



# Client Trends in Literacy and Basic Skills Services

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Literacy and Basic Skills Clients Data 2016/2017

Data Source: Consolidated Municipal Service Manager (CMSM)

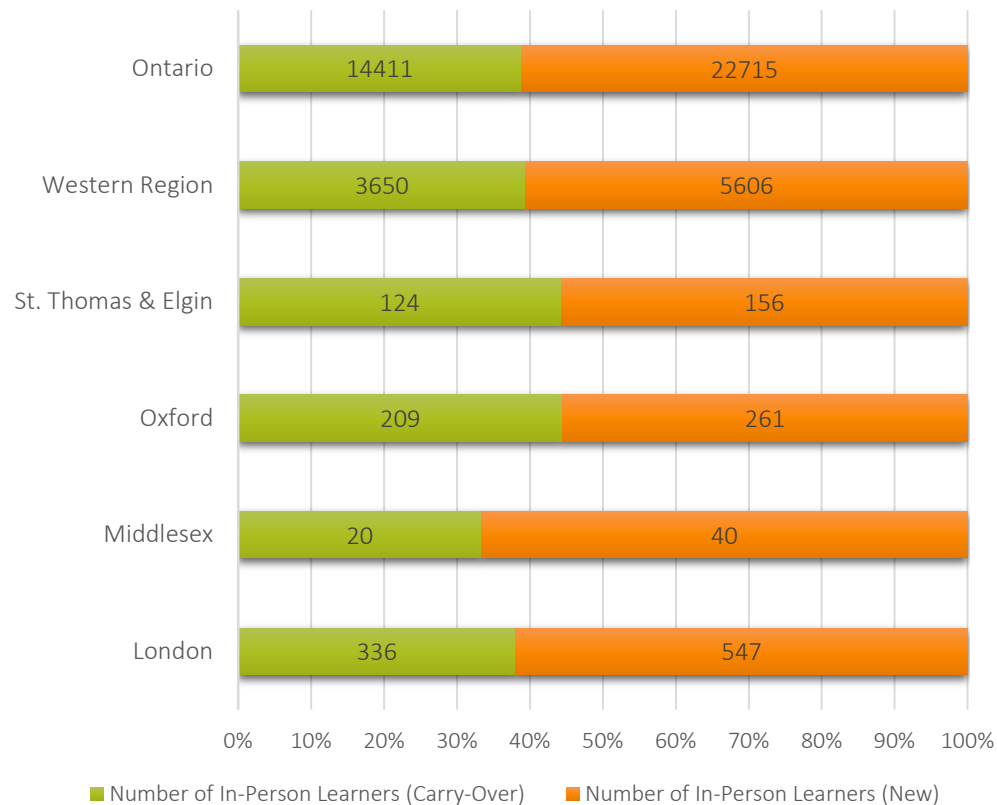


This project is funded in part by the Government of Canada and the Government of Ontario.

# LBS of clients served

Across the province and the Western Region, there was a higher intake (over 60%) of new learners compared to carryovers. In the London Economic Region (ER), 59% of the clients were new, which is similar to the provincial rate.

Figure 1



# LBS clients by service provider sector

LBS clients were served evenly by the three service provider sectors in the province and in the Western Region, but more clients were served through the “community college sector” across the London ER.

