



Peterborough City & 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:

Fleming College-Academic Upgrading
Kawartha Pine Ridge School Board (PACE)
Peterborough Native Learning Program
Trent Valley Literacy Association
Contact North
Good Learning Anywhere
Agilec
Canadian Mental Health Association (HKPR)
Curve Lake First Nation
Employment Planning & Counseling
Fleming CREW
Hiawatha First Nation
Job Quest (Community Living)
John Howard Society-Aspire
Kagita Mikam Employment Services
New Canadians Centre
Ontario Disability Support Program
Peterborough Social Services-OW
Workforce Development Board
Ministry of Labour, Training and Skills Development



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Introduction

Peterborough City and County has representation across all three sectors of adult skills development and training (including academic upgrading):

- Fleming College-Academic Upgrading (college)
- Kawartha Pine Ridge School Board (PACE) (school board)
- Peterborough Native Learning Program (PNLP) (community-based)
- Trent Valley Literacy Association (TVLA) (community-based)

Within the LOCS Region, Peterborough community-based programs served the highest percentage of those between 30 and 44 and served the highest percentage of learners in the sector pursuing an Apprenticeship goal path. The school board sector saw a rise in learners over 45/under 64. The Peterborough's college sector program served the youngest cohort of learners of the LOCS' college sector programs.

Numeracy (foundational and trades-related math skills), workplace skills and digital literacy (foundational) continue to be the focus of learner demand in 2019-20. Targeted training to support this demand includes customer service, point of sale, academic upgrading (math, science, communications) and computer training across all sites.

PNLP is one of two Indigenous Stream service provider in the Eastern Region and offers culturally appropriate indigenous learning opportunities based on the Seven Grandfather Teachings in addition to non-Indigenous training.

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

Ongoing demand for specialized programming for people who are seeking employment including retail-related skills (e.g., point of sale), academic upgrading and apprenticeship. There continues to be demand for workplace and subject-specific math and foundational computer skills training. The following data represents an average of the three community-based sites in the region.

Learner profile (Apr 2018-Mar 2019) See Appendix A for regional statistics:

- average age is 42 with 32% of learners over 45/under 64 (2017-18: 35%)
- Female 54%, Male 46% (2017-18: 48% / 52%)
- 39% of people identified as having a disability (up from 30% 2017-18)
- Goal Path (first percentage is fiscal 2018-19, second is fiscal 2017-18):
Employment (53% / 61%), Apprenticeship (5% / 4%), Secondary School (5% / 3%), Postsecondary (21% / 21%), Independence (16% / 12%)
- Referrals IN: OW (12%), ES (27%). 2017-18: OW (18%), ES (31%)
- Source of income: OW (28%), ODSP (17%), EI (4%), Employed (11%)

While the percentage of learners over 45 / under 65 has dipped slightly, average age has increased moderately (38 in 2017-18). Community-based programs served the highest percentage of those between 30 and 44 compared to other regions (23%). Regionally, Peterborough community-based programs had the lowest percentage of learners in the Employment goal path. However, there are significant differences between providers, with TVLA at 63% and PNLN with a combined average of about 37%. PNLN also had a higher percentage of learners in the Postsecondary pathway (28%) compared to TVLA (15%) for a regional average of 21% -- more than double the next highest (Haliburton at 9%). Collectively, Peterborough community-based programs served the highest percentage of learners in the sector pursuing an Apprenticeship goal path (5%).

See Appendix B for more community-based sector data

School Board Sector

There is ongoing demand for service by learners in the 20-25 age range with many being early leavers (from high school). Some are coming back for training, including workplace readiness skills, like point-of-sale (POS), customer service, and foundational computer training. Practitioners are seeing a significant gap in numeracy skills, but many learners are uncomfortable with working on addressing this gap (e.g., math anxiety). Therefore, practitioners are using a strategy of contextualized math learning as a benefit (e.g., “is it really on sale”?) thus making math a necessary life skill. Agencies serve a similar percentage of learners over 45/under 64 compared to the school board sector program in Northumberland (9%). More students are completing their Ontario Secondary School Diploma, but those remaining prove to be challenging to serve through the current secondary school system.

Learner profile (Apr 2018-Mar 2019) See Appendix A for regional statistics:

- average age is 27 with 7% of learners over 45/under 64 (2017-18: 3%)
- Female 60%, Male 39% (change from 2017-18: 45% / 54%)
- 13% of people identify as having a disability (15% in 2017-18)
- Goal Path (first percentage is fiscal 2018-19, second is fiscal 2017-18):
Employment (9% / 4%), Apprenticeship (6% / 0%), Secondary School (81% / 93%), Postsecondary (4% / 2%), Independence (1% / 0%).
- Referrals IN: OW (13%), ES (1%). 2017-18: OW (5%), ES (1%).
- Source of income: OW (40%), ODSP (8%), Employed (19%)

Sharp increase in the number of learners over 2017-18, including a rise in those over 45/under 64. Increase may account for move upward in Employment goal path over last fiscal (and reduction in Secondary School goal path). Seeing more learners who identify as female (15% increase) with an equal decrease in percentage of male learners. Enhanced service coordination/integration with Ontario Works this fiscal may be attributed to the increase in referrals over the last fiscal year.

See Appendix C for more school board sector data.

College Sector

The sector continues to see significant computer training demand which is being met through multiple open sessions throughout the week. Most of those enrolled are 40-50+ who need training for employment. Math training and grade 12 equivalency (GED and ACE) are main supports needed for those on Apprenticeship pathway as well as for those learners working towards certificates (e.g., 52-week or less, like PSW). Fleming AU is partnering with Contact North to support upgrading programming gaps.

Learner profile (Apr-Sep 2018) See Appendix A for regional statistics:

- average age is 33 with 16% of learners over 45/under 64 (2017-18: 10%).
- Female 60%, Male 40% (2017-18: 59% / 41%)
- 21% of people identified as having a disability (2017-18: 22%)
- Goal Path (first percentage is fiscal 2018-19, second is fiscal 2017-18):
Employment (23% / 11%), Apprenticeship (11% / 20%), Secondary School (0% / 0%), Postsecondary (65% / 68%), Independence (1% / 1%)
- Referrals IN: OW (8%), ES (15%). 2017-18: OW (7%), ES (10%)
- Source of income: OW (21%), ODSP (7%), EI (10%), Employed (36%)

With an average age of 33 and 16% of learners over 45/under 64, the Peterborough program served the youngest cohort of learners of the LOCS' college sector programs. Postsecondary goal path demand continues to be the primary goal path and is similar to last year. However, there was a shift in demand for two learner goal paths, with the doubling of Employment and halving of Apprenticeship (although Peterborough continues to have higher numbers in this category than other college sector sites, except for Northumberland). Like in Northumberland, comparatively strong demand for the Apprenticeship goal path in Peterborough is likely due to regional trades training programs (Fleming and Durham) (compared to LOCS and Eastern regions).

See Appendix D for more college sector data.

E-Channel – Contact North

Contact North is conducting monthly partner site visits (including in Curve Lake). Many clients are 40+ and there is notable demand for high school diploma. 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) across the LOCS regional network – including Peterborough – 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), employment services providers cite a number of factors including:

- strong labour market
- below market wages
- lack of interest or appropriate training/experience of younger workers
- insufficient training and skills development for transitional workers
- lack of good hiring, screening practices for employers (impacts on quality of candidate, onboarding process, retention)
- a lack of transportation systems (for those without access to a car).

ES providers are reporting that they are seeing an increase in higher-needs, challenged clients, including those with invisible disabilities (e.g., diabetes, mental health) along with other barriers like housing and other basic needs. Providers have identified a need to focus programming more on emotional intelligence. Also, like in most ES agencies across the LOCS region, providers are reporting a lower number of resource centre (unassisted) clients so far this year (again, could be due to strong labour market).

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

Gender: Female - 46% Male - 53% Average Age - 38

Age Range	2018-19	Educational Attainment	2018-19
< 20	7%	Up to/incl Gr 8	1%
20 - 24	16%	Grade 9-11	12%
25 - 29	17%	Grade 12 or equiv.	37%
30 - 44	27%	Some Post-Sec	6%
45 - 54	16%	College Diploma	29%
55+	17%	Univ. Degree	9%

Source: 2018-19 EOIS-CaMS 15B Report

Source of Income	2018-19	Client Self-Identification	2018-19
Employment Insurance	12%	Person with disability	21%
Ontario Works	17%	Indigenous	5%
ODSP	7%	Racialized person	4%
Employed	11%	Newcomer	5%
No source of income	41%	Francophone	1%

Source: 2018-19 EOIS-CaMS 15B Report

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

Kagita Mikam Employment Services reports that most clients are accessing training supports (e.g., for college programs). Kagita Mikam serves both status and non-status (usually do not serve Metis but can if proof is provided that the Metis Nation of Ontario employment program cannot support). Non-status training administration and funding will be returning to Friendship Centre. They are serving youth (under 30) as well as those in 40-50+ and have noted they are seeing an increase in older clients. They are also still working with OPG; have 6 clients, 2 have been hired.

Social Services Client Profile

Changes to the social assistance program announced in November 2018 is 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)

There are significant changes occurring within social services, including in leadership and funding. Key focus is on life stabilization.

- 3435 on caseload (August), with 544 (16%) in the county
- 30-45 age group is highest, 65% are singles, 26% single parents
- 39% have less than grade 12
- according to ERS – 76% not ready for employment

Ontario Disability Support Program (ODSP)

For the period 2018-19, there were 5,525 ODSP cases, that included 5,697 persons with disabilities (as defined in the ODSP Act). It has been noted that ODSP case loads are up year-over-year across the LOCS regional network (e.g., in 2016-17 Peterborough reported 5,075 cases). ODSP reports that caseloads continue to rise in the current fiscal year. To facilitate managing case loads, ODSP has been moving towards a more “risk based” approach to service provision.

Social assistance modernization moving forward, e.g., online applications, direct bank deposit with 3rd party service providers. The region is part of pilot for My Benefits program which provides online access to case file where client can report changes, review benefits, etc.

Responsive programming and services

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

- computer/digital technology
- numeracy (including math for the trades)
- 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 listed in Table 1, followed by the Top 9 Skills in demand (Table 2).

