

# STATISTICAL REPORT

Guelph-Wellington - 2020/21



Project READ  
Literacy Network

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Project READ Literacy Network  
October 2021



# Program Statistical Information

2020/21

The Guelph-Wellington statistical report is a summation and analysis of all statistics from 4 funded literacy sites:

Community Based:

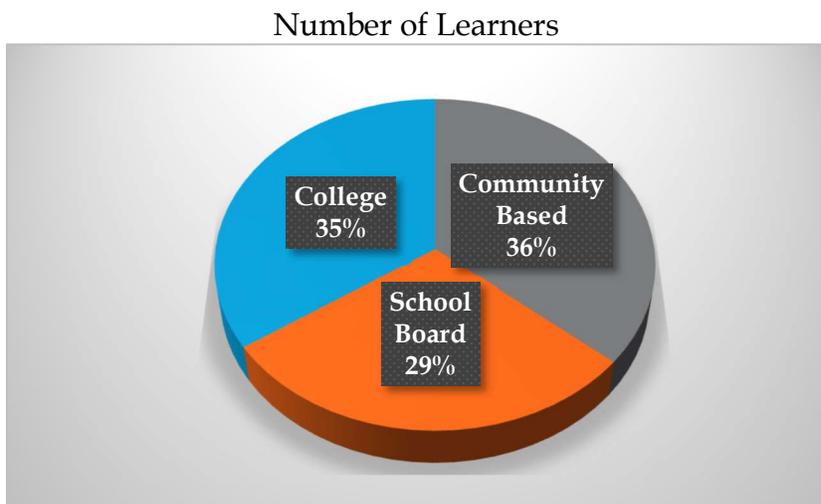
- Action Read  
Community  
Literacy Center of  
Guelph
- Wellington  
County Learning  
Centre

School Board:

- Skills Upgrading  
Program -  
Wellington Centre  
for Continuing  
Education

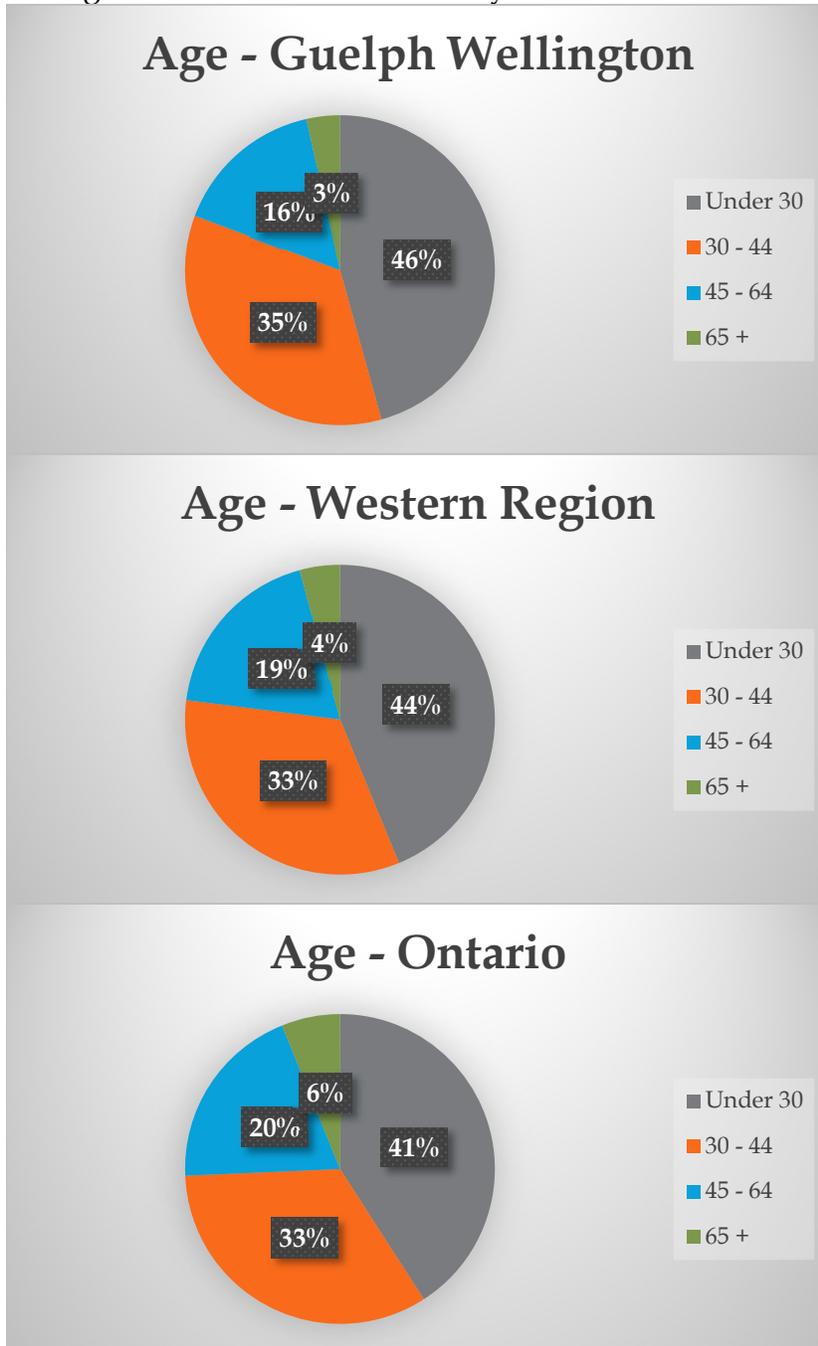
College:

