

The 2011/2012 Literacy Services Plan for Windsor-Essex

has been compiled by:



Mission Statement:

The Tri-County Literacy Network is a non-profit organization that promotes literacy as an important part of life-long learning. We provide support to adult literacy programs and develop community partnerships with other promoters of learning in Chatham-Kent, Sarnia-Lambton and Windsor-Essex.

Vision Statement:

We envision a community in which literacy and life-long learning are highly valued.

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Table of Contents

Tri-County Literacy Network Mid-year Update 2010-2011.....	Pg. 3
Highlights and Results 2009-2010.....	Pg. 5
Six Year overview graphs.....	Pg. 6
Narrative for Windsor-Essex.....	Pg. 13
Information & Referral Reference Chart.....	Pg.16

Mid-Year Update for Tri-County Literacy Network

November 4, 2010

We are currently updating our Literacy Service Plans for mid-year of 2010-2011 and preparing our Literacy Service Plans for 2011-2012 for Chatham-Kent, Sarnia-Lambton and Windsor-Essex. In this process we have been discussing how the additional funds have been and will be used until the end of March 2011, year-end and mid-year IMS information, mid-year capacity and wait lists as well as the impact on services and programs if the additional funds are not continued.

Highlights of this discussion and information gathering:

- as a result of the additional funding for 2009-2010 and 2010-2011, programs have been able to respond to community needs by serving an increased number of learners, providing additional classes, increasing hours of available programming and providing new programming
- 126% of targeted contact hours and 161% of the targeted number of learners on average for programs at year end for 2009-2010
- 3,579 learners were served, a 50% increase in the past 4 years, with 340,218 contact hours in the tri-county region at year end for 2009-2010
- 935 additional learners or a 26% increase in learners served and an additional 114,520 contact hours or a 34% increase from 2008-2009 to 2009-2010
- 80% of learners on average were employed or involved in further education and training, including successful transition to post secondary education, on exit in the tri-county region for 2009-2010
- learners in the programs include laid off workers, individuals on Ontario Works, employed individuals, Second Career participants, apprentices, young people living at home as well as individuals on ODSP and WSIB
- 50% of the target for contact hours and 94% of the target for the number of learners on average at mid-year for 2010-2011 which is similar to 2009-2010 mid-year results suggesting that programs will exceed their contact hours and number of learners again for 2010-2011

Mid-Year Update for Tri-County Literacy Network

November 4, 2010

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- all 14 adult literacy programs in the tri-county region indicated that they are at capacity at mid-year for 2010-2011 and many have wait lists or are redirecting learners to programming at different times of day or locations to deal with wait lists
- programs foresee cuts in programming, staffing and hours plus increased wait lists and capacity issues if the additional funding is not continued
- programs foresee challenges in implementing the OALC and the new IMS system without the continuance of additional funding

We foresee a great opportunity to support the future prosperity of our community and the individuals who make up the community with the continuance of the additional funding to Literacy and Basic Skills programs and networks.

2009/2010 Highlights and Results

The Windsor-Essex Literacy and Basic Skills (LBS) Local Planning and Coordination committee met to discuss and analyze the results of the Information Management System's (IMS) information on the adult literacy programs in Windsor-Essex from the past six fiscal years to identify any trends and areas of interest or concern.

There has been a dramatic increase in the number of learners served over the past six years. It was fairly constant in the first three years with 858 in 2004-2005, 797 in 2005-2006 and 869 in 2006-2007 but increased to 1102 in 2007-2008 then 1,284 in 2008-2009 and, with additional funding, to 1,508 in 2009-2010. Based on the IMS numbers there was a 15% increase in the number of learners from 2008-2009 to 2009-2010 or 224 additional learners. Contact hours increased by 16% with 129,627 contact hours in 2008-2009 and 155,503 contact hours in 2009-2010 or 25,876 additional contact hours.

NOTE: There was an additional 427 ACE learners and 66,803 contact hours related to these learners not reported on IMS due to technology problems. This brings the total number of learners to 1,935 and the total number of contact hours to 222,306 for Windsor-Essex in 2009-2010. This means that there are actually 651 additional learners in 2009-2010 from 2008-2009 or a 34% increase and 92,627 additional contact hours or a 42% increase from 2008-2009 to 2009-2010. Please note that we do not have the IMS data to include the information on these learners in the analysis that follows.

We reviewed each chart related to gender, age group, LBS levels, learner goal and income source. Please refer to charts attached for visual information on these topics.

As far as **gender of learners**, we identified that Windsor-Essex literacy programs are successful in marketing to both men and women. The ratio of males to females in adult literacy programs is almost equal. The percentage and ratio is also very consistent over the six year timeframe.

When we looked at the **age of learners**, we found that the percentages and ratios were also very consistent over the past three years. In 2009-2010, the majority of learners (52%) were in the 25 to 44 years old age bracket. These adults can expect to spend about 20 to 30 more years in the labour market. In 2009-2010, 21% of adult learners in the programs were 19 to 24 years of age and 21% were 45 to 64 years of age.

In terms of the **level of learners**, Windsor-Essex literacy programs work collaboratively to offer literacy instruction across the learning continuum (Level 1 to Academic and Career Entrance (ACE)). We did see a significant change in the level of learners with a decrease of level one learners (35% decrease over 6 years) and an increase in level three learners (32%

2009/2010 Highlights and Results

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increase over 6 years) in the adult literacy programs in Windsor-Essex over the past six years. There were 684 learners at level three and of these 545 were at St. Clair College.

