
Addressing labour market trends

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

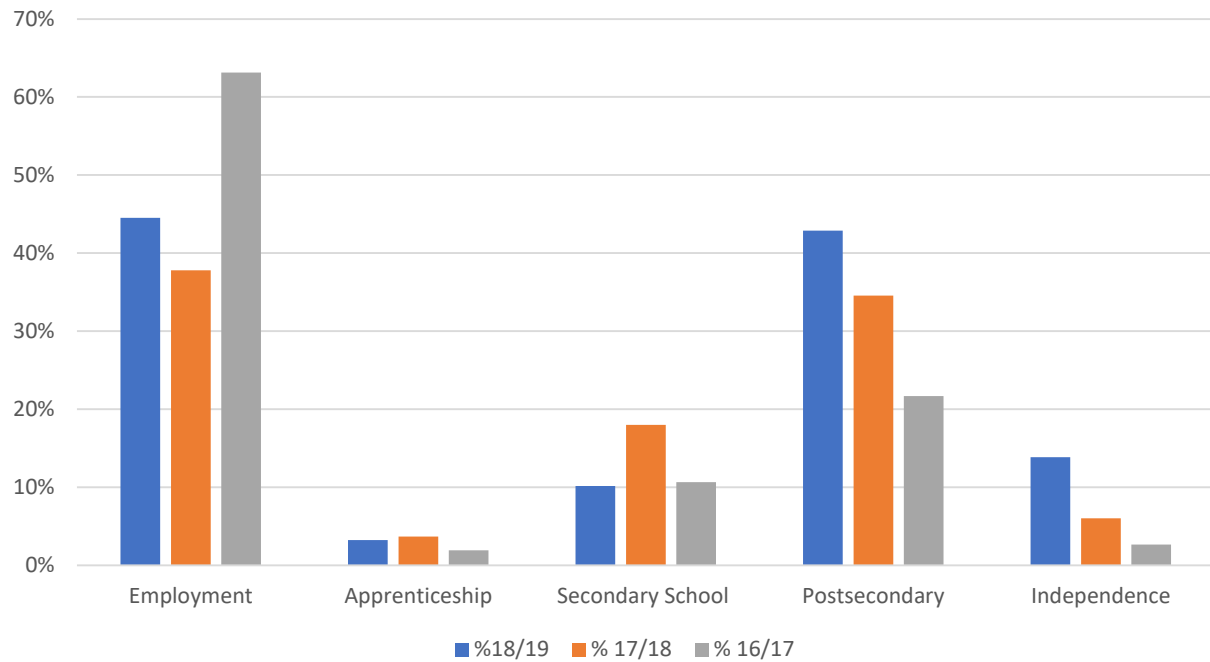
- Continuing to study the local labour market to inform and tailor education and training, and employment programming to address demand
- Fostering collaborative partnerships for service delivery (e.g., offering training programming at partner agency sites; co-developing and delivering programming based 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 Workforce Development Board initiatives and other employment and training partner 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).

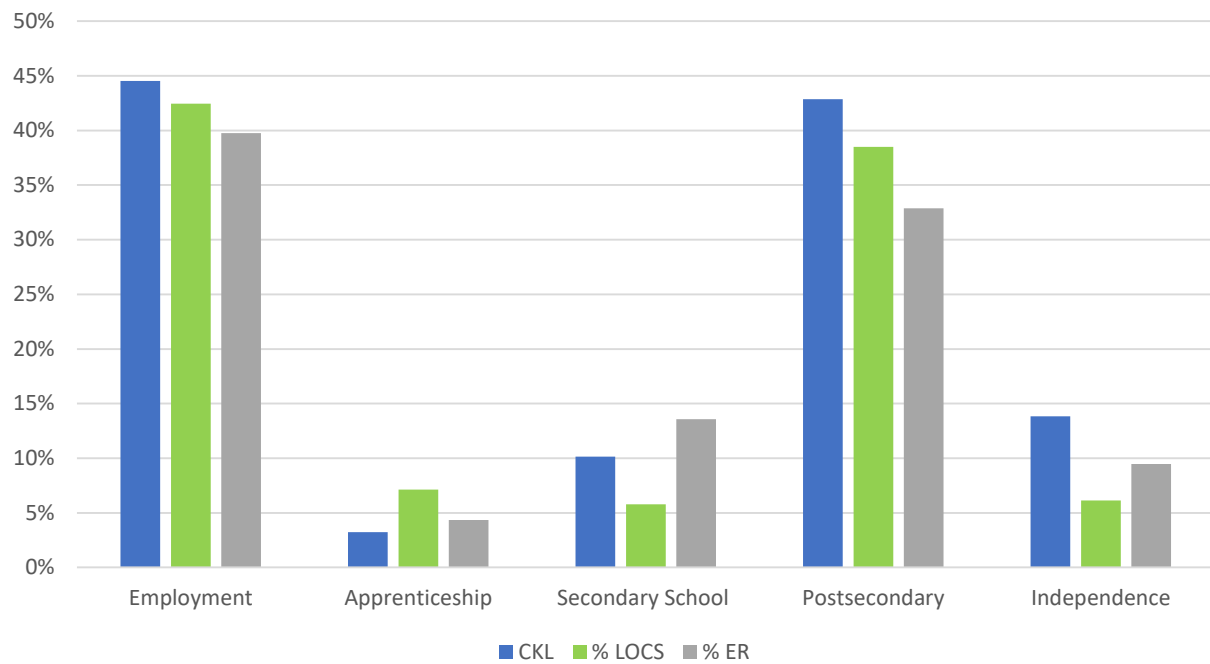
Appendix A – Learner Profile Data for Kawartha Lakes (2018-2019)



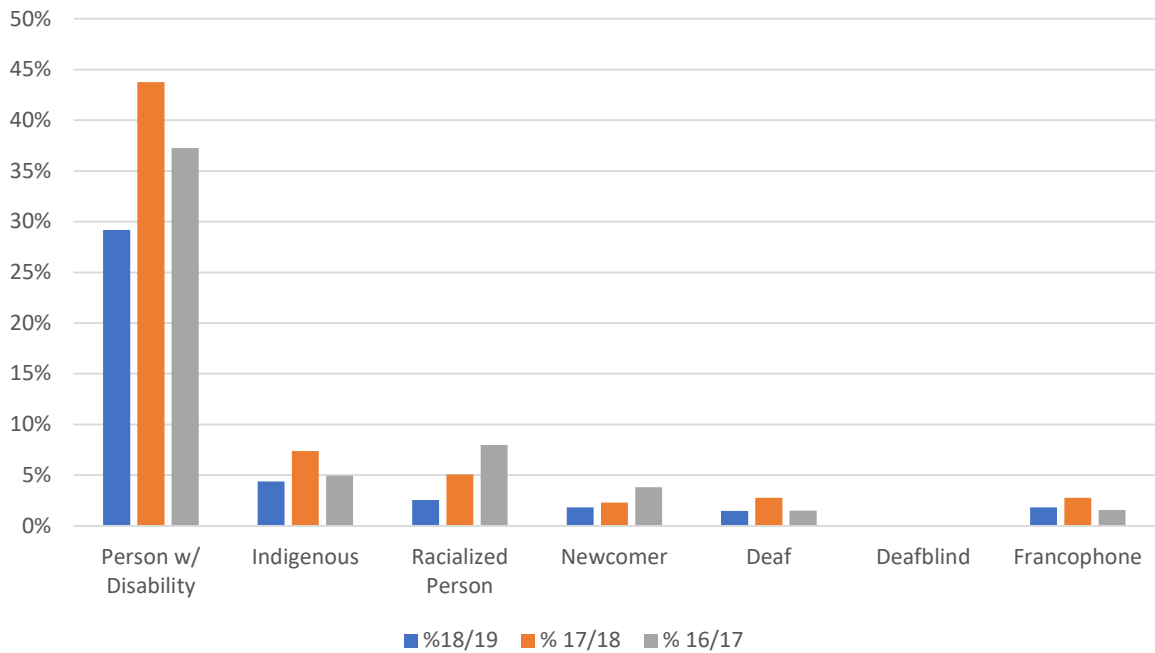
Goal Path: 2018/19 vs 2017/18 and 2016/17



