

Guelph-Wellington

Literacy Services Planning Statistical Report

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

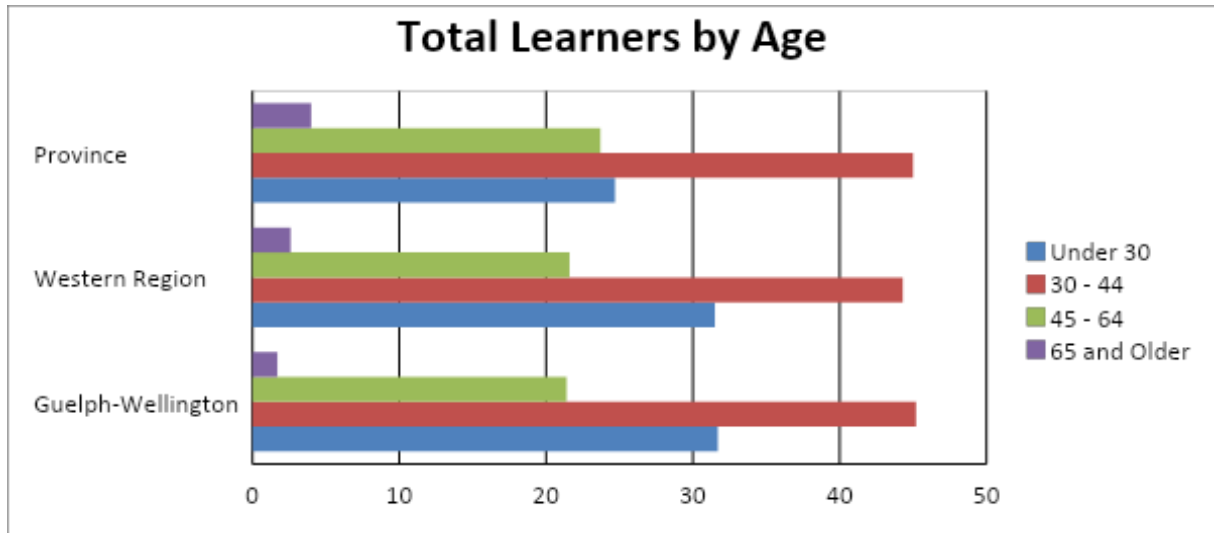
November 2018



Statistical Report Guelph-Wellington LSP

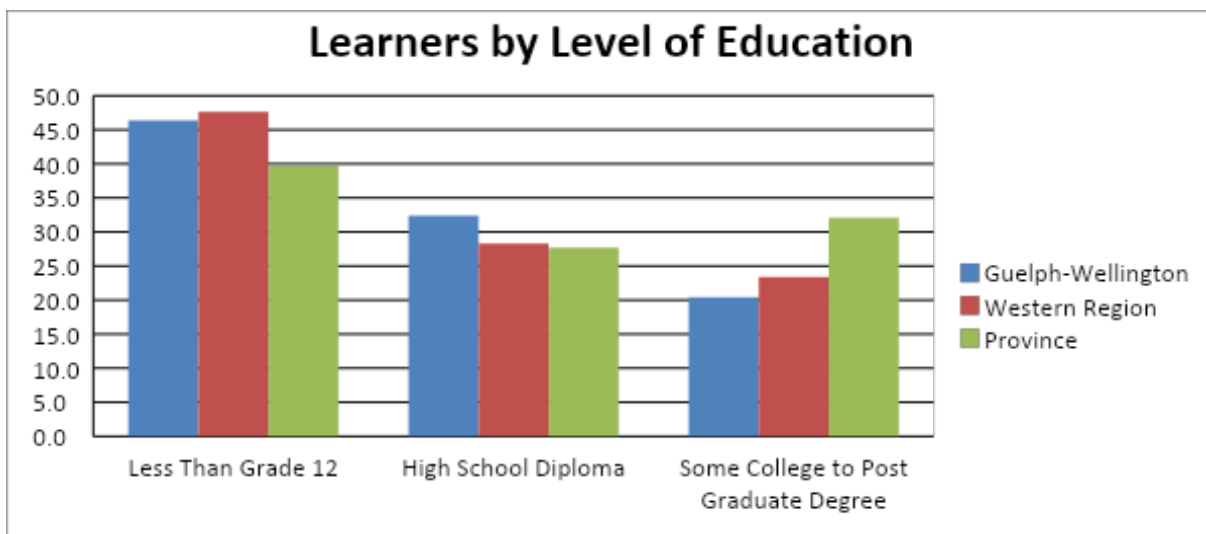


Total Learners by Age



As the charts show, Guelph-Wellington has significantly more learners under the age of 30 in their programs than 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 the Guelph-Wellington 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 as can be seen by the numbers for our region and the West. 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.