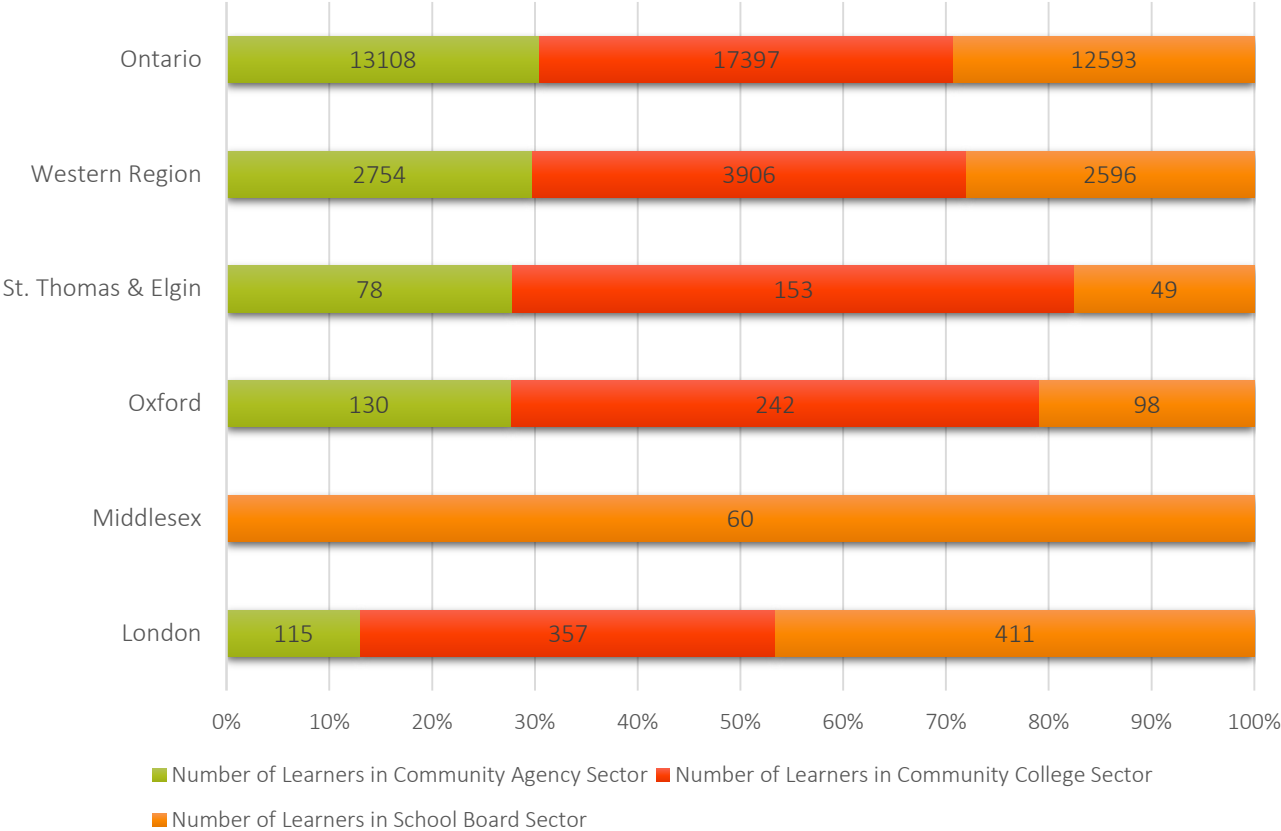
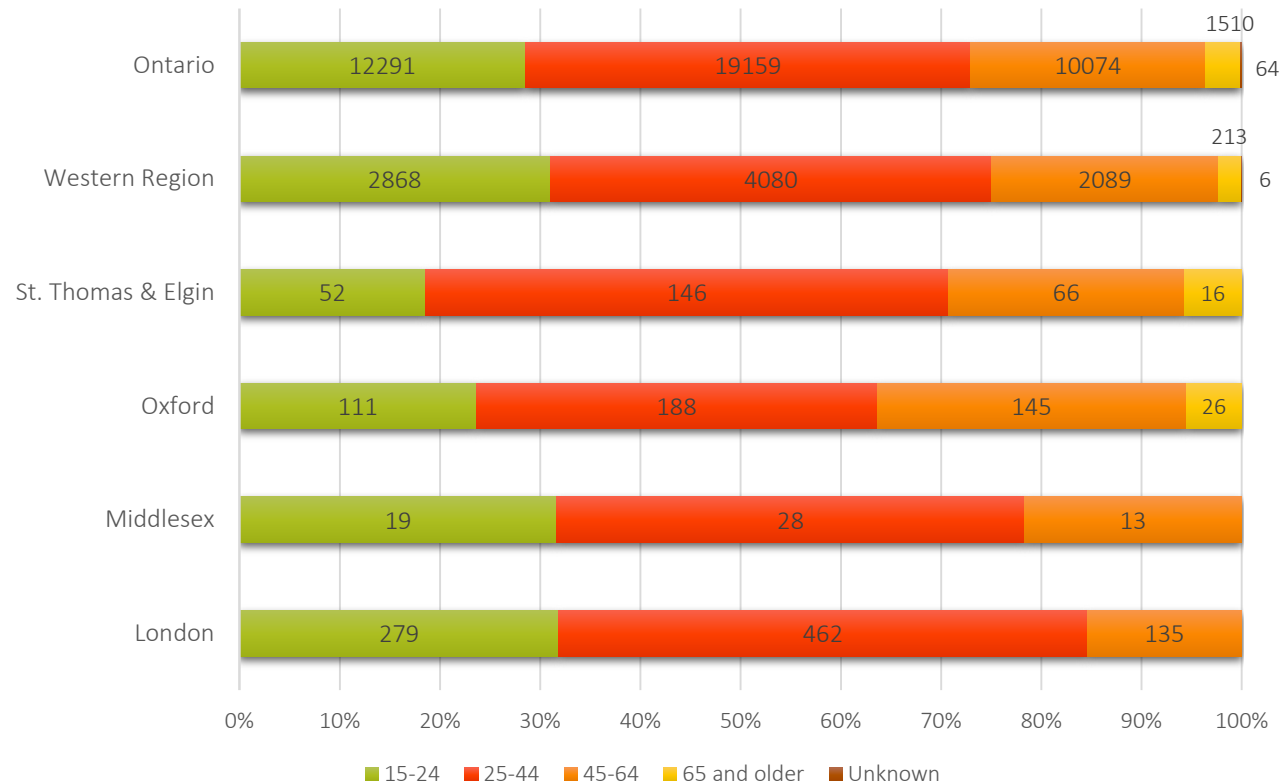


Figure 2

# LBS clients by age group

The age group “25-44” made up the majority of LBS clients, and this was seen throughout the six geographies. Across the London ER, however, there is a low or no enrollment of clients within the age group “65 and older.”

Figure 3



# LBS clients by gender

Generally, more females (up to 55%) were enrolled in literacy programs than males in the London ER as well as across the province and the Western Region.