- Conestoga College  
- Guelph



The majority of learners were female at 61.9% which is comparable to last year and slightly less than the Western Region and provincial makeup.

The age of learner is where we vary:



The majority of learners (45.7%) were under the age of 30. This age group continues to grow each year. For 20/21 it has increased by 2.2%, while 45-65 has decreased by 4.5%. The Under 30 category in Guelph-Wellington is higher than both the West and the provincial numbers. This trend can be directly related to the number of youth that are

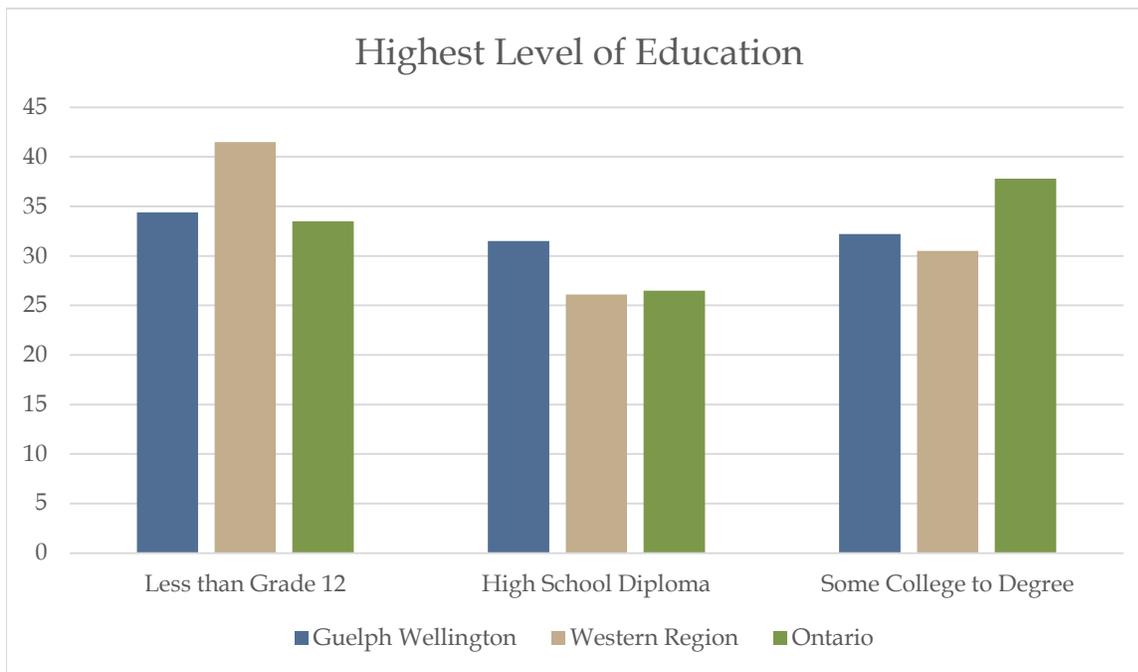
unable to complete the secondary school literacy test requirements, yet still need employment. This movement to younger learners may require LBS programs to introduce different teaching methods and resources to fully engage this group that have grown up with more technology in their school career and daily lives. The need to pivot to on-line learning due to the COVID-19 pandemic may also have created additional barriers for all learners that are already struggling with their skills.

More modular programming will be required to maintain the interest of learners who are 30 or under. Generation Z spend more time on electronic devices and less time reading books than before. To keep them engaged, learning must be fast-paced. It's important to note that COVID-19 affected this group the most economically. According to Wikipedia, 70% of Generation Zs in Canada were \$200 or less away from insolvency. This could also lead to further increases in LBS programs.