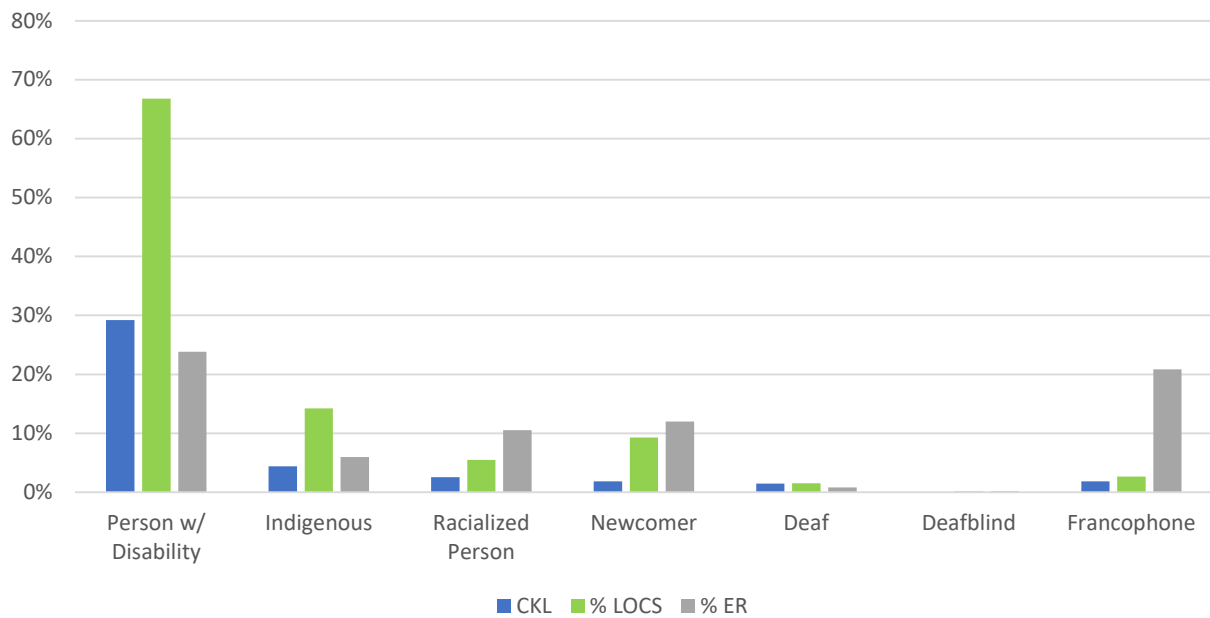
Goal Path: Kawartha Lakes, LOCS and Eastern Region 2018/19



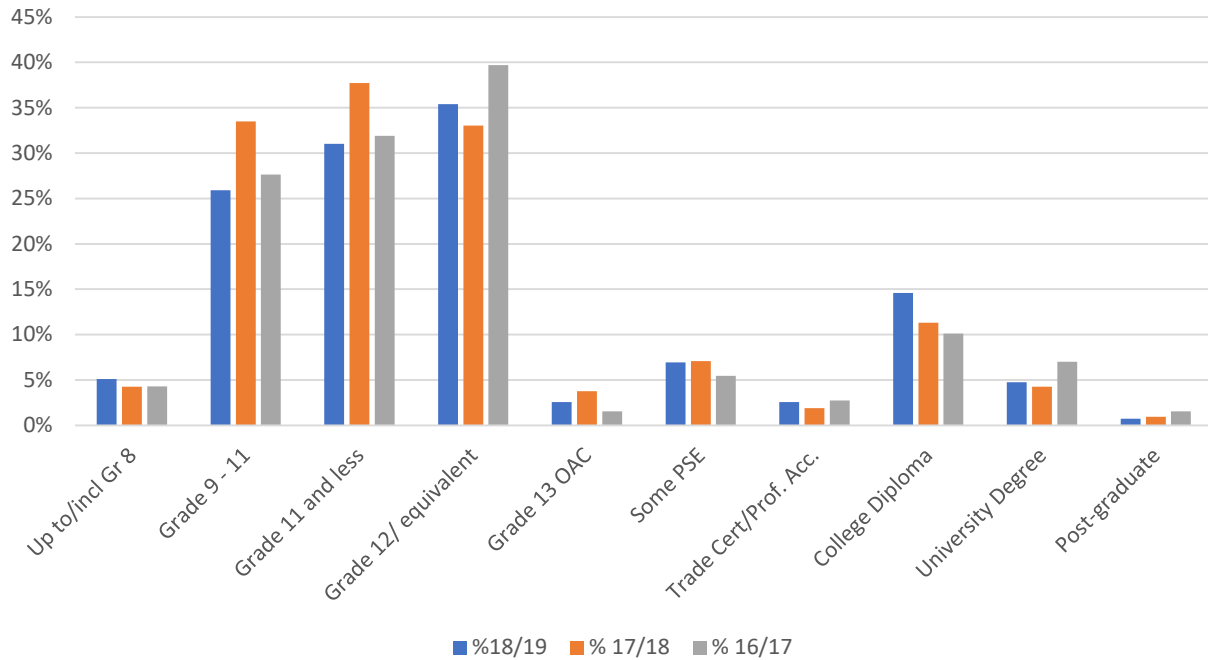
Learner Self-Identification: 2018/19 vs 2017/18 and 2016/17



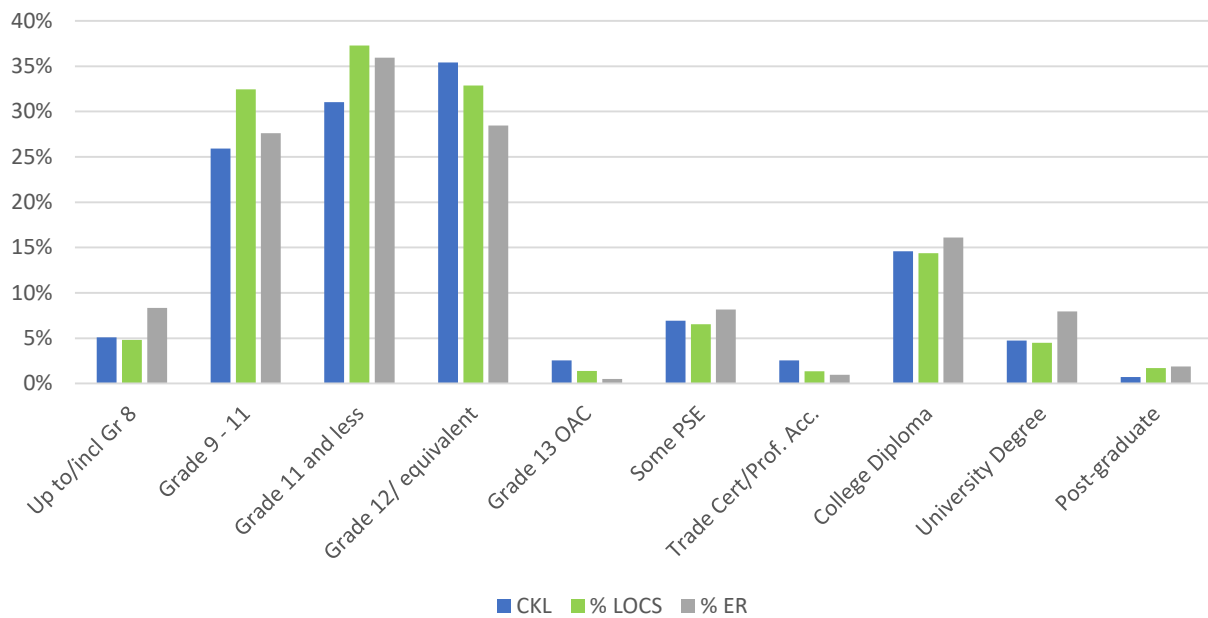
Learner Self-Identification: Kawartha Lakes, LOCS and Eastern Region 2018/19