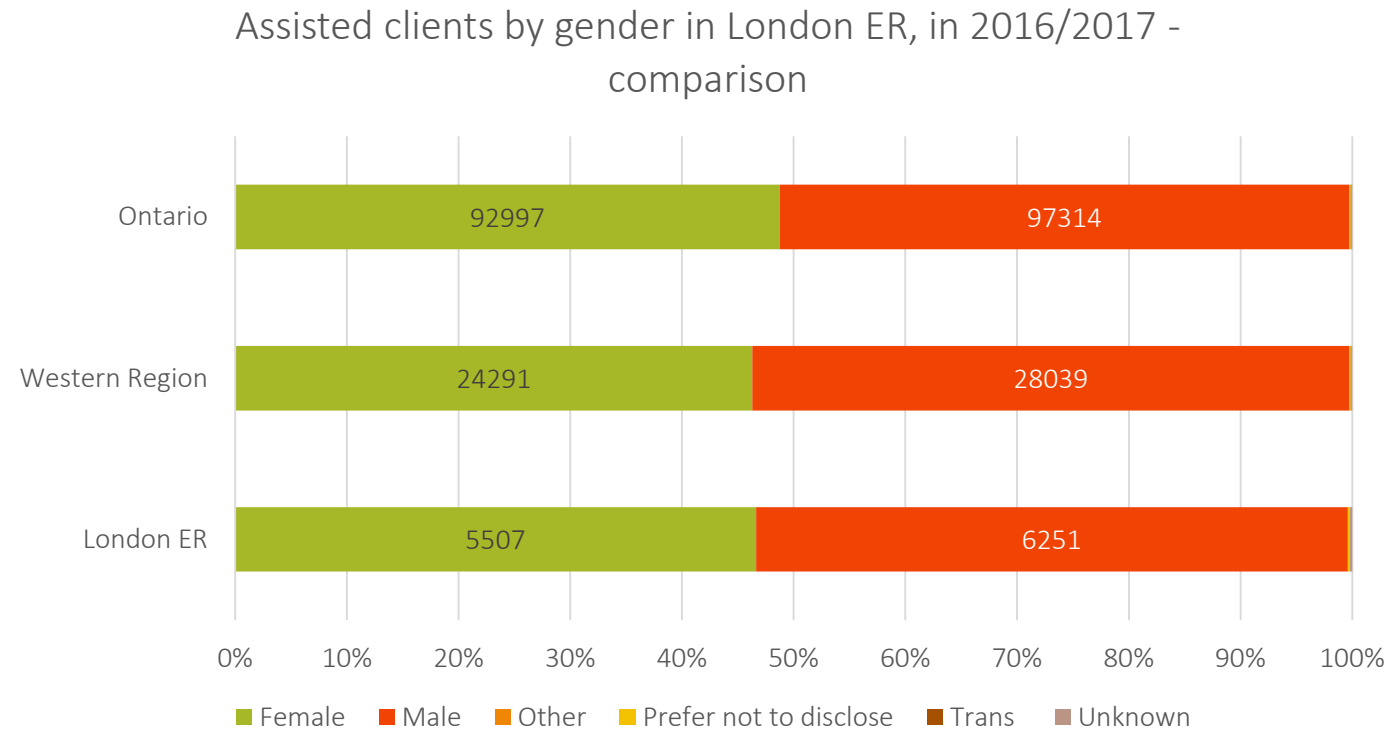
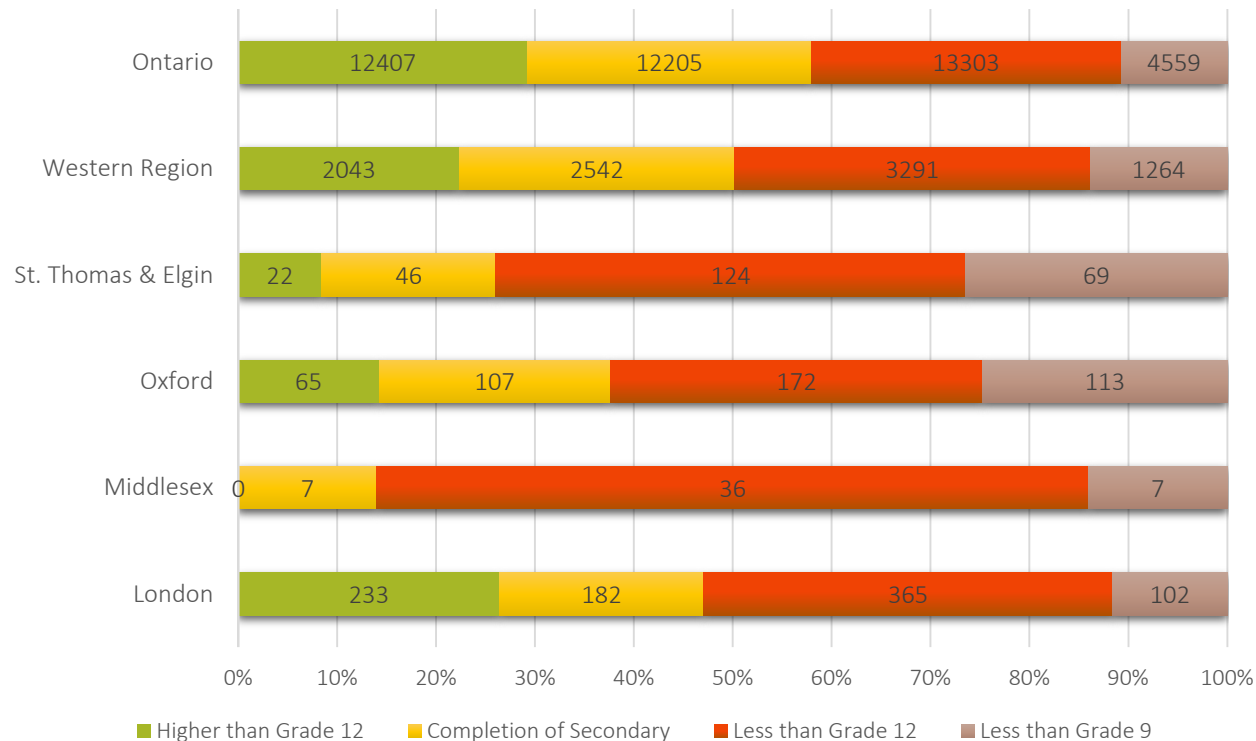


Figure 5

# LBS clients by education attainment at intake

In the province and in the Western Region, 50-58% of learners indicated they have either completed secondary or have attained “higher than a grade 12 certificate”, but in the region, enrollments were lower for persons with a high school certificate or above. A majority of LBS clients in London ER indicated “less than a grade 12” at intake.

