

# CANADA – BRITISH COLUMBIA WORKFORCE DEVELOPMENT AGREEMENT PROGRAM RESULTS SUMMARY

2021/22



Canada



*Funding provided by the Government of Canada through  
the Canada-British Columbia Workforce Development Agreement.*

# Canada – British Columbia Workforce Development Agreement

The *Canada - British Columbia Workforce Development Agreement (WDA)* provides funding to British Columbia (B.C.) to design and deliver programming that: equips vulnerable British Columbians, including persons with disabilities, with skills and supports for employment; and supports employers and communities with training to address urgent and emerging skill and labour needs.

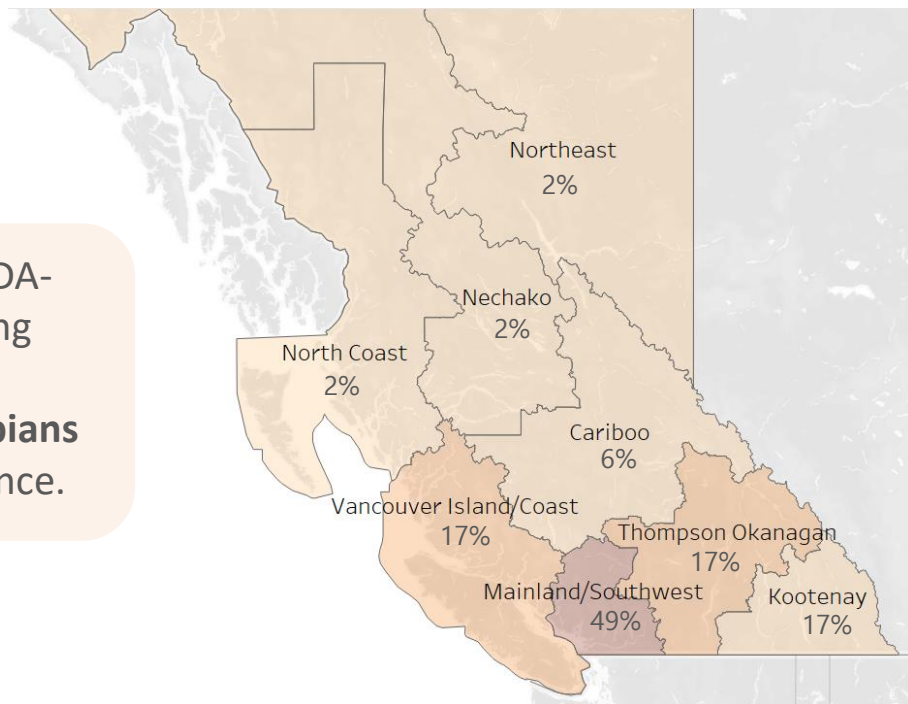
Through the Ministries of Post-Secondary Education and Future Skills and Social Development and Poverty Reduction, along with their partner organizations, over \$204M, including one-time funding to support COVID-19 recovery, was invested in people, sectors and communities, aligned with and complementing B.C.'s StrongerBC Economic Plan.

This report highlights WDA-funded program results by program focus: programs serving people who are vulnerable or underrepresented in the workforce; those attending to employer skill demands; those focused on communities; and those serving persons with disabilities.

Results from 2021/22 indicate significant progress toward meeting WDA objectives to foster inclusive labour market participation, align skills with labour market needs, and create efficient labour markets while being flexible and responsive to changing needs.

## Participants by B.C. Economic Region<sup>1</sup>

In 2021/22, B.C.'s WDA-funded programming served nearly **55,000 British Columbians** throughout the province.



