

Waterloo Region

Literacy Services Planning Statistical Report

**LBS Program Data and Analysis Report for
2017/18**

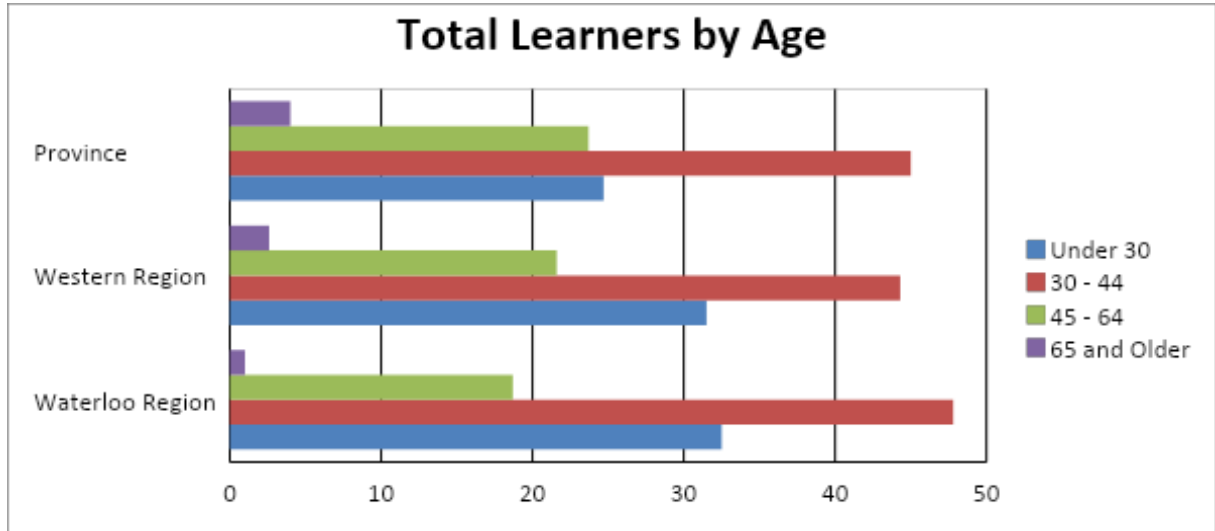
November 2018



Statistical Report Waterloo LSP

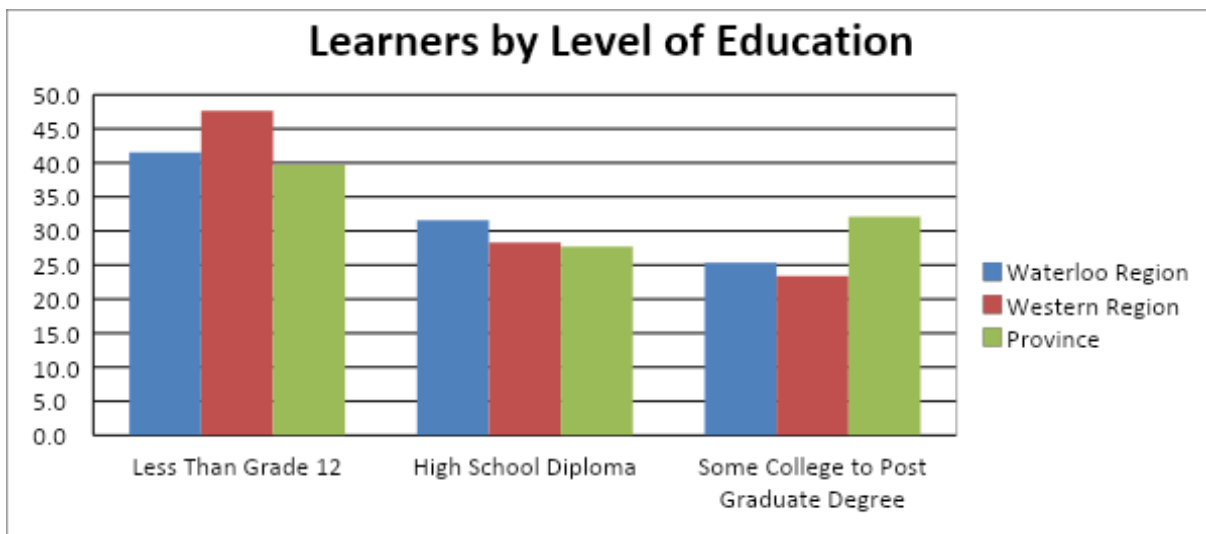


Total Learners by Age



As the charts show, Waterloo Region has significantly more learners under the age of 30 in their programs than the West and the Province. The 45 – 64 range is the target for Service Quality Standard (SQS) and is just not a demographic that has been accessing our literacy programs in Waterloo Region. This number is also on the downward trend for the Western Region and Province. Focus from the Ministry has been on programs like Youth Jobs Connection and literacy has been encouraged to support this initiative. This does mean that the SQS for Suitability really needs to look at what is the targeted age range as these “suitability” standards were set in 2012 and demographics and needs have changed since that time.