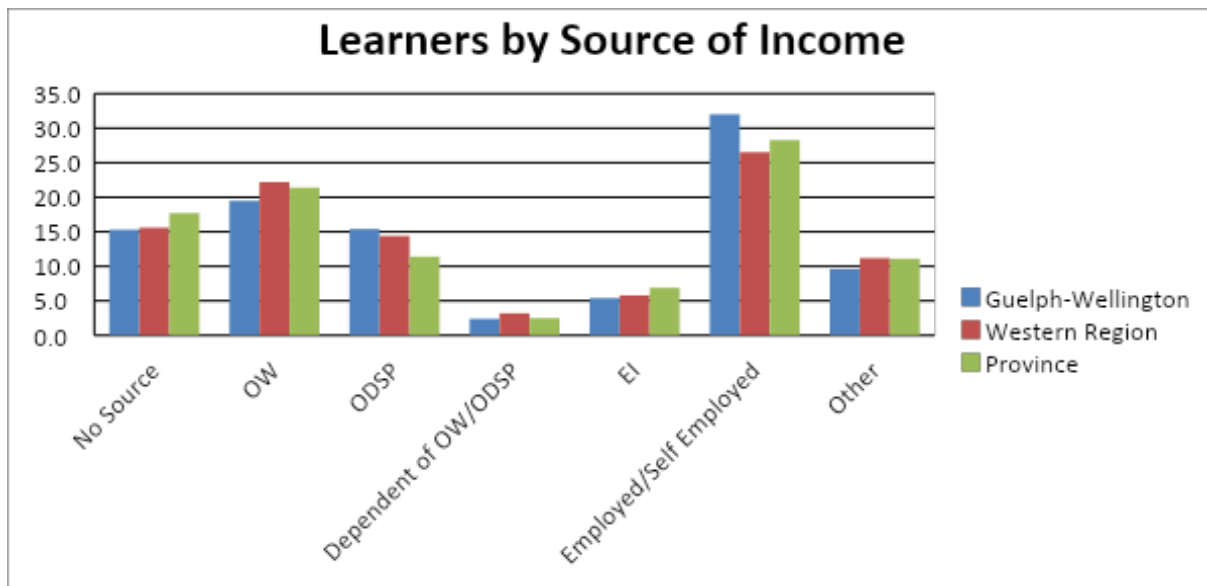
Learners by Level of Education



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 more learners need supports for literacy skills. While the math scores maybe higher than the province it doesn't preclude the number of learners that are still not reaching the provincial standard for applied math in Grade 9.

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.