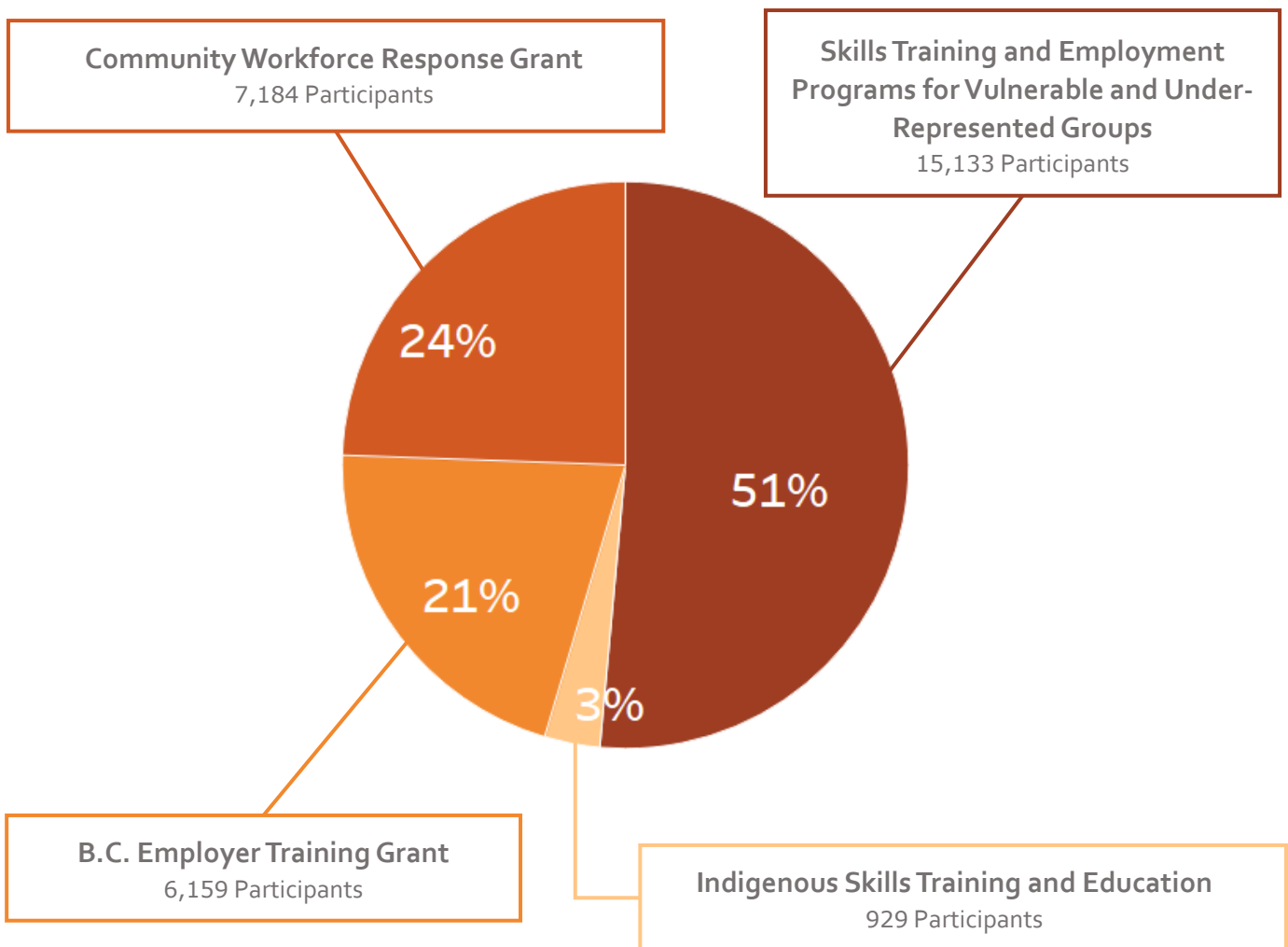
<sup>1</sup>Broadly, these percentages mirror the population of each region. However, the Mainland/Southwest is approximately 12 percentage points lower than its population share. This recognizes economies of scale that can be achieved in urban areas such as the Lower Mainland and that other services are more widely available compared to rural B.C.

# Ministry of Post-Secondary Education and Future Skills Programs

The Ministry of Post-Secondary Education and Future Skills served a total of **29,405 participants** in 2021/22, delivering a broad suite of programs for people, employers, sectors, and communities through four program areas: the Skills Training and Employment Programs for Vulnerable and Under-Represented Groups; the Indigenous Skills Training and Education programs; the Community Workforce Response Grant; and the B.C. Employer Training Grant.

81.8% of participants were employed upon completing their programs, while 9.6% were pursuing further education or training, a **positive outcome rate of 91.4%**<sup>2</sup>.