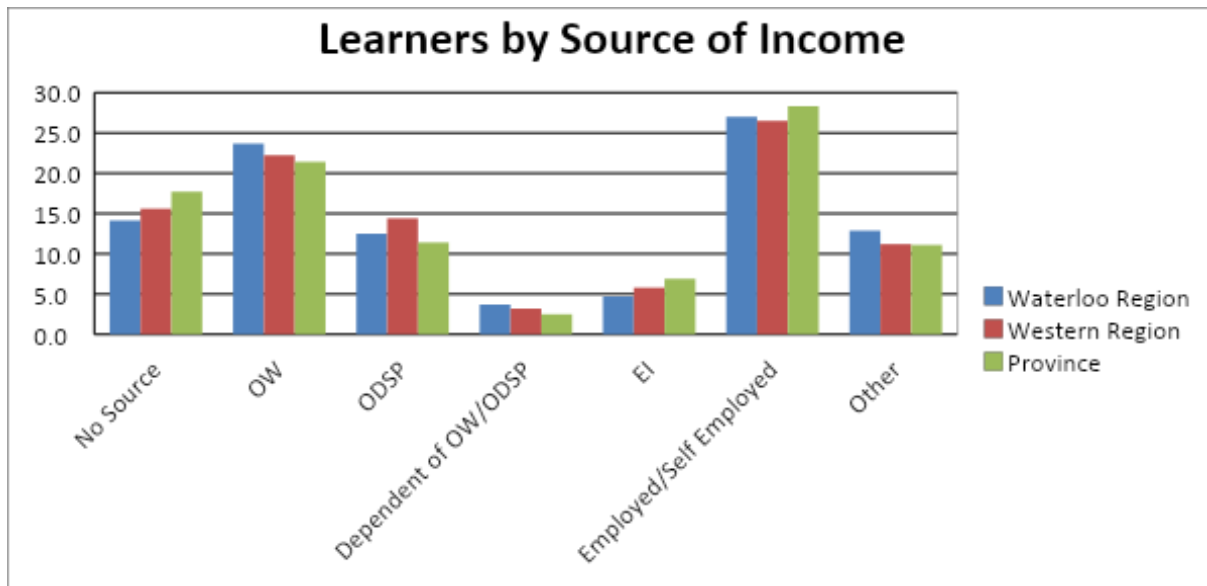
Learners by Level of Education



We definitely serve more individuals that do have a Grade 12 compared to the Western Region and the province. This however does match what is happening within EQAO and our school boards (see EQAO report), as we have one of the lowest scores for applied math and literacy within the province. This number is also rising within the Western Region.

Conversely, when it comes to individuals who have some college or education up to a post-graduate degree, we serve significantly less of these learners than the provincial average. It does mean that suitability is a focus...we are not taking on clients that should be within ESL programming, unless it truly is a need.