Table 1

Top 10 Job Postings (including NOC code and Essential Skills profiles)
1. Home support workers and housekeepers (NOC 4412) Essential Skills
2. Retail salespersons (NOC 6421) Essential Skills profile
3. Registered nurses/registered psychiatric nurses (NOC 3012) Essential Skills
4. Licensed practical nurses (NOC 3233) Essential Skills
5. Retail and wholesale trade managers (NOC 0621) Essential Skills
6. College and other vocational instructors (NOC 4021) Essential Skills
7. Cooks (NOC 6322) Essential Skills
8. Customer & information services representatives (NOC 655)
9. Labourers in Processing, Manufacturing and Utilities (NOC 9619) Essential Skills
10. Food counter attendants & kitchen helpers (NOC 6711) Essential Skills
11. Material Handlers (NOC 7452) Essential Skills

Table 2

Top 10 Skills (key associated Essential Skill(s) where applicable)
1. Oral and written communication (Reading, Writing, Oral Comm.)
2. Detail oriented (Thinking, continuous learning)
3. Team-oriented, teamwork (Working with Others)
4. Microsoft Office (Computer Use/Digital Technology)
5. Customer service oriented (Thinking, Working with Others)
6. Work independently (thinking, oral comm.)
7. Management skills (oral comm., thinking, working with others, contin. learning)
8. Integrity (Thinking, Working with Others)
9. Time management (Thinking, working with others)
10. Problem Solving (Thinking)

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

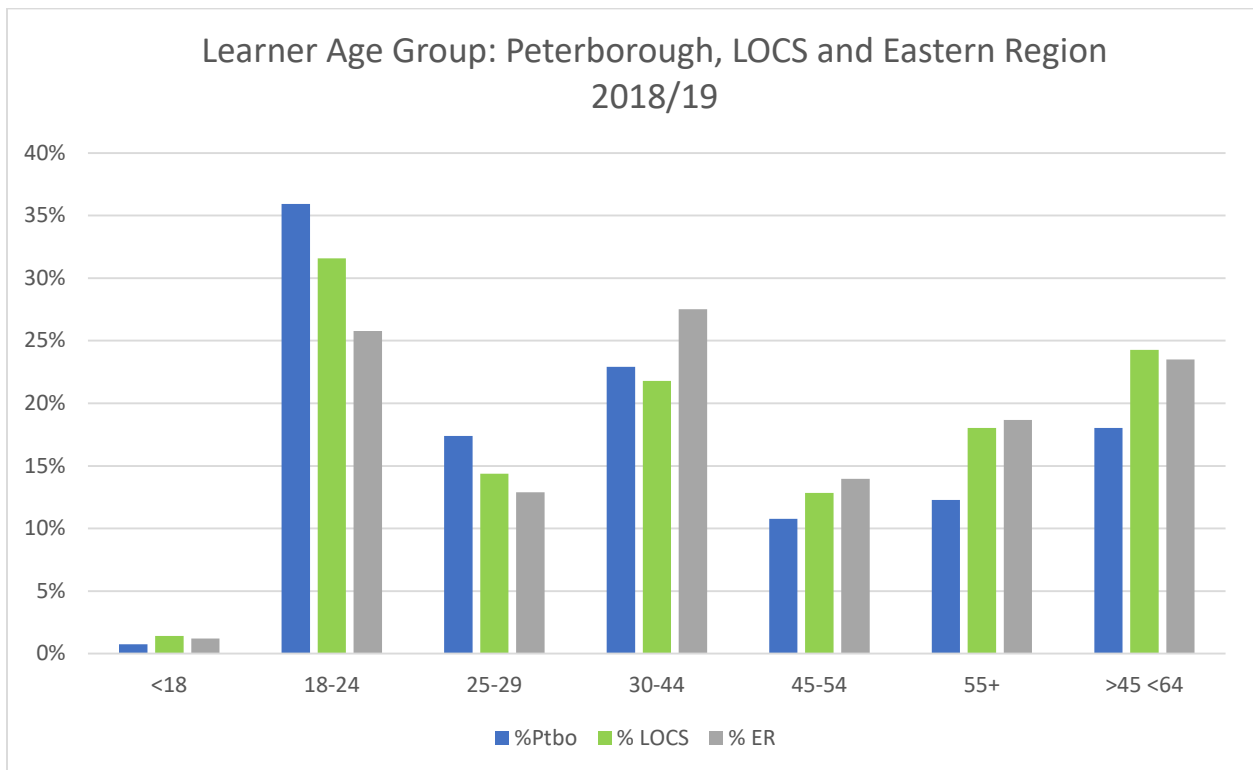
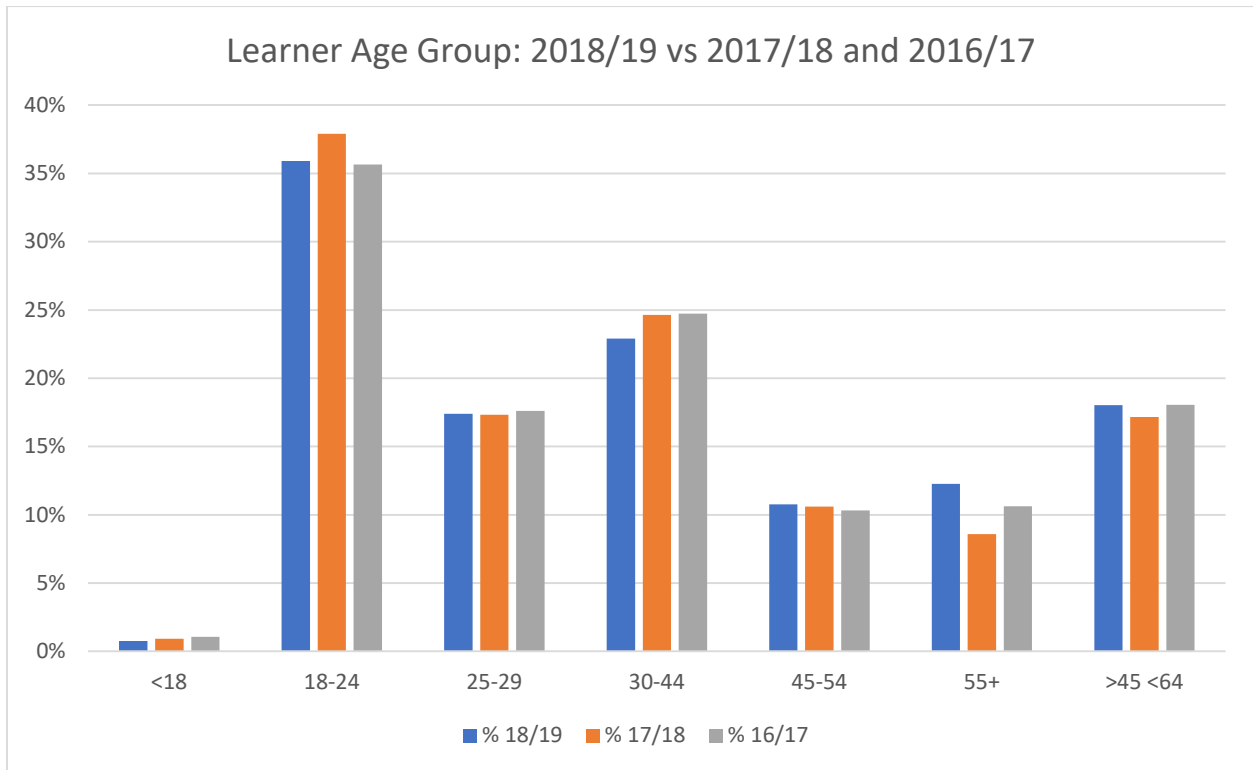
Addressing labour market trends

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

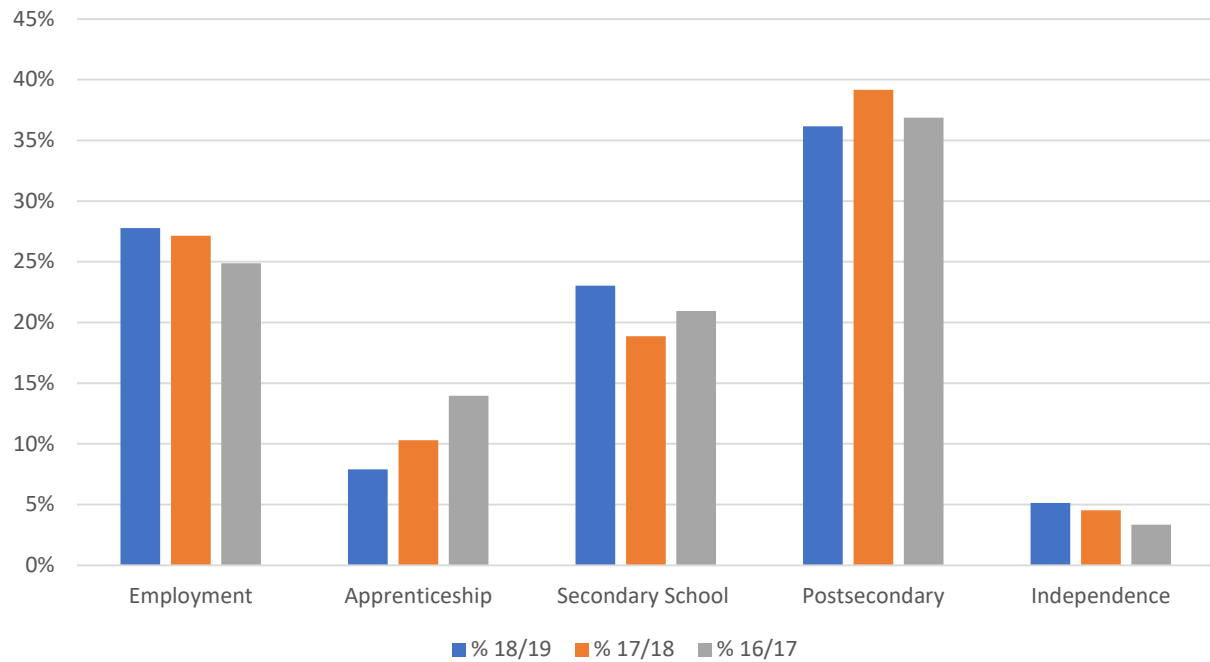
- Continuing to study the local labour market to inform and tailor education and training, and employment programming to address demand
- Fostering collaborative partnerships for service delivery (e.g., offering training programming at partner agency sites; co-developing and delivering programming based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

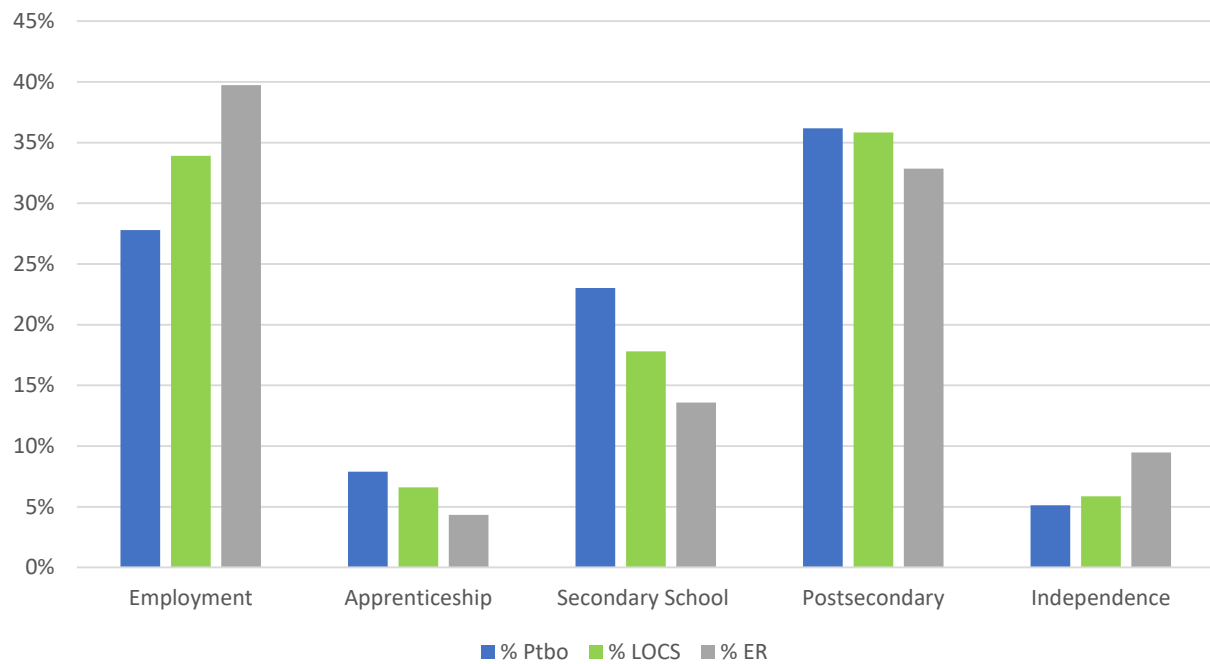
Appendix A – Learner Profile Data for Peterborough (2018-19)