## Participant Count by Program



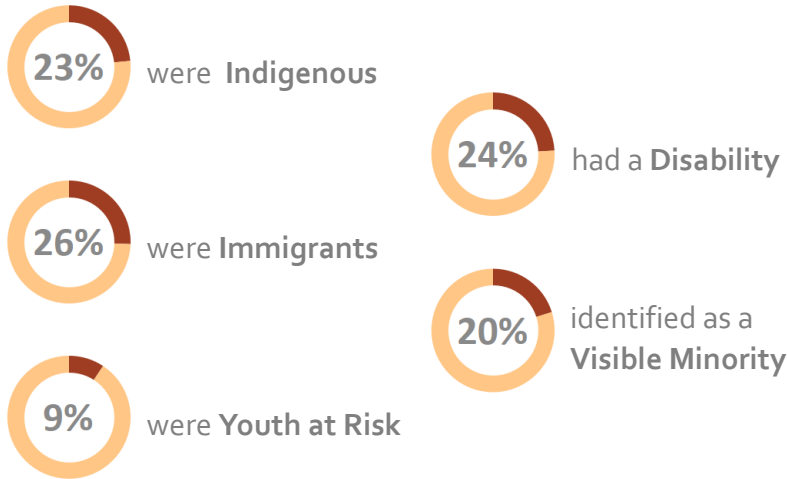
<sup>2</sup>This high outcome rate is influenced by unique program and reporting characteristics of the B.C. Employer Training Grant and Skills Training for Programs for Vulnerable and Underrepresented Groups: almost all the B.C. Employer Training Grant participants are employed at intake, leading to a 99% employment rate at program completion; and the Skills Training for Programs for Vulnerable and Underrepresented Groups are multi-year programs with participants being able to move in and out of programs as needed and typically being reported as permanently exited once they achieve a positive result.

# Skills Training Programs for Vulnerable and Under-Represented Groups

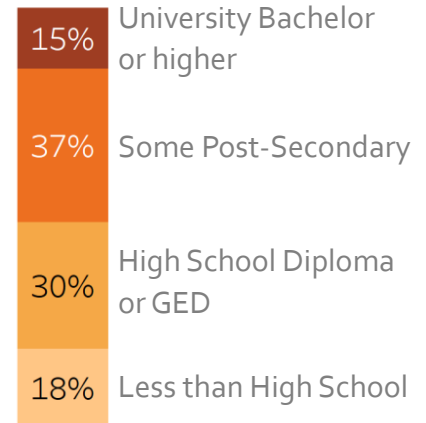
The Skills Training for Programs for Vulnerable and Underrepresented Groups serve people who face barriers to employment and are not employment-ready. Participants are expected to increase their skills and employability, enroll in subsequent training or education programs, and/or to become sustainably employed and resilient in the labour market.

## Participant Demographics<sup>3</sup>

### Designated Groups



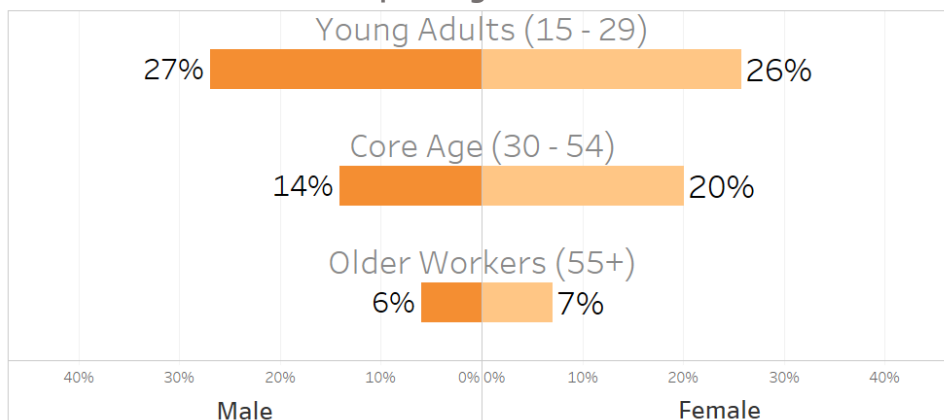
### Education Levels



In total, over two-thirds of the program's participants self-identified in at least one of the above categories, with many participants self-identifying in more than one.

48% of the program's participants had high school education or less.

## Participant Age and Gender<sup>4</sup>



The Skills Training for Programs for Vulnerable and Underrepresented Groups overall saw slightly more female (53%) participants than male (47%). Among young adults the split was nearly 50/50, with the majority of the difference present in the core age group, where more females (20%) participated than males (14%).

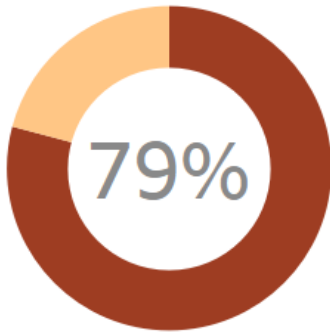
<sup>3</sup> Throughout this report, missing and "prefer not to report" responses are not included in our percentage calculations.