Learners by Source of Income

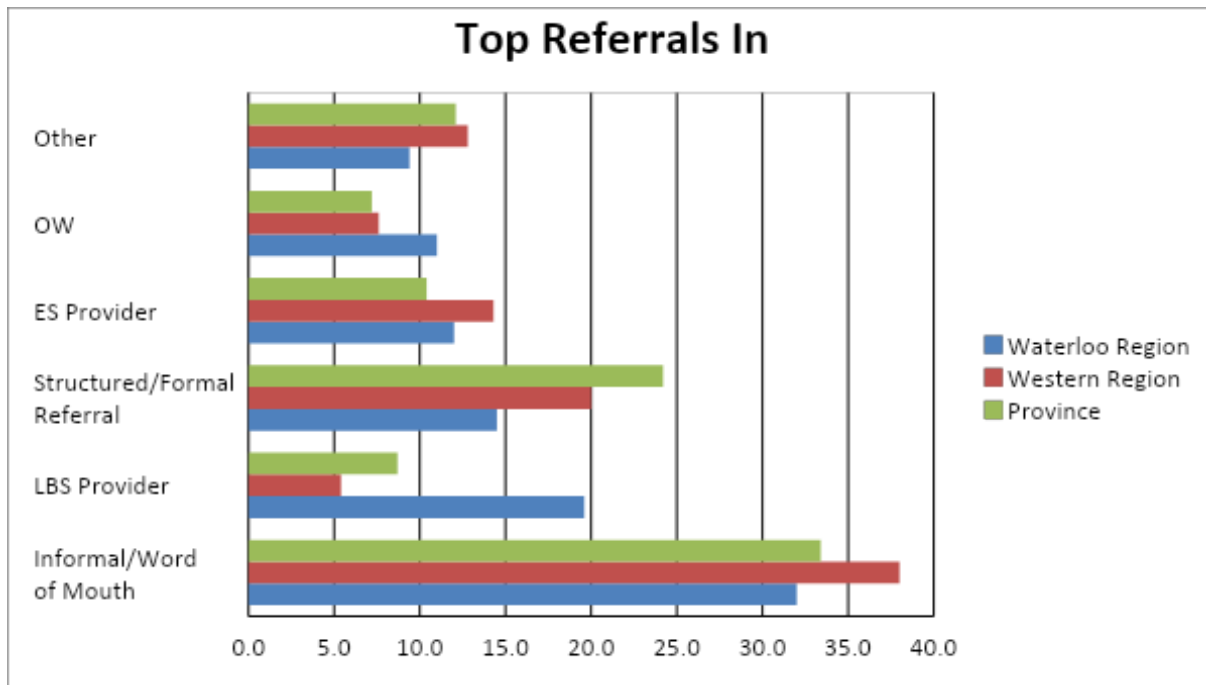


In Waterloo Region we have an excellent relationship with Ontario Works (OW) and always show a larger number of OW clients in our programs compared to the West and province. Project READ is also contracted to provide centralized assessment for OW clients which helps to keep these numbers above the rest of the province. We expect to even see these numbers climb significantly by the end of 2018/19.

The Western Region as a whole is better at attracting ODSP clients into our upgrading programs. We know that OW and ODSP represents some of the most vulnerable people in the province and it is an important mandate to provide services to these individuals.

What is significant is the fact that Waterloo Region providers are good at serving the individuals who are the farthest away from employment. We serve less individuals in our programs who are already employed as compared to the province.