We also looked at **learner goals**. There were 68% who identified training and education as their goal. These learners want to improve their literacy and numeracy skills to move on to other forms of education and training such as high school, GED, post secondary and apprenticeship. There were 949 learners who identified training and education as their goal and 700 were from St. Clair College. In 2009-2010, 21% identified employment as their goal. These learners want to improve their literacy and numeracy skills to get a job, keep a job or get a better job. There were 11% who identified independence as their goal. These learners want to improve their literacy and numeracy skills to have improved quality of life. Overall, 89% of the Windsor-Essex adult literacy program learners planned to use LBS services as a stepping stone to new or better employment and further education and training. There was a slight increase in this percentage in the past six years (5%).

LBS programs in Windsor-Essex are available to serve all adults, regardless of **income source**. Programs in Windsor-Essex are successful in attracting learners from a variety of income sources. In 2009-2010 the majority of learners are from the "other" income source category (45%) with the second largest category being Ontario Works (20%). Over the past six years there has been a significant shift from fewer Ontario Works clients (a decrease of 28% over 6 years) to increased other learners (an increase of 28% over 6 years). The absolute number of Ontario Works clients over the past six years has been fairly constant with 408 in 2004/2005, 331 in 2005-2006, 297 in 2006/2007, 359 in 2007-2008, 324 in 2008-2009 and 305 in 2009-2010. The absolute number of "other" learners over the past six years has been increasing with 145 in 2004-2005, 153 in 2005-2006, 217 in 2006-2007, 316 in 2007-2008, 394 in 2008-2009 and 682 in 2009-2010. There were 511 learners at St. Clair College who identified "other" as their source of income. St. Clair College indicated that these were young people who live at home and who are not working and are not on EI. There were 17% of learners who identified that they were employed in 2009-2010 and 9% identified that they were on EI.

Adults access all levels of **training delivery** in Windsor-Essex. In 2009-2010, the greatest percentage of total contact hours is for LBS level 3 at 51%. The second highest percentage is for LBS level 1 and LBS level 2, the lowest levels of literacy instruction, at 14% and 15% respectively.

In 2009-2010, the majority of learners' **status at exit** was "other LBS training" at 52%. There were 673 learners going on to "other LBS training" and of these 651 were from St. Clair College. St. Clair College indicated that 90% of their learners were going from LBS to

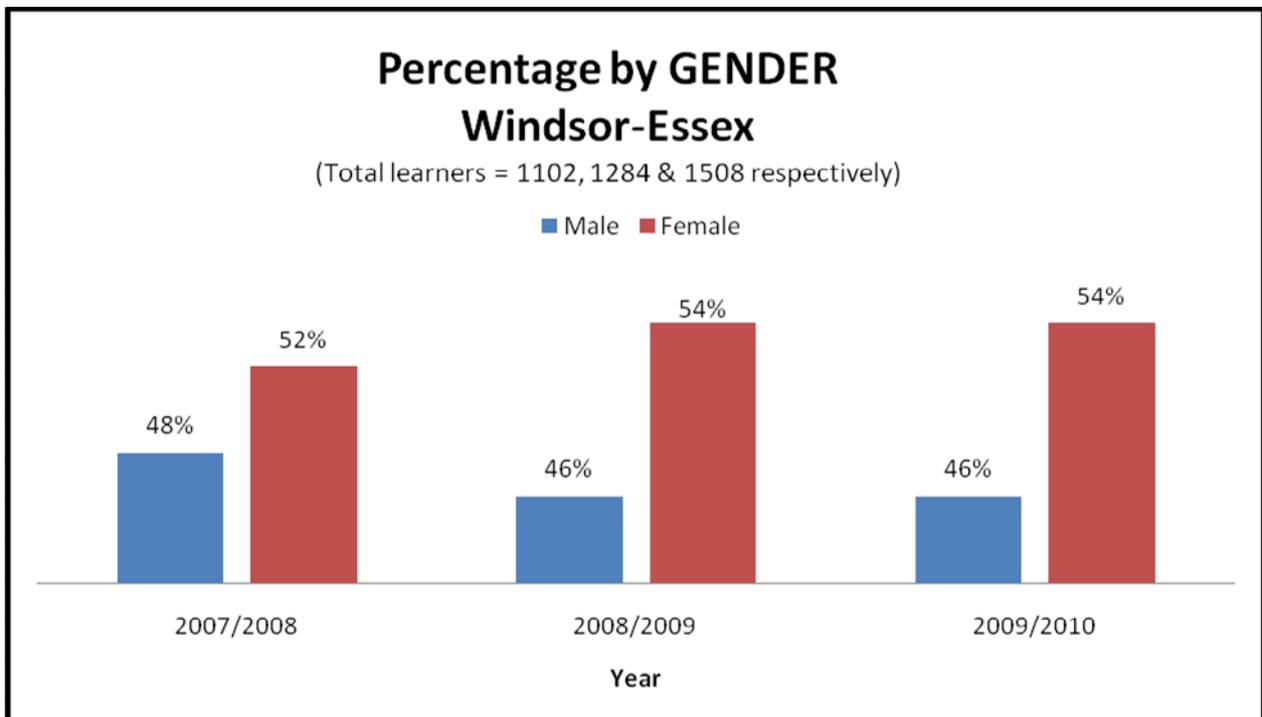
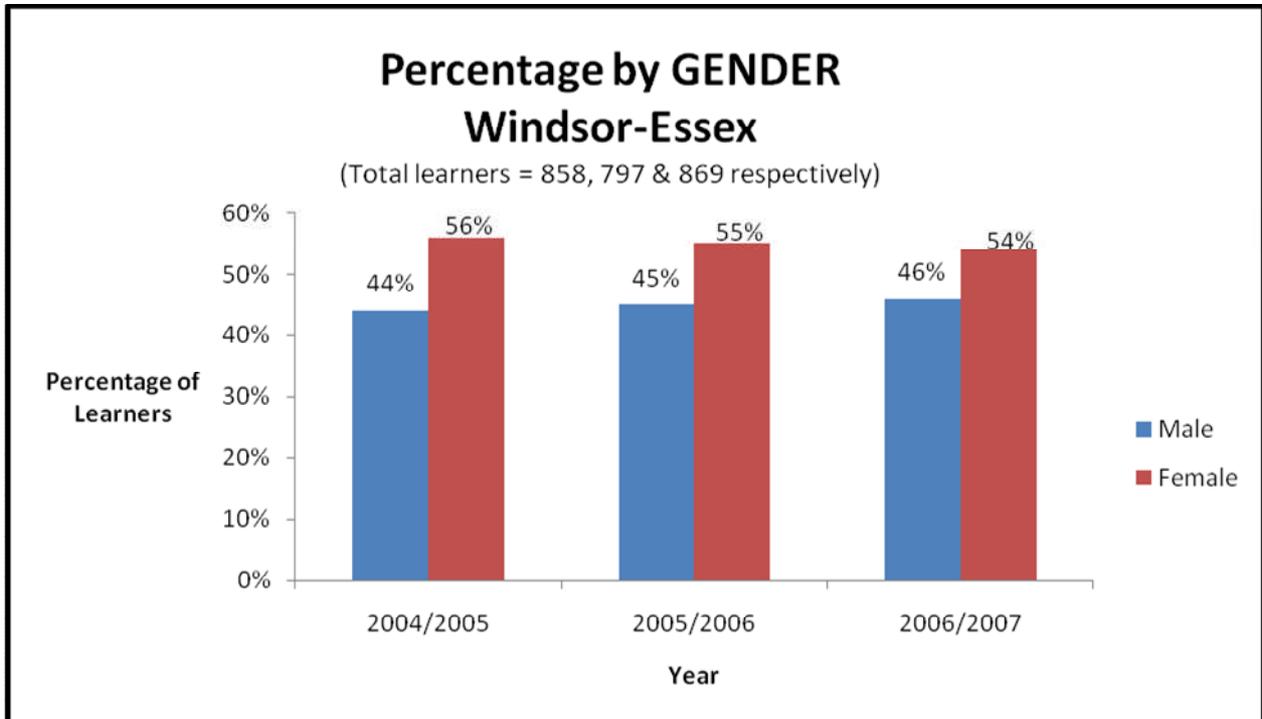
2009/2010 Highlights and Results