<sup>4</sup> System limitations prevented the accurate collection and reporting on non-binary gender data for some program areas. As a result, only male/female data is presented in this report. Reports in future years will address this discrepancy.

# Skills Training Programs for Vulnerable and Under-Represented Groups

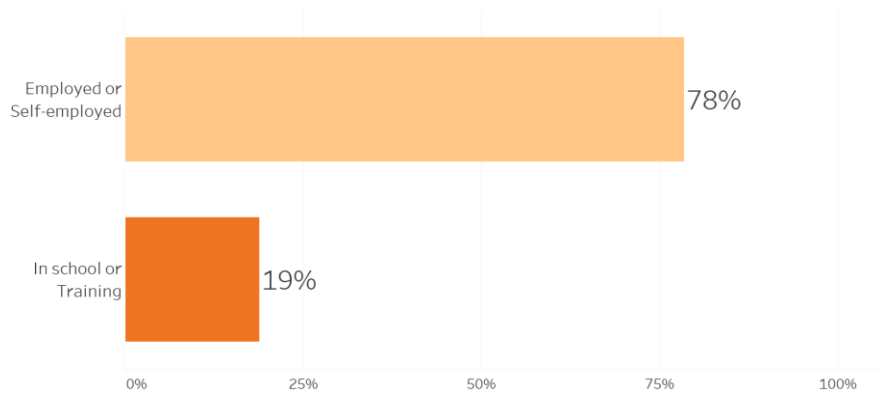
## Participant Outcomes

### Certifications Received



79% of the program's participants who completed their program received a training certificate.

### Employment Status at Program Exit



At exit<sup>5</sup>, 78% of the program's participants were employed or self-employed. An additional 19% were in further education or training.

## Success Story: Finding employment through the ReSTART program

A 57-year-old resident of Kelowna applied to ReSTART, a Skills Training for Programs for Vulnerable and Underrepresented Groups program for older workers, with the aspirations of acquiring employment as a shelter worker within the community. The participant was experiencing various barriers, such as a criminal record, mental health challenges, previous addictions, a grade 7 education, and a lack of certifications.

The participant completed a number of workshops and short-term occupational certificates, which led to a three-month paid employment contract, working full-time at a shelter, where they had previously volunteered. With the support of the ReSTART Program, the participant also intends to obtain their Emergency Child Care First Aid certification and move towards their goal of acquiring long-term employment in a women's shelter.

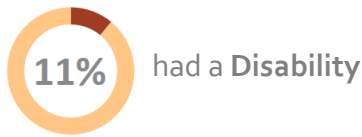
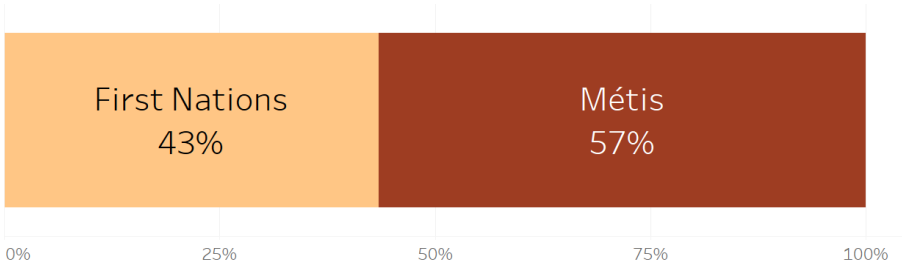
<sup>5</sup>Skills Training for Programs for Vulnerable and Underrepresented Groups contract terms are multi-year, with mid-term exits of participants almost exclusively being due to employment or further training, resulting in high positive outcome rates.

# Indigenous Skills Training and Education

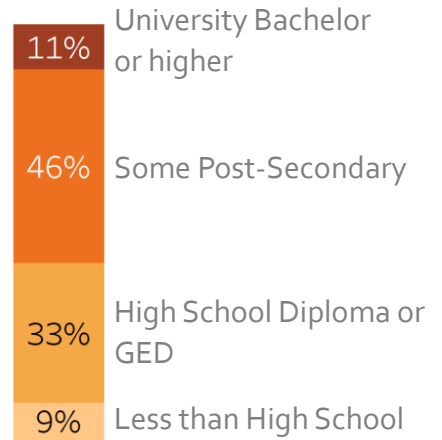
The Indigenous Skills Training and Education programs provide funding to Indigenous communities to support training and education programs in community. This includes the WDA-funded Aboriginal Community-Based Training Partnerships program which funds the delivery of post-secondary education that results in a credential through partnerships between Indigenous communities and public post-secondary institutions.