Figure 9



Assisted ES clients in London ER in 2016/2017, by educational attainment at intake

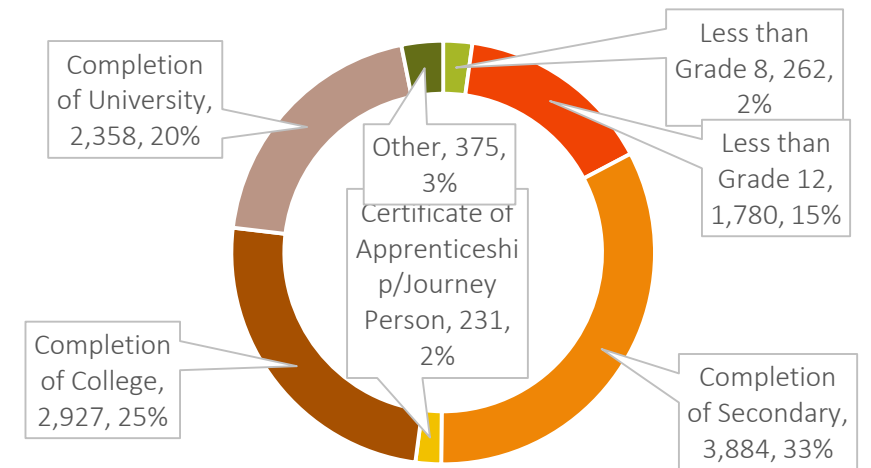
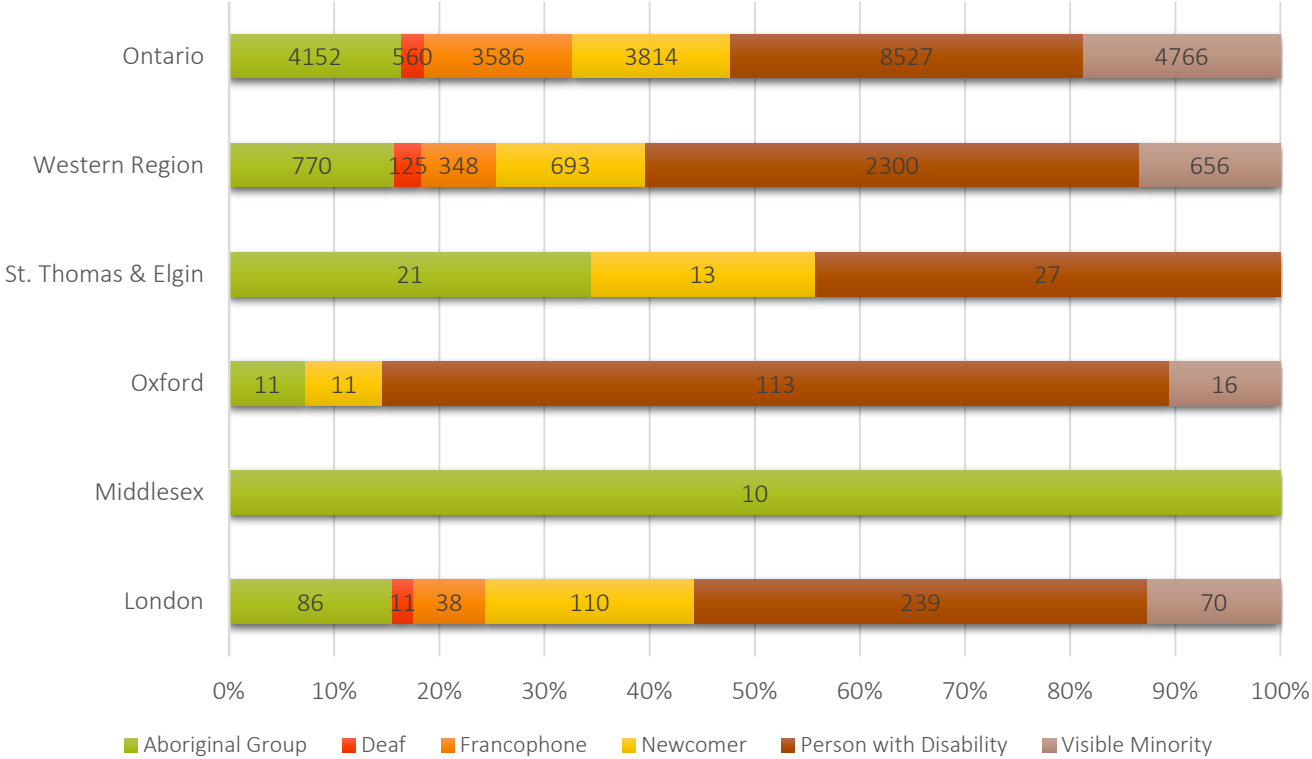


Figure 10

# LBS clients by identified designated group

There was a high number of clients who self-identified as persons with a disability across the London ER and across the province. However, in a few areas, certain designated groups either didn't self-identify or were not served.