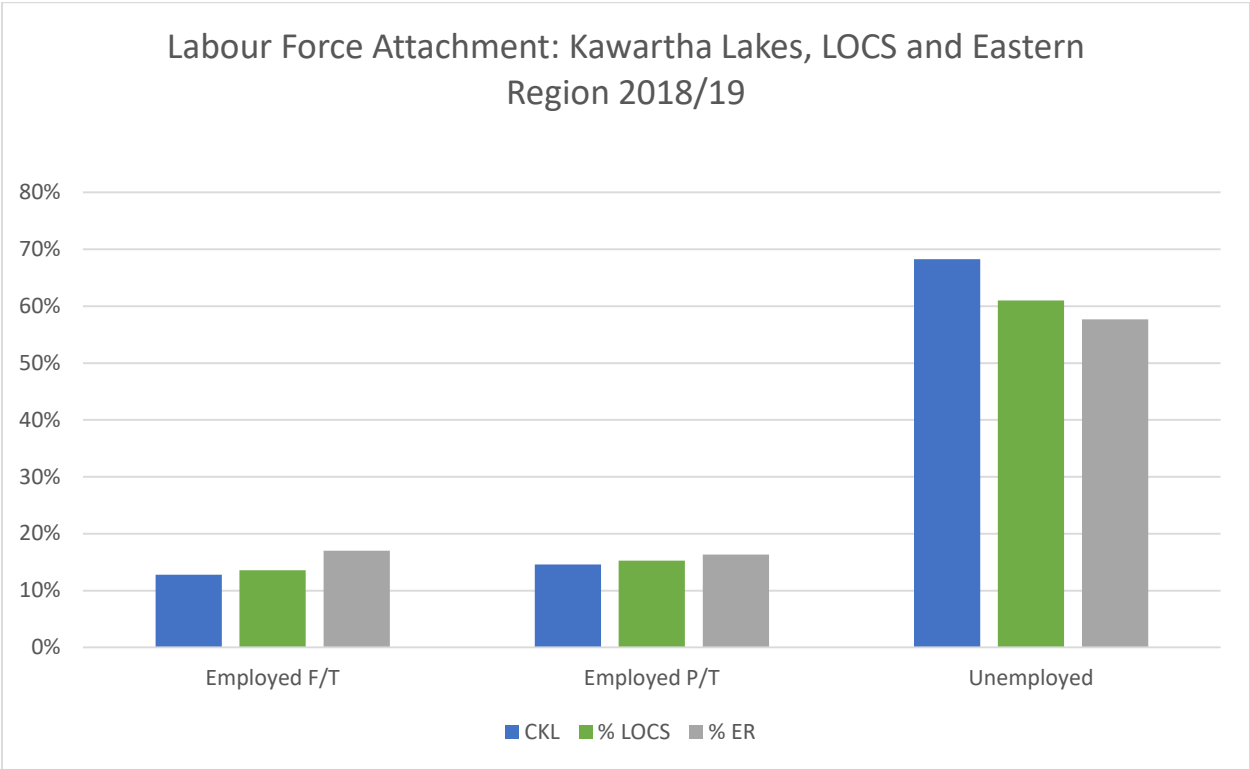
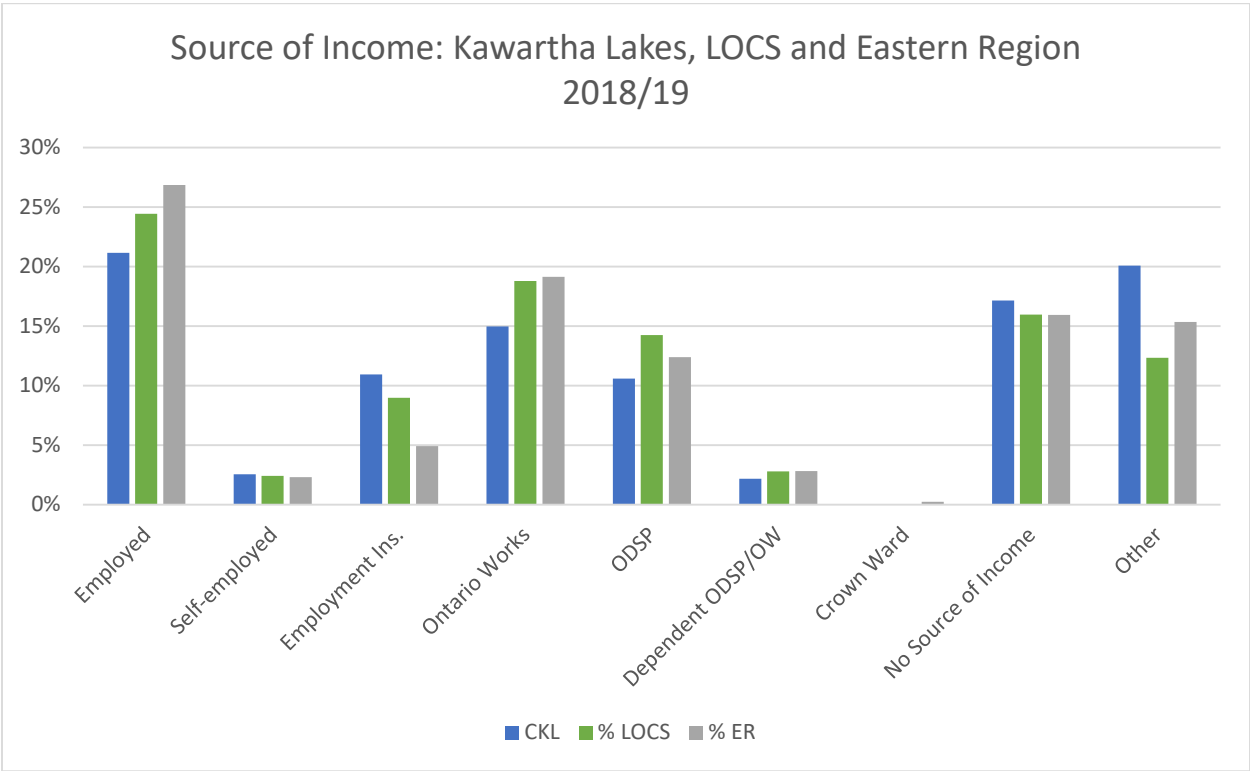


Level of Education: 2018/19 vs 2017/18 and 2016/17

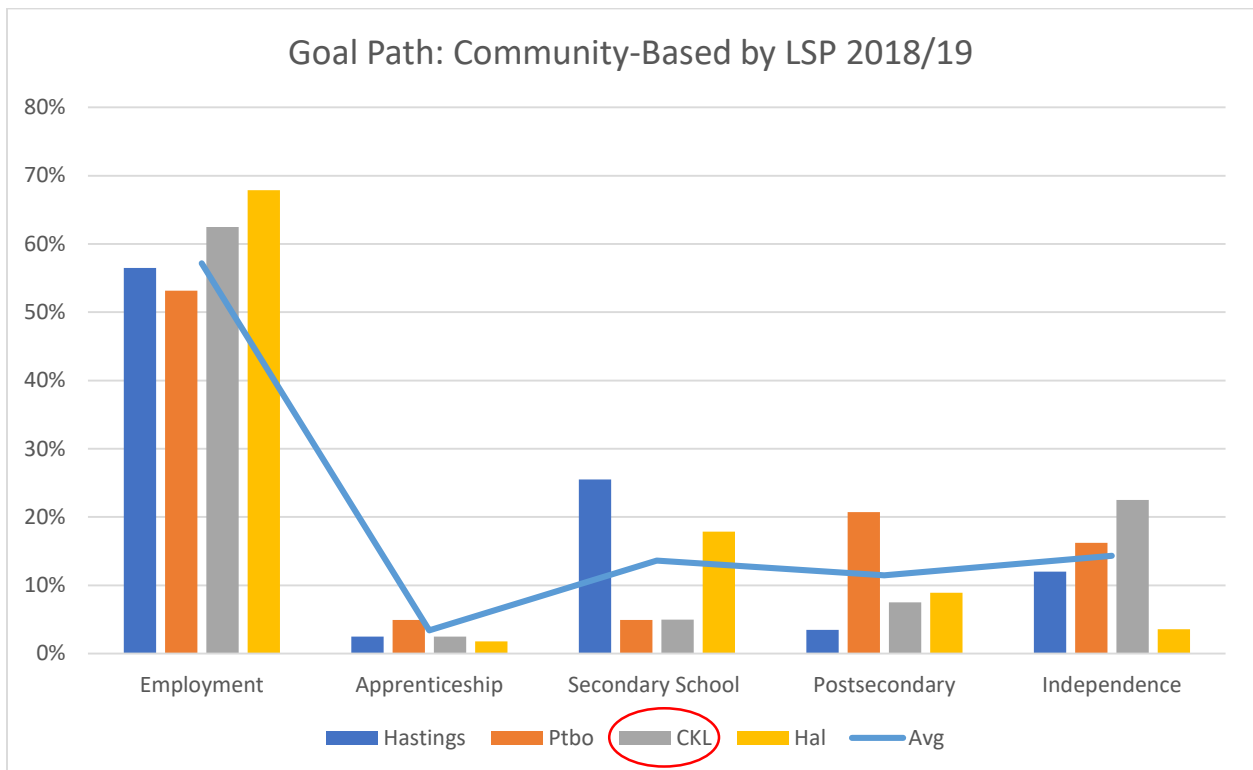
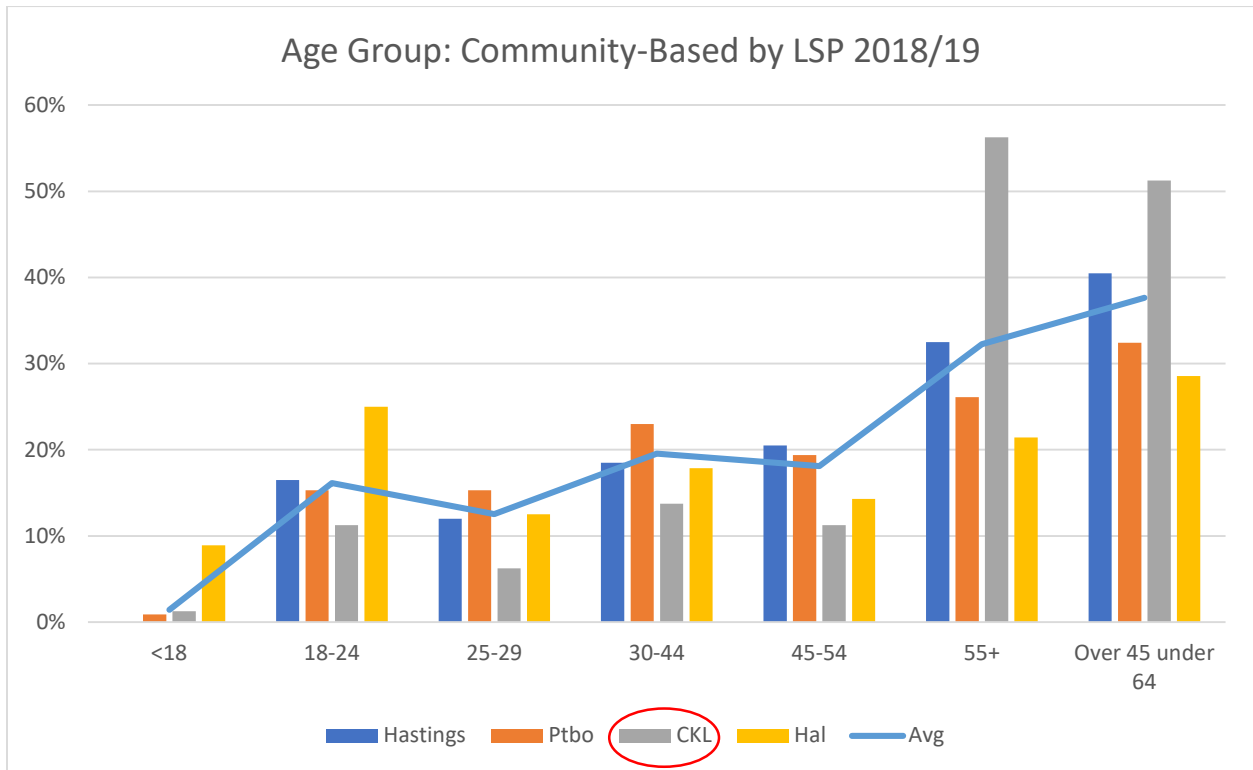