Service Quality Core Measures of Learner Suitability are important for LBS programs to reach. These Core Measures include:

Education:

- Less than Grade 12



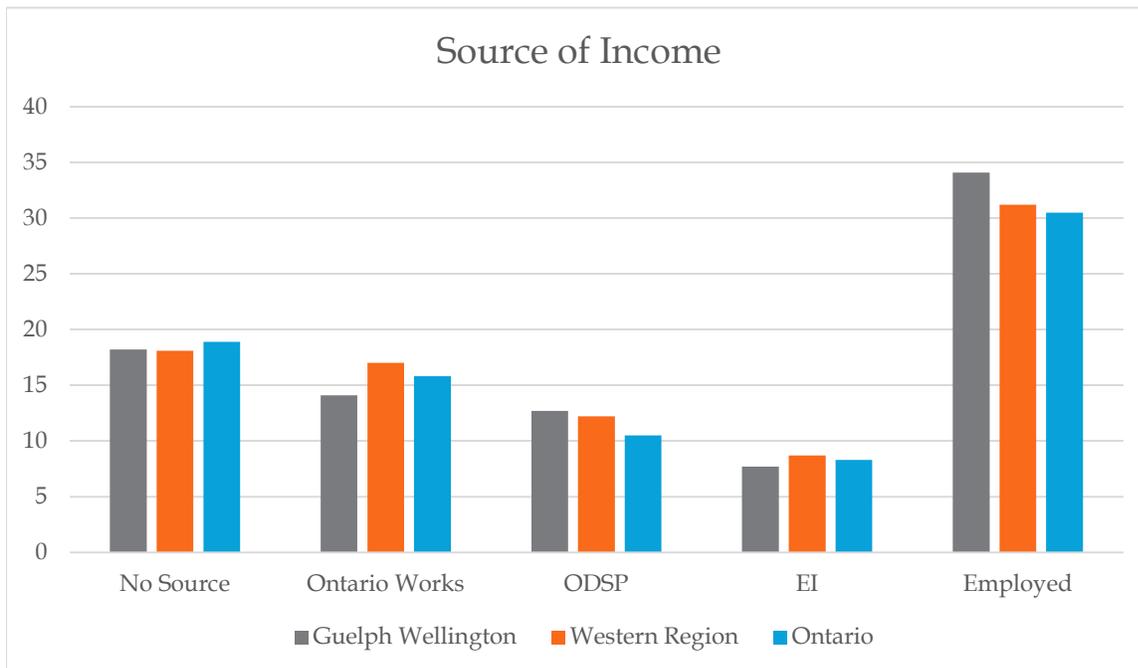
Guelph-Wellington providers have a higher number of learners with high school graduates (increased 1.6%) and learners with some post-secondary training in their LBS programs (increased 4.0%). This increase from last year could in part be due to the COVID-19 pandemic with a higher number of people becoming unemployed. As one positive, the pandemic has also provided an opportunity for people who previously could not attend in-person training to attend training when programs began to offer on-

line learning options. Location and transportation were no longer barriers to attending programming this year.

There are 7.1% less learners without a high school diploma in Guelph-Wellington programs than the previous years and an increase in both high school graduates and individuals who have post secondary education. The post secondary learners are usually immigrants with an education in their own country and language, but after being in Canada for a period realize they need to boost their education to take further training to use their degrees and training from their country of origin. It is no longer an ESL issue; it has become a literacy issue for them.

Source of Income:

- OW/ODSP recipient
- No source of income
- Crown ward



Guelph-Wellington providers experienced an increase in learners that were employed while upgrading (3.9%) and a decrease in learners that depend on OW as their source of income (-7.4%). It is important to note that the number of learners on OW has dropped again this year along with referrals from OW. The lower rate of referrals is still being affected by the COVID-19 pandemic. Until OW offices start meeting in person with clients, referrals are not happening to outside resources like LBS. While the virtual platforms remove location and transportation barriers for some clients, this format creates barriers for others with low digital literacy skills and lack of funds to pay for decent equipment. LBS programs have done their best to help learners pivot and stay

connected during this unpredictable time, but it is difficult to overcome. Also, many rural sites in Wellington are just getting set up with access to the internet.

Learners that depend on ODSP as a source of income have been consistently higher than the Western Region and the province. Action Read provides many supports to individuals with disabilities and learners feel safe and supported in their cultural environment.