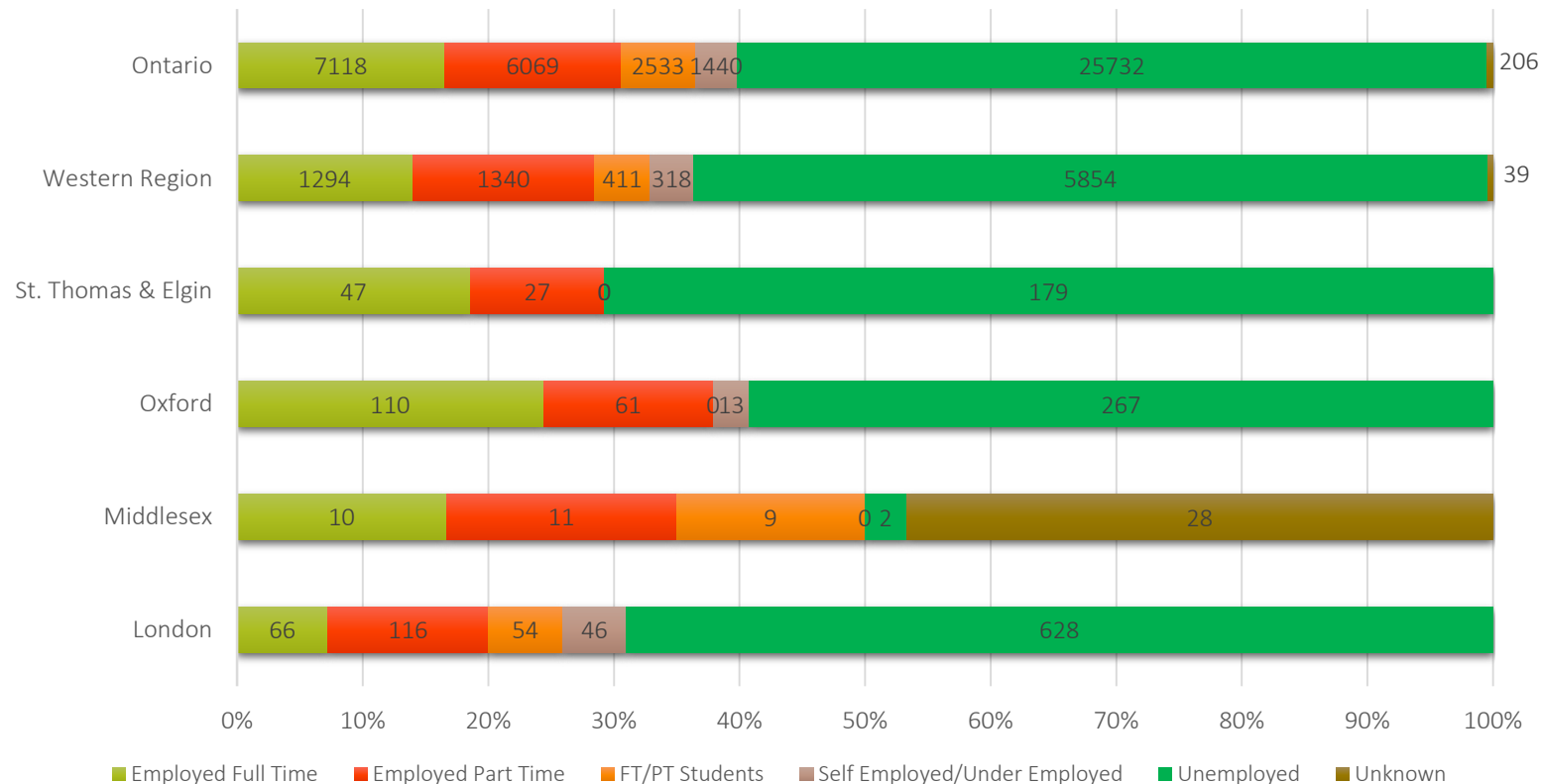
Figure 11



# LBS clients by labour force attachment

Generally, above 60% of learners indicated they were “unemployed” across the London ER, the Western Region and Ontario. More than 30% of learners in the London ER indicated they were employed in either “Full time” or “Part time” positions, which might suggest that clients are upgrading their skills to either better function in the workplace or are preparing themselves for better opportunities.

Figure 12





# LBS clients by source of income

A higher percentage of LBS clients in the London ER have Ontario Works as their main source of income compared to the Western Region and Ontario.