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ACE so “other LBS training” reflects this transition and progress by learners from LBS to ACE. The next major category is further training and education at 25% indicating that learners are transitioning to college and apprenticeship programs. St. Clair College indicated that 125 learners were pursuing post secondary education and that of these 65 went on to the RPN, paramedic and dental hygienist programs with a 98% success rate. Some of these learners were involved in the Second Career program. The percentage of learners exiting to employment was 9%. The percentage of learners not currently employed at exit was 11%. At exit, 86% of learners were employed or in further education and training. Literacy programs are also working well in terms of their ability to track clients with lost contact at 2%.

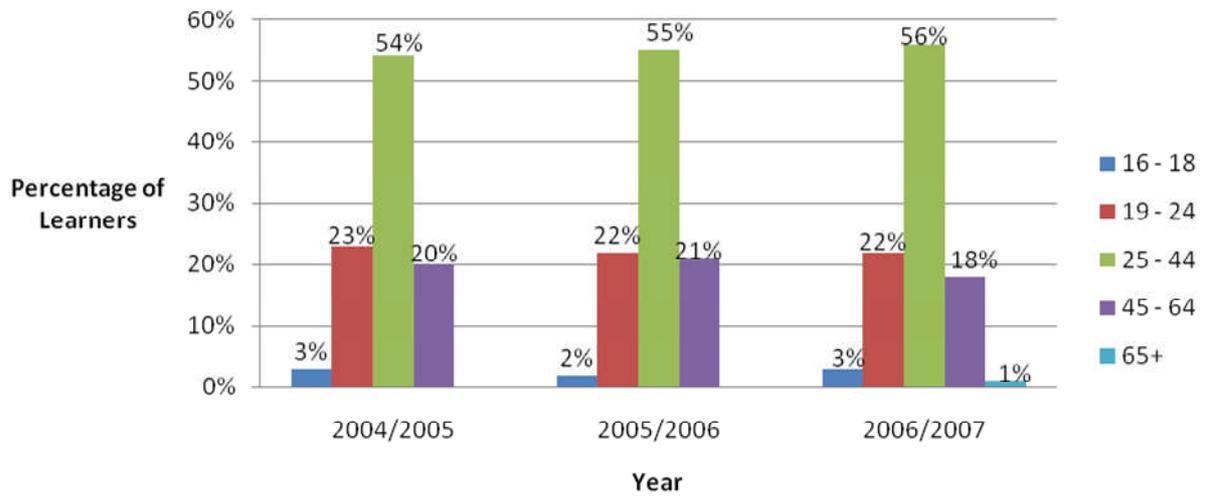
Six Year Overview of IMS Stats

Windsor-Essex



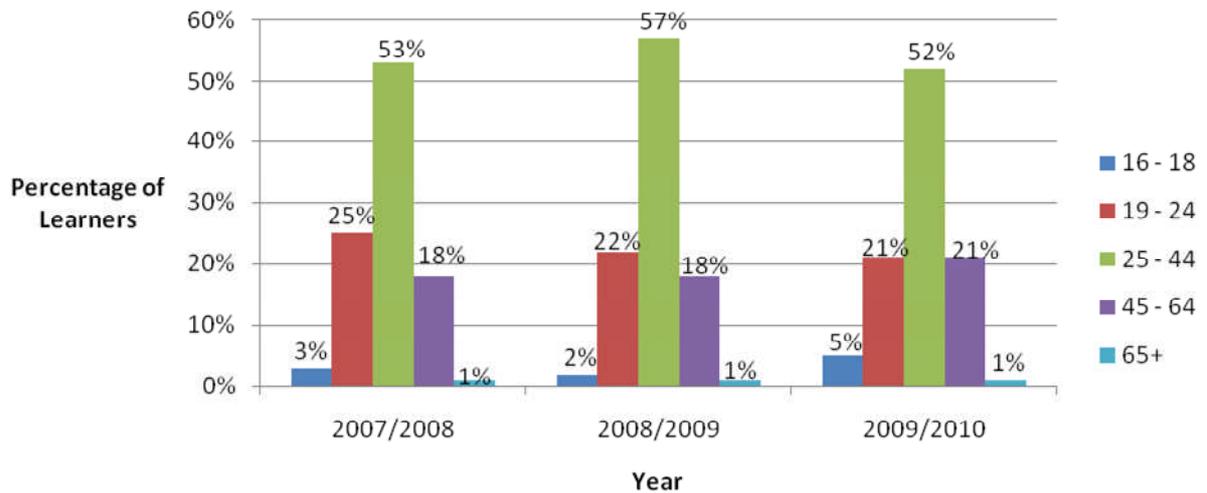
Percentage by AGE GROUP Windsor-Essex

(Total learners = 858, 797 & 869 respectively)



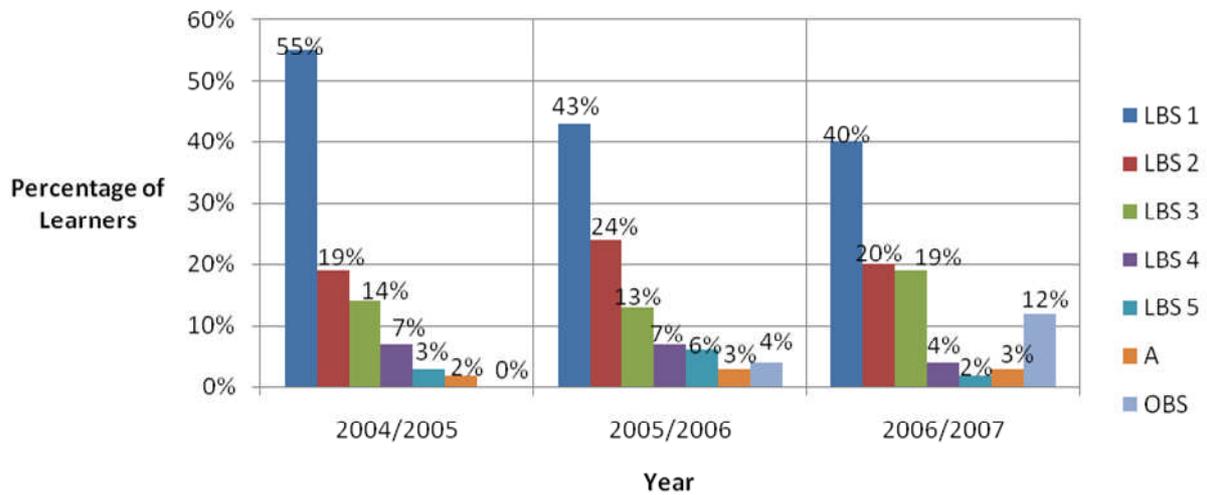
Percentage by AGE GROUP Windsor-Essex

(Total learners = 1153, 1284 & 1508 respectively)



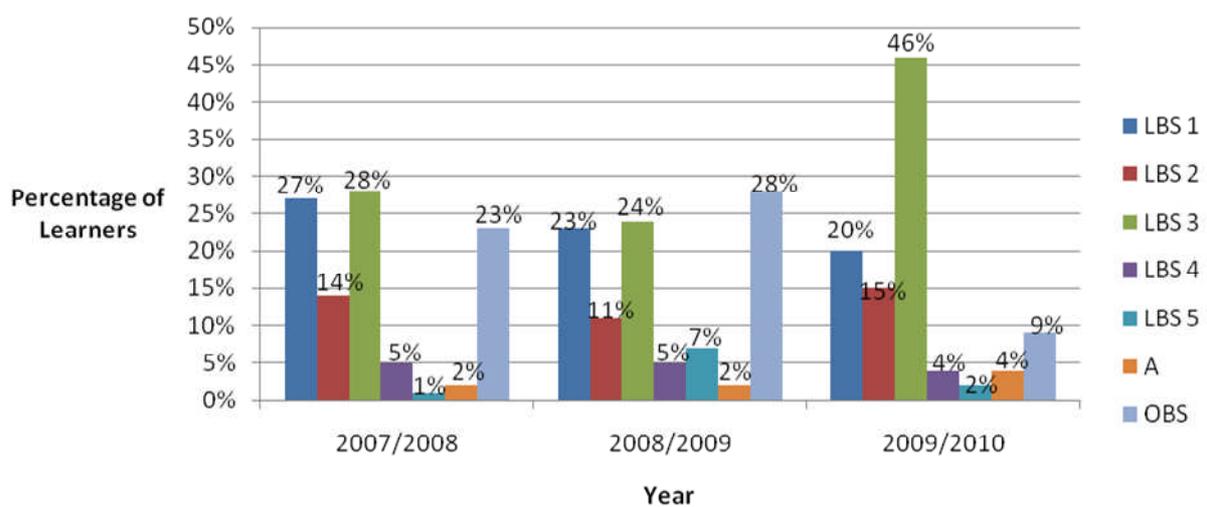
Percentage by LBS LEVELS Windsor-Essex

(Total learners = 858, 797 & 869 respectively)