Top Referrals In



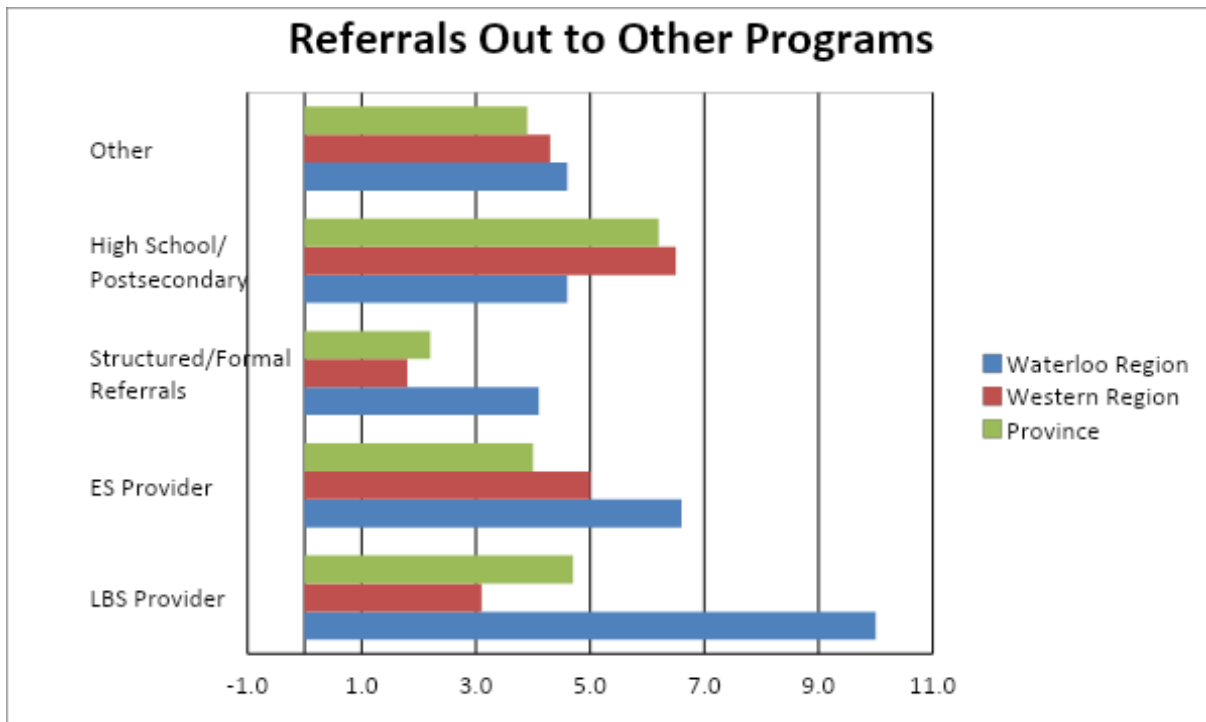
In Waterloo Region, out of our top 5 Referral In points, 2 do not count towards SQS – Service Coordination percentages. These are informal/word of mouth and LBS provider. While we are lower than the West and province in informal referrals we are significantly higher on referrals from LBS providers in the West and the province. It seems to be a disconnect between what is asked of us within Literacy Service Planning. In Service Planning we are talking about common understanding of assessment and referral protocols between LBS programs, but when an LBS program refers to another LBS program for a learner to progress it does not count towards the agencies Service Coordination numbers. While a referral out to another LBS agency does count. This does seem to be a bit of a problem when it comes to the programs serving higher level learners as they will have more individuals referred to them as being the last LBS agency on the learning spectrum. We consider a high number of referrals in from other LBS programs a testament to how well Waterloo Region LBS programs work together and want their learners to continue on in their learning goal paths.

It is important to note the number of referrals from Employment Service (ES) providers in Waterloo Region is higher than the province. This is up almost 2% from last year's figures and shows the work that Waterloo Region LBS programs and support organization have put into working with ES.

These figures once again highlight the important relationship that Waterloo Region literacy providers have with OW. We are significantly higher for referrals in from OW than the West and the province.

Structured referrals have dropped by 8% from last year. Less time has been dedicated to the structured format, and needs to perhaps be revised and reviewed (for reminder sake alone) in 2019/20.