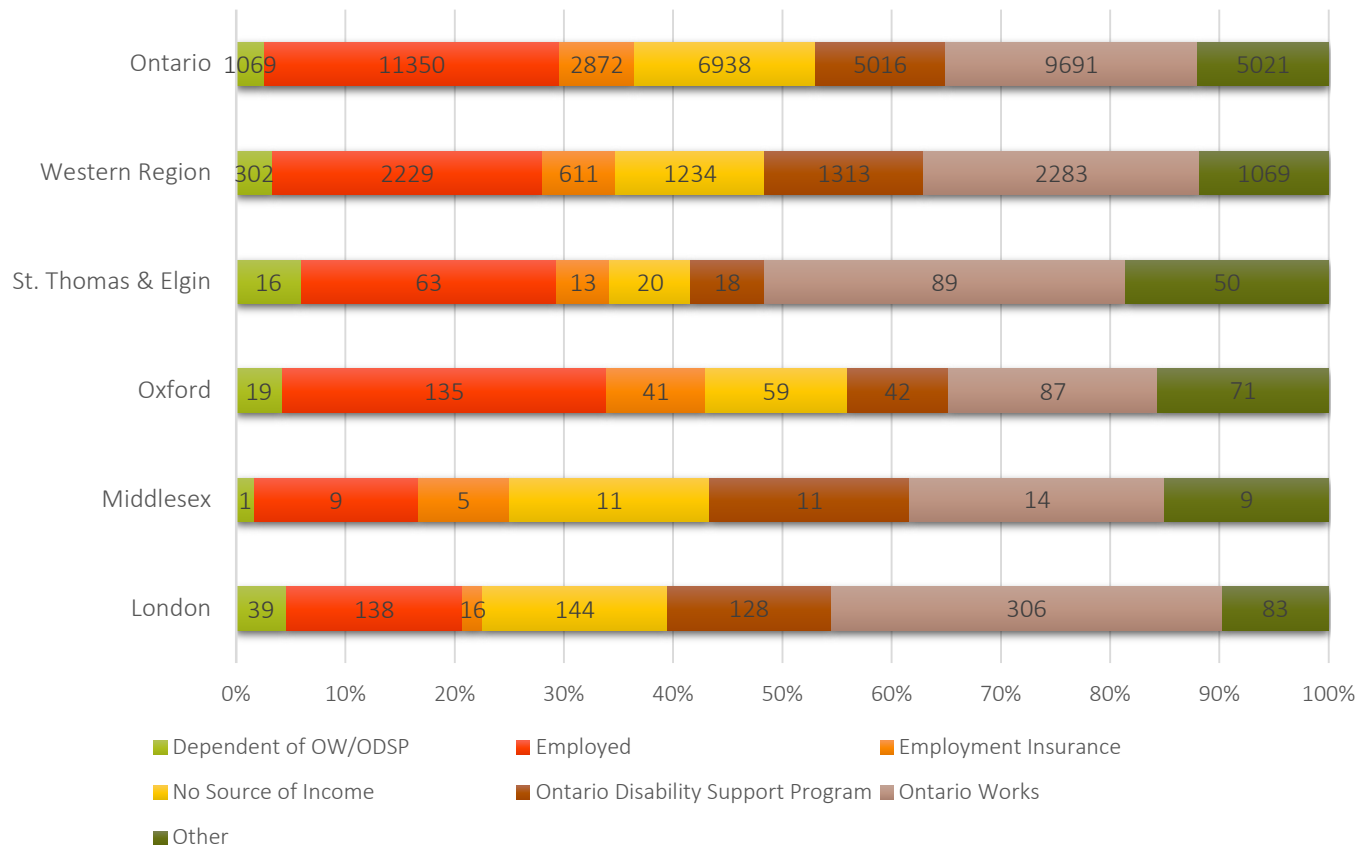
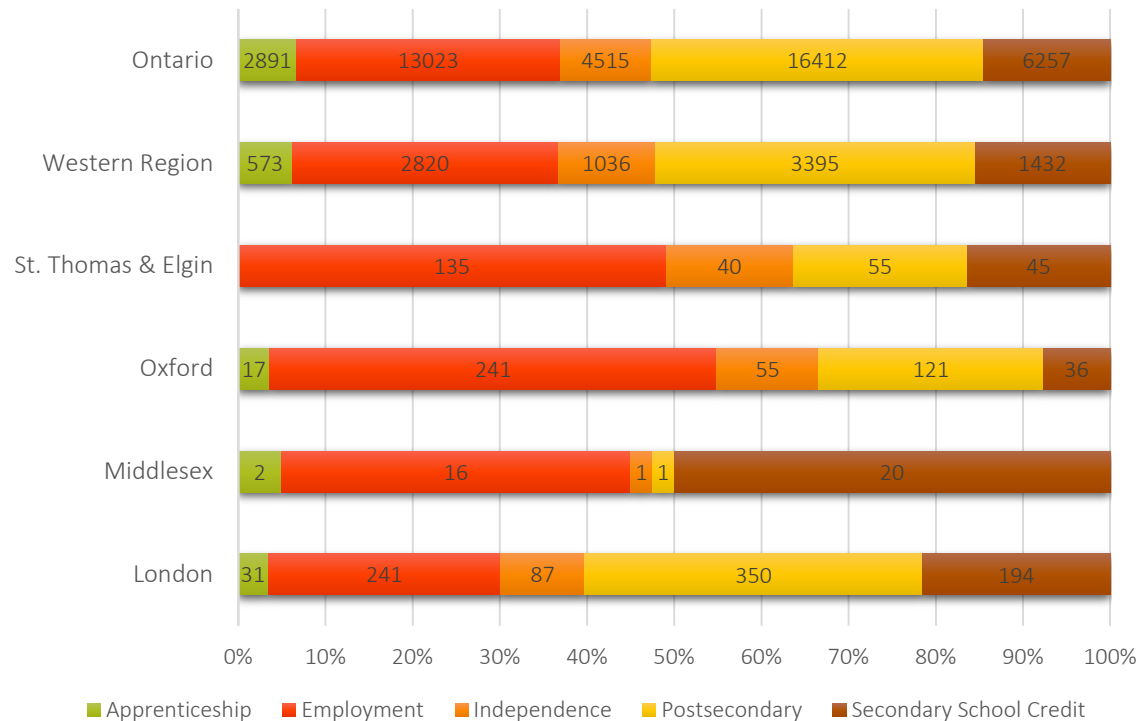


Figure 13

# LBS clients by goal path

Between 27% to 50% of LBS clients across the London ER indicated “Employment” as their goal path, followed by “Postsecondary.”