Percentage by LBS LEVEL Windsor-Essex

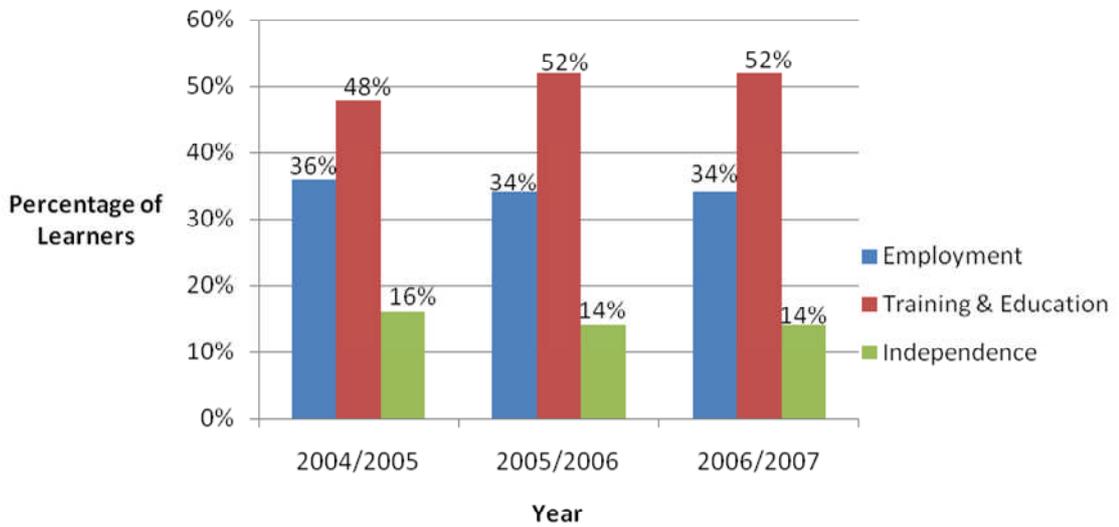
(Total learners = 1150, 1284 & 1508 respectively)



Percentage by LEARNER GOAL

Windsor-Essex

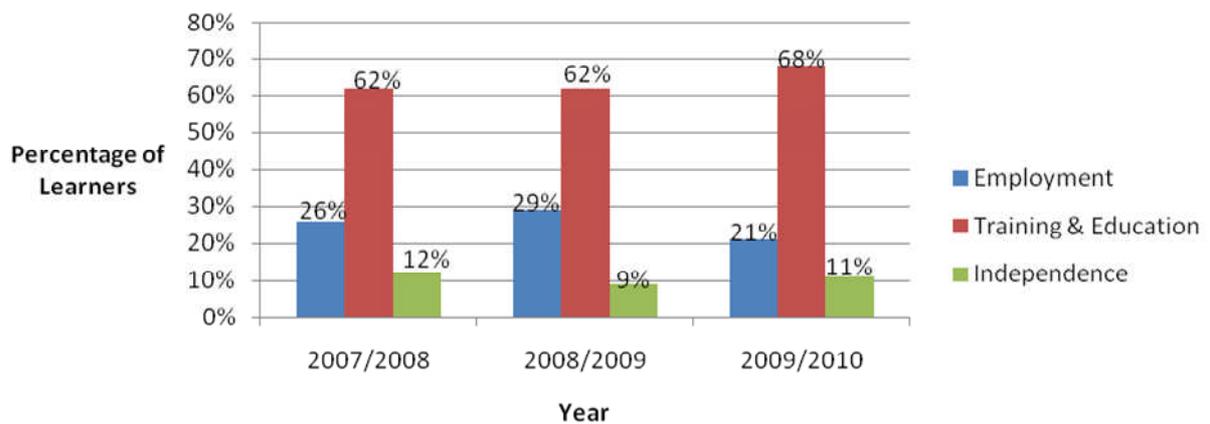
(Total Learners of those learner goals identified)
776, 703 & 730 respectively



Percentage by LEARNER GOAL

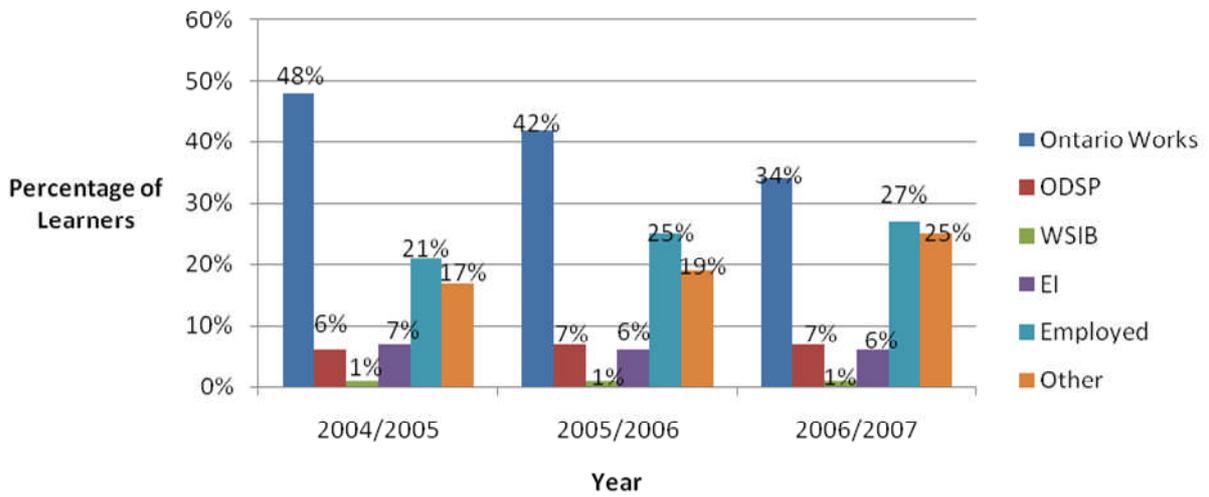
Windsor-Essex

(Total learners of those learner goals identified)
1003, 1163 & 1395 respectively