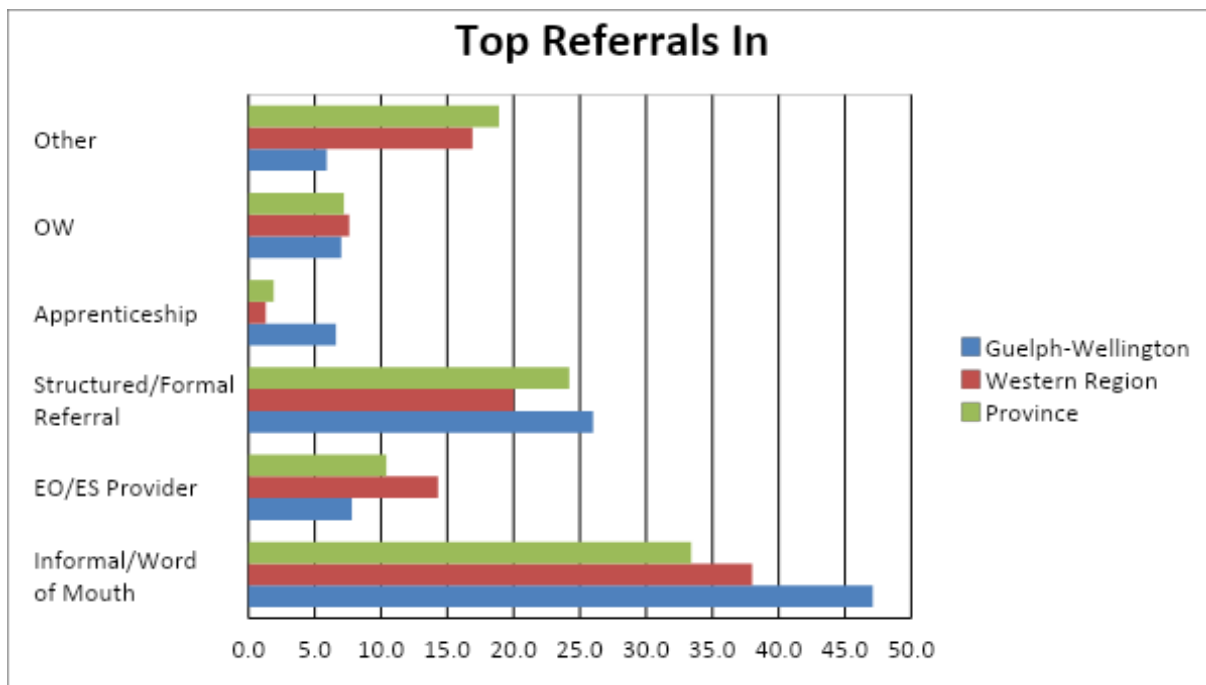
Learners by Source of Income



In Guelph-Wellington, there are consistently more learners in our programs on ODSP. It does indicate a more productive relationship with ODSP and LBS, but this could always be strengthened. The Ontario Works department is more open to creating internal programs for their clients, but we continue to work with them to expand referrals, as we know that individuals in poverty are much more likely to have literacy issues.

There are also a higher number of individuals who are employed and in LBS programs and this is mostly due to Guelph having one of the lowest unemployment rates in Canada.

Top Referrals In



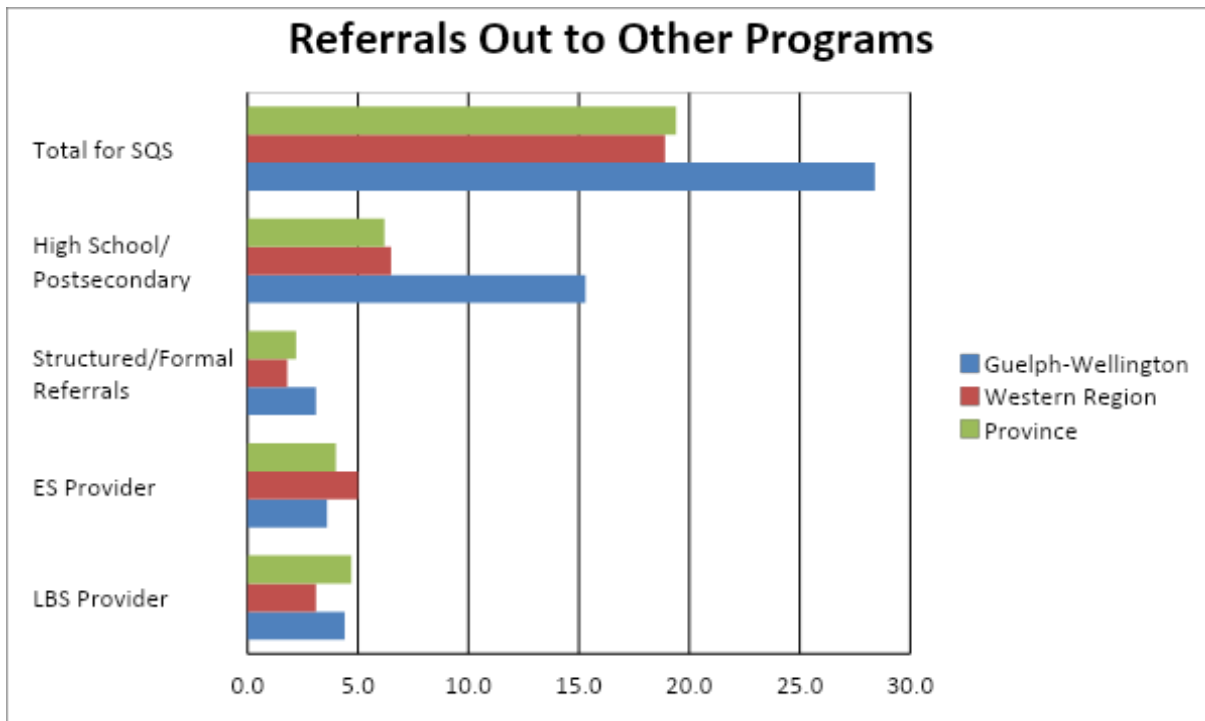
In Guelph-Wellington our top referrals in come from word of mouth and that doesn't even count towards SQS figures. However, it does show the community and how people and agencies work much more informally together. It also shows how much learners appreciate the programs they are in and want to refer their friends and family to also increase their skills.

It is important to note the number of referrals from Apprenticeship in this region which is significantly higher than the West and the province. This is up almost 3% from last year's figures. This is interesting and needs to be explored further to see if this is a trend or a one-off situation.

It is interesting to note that the referrals in from other LBS providers is only 1.3% which is significantly lower than the West and province. While these numbers do not count towards SQS – Service Coordination it doesn't reflect the numbers referred out to LBS programs. What is happening to learners when they are referred to another LBS agency? Are there supports we need to be providing to ensure a successful transition? Or is it just because the numbers and years are not going to match up well? This is something that needs to be examined further.