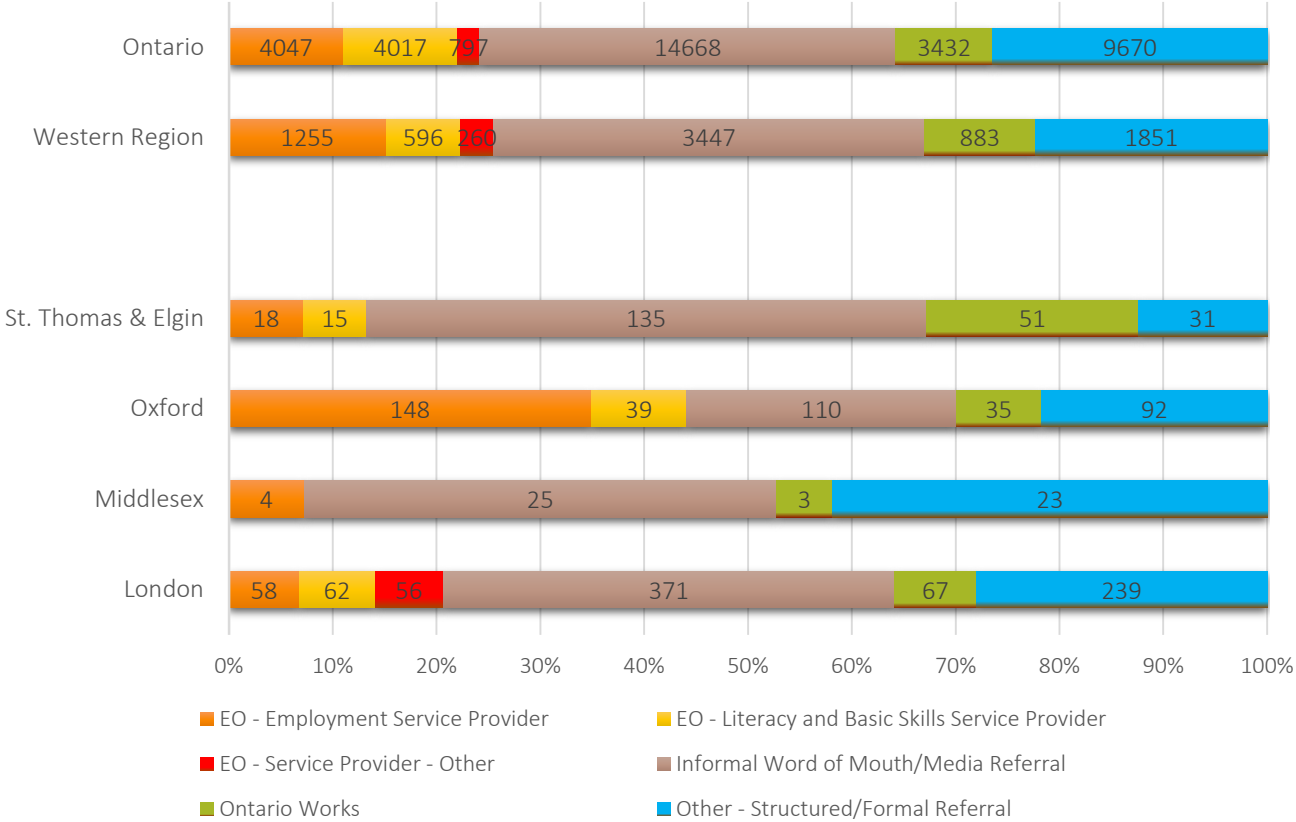
Figure 16



# LBS clients referred in

Close to 50% of LBS learners were referred through “Informal/word of mouth/media” across the London ER and this is the same across Ontario and the Western Region.

Figure 17



# LBS clients referred out

Most LBS clients across the London ER and across Ontario were referred out to either an “Employment Ontario service provider” or “Educational/Academic services” after completing their LBS training.