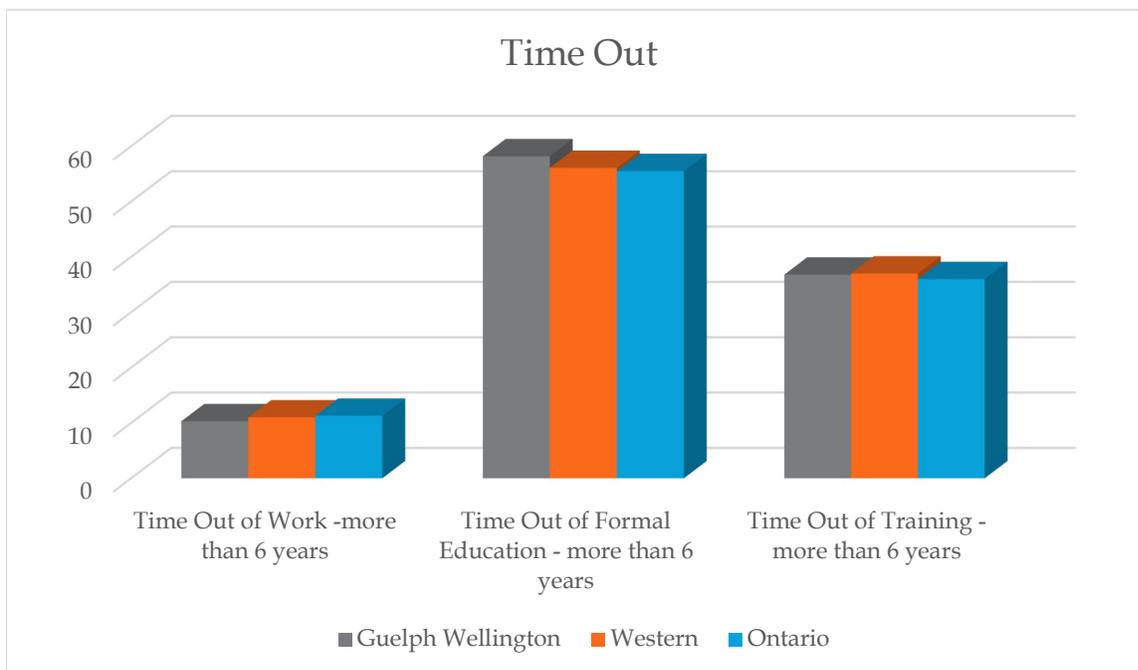
It's not surprising that the majority of learners were employed within our Guelph-Wellington programs during 2019/20. Guelph held the highest employment rate in Canada for many years and is still faring better than most cities. The majority of these learners were also employed full time.

#### Time Out of Formal Education:

- More than 6 years out of education

#### Time Out of Training

- More than 6 years without training



Not surprisingly, Time Out of Work is lower than the West and Province due to high employment rates. However, conversely Guelph-Wellington learners have been out of Formal Education and Training for more than 6 years as compared to the province. When unemployment rates are low, employers do lower their requirements and do not place as high a need on education. This can also reflect back on the point that there has

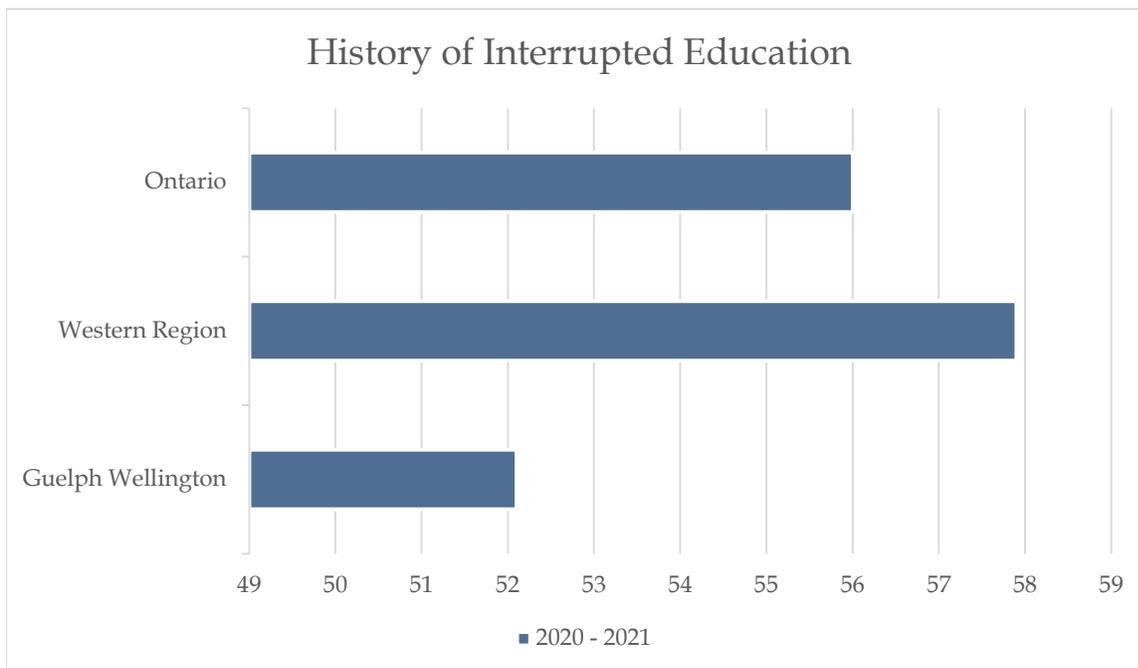
been an increase in people with post secondary education in LBS programs in Guelph-Wellington. They have been out of education for a while and really need to refresh their basic skills to take further education and training.