Level of Education: Kawartha Lakes, LOCS and Eastern Region 2018/19

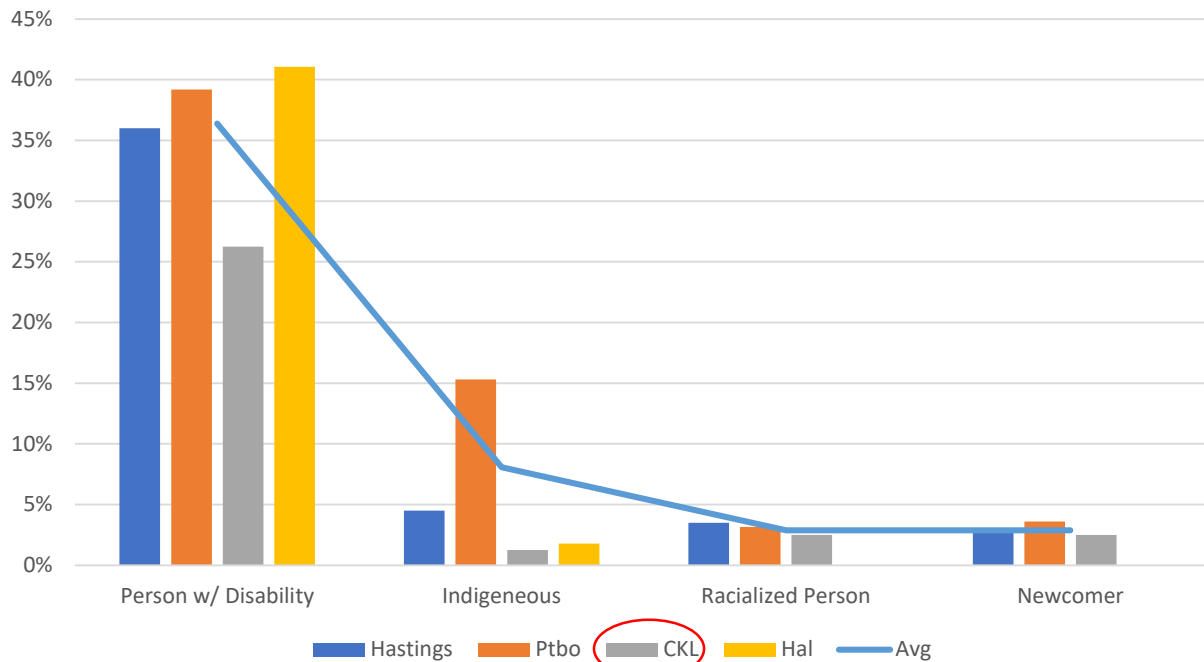




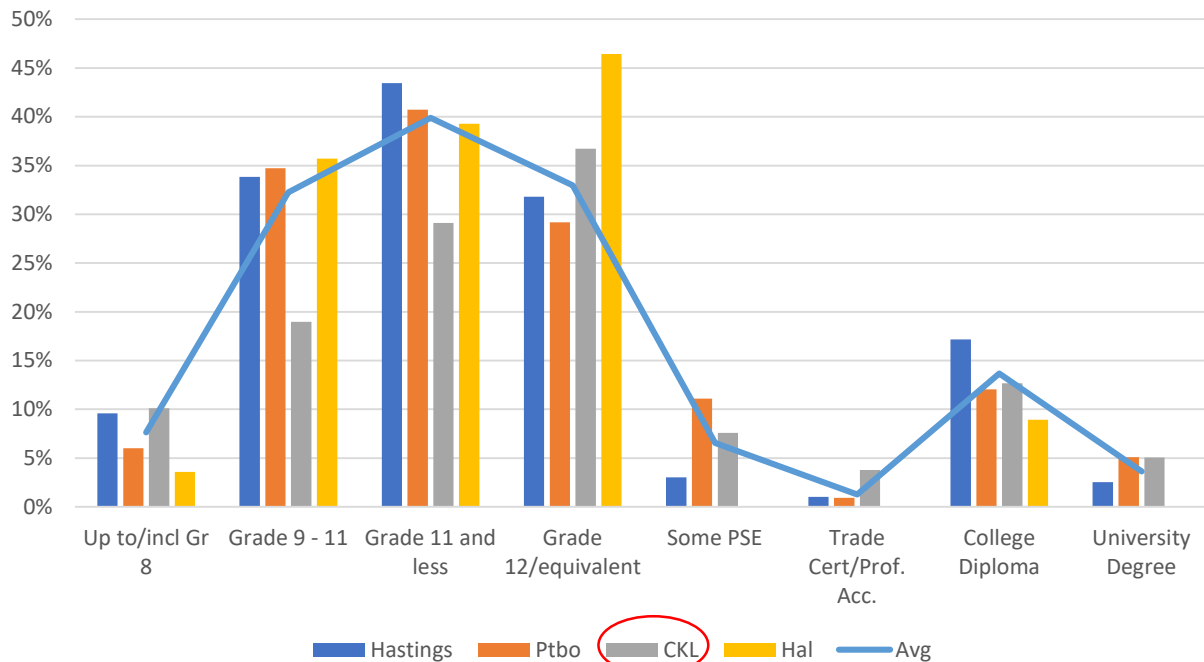
Appendix B – Community-Based Sector, LOCS Region (2018-19)