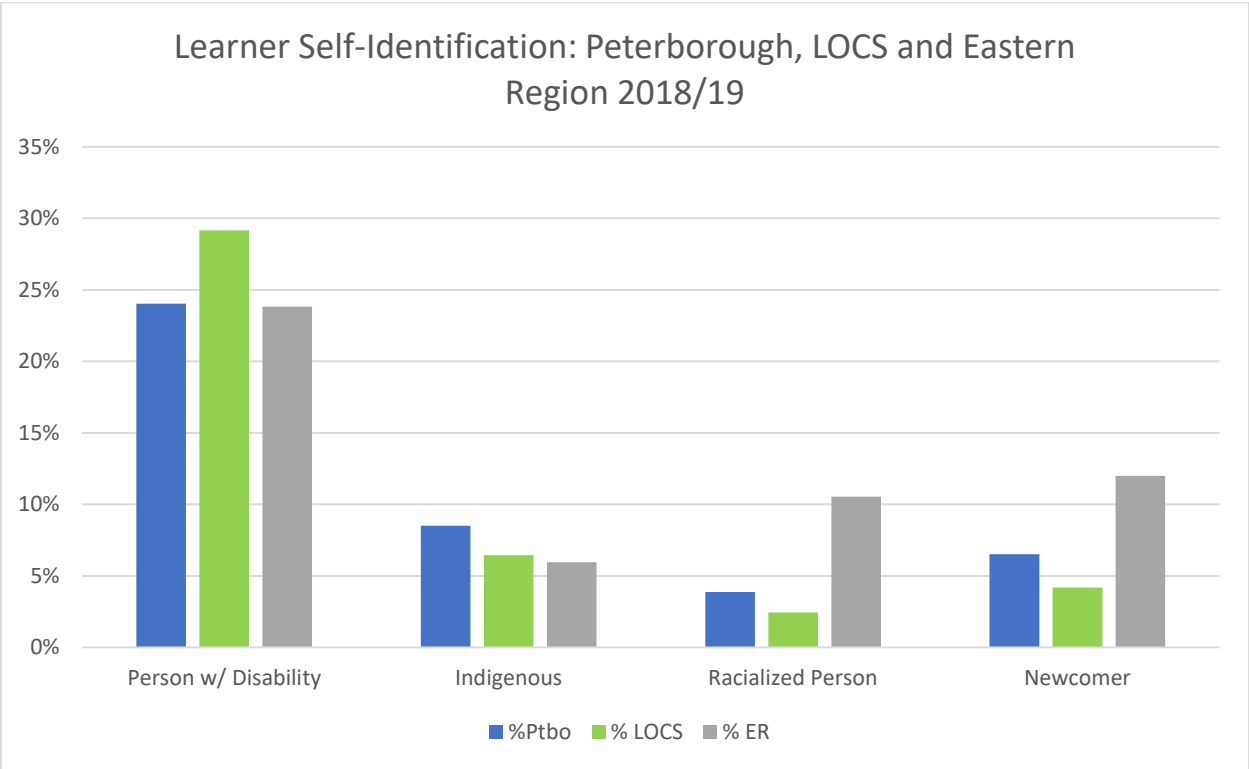
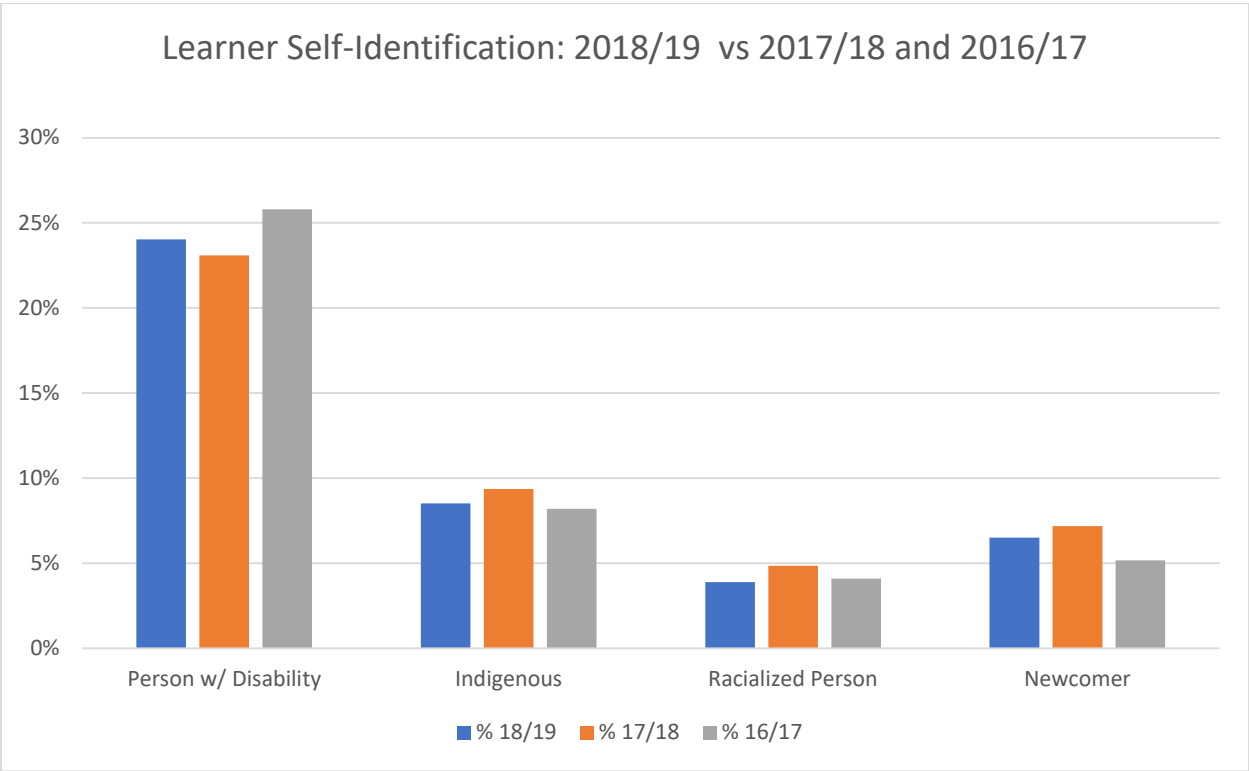