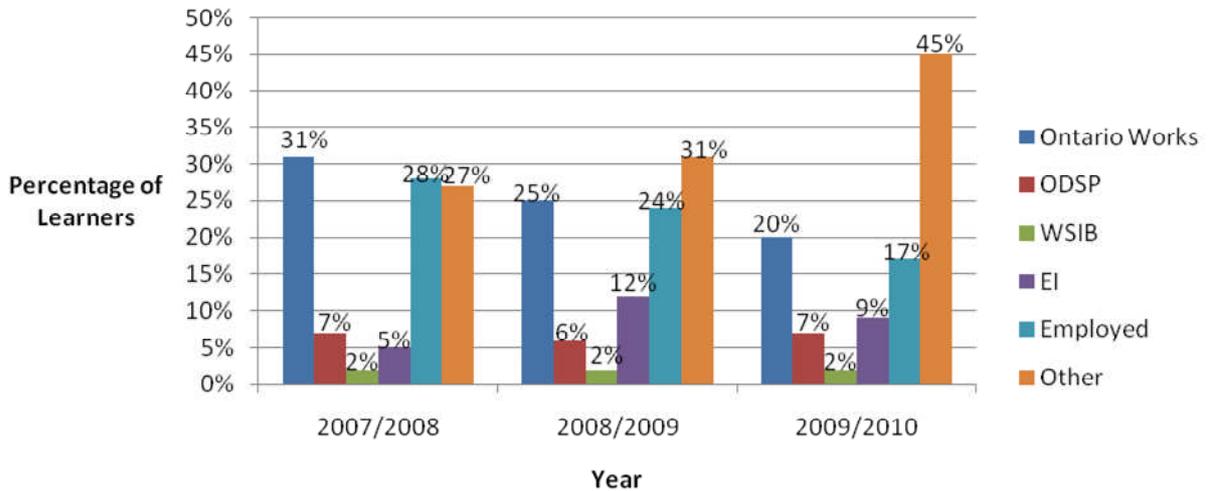
Percentage by INCOME SOURCE Windsor-Essex

(Total Learners = 858, 797 & 869 respectively)



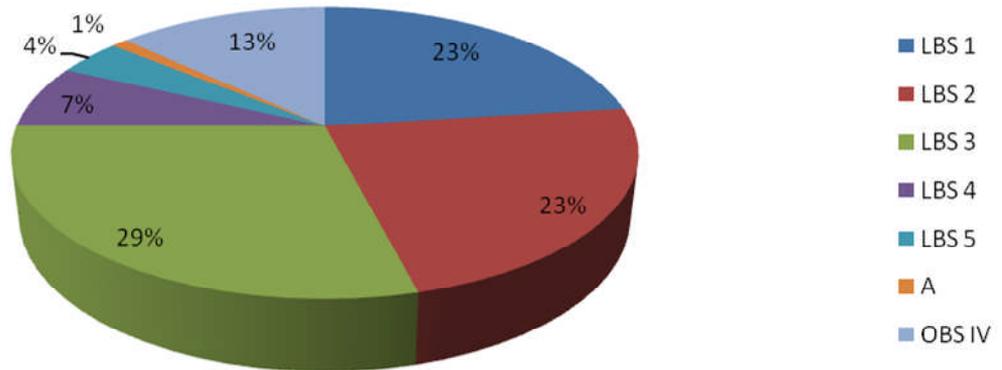
Percentage by SOURCE OF INCOME Windsor-Essex

(Total learners = 1153, 1284 & 1508 respectively)



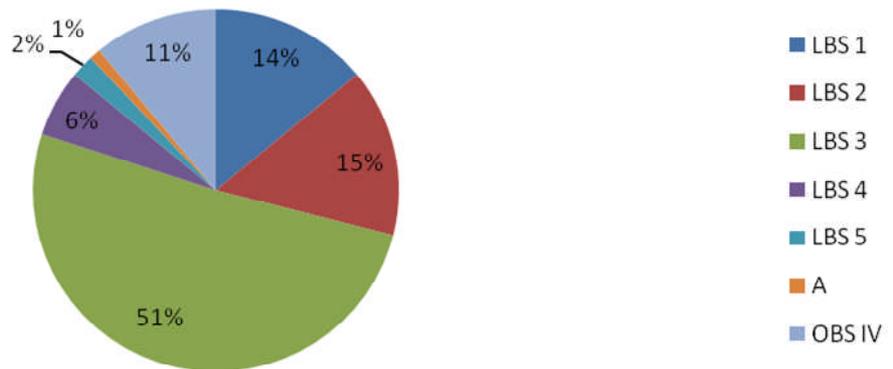
Training Delivery Windsor-Essex Year 2006/2007

(Percentage of total contact hours by LBS level)



Training Delivery Windsor-Essex Year 2009/2010

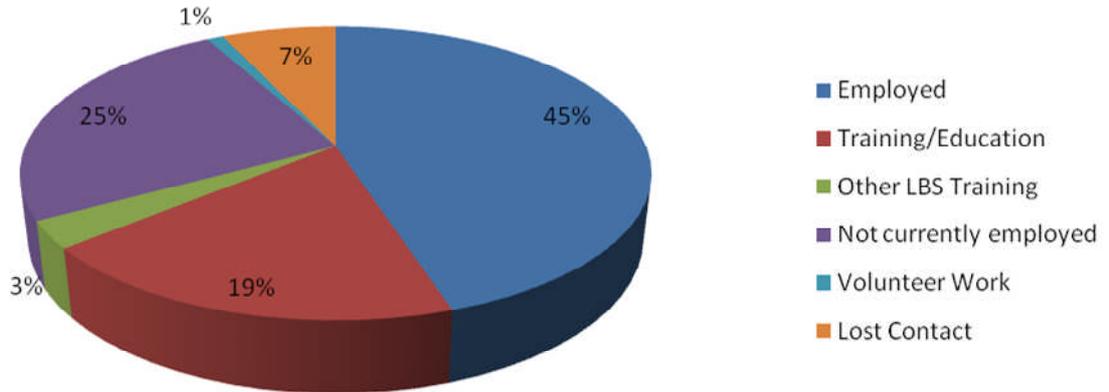
(Percentage of total contact hours by LBS level)