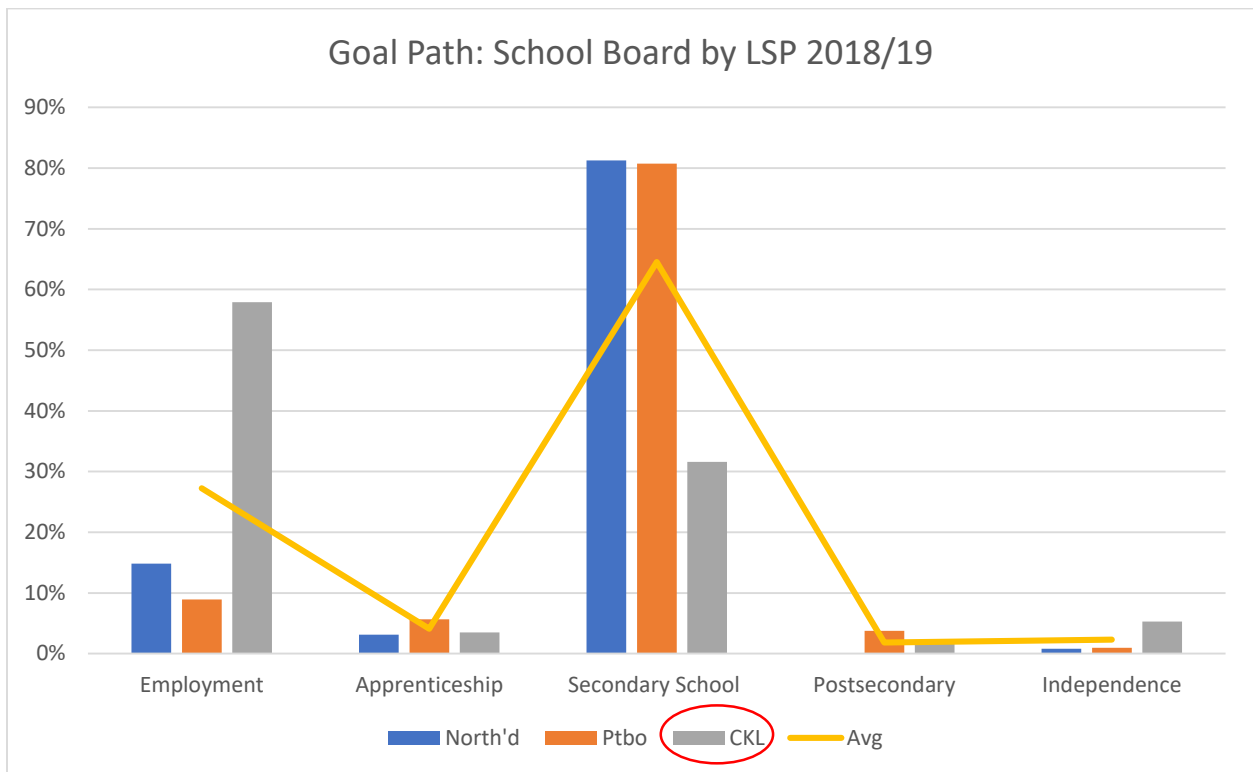
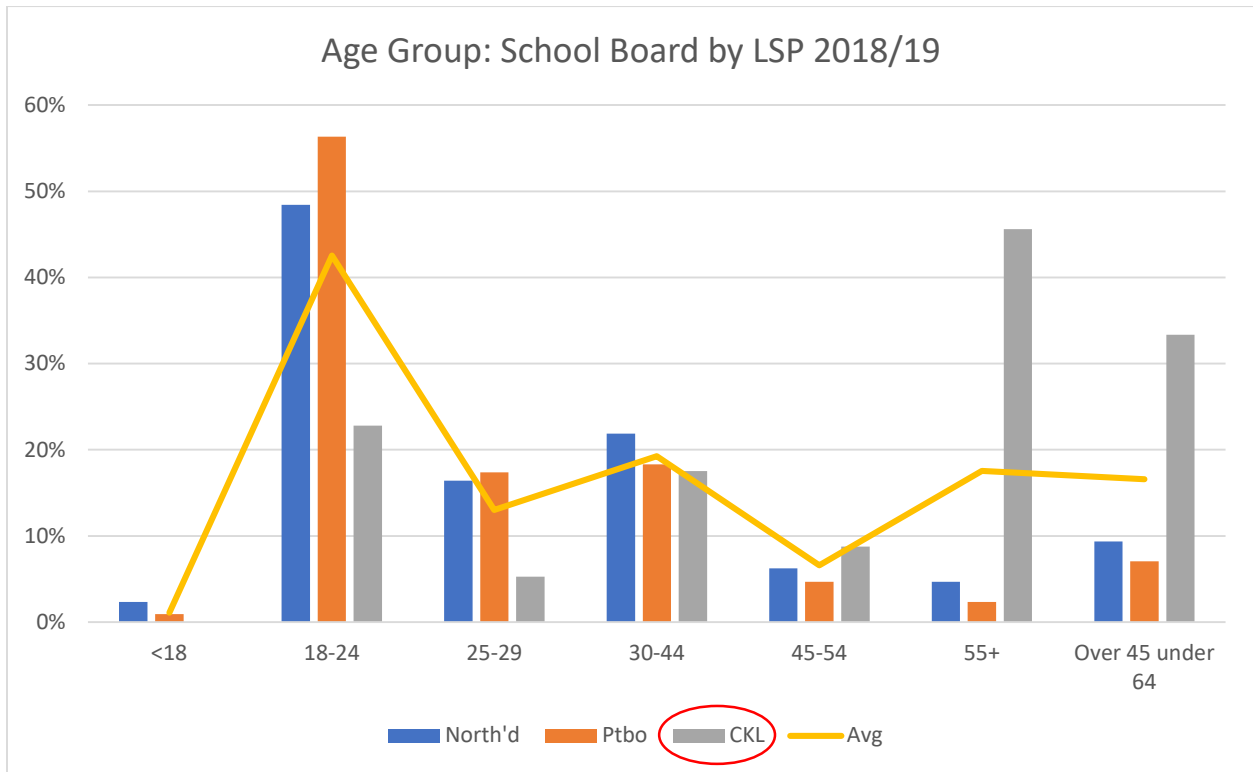
Learner Self-Identification: Community-Based by LSP 2018/19

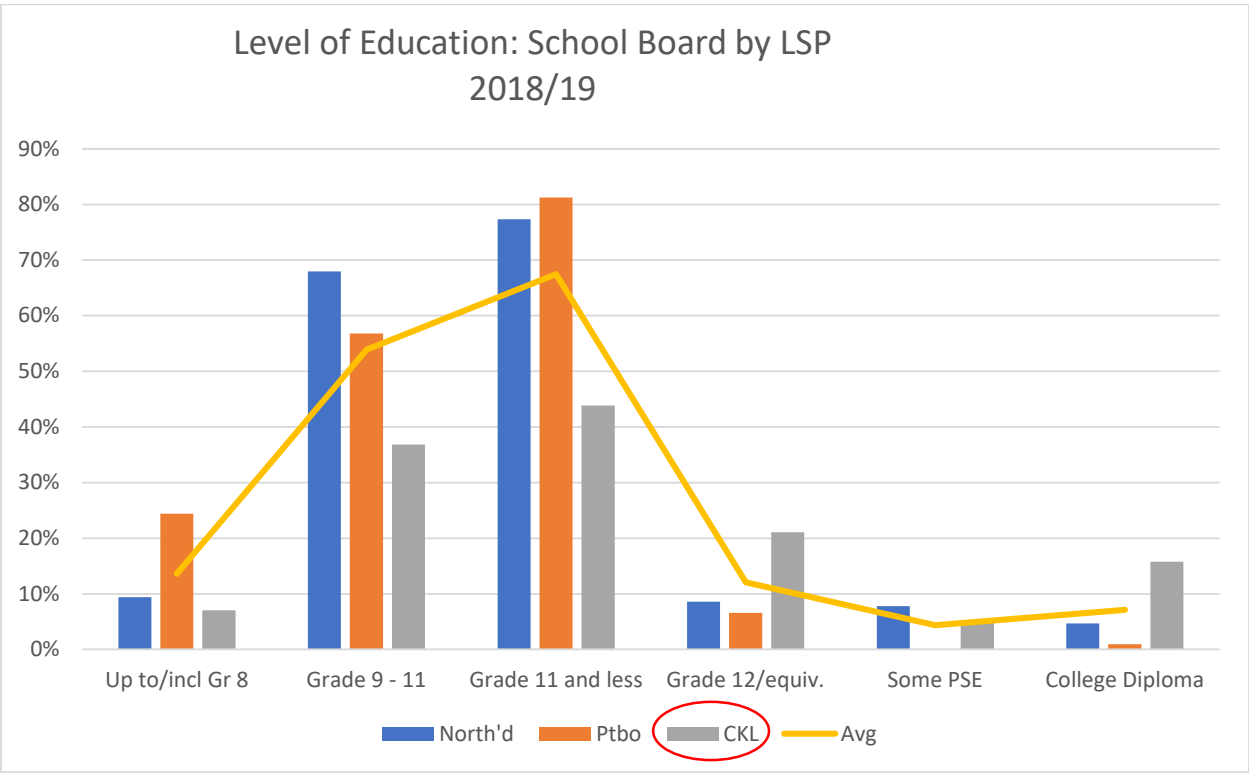
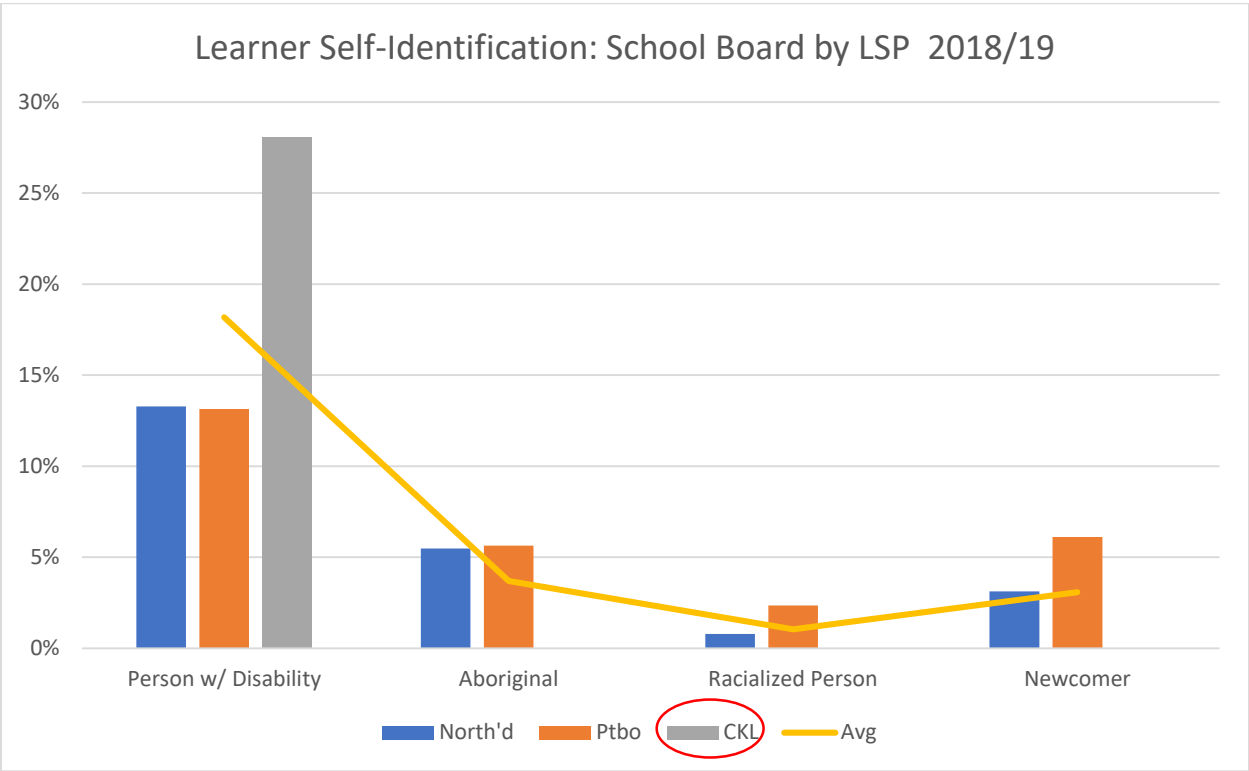