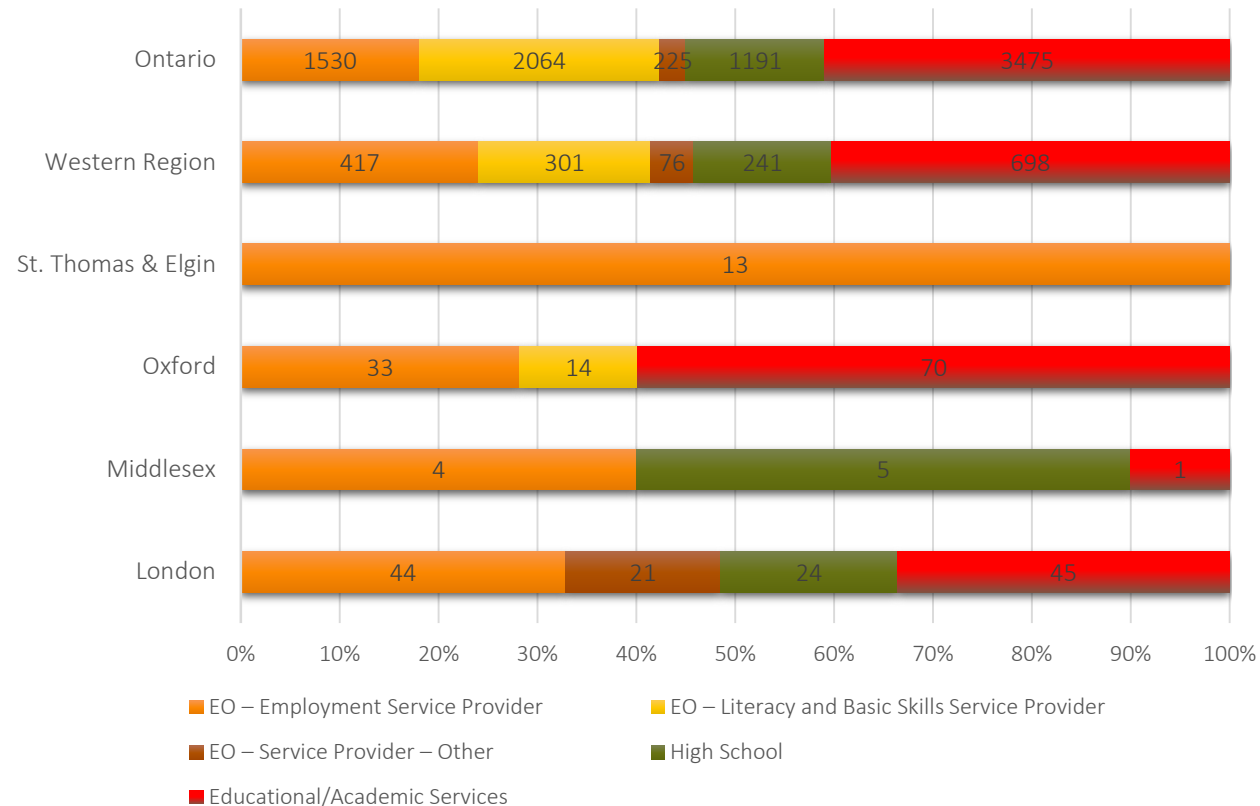


Figure 18

# LBS client outcomes at exit

Across the London ER, most learners at the completion of their program either found employment or proceeded to acquire further education. Some learners were identified as “unemployed” after completion and this rate imitates the provincial and Western Region rates.

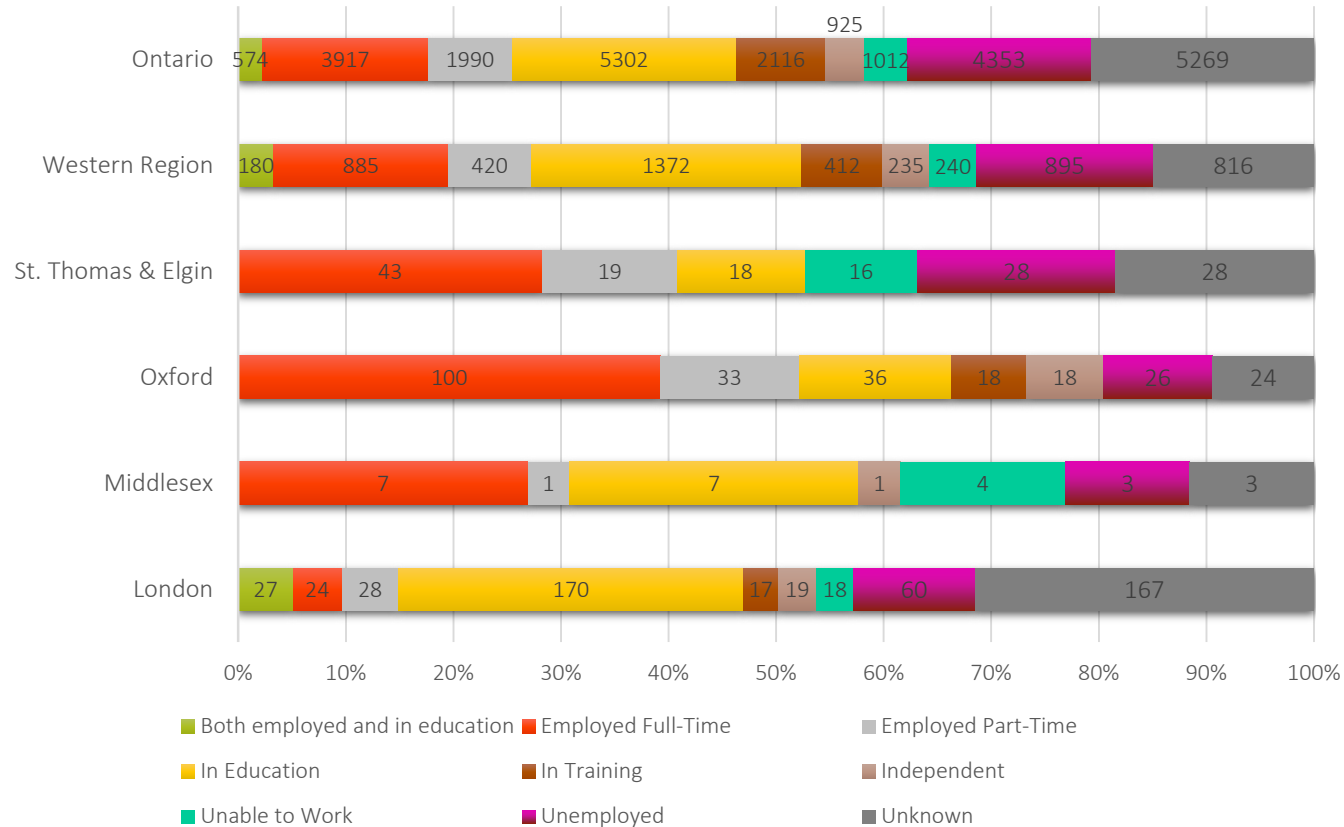


Figure 19

# Conclusions

- A majority of clients were assisted through LBS college sector programming than any other sector in the London ER
- A majority of clients in LBS programs are in the 25-44 age group.
- There was a higher percentage of clients who either have less than grade 9 or less than grade 12 across the London ER than across the Western Region or Ontario
- The majority of LBS clients across the London ER, Ontario and the Western Region identified as “unemployed”
- A larger percentage of LBS clients in the London ER were dependent on Ontario Works
- Most of the learners enrolled across the London ER have “employment” as their goal path, followed by “postsecondary”