Structured referrals have increased 9.3% from last year. This is higher than both the West and province. It's interesting to note that both the informal and formal referrals are higher in Guelph-Wellington than the rest of the province.

Referrals Out to Other Programs



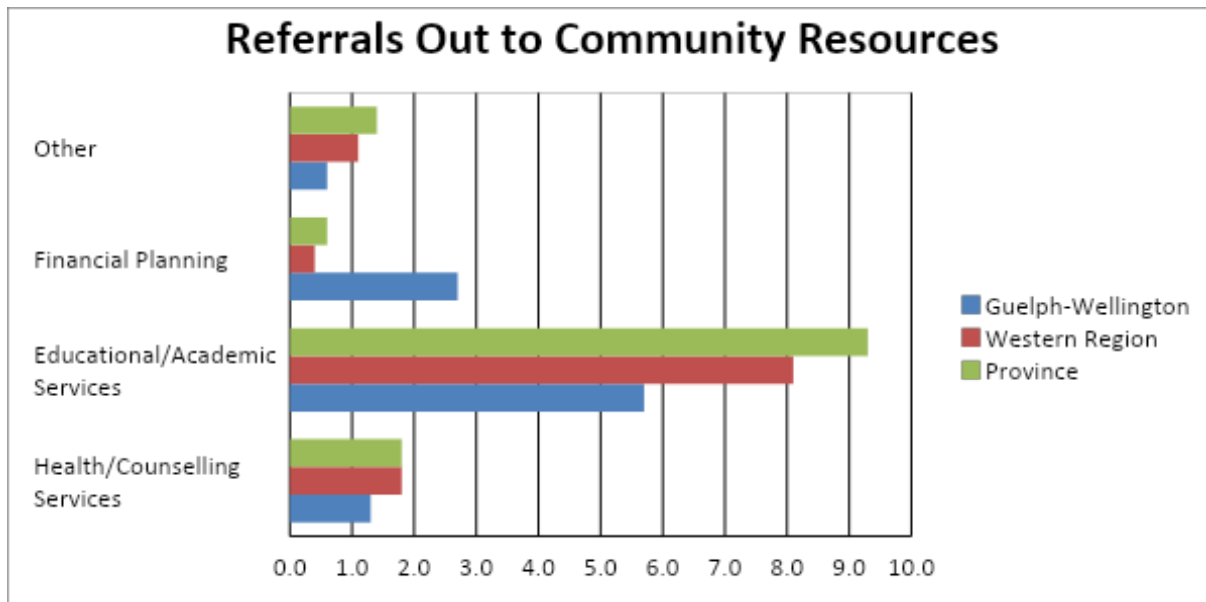
In Guelph-Wellington, the majority of learners have the goal path of secondary school credits or post-secondary (55.3%) as compared to the West or province. It makes sense that the majority of referrals out to other programs are to address those goals. However, the difference in the number referred out is significantly higher than the goal path numbers would suggest. There could be a number of factors causing this, but it could also be that there is an easy and consistent path for learners to take to their next steps in Guelph-Wellington when it comes to secondary school credits and post secondary education. The Upper Grand District School Board has worked very hard on making the transition from LBS to credit a smooth and less frightening process for learners and it is obviously working. The college also has the benefit of being able to transition learners from their LBS programs to post-secondary in the same building.

Overall when it comes to counted referrals out to other programs, Guelph-Wellington LBS agencies are significantly higher than the West and province. This is a score that has increased 10.2% over last year, which could be attributed to a number of reasons:

- One program missed deadlines last year to enter their stats for a group of learners, but it is also the smallest program
- Programs are focusing more on moving learners along their goal pathway
- Learners came in better prepared to move to their next steps

To better understand, further research needs to be done.

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 Financial Planning at more than 4 times the amount for the West and province. This could be for a number of reasons:

- there are more financial literacy programs
- the unemployment rate is so low that individuals are making more money and not understanding how to save
- there is an increase in learners dealing with overwhelming debt

Overall we are referring 10.3% of our learners to other community resources (an increase of 3.1% over last year).

In 2017/18, Guelph-Wellington saw an increase in:

- the total learners with client status that counts towards SQS by 2.6%
- the number of learners between the ages of 45 – 64 by 1.1%
- the number of learners with source of income that counts towards SQS by 2.7%
- the number of learners referred in that count towards SQS by 3.7%
- the number of learners referred out to other programs that count towards SQS by 10.2%
- the number of learners referred out to community resources by 3.1%

Guelph-Wellington also saw some decreases in:

- learners with less than a Grade 12, but remained above the provincial level

- learners that were on ODSP
- Referrals in from ES providers and OW
- 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 Guelph-Wellington 34.4% 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 and ODSP to address the needs of their clients
- referrals in from ES providers
- analyzing best practices and numbers for suitability in other regions and how to replicate them here