Goal Path: 2018/19 vs 2017/18 and 2016/17

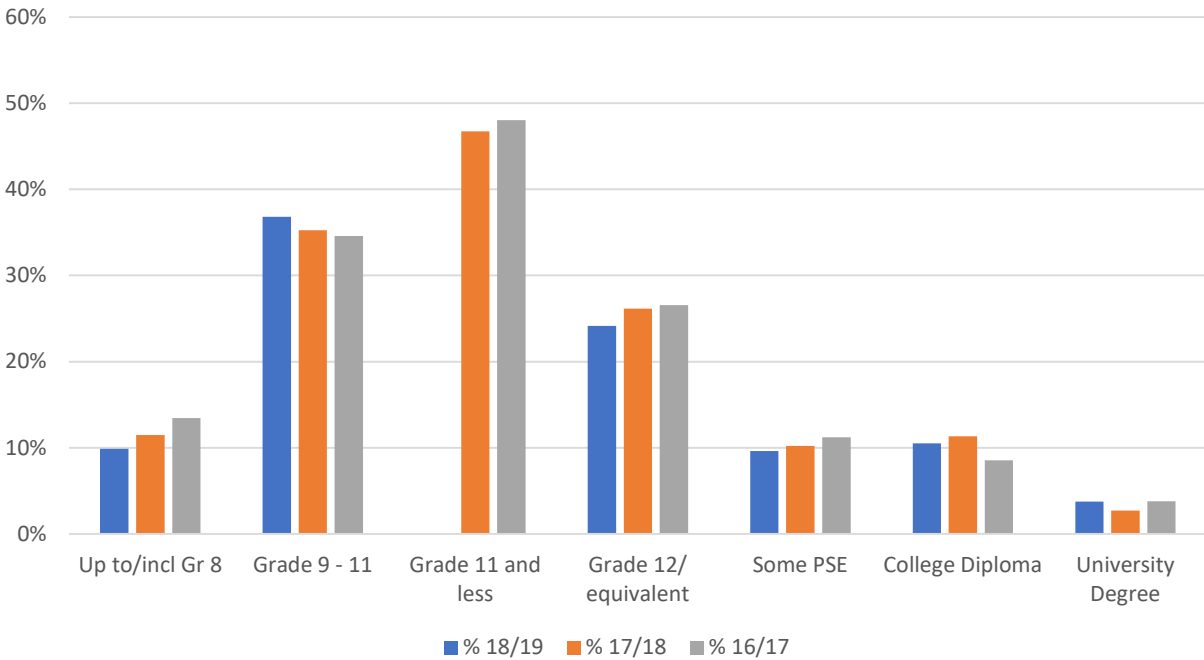


Goal Path: Peterborough, LOCS and Eastern Region 2018/19

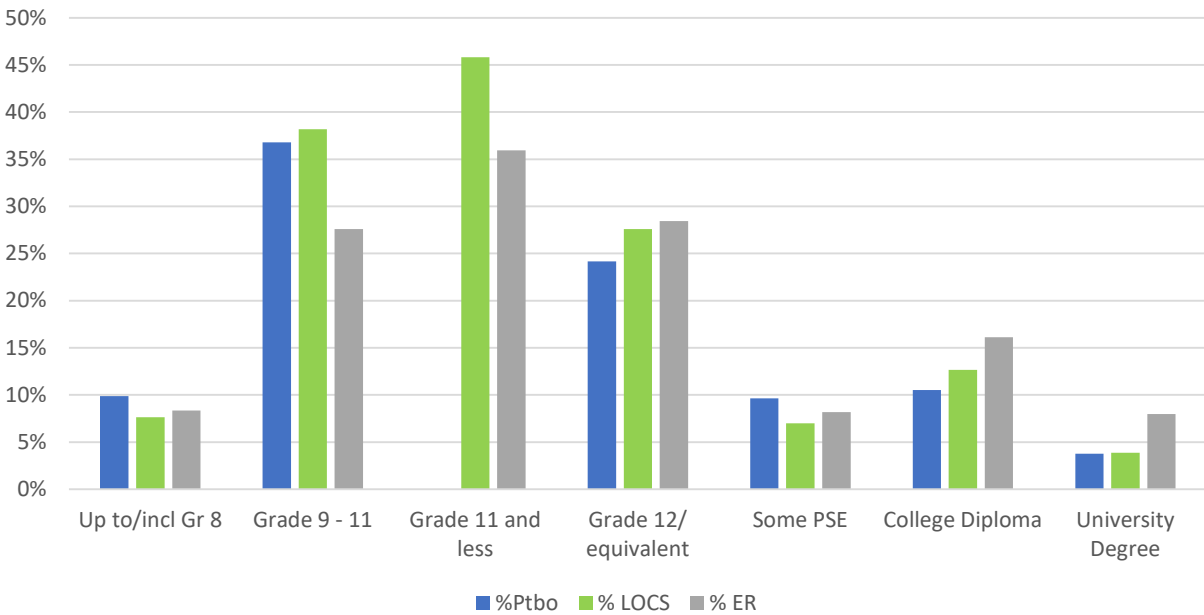




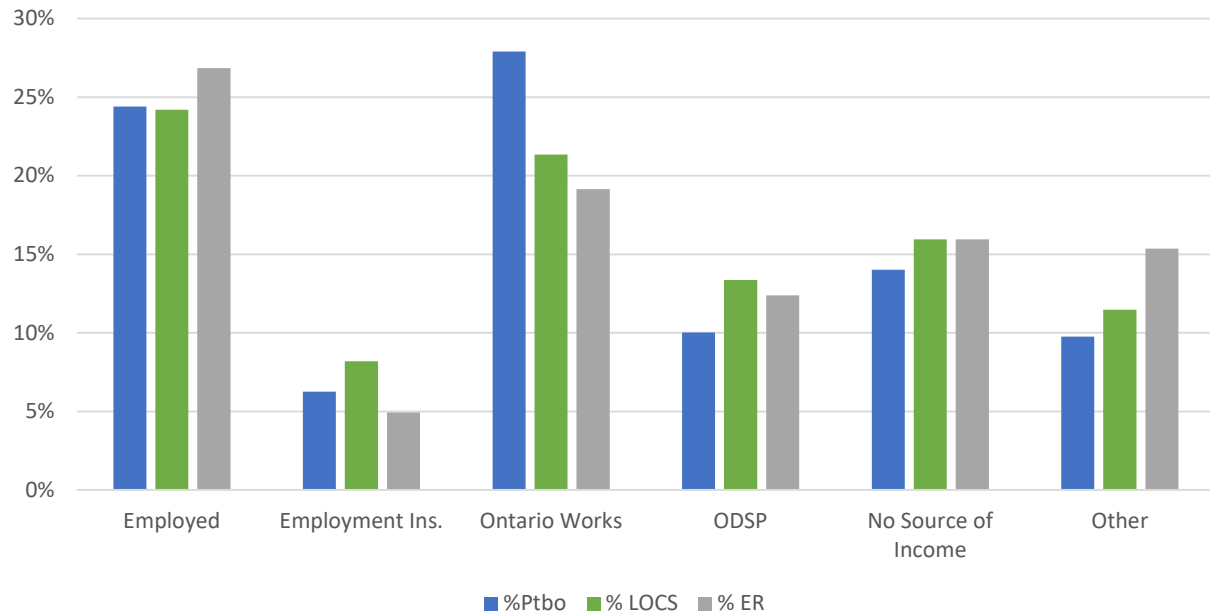
Level of Education: 2018/19 vs 2017/18 and 2016/17



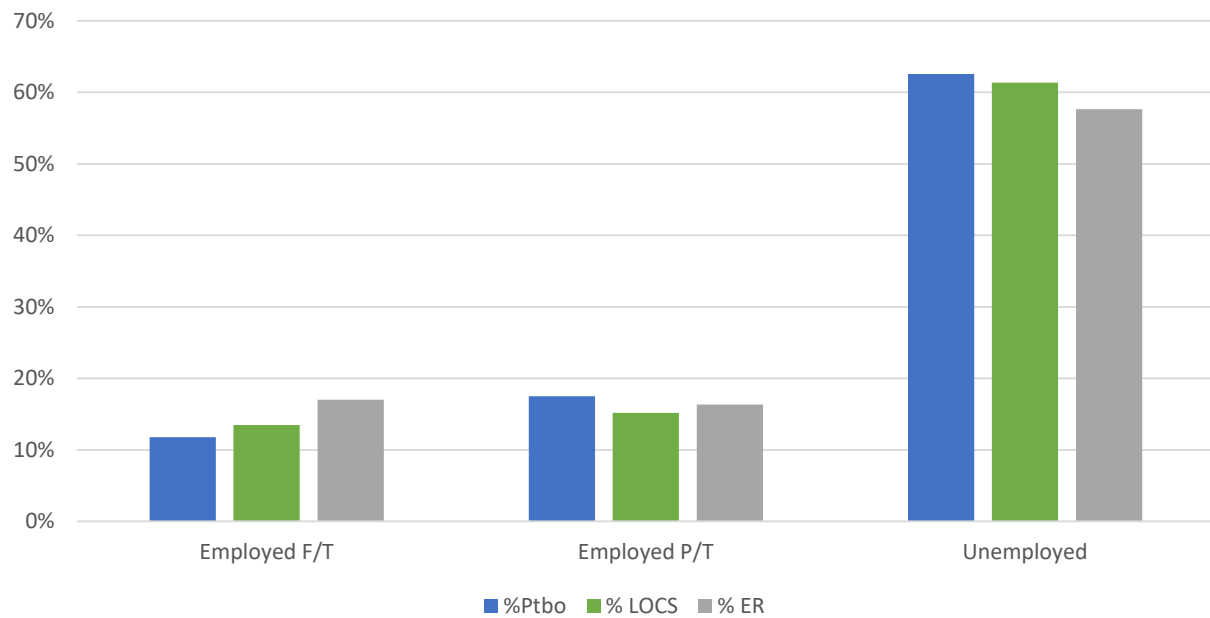
Level of Education: Peterborough, LOCS and Eastern Region 2018/19



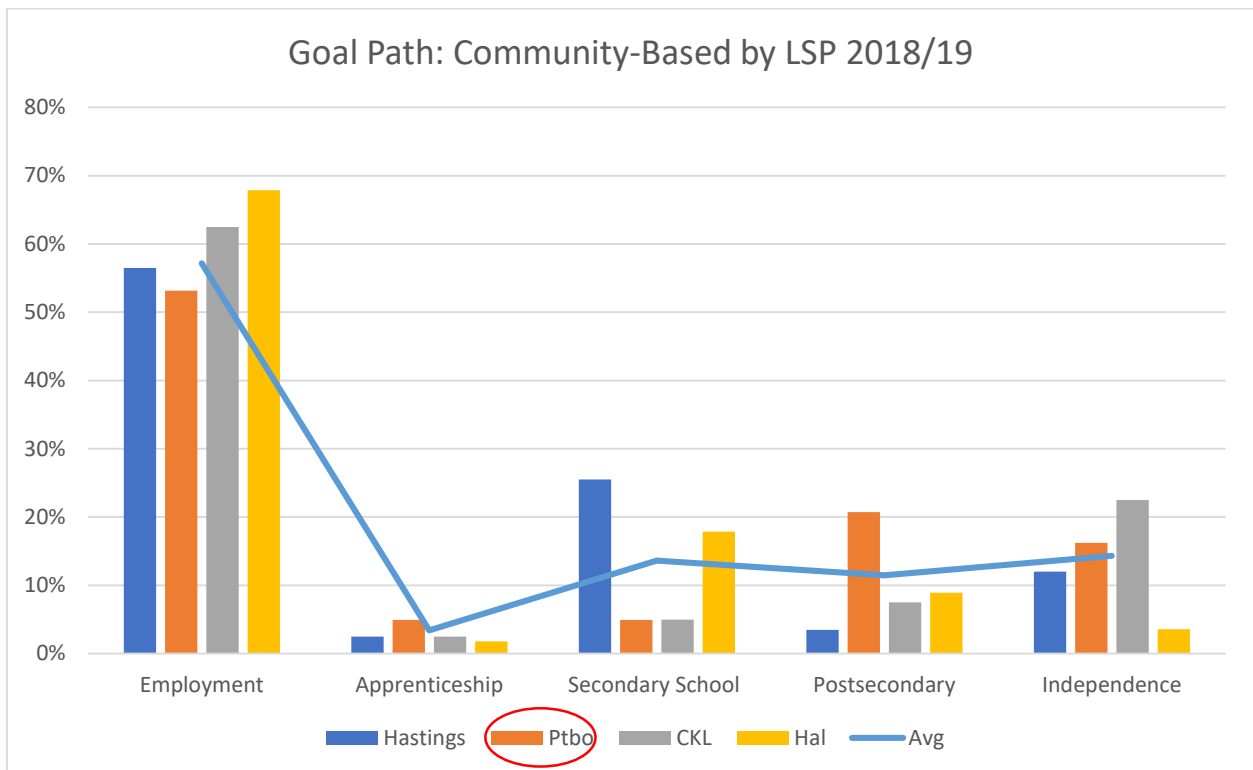
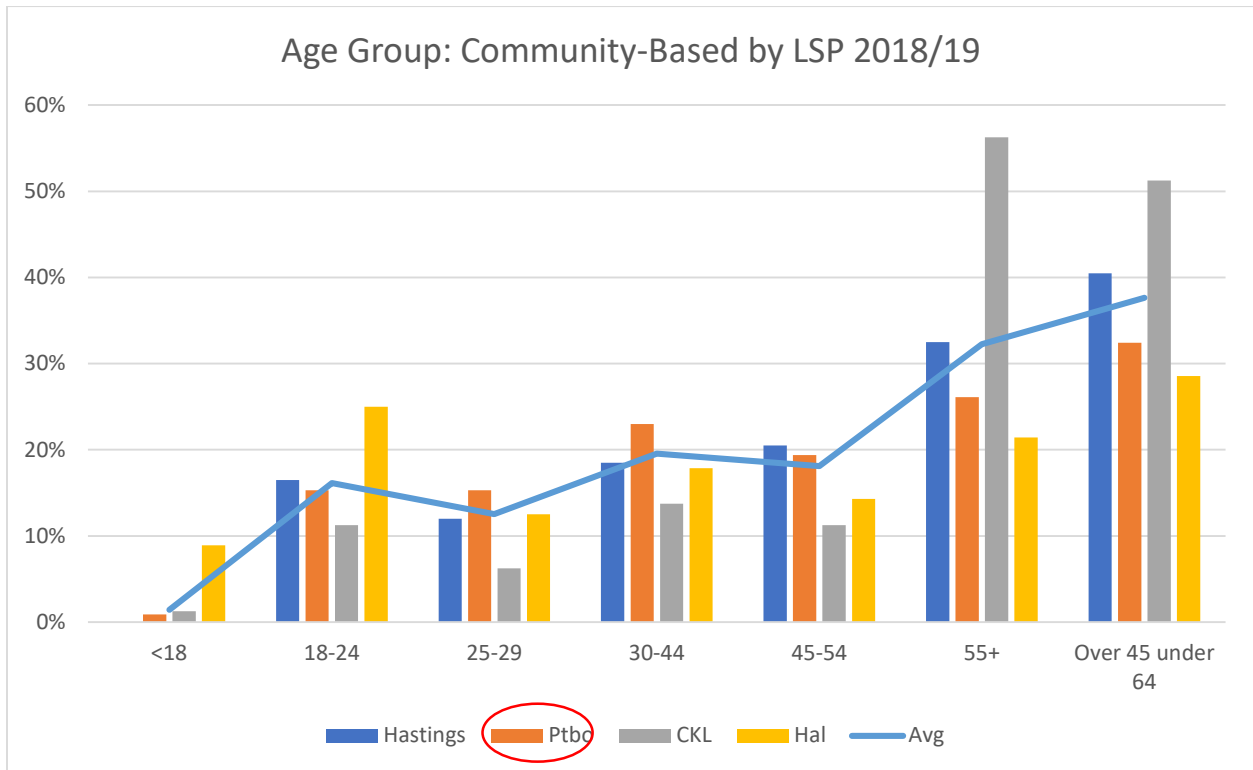
Source of Income: Peterborough, LOCS and Eastern Region
2018/19