STATUS AT EXIT

Windsor-Essex Year 2006/2007

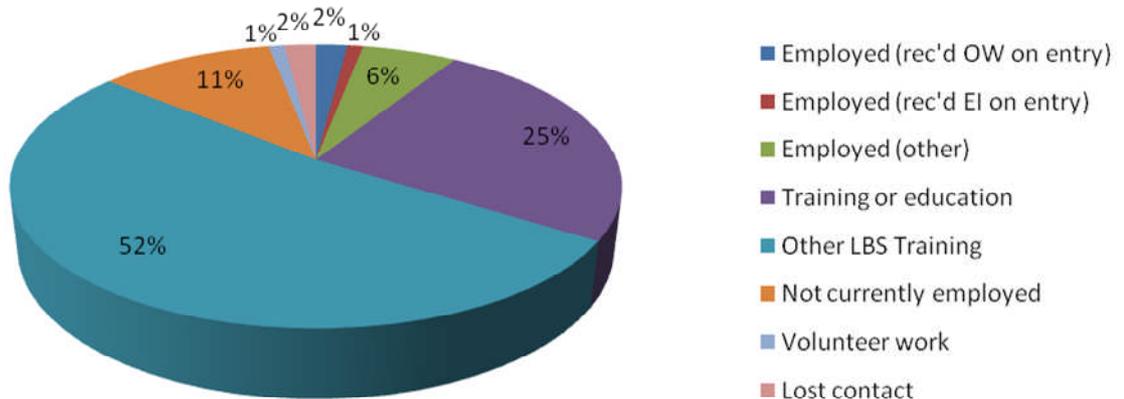
(Total learners = 339)



STATUS AT EXIT

Windsor-Essex Year 2009/2010

(Total learners = 1293)



Literacy Service Plan 2011-2012

Local Literacy Gaps in Windsor-Essex

Through the Literacy Service Planning process facilitated by the Tri-County Literacy Network, we reviewed and discussed the “continued – dependent on funding” sections from the Literacy Service Plan 2011-2012 for Windsor-Essex.

During this discussion it was clear that even with the additional funding of 2009-2010, that Literacy and Basic Skills and Academic Upgrading programs continued to have significant wait lists in Windsor-Essex. In follow up to the Local Planning and Coordination meetings in February 2010, Literacy and Basic Skills and Academic Upgrading programs reported that they were at capacity with approximately 85 people on wait lists in Windsor-Essex and there was a wait list of about 39 people in October 2010 (Windsor Public Library had 12 on the wait list, South Essex Community Council had 7 on a wait list and the Unemployed Help Centre had 15 to 20 on a wait list who were offered referrals but preferred to wait). St. Clair College also reported intakes of 30 learners per week in October 2010. In response largely to the needs of laid off workers resulting from plant closures and layoffs in the automotive/manufacturing sectors, the sections “continued – dependent on funding” for 2010-2011 in Windsor-Essex include:

- Windsor Public Library – serving learners beyond the target occurred in 2009-2010 and is expected to continue in 2011-2012
 - increased hours for the small group programs to meet expected demand
 - funding needed to continue FOCUS* for Ontario Works clients
 - funding needed to continue the Get, Set, Learn* program for Ontario Works clients
- St. Clair College (Windsor) – expects continued demand in 2011-2012 for Literacy and Basic Skills and ACE and extra funding would be put towards serving the learners beyond their targets again in 2011-2012.
 - The College will continue to support students in both the Main Campus and the St. Clair Centre for the Arts in downtown Windsor. St. Clair College will offer LBS and ACE programming at both locations.
 - In order to continue to support the variety of learners St. Clair College serves, especially those who may be working or not available during daytime hours, St. Clair College will be offering ACE in a morning, afternoon and late afternoon block.
 - St. Clair College is also investigating offering courses to support apprentices. This would be a NEW service with the number of learners unknown. This would be offered with core funding.
- South Essex Community Council – extra funding would be put towards increased hours to meet expected increased demand similar to 2009-2010 and 2010-2011 as well as an additional class (small group women – LBS levels 1 & 2) , an additional class for men and women plus an evening class
 - funding needed to offer Get, Set, Learn* program for Ontario Works clients (NEW)

Local Literacy Gaps in Windsor-Essex

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- Greater Essex County District School Board – extra funding would be put towards an additional evening class at Mason in Windsor and a new afternoon and additional evening class in Leamington
- Essex County continues to be an identified area of need the Greater Essex County District School Board would respond to with extra funding for this (NEW)**
- Can Am – extra funding needed to continue the FOCUS program
- Unemployed Help Centre – extra funding is still needed for an additional full time day program and one extra evening of programming as we continue to have wait lists for both our classes. The demand for GED prep has remained consistent and to date we have demonstrated a 95% success rate with our GED prep learners that have taken their GED tests and achieved their grade 12 equivalency. We anticipate the demand will continue due to the unemployment rate in our area, and due to the fact that we continue to work with Second Career clients and Labour Adjustment clients needing upgrading and retraining. We exceeded our contact hours from the previous fiscal and at mid-year we are well on our way to surpassing our 2010-2011 contact hours.
- Centre Alpha Mot de Passe – extra funds needed for increased hours to meet the needs in LBS & ACE again in 2011-2012

We also discussed the need for NEW programming for the deaf literacy stream in Windsor-Essex. The Canadian Hearing Society applied for United Way funding to assist towards literacy programming in Windsor-Essex. United Way did not fund this program. MTCU, Windsor Public Library and St. Clair College had a meeting with the Canadian Hearing Society in November 2010 to see what assistance can be provided. Also, St. Clair College is currently providing support by interpreters for a deaf student in their program.