Referrals Out to Other Programs



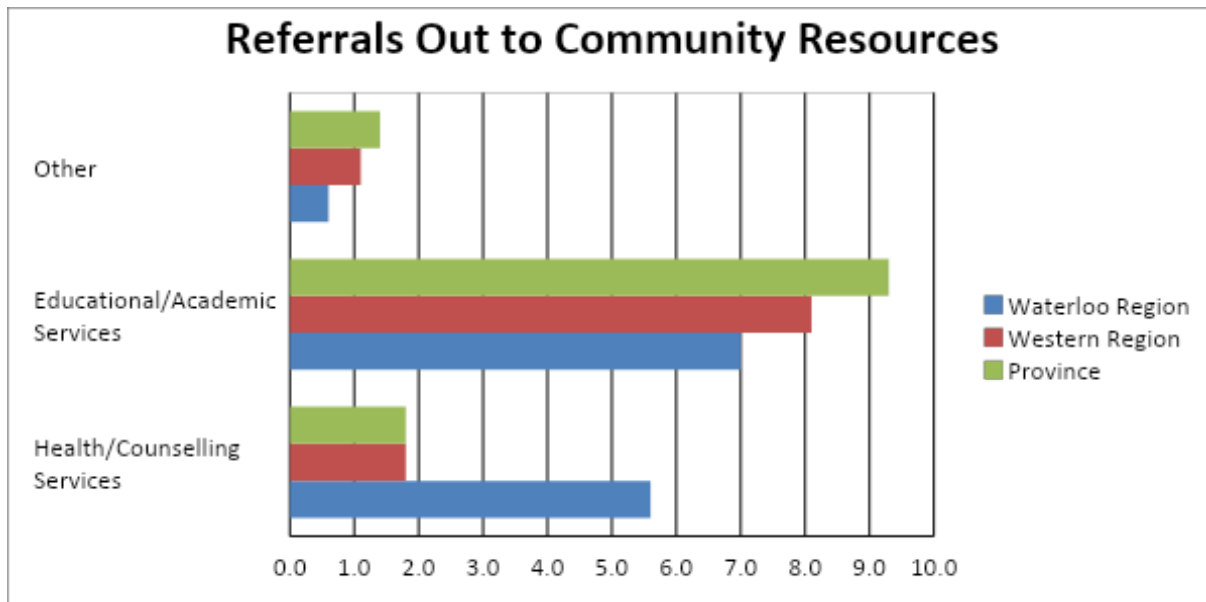
We also do more referrals to ES providers in Waterloo Region than the West and the province. Once again, it shows the efforts that have been put into service coordination in our region.

We also wanted to show where we aren't meeting the same percentages as the West and province and that's in referrals to Highschool and Postsecondary. This number has increased by 2.3% from the previous year and is only 1.6% less than the province.

It is interesting that we have a much higher number of structured/formal referrals out to other programs, than into us. Perhaps other programs do not see the necessity of using a more structured process for referrals.

Waterloo Region overall shows a much higher percentage referrals (28.6%) out to programs and services that counts towards SQS than both the West (18.9%) and the province (19.4%).

Referrals Out to Community Resources



As can be seen there is one category where we excel at referring to community resources and that's around mental health at more than 3 times the amount for the West and province. Our work on Mental Health and producing the Mental Health Guide for practitioners has really supported this work.

Overall we are referring 13.2% of our learners to other community resources (an increase of 2.5% over last year) while the West has dropped 4.2% to 11% and the province has dropped 4.6% to 12.5%. It is obvious that the training and work on service coordination in Waterloo Region has benefitted the learners.

In 2017/18, Waterloo Region saw an increase in:

- the total learners with client status that counts towards SQS by 13.5%
- the number of learners between the ages of 45 – 64 by 2.6%
- the number of learners referred out to community resources by 2.5%

Waterloo Region also saw some decreases in:

- learners with less than a Grade 12, but remained above the provincial level
- Source of Income that counts towards SQS, but that can be attributed to a very low unemployment rate and a decrease in the number of OW clients which should increase for 2019/20
- Referrals in through the aforementioned structured/formal referrals
- Referrals out by 2.8%, but still remains well above the province and the West by 9.2% to 9.7%

For learners being employed or in Education and Training at exit shows progress towards their goals and what will more than likely be the goals of the new provincial government. In Waterloo Region 36.7% of exiting learners were in these categories and for the West 34.7% and the province 33.3%.

Our focus for 2019/20 should be on:

- developing or increasing programming for Indigenous learners
- continuing to work with OW to address the needs of their clients
- further promoting the structured/formal referral process to the greater community and EO agencies
- analyzing best practices and numbers for suitability in other regions and how to replicate them here