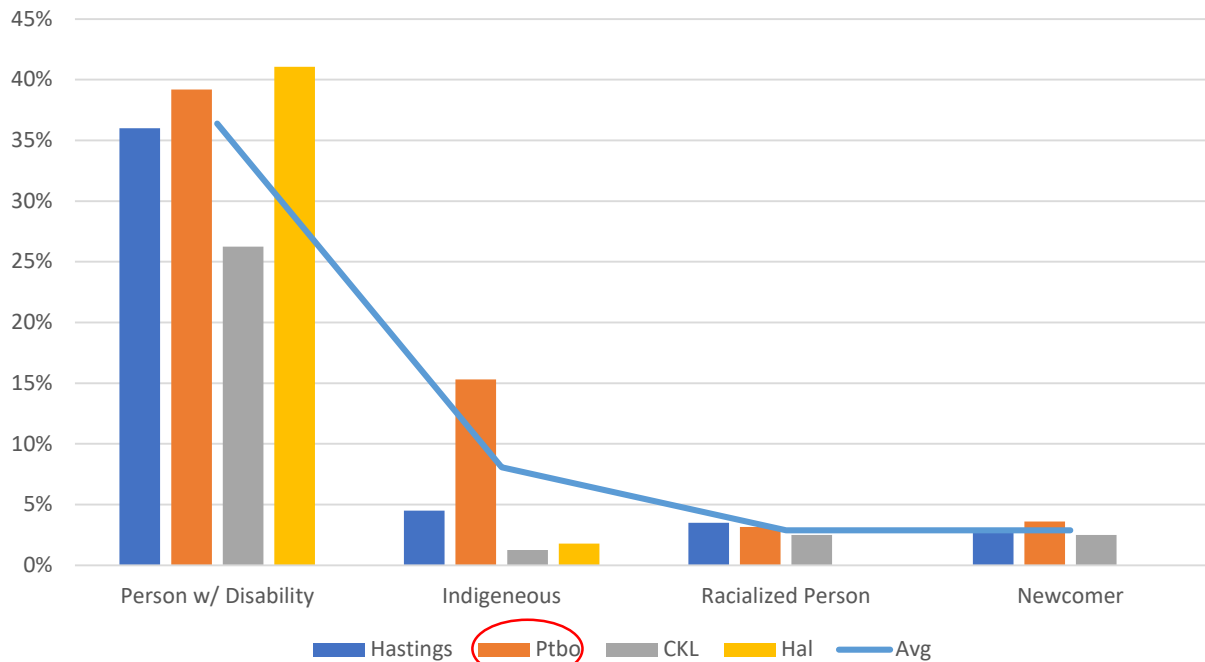
Labour Force Attachment: Peterborough, LOCS and Eastern
Region 2018/19



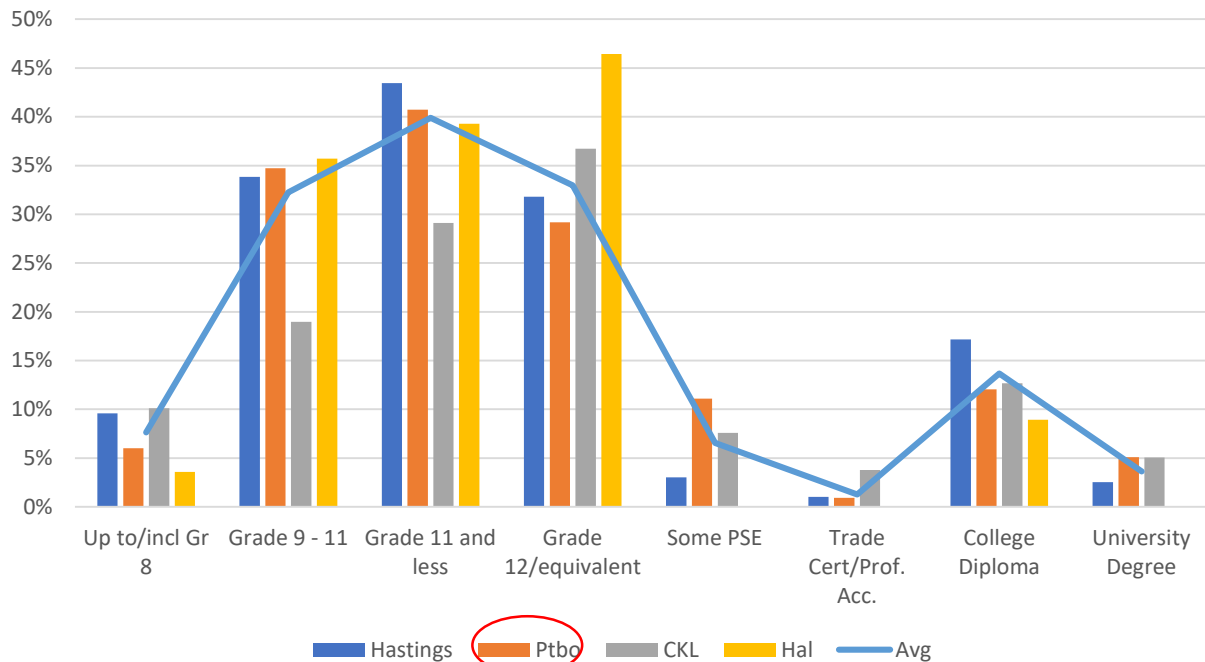
Appendix B – Community-Based Sector, LOCS Region (2018-19)



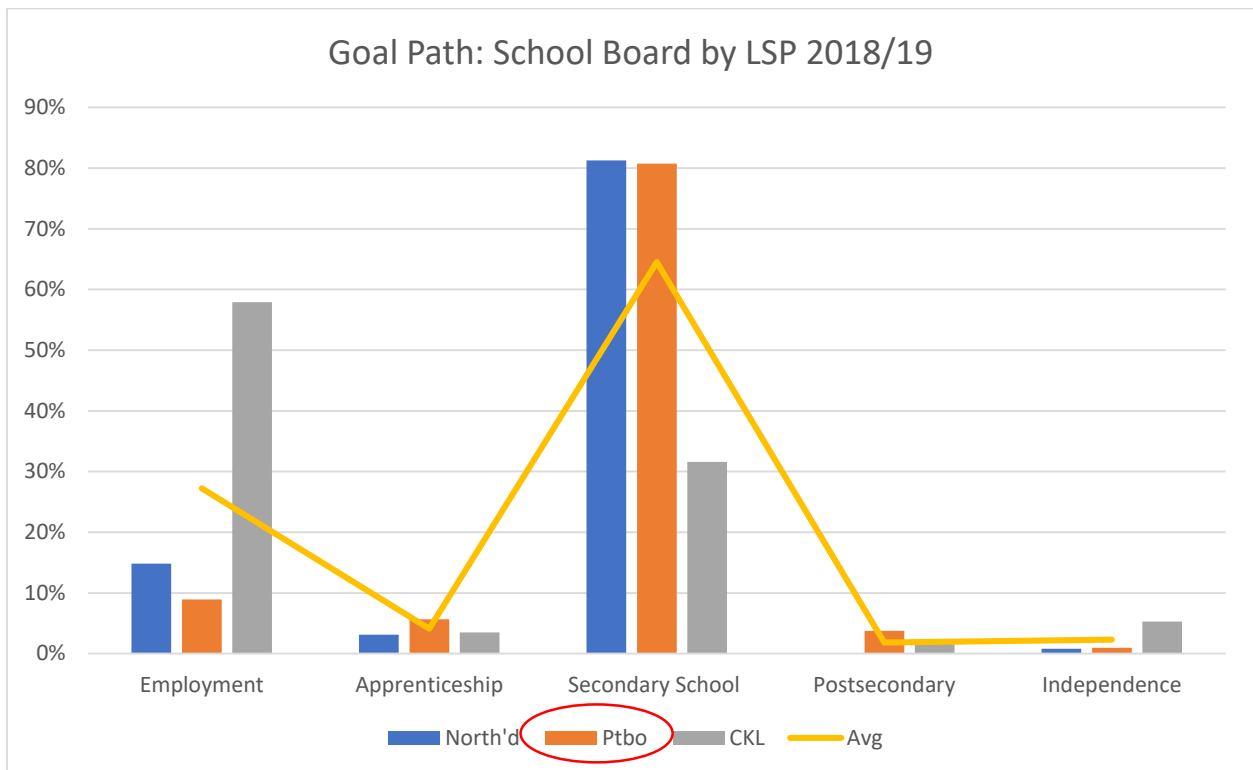
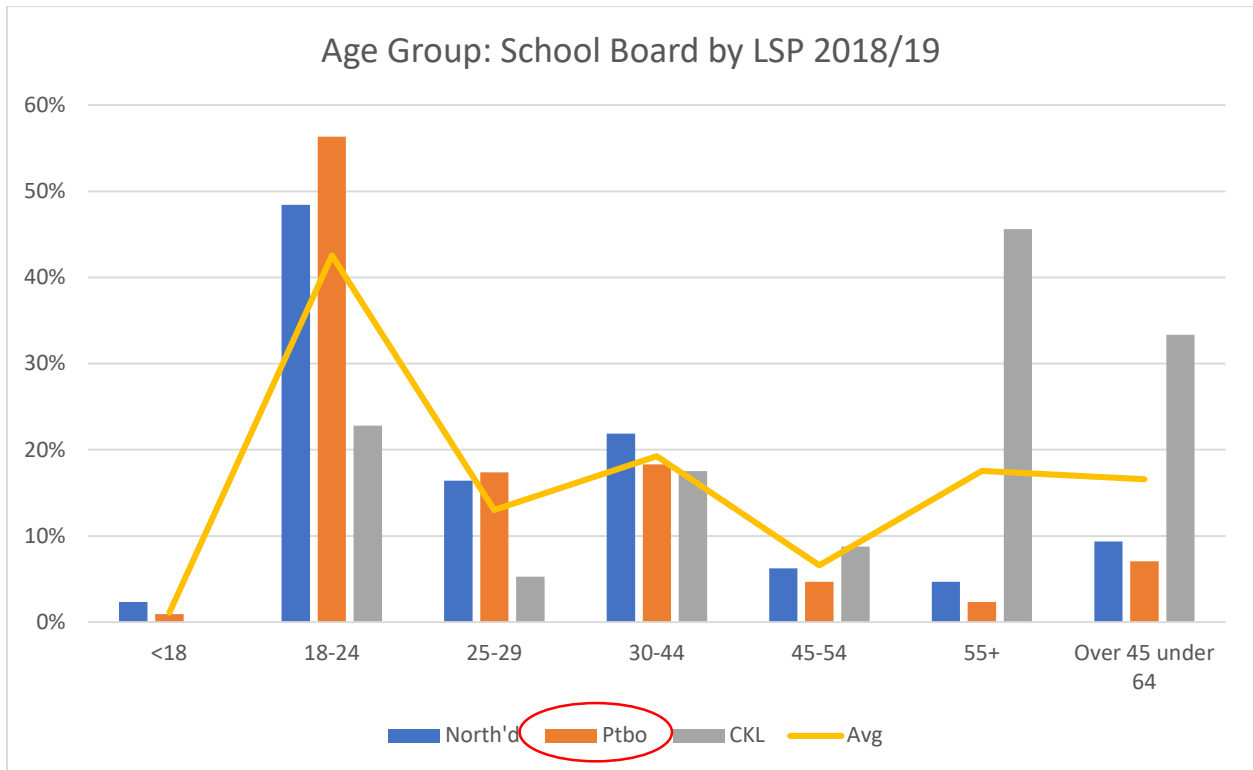
Learner Self-Identification: Community-Based by LSP 2018/19