It was determined that all the above are important since they are all largely responding in one way or another to the needs of laid off workers in Windsor-Essex.

Over the past few years, additional funding has been invested in literacy for the higher level learner. A need that has been identified at the Local Planning and Coordination table and by key community stakeholders is for additional NEW funding for programs that work with lower to mid-level literacy clients in order to sustain and expand these programs.

There is a continued need identified for professional development and networking with other partners in the Employment Ontario training system as well as increasing awareness of literacy programs plus system, learner success stories in our community and the connection of literacy to other social and economic issues.

*Ontario Works in Windsor-Essex has identified an interest in working more closely with our literacy programs to enhance literacy programming for their clients. The Windsor Public Library has responded to this need through two new programs. FOCUS is a unique

Local Literacy Gaps in Windsor-Essex

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delivery program to give OW recipients the opportunity to identify barriers to employment and to develop and improve learning attitudes to increase successful outcomes. The Get, Set, Learn program gives parents with low literacy skills the tools and strategies to enable them to succeed with their children to enrich their families through life-long learning. The South Essex Community Council has also indicated a willingness and interest to provide the Get, Set, Learn program for OW parents in Leamington.

**Over the years, a need for LBS service in Essex County other than Windsor or Leamington (a central rural site) has been identified as a need. There is currently no program delivery available to serve this population in the central rural area. This service would be provided by the GECDSB as determined at the Windsor-Essex LBS Local Planning and Coordination meetings. NEW funding is required for this.

Reference Chart for Adult Literacy Referrals in Windsor-Essex

Type of Program	Service Provider	Location	Schedule (when?)	Phone/Contact	Additional Information
* 1 to 1 tutoring and small group	B.E.S.T. Native Program (Basic Education Starts Today)	3837 Wyndotte St. E., Windsor	Mon. - Friday 9 am to 5 pm	519-253-3243	Only first nations program located in Windsor. Invest Learning Lab. Brochure available with more information about range of services provided. Capacity - 15 full-time.
** 1 to 1 tutoring and small group	Centre Alpha Mot de Passe	1886 Ottawa St. Windsor	Mon. to Fri. 9am to 4 pm Flexible hours	519-253-3959 Ask for Rose Lalonde	Available to French speaking adults who are not currently attending school – literacy, math instruction, computer literacy, employment preparation. Offers GED preparation in French. Capacity – 15
** 1 to 1 tutoring and small group	Collège Boréal in collaboration with Centre Alpha Mot de Passe ACE/upgrading	1886 Ottawa St. Windsor	Mon. to Fri. 9am to 4 pm Flexible hours	519-253-3959	Available to French speaking adults who are not currently attending school. Preparation for entrance to college programs. Workforce preparation.
Large group and computer learning lab	Greater Essex County District School Board (GECDSB)	215 Talbot St. E. Leamington and at LDSS during the day	Daytime and evening 5 to 12.5 hours per week	519-322-1688	Preparation for employment and pre-credit level instruction. Register 8:30 to 4:00 M to F. Capacity - 20 day and 40 at night.
Large Group	Mason Educational Centre (GECDSB)	284 Cameron Ave. Windsor	Daytime and evening 12.5 to 25 hours per week. Two classes 2.5 hrs - am/pm	519-253-5006 Ask for Lorna Shulman Ext. 11009 or Bev Brandenburg Ext. 11008	Preparation for employment and pre-credit level instruction, Apprenticeship math, day and evening classes. Registration Tuesdays 9-11 am and 1-3 pm. Capacity - 20 people per training session am and pm. GED prep.
1 to 1 tutoring and small group (up to 12) Computer labs available in 3 locations.	South Essex Community Centre 215 Talbot St. E Leamington	Leamington, Kingsville and surrounding area Community Education Centre at 94 Talbot St. E. Leamington	Daytime and evening 2 to 5 hours per week	519-326-7743 Ask for Jane Swan	Tutoring can take place in various locations convenient to the student. Small classes offered with childcare provided. Will also work with learners whose first language is not English, but who are illiterate in their first language. Capacity – 60

Age 19 and over

*Age 19 and over (Native)

** Age 19 and over and able to speak and understand French

NOTE: Some age exceptions apply.

Type of Program	Service Provider	Location	Schedule (when?)	Phone/Contact	Additional Information
Large group	St. Clair College & Employment Preparation Programs LBS/ACE	2000 Talbot Rd. W., Windsor	Daytime Up to 25 hours per week	519-972-2727 Ext. 4952 Ask for Deb Crew	Workforce employment preparation. Preparation for entrance to high school or college programs. Transportation allowance available to qualified students. Handicap accessible. Capacity - 100+
Large Group	Unemployed Help Centre of Windsor	6955 Cantelon Drive Windsor	Daytime, Monday to Friday, 1 evening class Up to 35 hours per week Full and part-time classes, evening class available on Wednesdays.	519-944-4900 Ext. 135 Ask for Joan Iatonna or Connie Sandros	East side provider with access to other in house supports. For learners needing either a full or part-time program for transition to employment and further education. Daycare and transportation allowance available to qualified students. Brochure available. Handicap accessible. Capacity - 20 per class
1 to 1 tutoring and small group	Windsor Public Library 850 Ouellette Ave. Windsor	All city library branches. Office at 850 Ouellette Ave. Windsor	Daytime and evening Hours to be negotiated between tutor and student. 4 to 10 hours per week for small group depending on the program.	519-255-6770 Ext. 4433 Ask for Christine Dean	Tutoring can take place in various locations convenient to the student. Capacity - as per available tutor. Small group classes for Persons with Developmental Disabilities. Employment preparation classes available. Small group class (5-8) people

Age 19 and over

* Age 19 and over (Native)

** Age 19 and over and able to speak and understand French

NOTE: Some age exceptions apply.