Age:

- Age over 45 and under 64 (see statistics on page 3)  
Guelph-Wellington numbers have remained the same for the previous 2 years and in 20/21 this age group dropped by 4.5%. There could be many reasons for this including the lack of technological skills to learn remotely, but more likely is the LMI for the region. It shows that there has been a significant increase in people over 45 “Not In Labour Force”, meaning they have left the labour force or are no longer looking for employment. The pandemic and lay-offs have helped people to really decide if they want to take early retirement or just not go back to work. This could change as the economy changes coming out of the pandemic, but for now, people over 45 are viewing employment differently, which affects our numbers, as they don’t see the point of upgrading if they’re not going back to work.

Interrupted education:

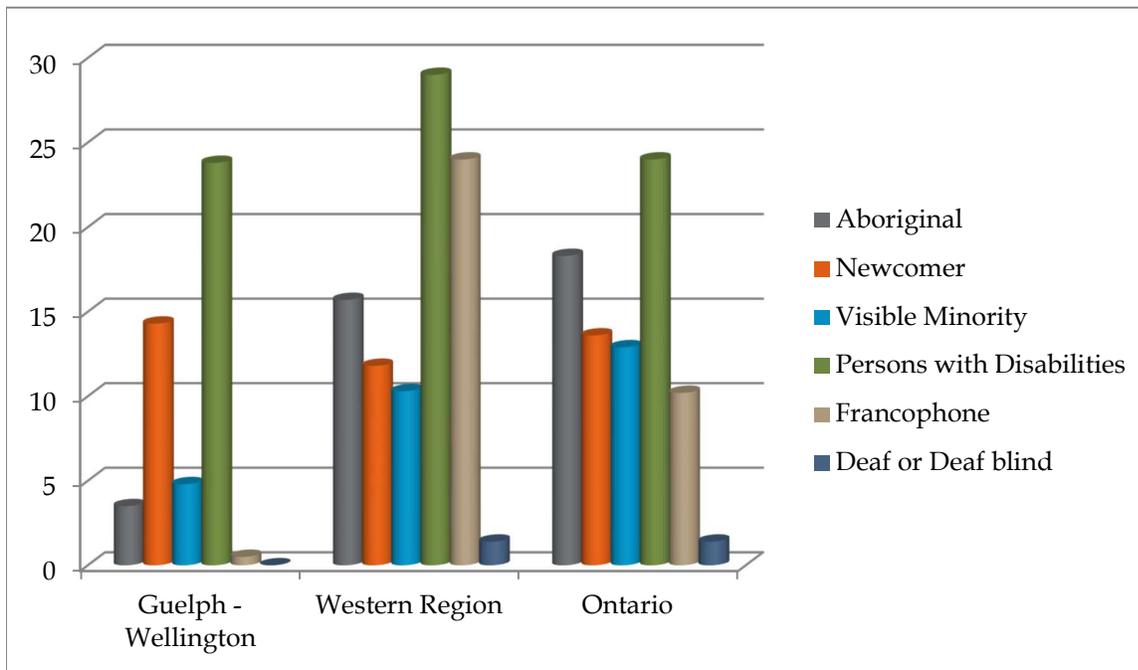
- History of interrupted education  
-Learners identify if they have a history of interrupted primary and secondary education.



The graph seems to show that Guelph-Wellington learners do not identify as having a history of interrupted education. However, over half (52.1%) of learners in these programs do identify this. It's also interesting to note that this is a drop of 4.5% from the previous year and that's the exact same percentage loss of learners aged 45 to 64. It is expected that adults that struggle with literacy skills have had a more sporadic history with the education system.

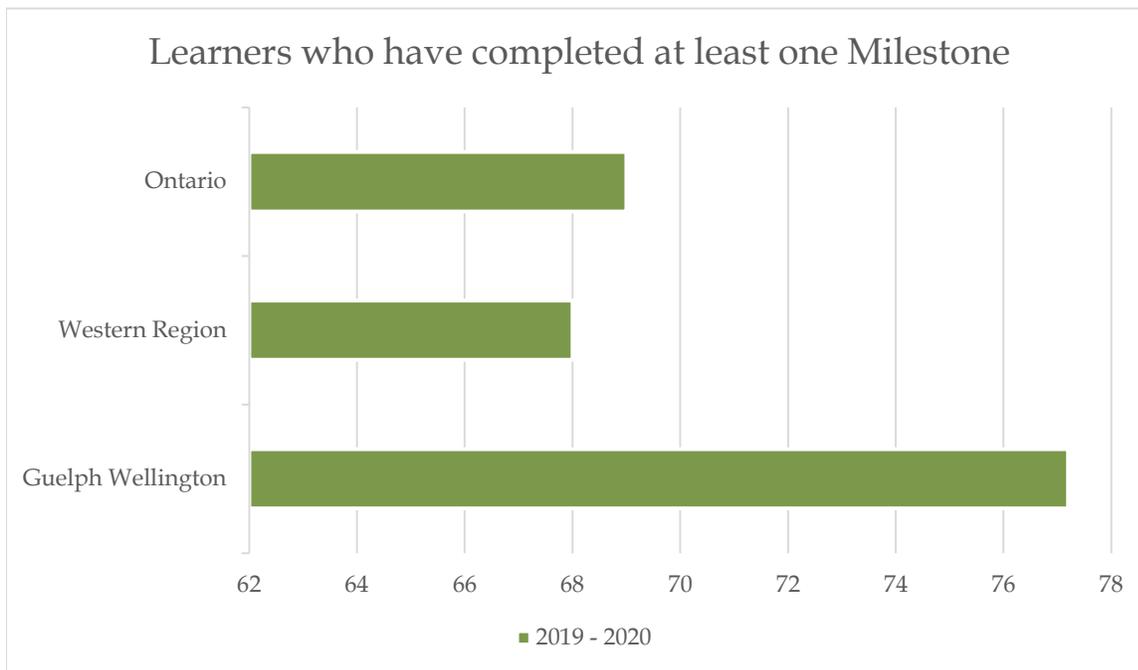
Self-Identified:

- Disabled
- Aboriginal
- Deaf
- Francophone



Learners in Guelph-Wellington usually identify as having a disability than learners in the province and province, but during the pandemic this number is now equivalent to the province and 5.2% less than the Western Region. This could show that COVID-19 had more of an impact on people with disabilities from access programs to accessing digital supports to work remotely. The concern will always be if mental health has had an affect on this due to the isolating circumstances of a pandemic.

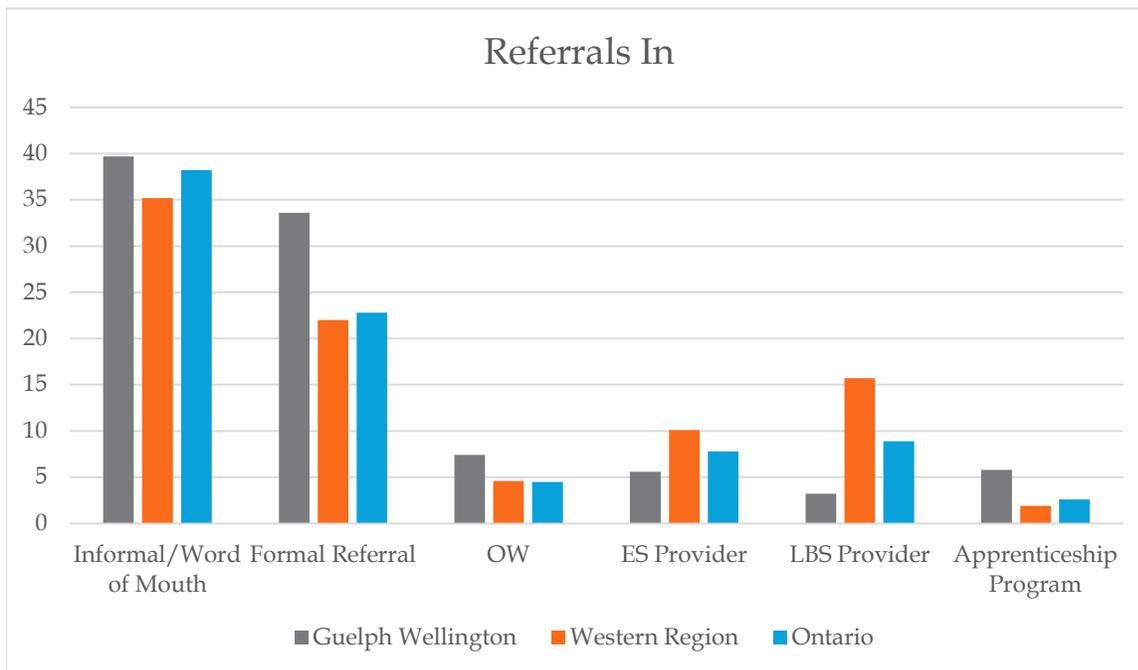
Service Quality Measures also include completions and progress. There are 3 levels that are reviewed, but only one that is statistically available and that's completion of at least one Milestone.



Guelph-Wellington LBS providers have done a great job in ensuring that learners are showing growth in their programs by completing milestones. At 77.2% of learners having completed at least one milestone, Guelph-Wellington programs are 9.2% higher than the West and 8.2% higher than the province. This could be a result of the fact that Guelph-Wellington and Waterloo Region providers worked well together to create a process for using Milestones for remote learning.

Service Coordination is also an important measure within the Service Quality Core Measures. This includes:

- Referred in  
-the following are the Top 6 referral points in for Guelph-Wellington:



Referrals In that count towards Service Quality Standard (SQS):

Guelph-Wellington =55.3%

Western =48.6%

Ontario =48.6%

It is important to note that Informal/Word of Mouth and LBS Provider don't count towards SQS.