Level of Education: Community-Based by LSP 2018/19

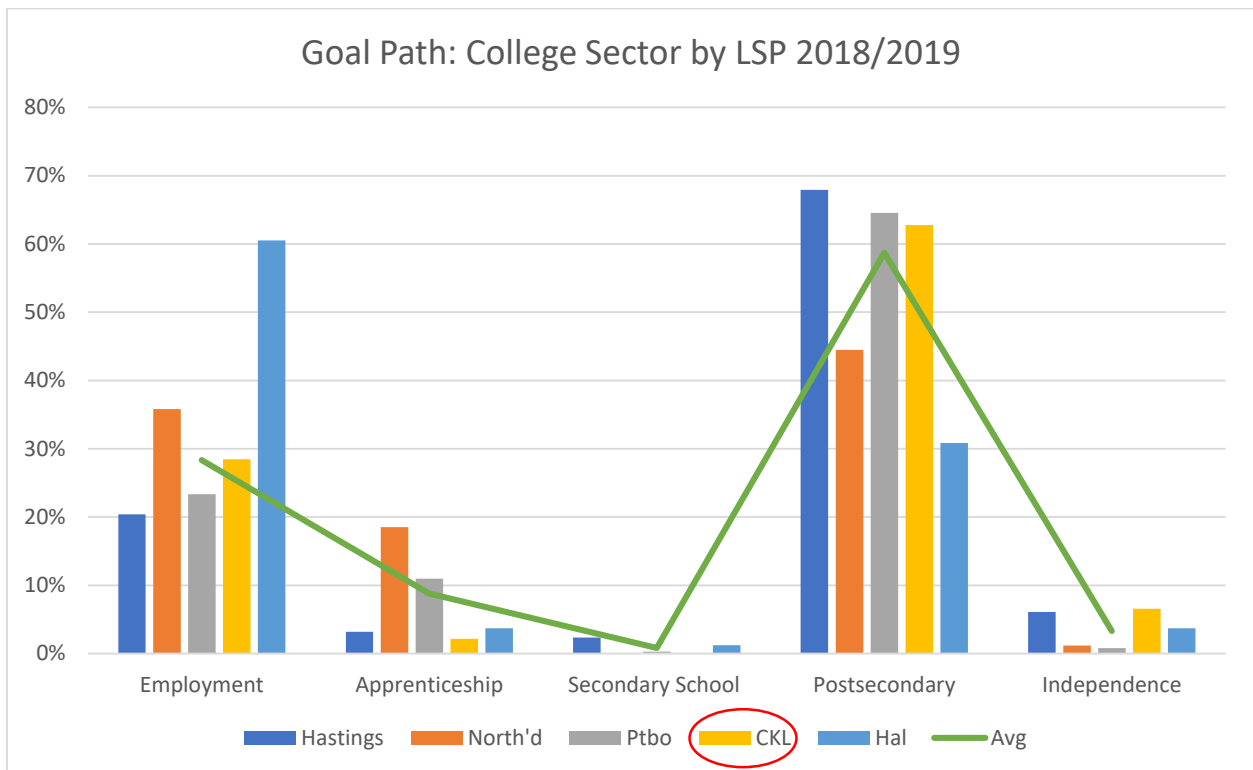
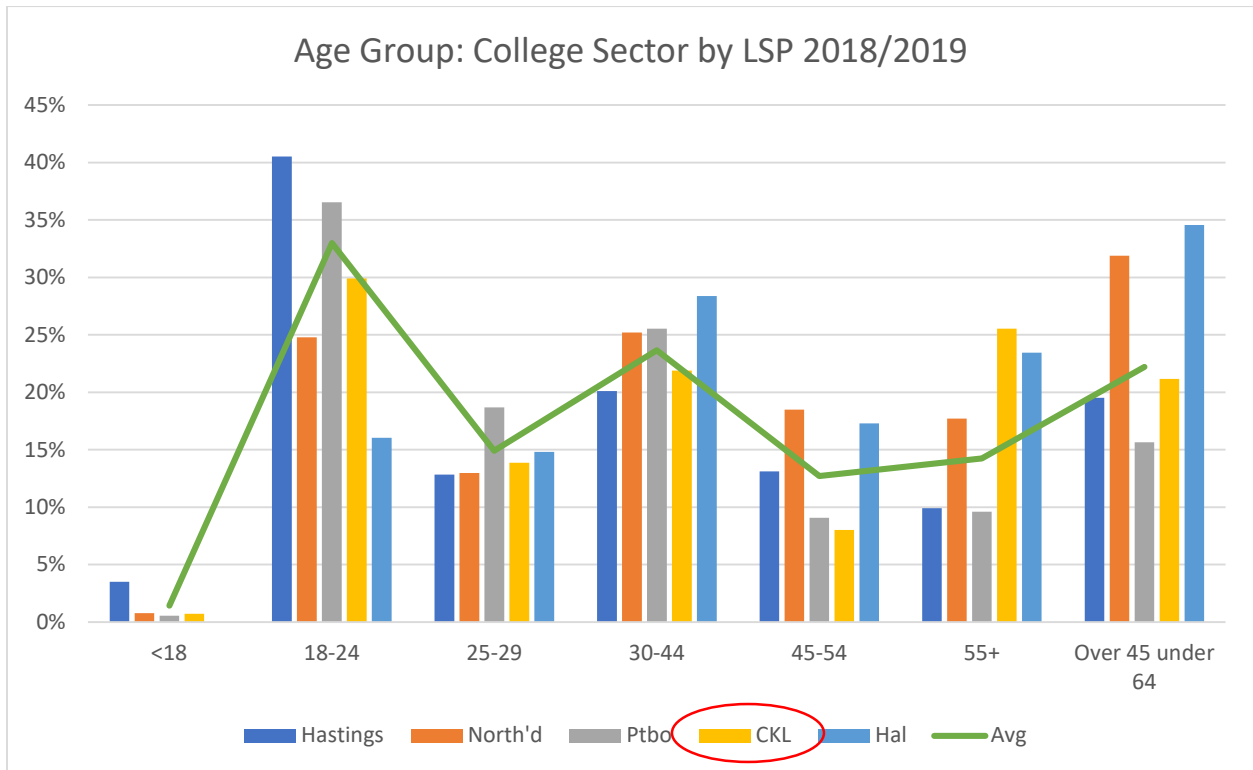


Appendix C – School Board Sector, LOCS Region (2018-19)