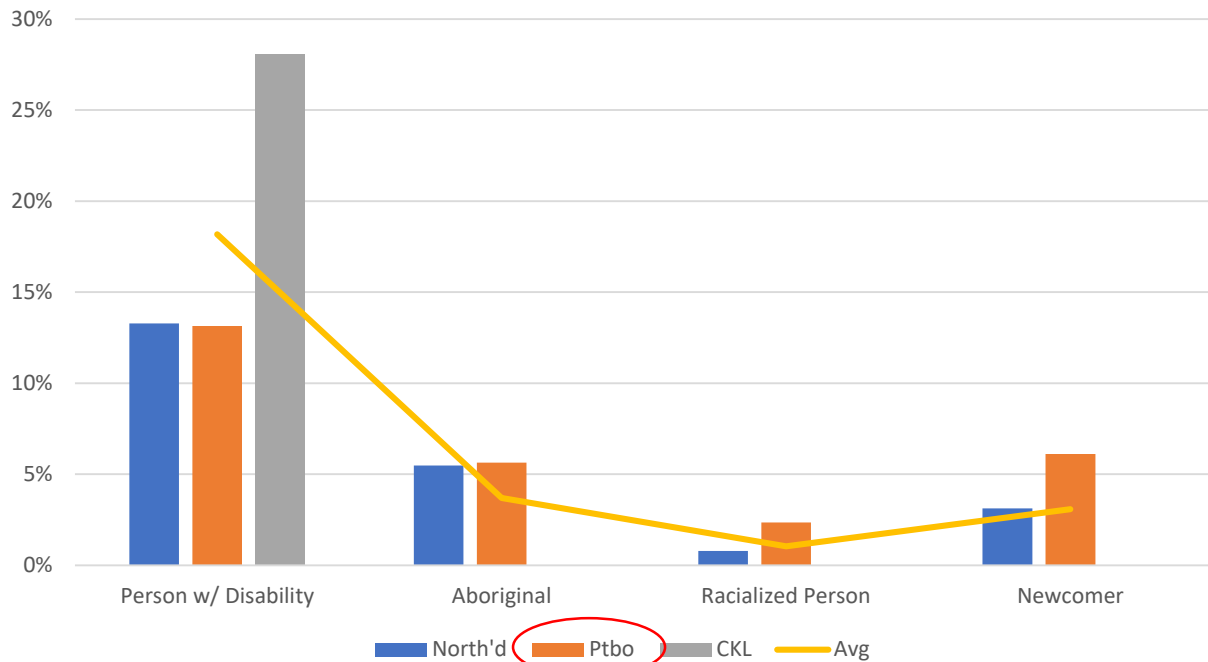
Level of Education: Community-Based by LSP 2018/19



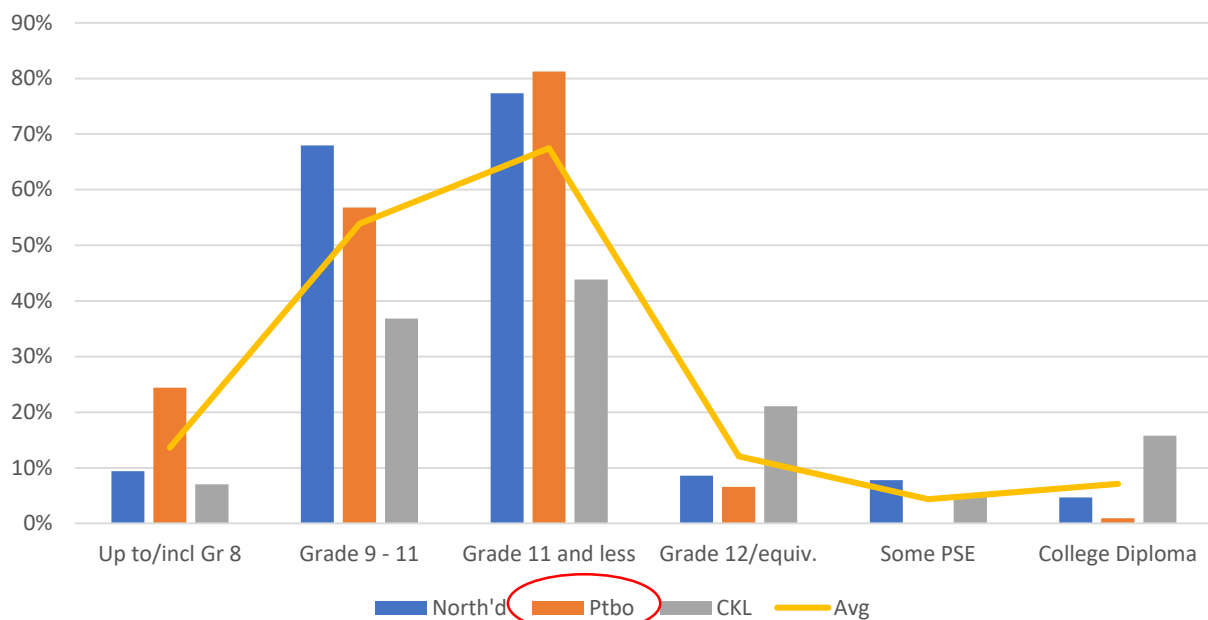
Appendix C – School Board Sector, LOCS Region (2018-19)



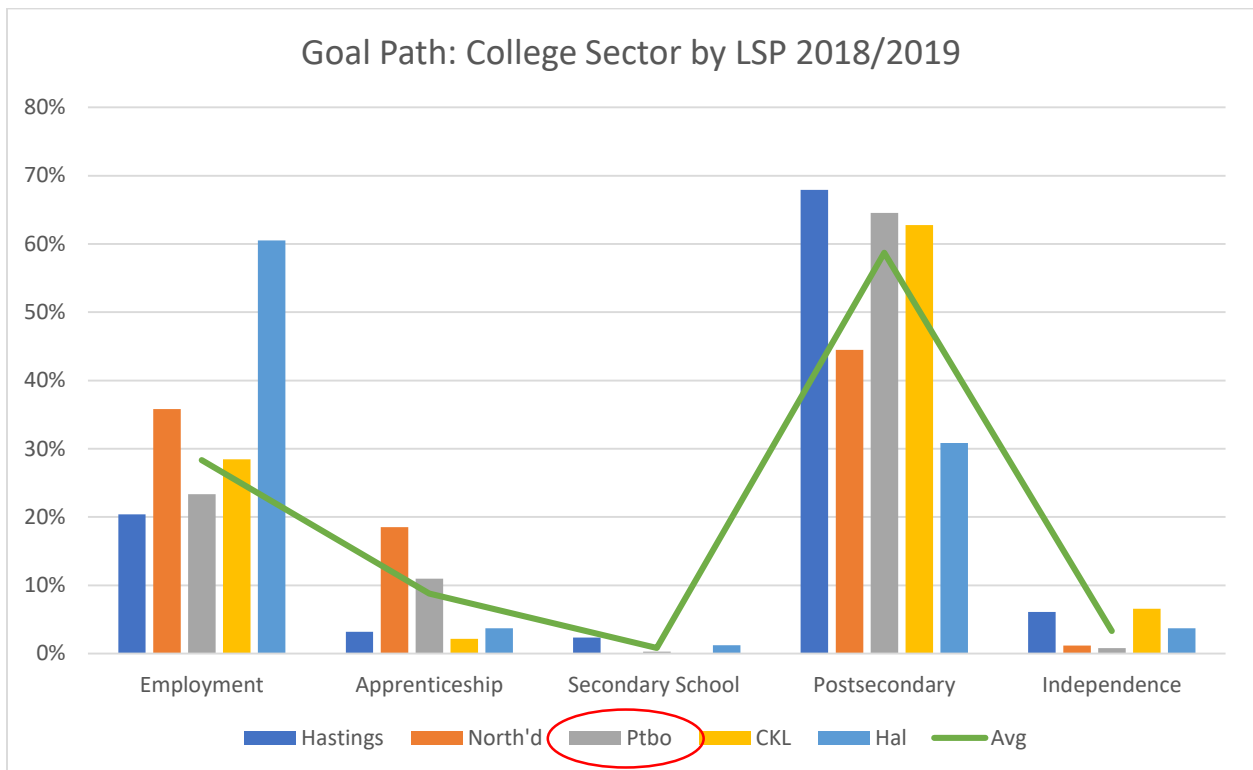
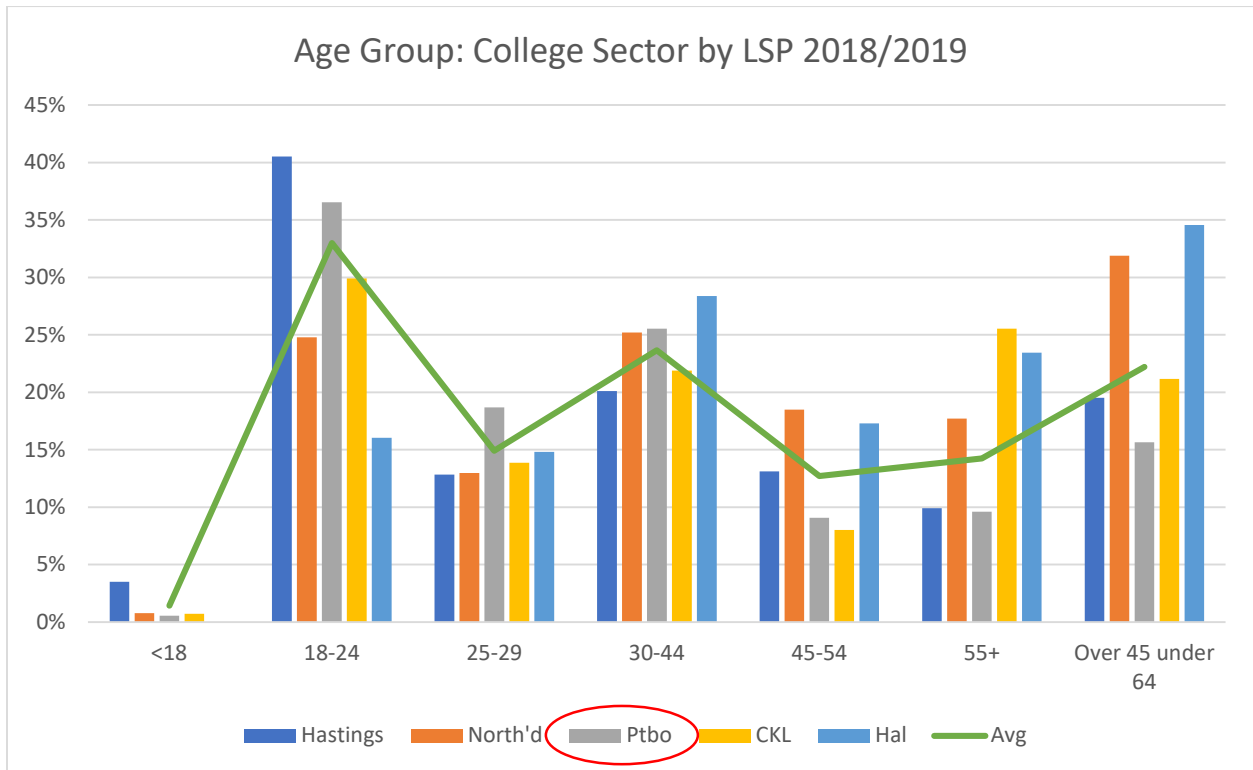
Learner Self-Identification: School Board by LSP 2018/19