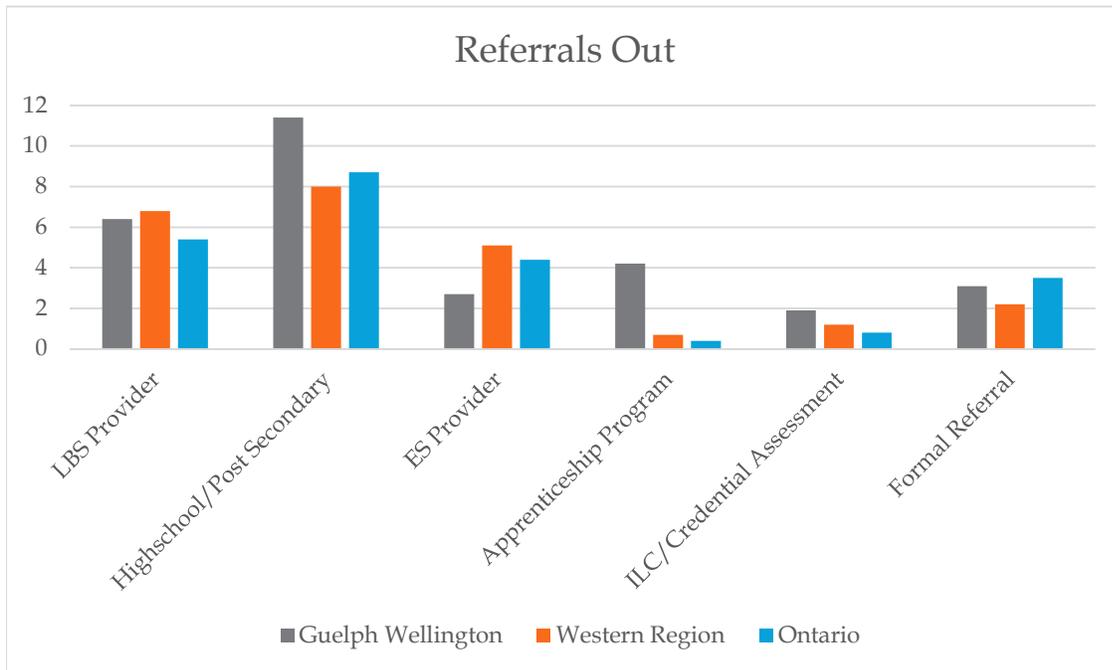
Even though Source of Income shows a drop in OW clients, referrals from OW are still much higher than the West and the province. OW caseworkers may not be meeting face to face with clients, but the relationships our LBS programs have built with Ontario Works has had an effect during the pandemic.

Referrals through formal referral processes are much higher in Guelph-Wellington than the rest of the province, over 11% higher than the Western Region and province.

Overall, Referrals In for Guelph-Wellington are significantly higher than the Western Region and the province.

- Referrals out

-the following are the top 6 referral points out for Guelph-Wellington



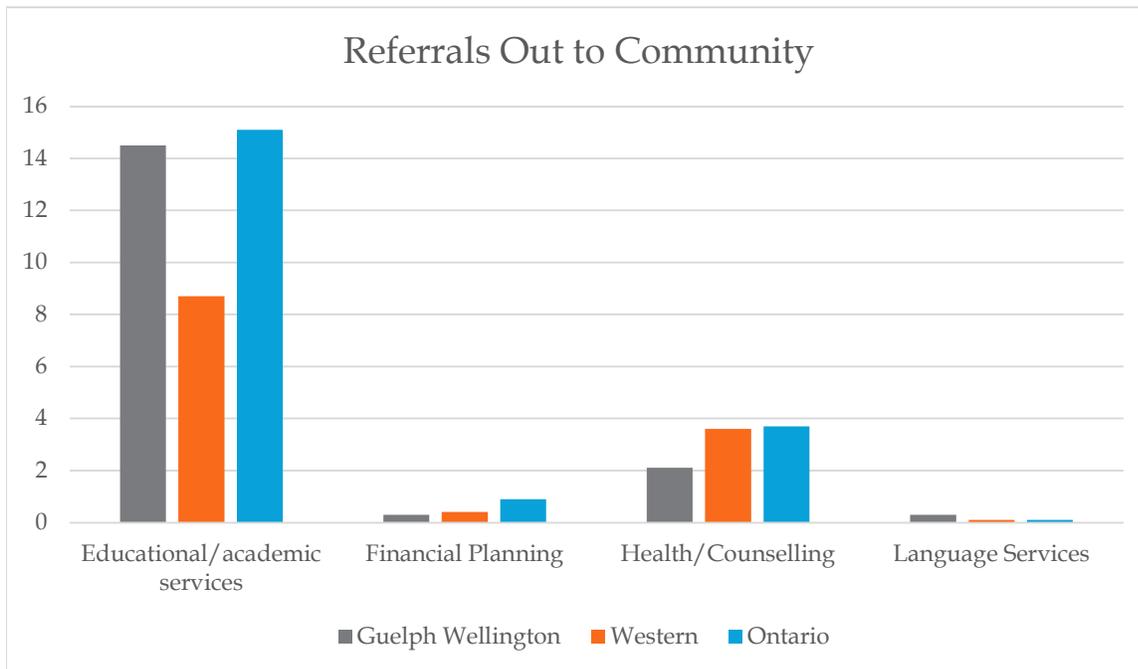
Referrals Out that count towards SQS:

Guelph-Wellington = 30.9%  
 Western = 25.7%  
 Ontario = 25.7%

Overall Referrals Out to Other Programs and Services are down by 2.9%, Guelph-Wellington is still significantly above the West and the Province. This is mostly because of the number of referrals out to other LBS and Employment Service providers. The work on community development has obviously paid off.

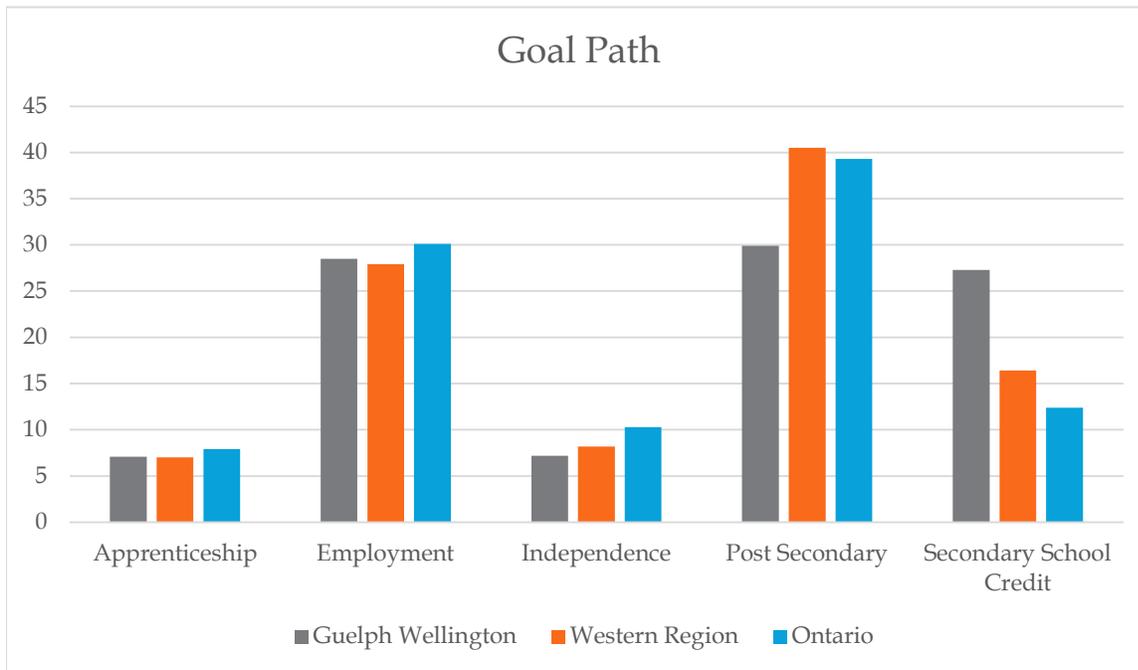
## Referrals Out to Community Resources

These referrals don't currently count towards Service Quality Standards, but Guelph-Wellington providers have seen an increase in this past year of 2.7% in these referrals. They remain close to the provincial average and are far above the Western Region. The main referral out to community resources comes under educational/academic services.



## Goal Paths

All learners in LBS programs have the option of 5 goal paths.



When it comes to the goal paths of Apprenticeship, Employment and Independence, Guelph-Wellington programs are very similar to the rest of the province. Post Secondary is the highest percentage in Guelph-Wellington at 29.9%, but that's almost 10% less than the provincial percentage. Interestingly, when it comes to Secondary School Credits, Guelph-Wellington is almost 15% higher than the province. One reason behind this could be the fact that even during the pandemic employment rates were higher in Guelph than most of the province and to get a decent job, the requirement would more often be a Grade 12 diploma. It does incentivize learners to choose a secondary school credit over further education.

## Summary

The change in employment rates was significant across the province and while it did affect the rate in Guelph, the rates remained higher than most of Ontario. The only group that didn't have a positive effect on were youth, under the age of 30, that had difficulty in finding jobs in 20/21. This did help to increase the number of youth in our programs. It is an age group that continues to grow for our programs and with the loss of education time for youth in our school system, this number will likely continue to increase.

There has been a significant loss of people even looking for work in the 45+ age group. This leads to less people between the ages of 45 and 65 being interested in upgrading their skills as they are looking to retire – the pandemic has had them give up on working.

The pandemic continues to affect our programs and population. We won't really know the full impact until we have reached the other side of COVID-19 pandemic. We do know that our world will have changed.