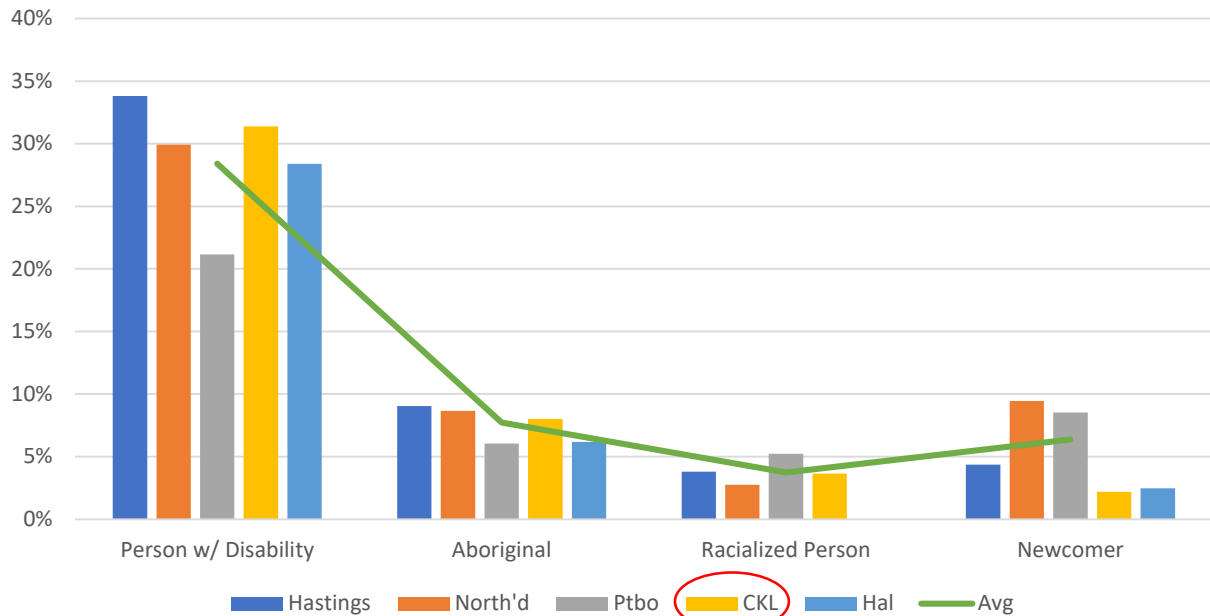




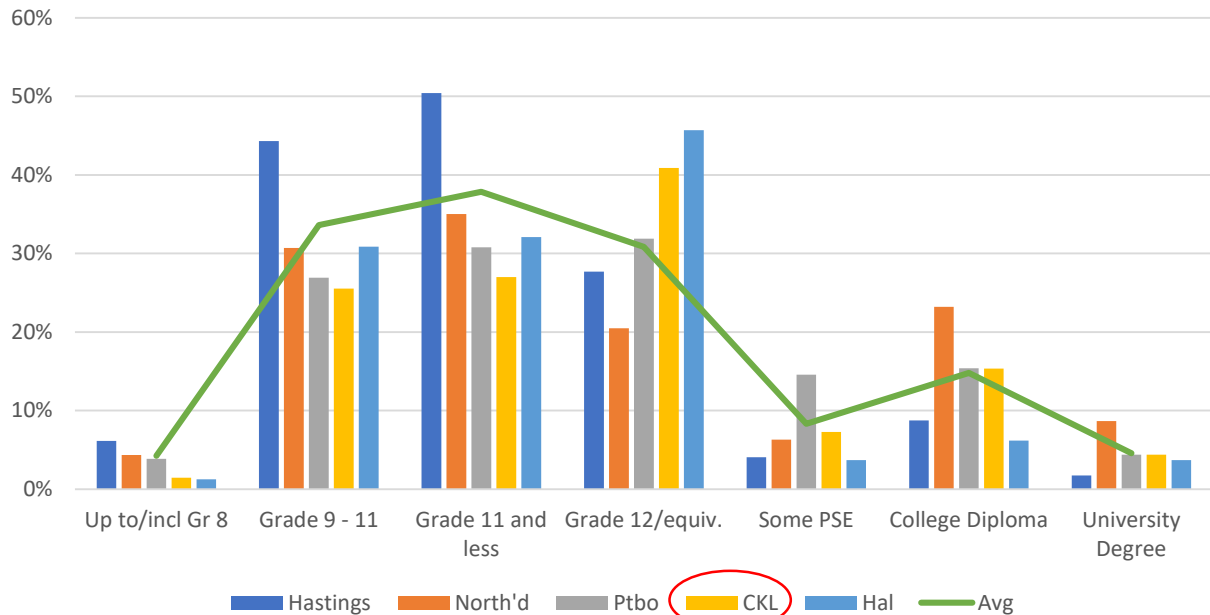
Appendix D – College Sector, LOCS Region (2018-19)



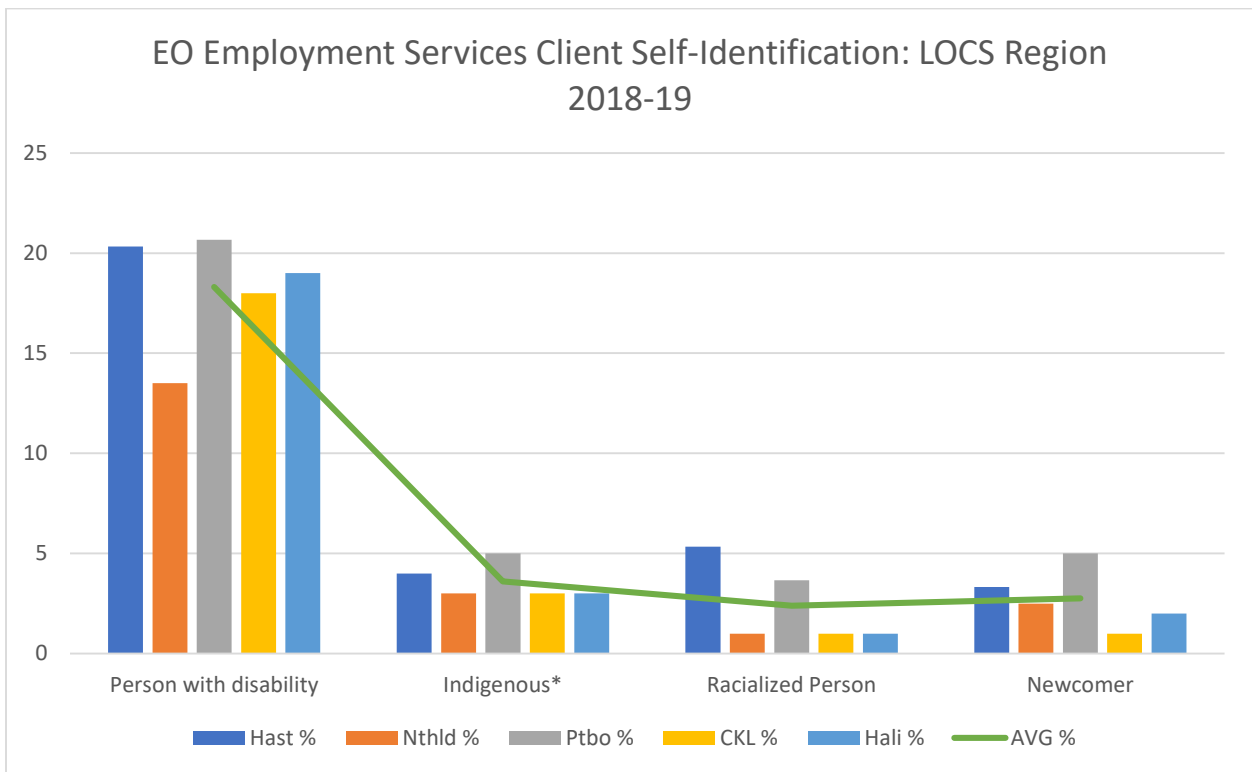
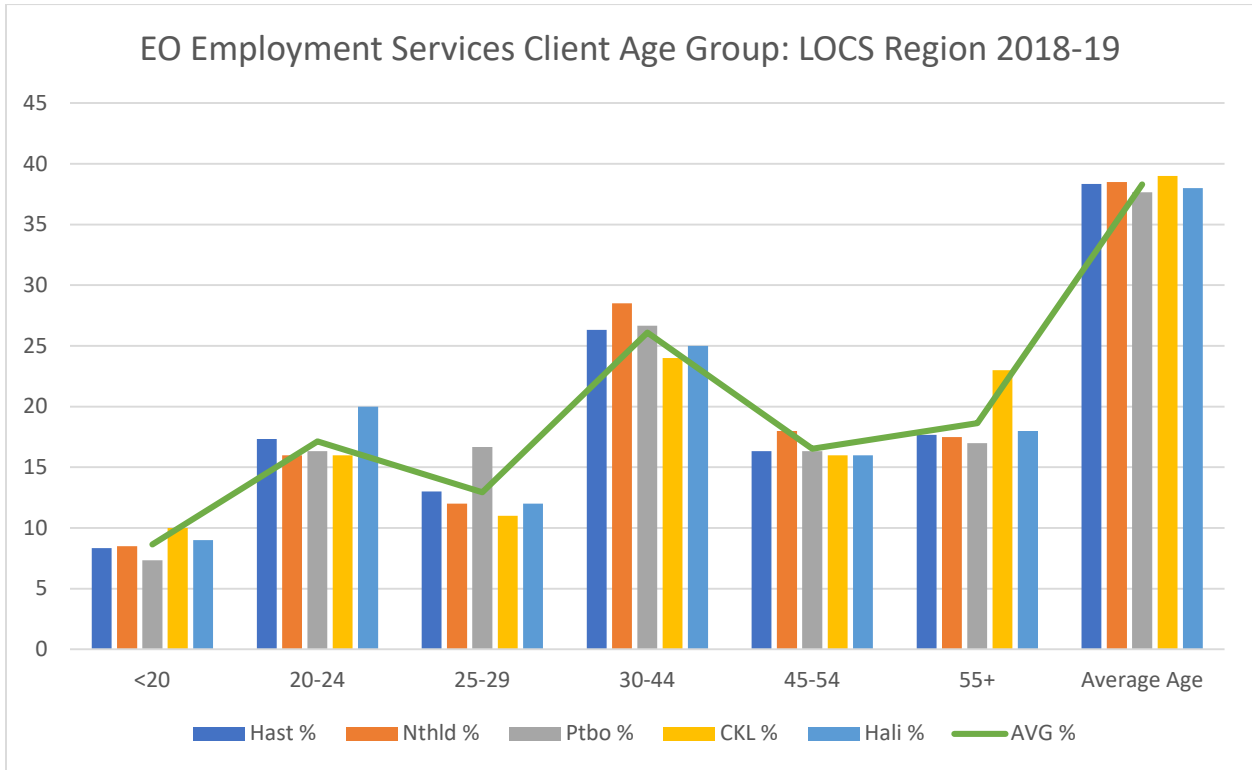
Learner Self-Identification: College Sector by LSP 2018/2019