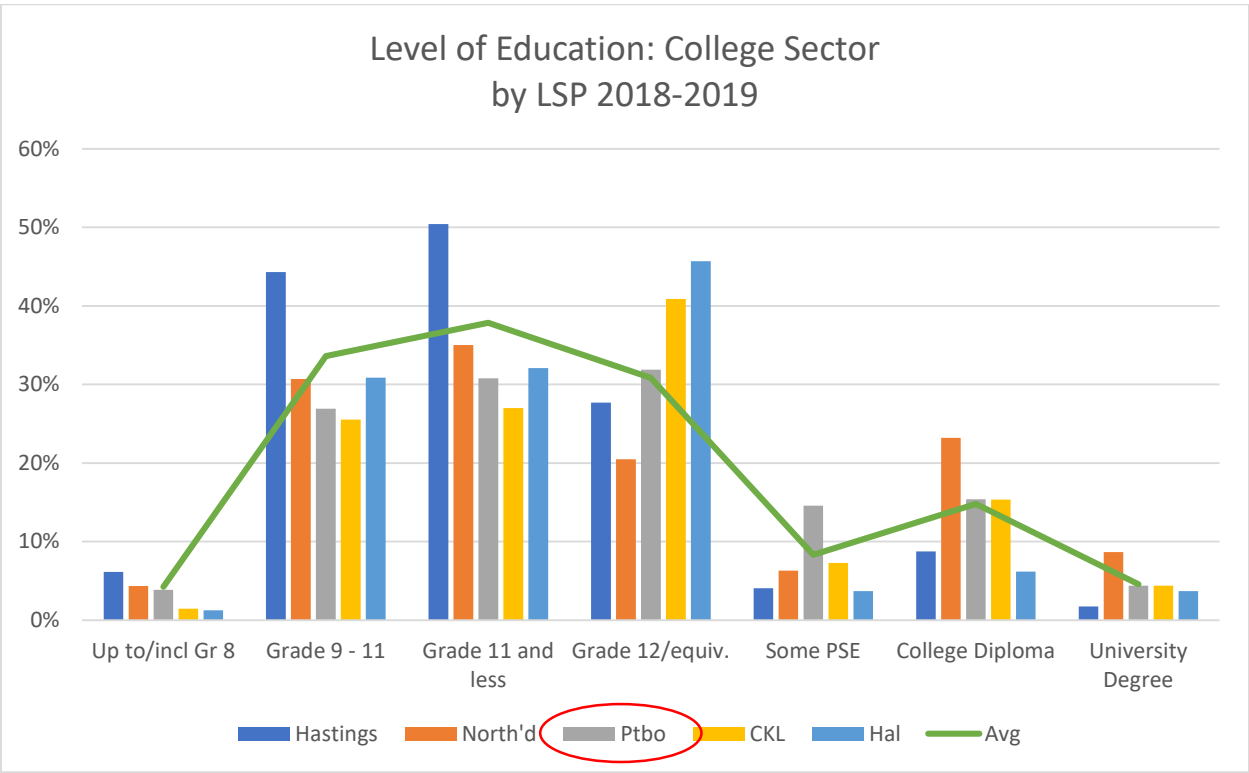
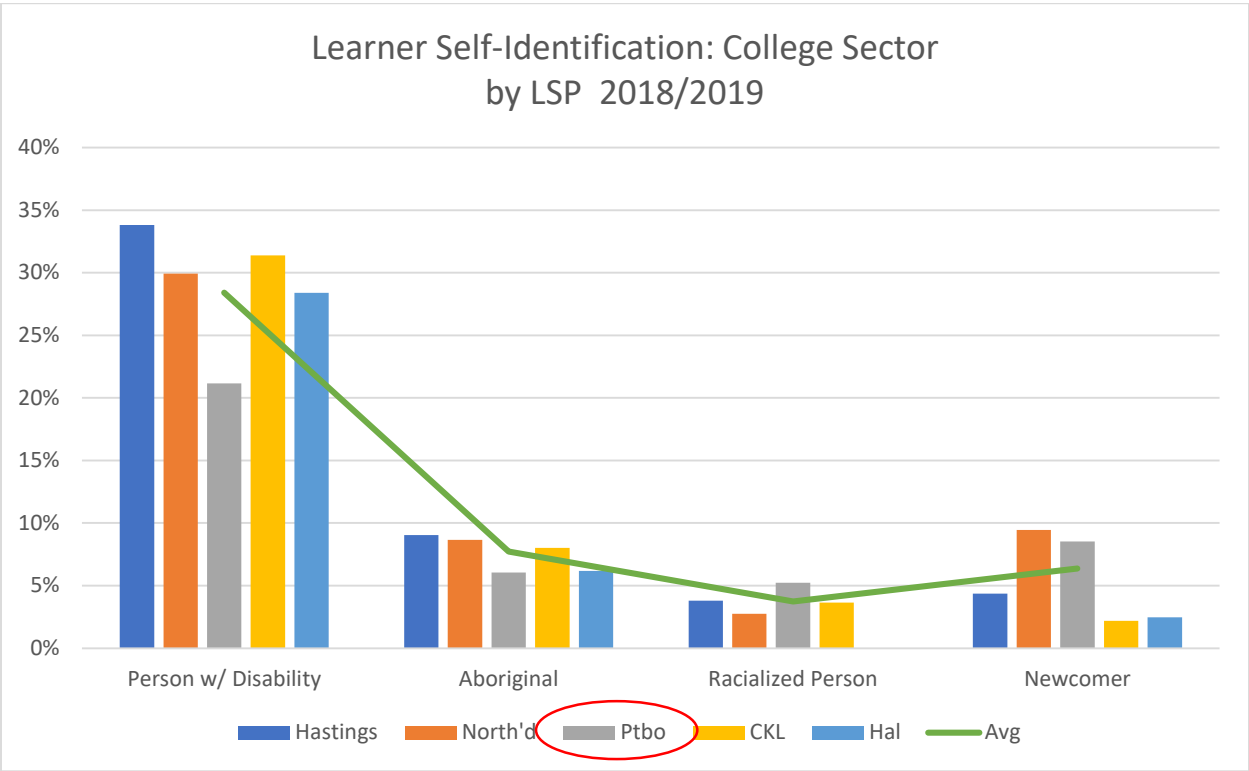


Level of Education: School Board by LSP 2018/19

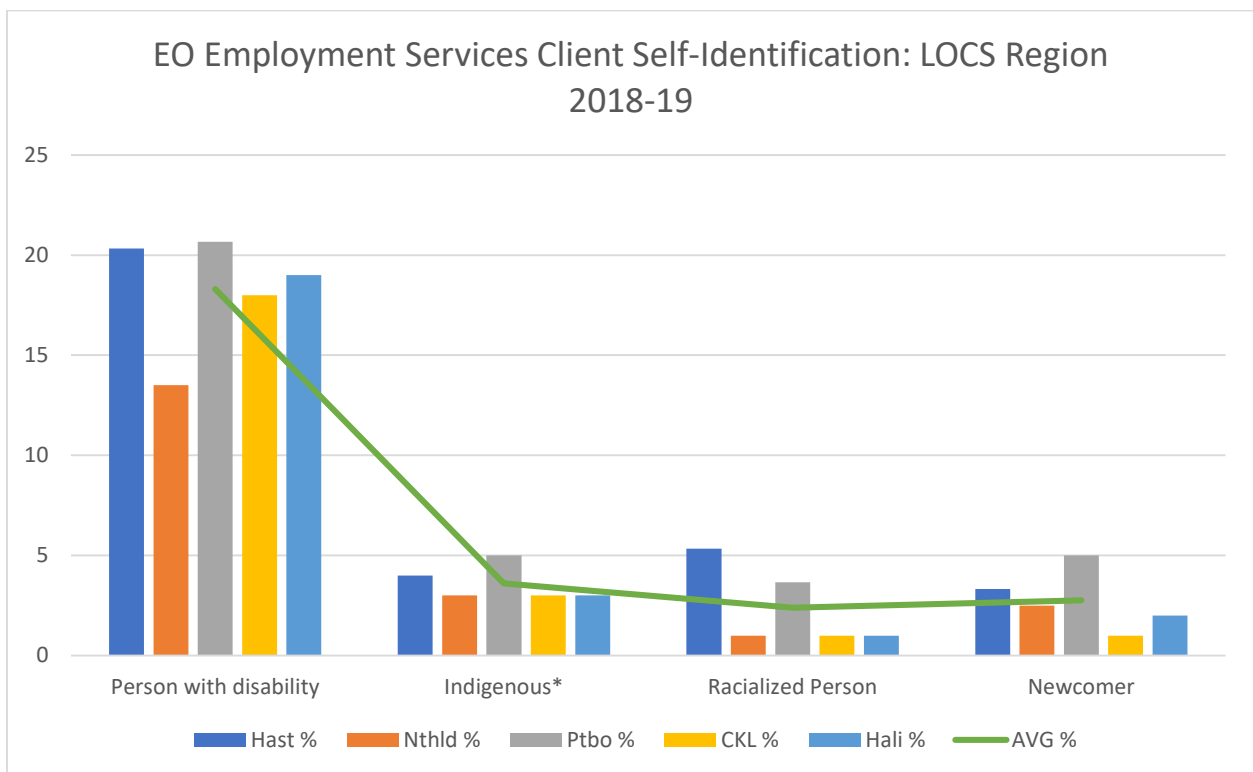
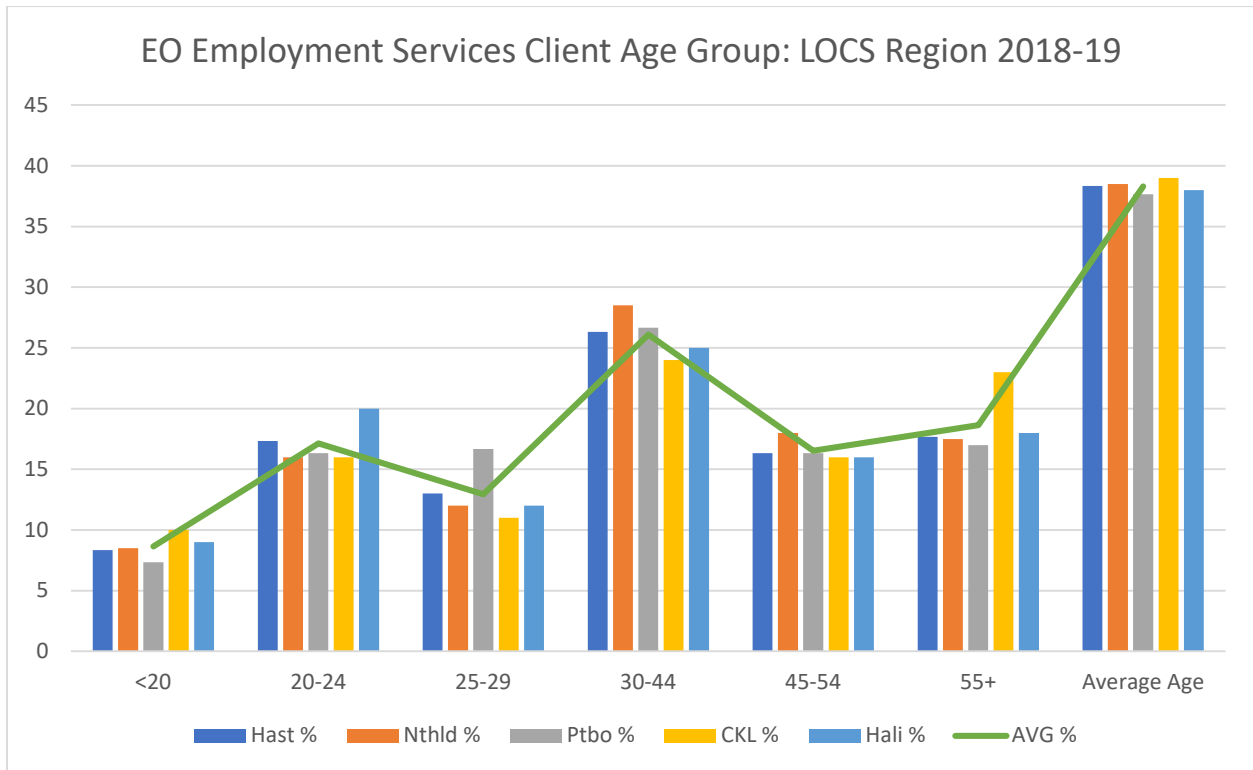