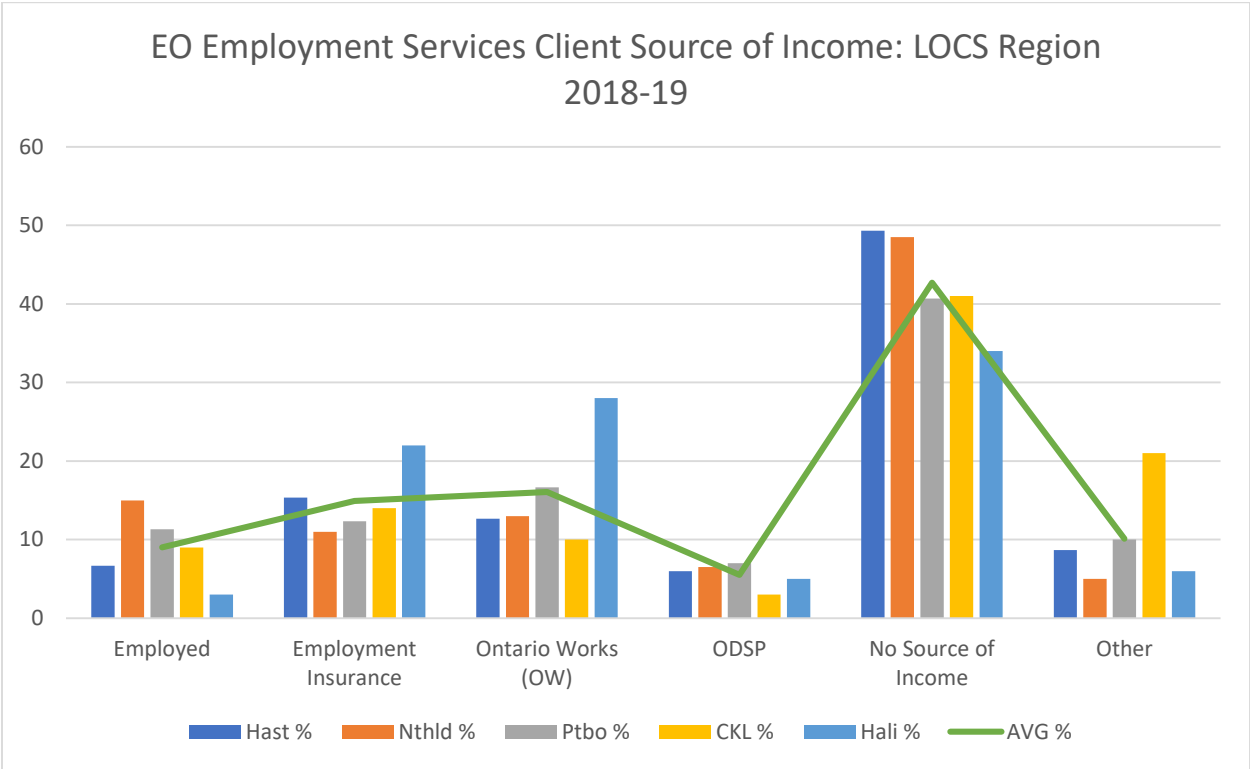
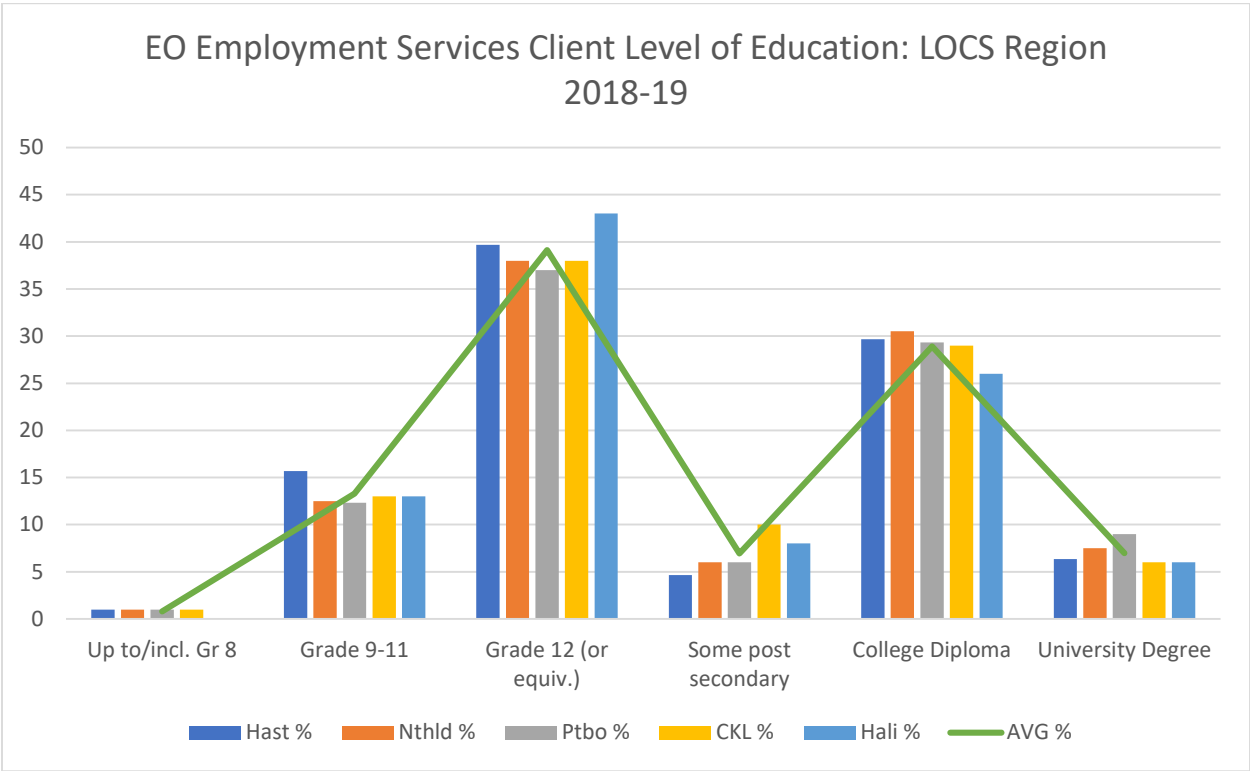


Level of Education: College Sector by LSP 2018-2019

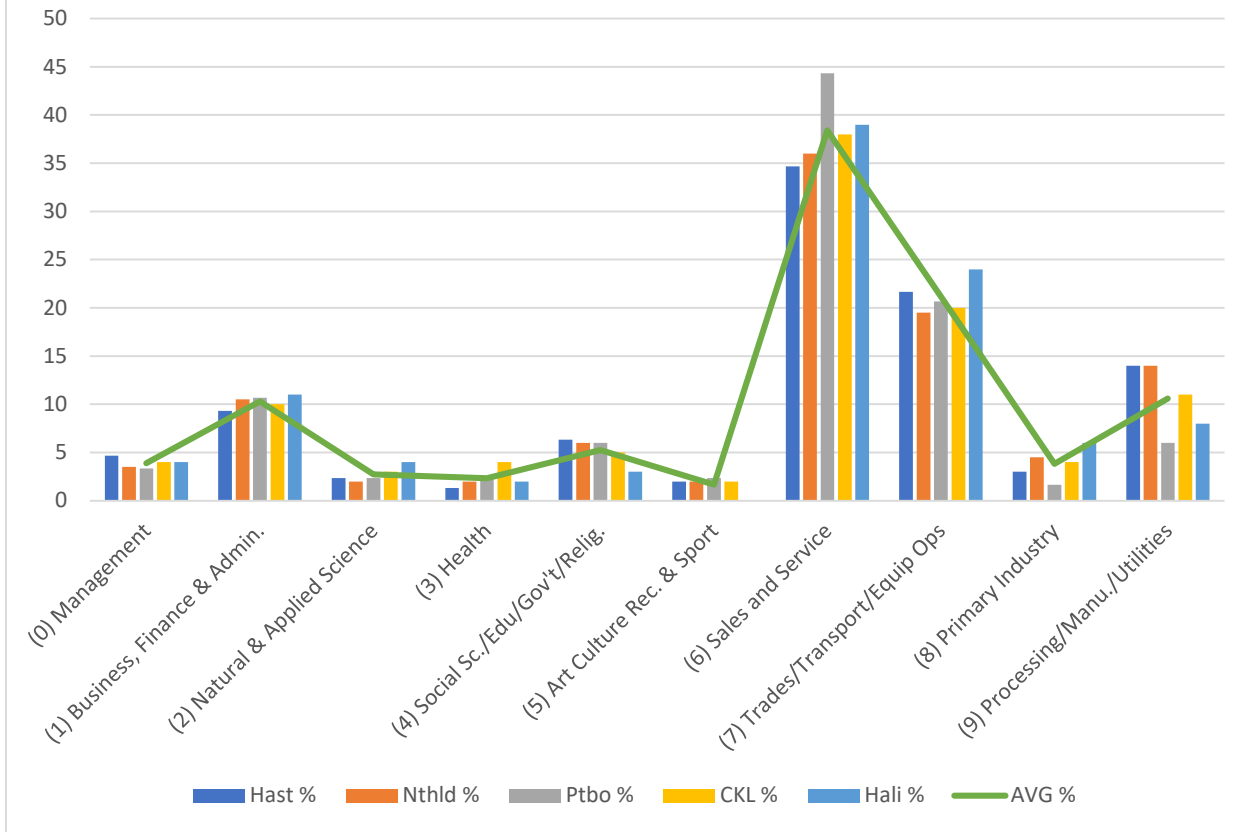


Appendix E – EO Employment Services, LOCS Region (2018-19) (Assisted Service clients only)





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



Questions about this report? Contact LOCS:

E: info@locs.on.ca

P: 705-313-4385

W: locs.on.ca