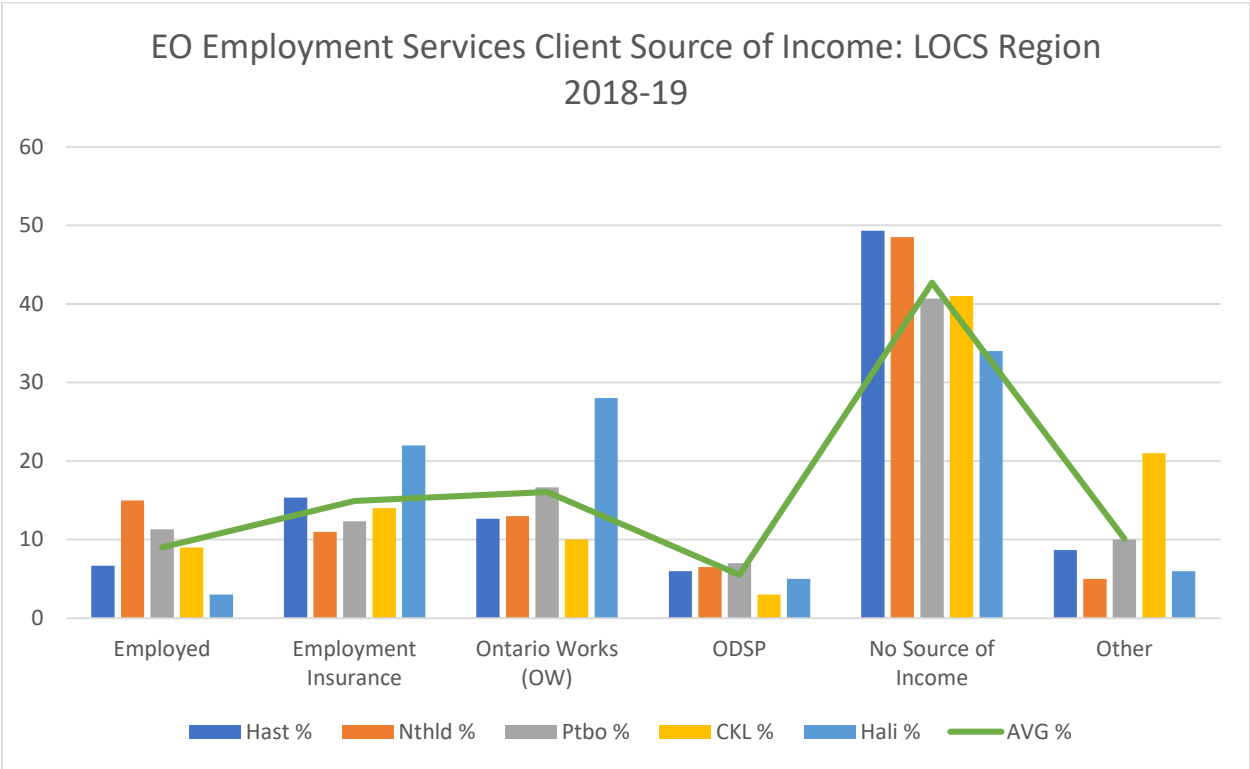
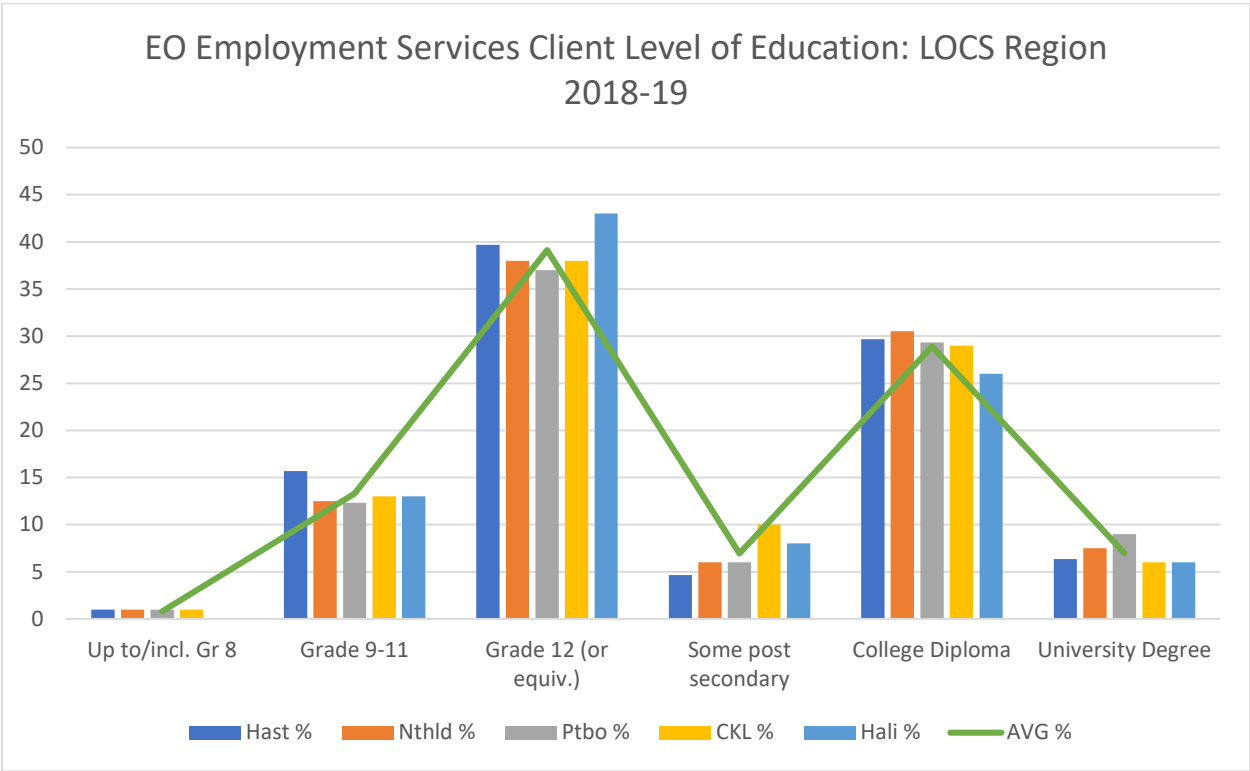
Appendix D – College Sector, LOCS Region (2018-19)



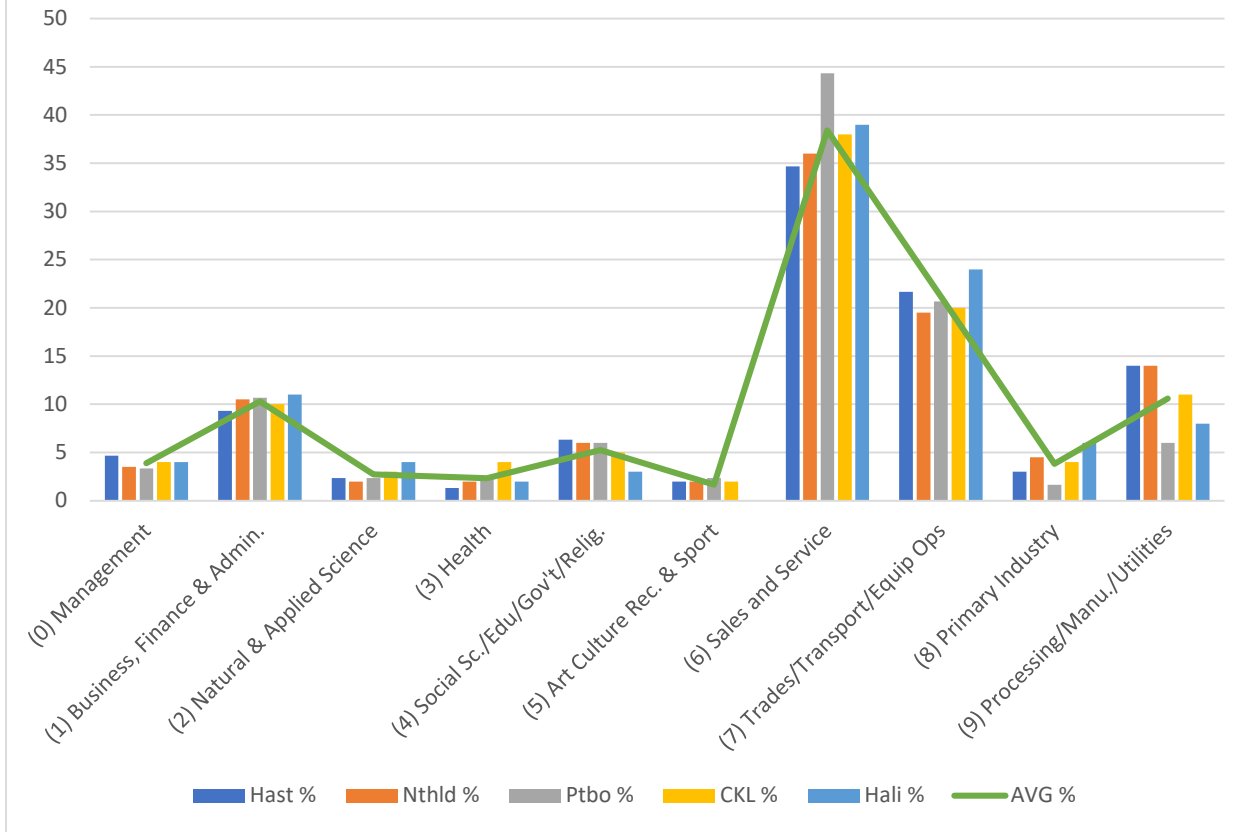


Appendix E – EO Employment Services, LOCS Region (2018-19) (Assisted Service clients only)





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



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