## Participant Demographics

### Designated Groups



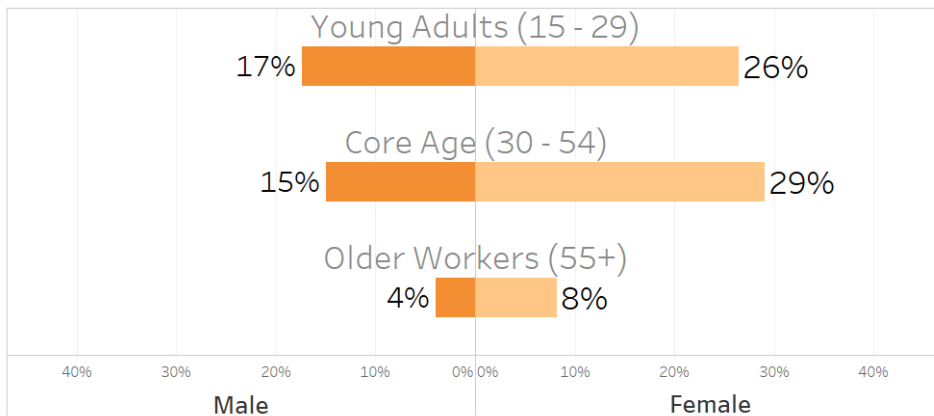
### Education Levels



In 2021/22, the Métis Nation of British Columbia served several hundred participants through the program, composing over half (57%)<sup>6</sup> of the Indigenous Skills Training and Education participant base.

42% of the program's participants had high school education or less.

## Participant Age and Gender



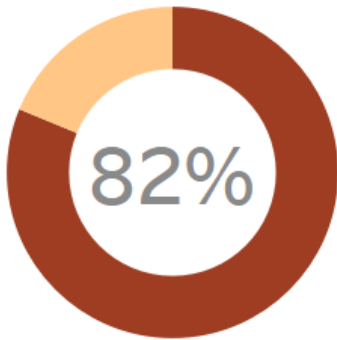
The Indigenous Skills Training and Education program served more females (63%) than males (36%). This was reflected in every age category with the largest difference between core age females (29%) versus males (15%).

<sup>6</sup>Indigenous Skills Training and Education program service providers can face issues collecting complete training records from participants. Therefore, the First Nations percentage of participants served may be larger than accounted for.

# Indigenous Skills Training and Education

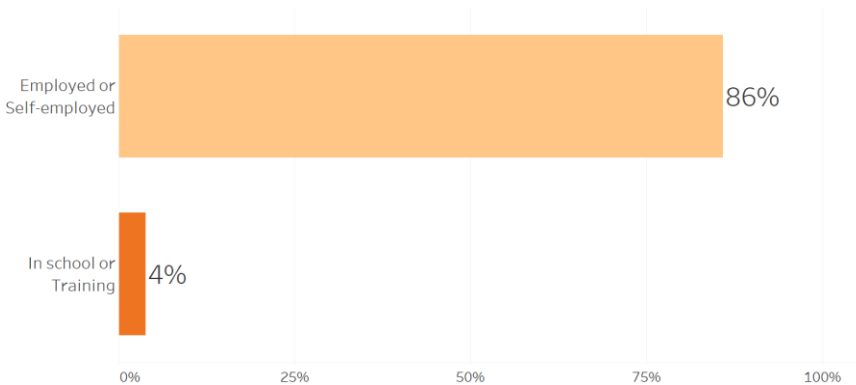
## Participant Outcomes

### Certifications Received



82% of the program's participants who completed their program received a training certificate.

### Employment Status at Program Exit



At exit, 86% of the program's participants were employed or self-employed. An additional 4% were in further education or training.

## Success Story: Heavy Equipment Operator Training

The Xeni Gwet'in First Nation Government received funding to support heavy equipment operator training for eight participants that will allow them to secure employment in the region.

*"Participant is an adult. He is Indigenous. He has never gone to school past high school. He has been in the same job since high school. He has always wanted to run big machinery but was never given the opportunity to attend required training. Indigenous Skills Training and Education allowed us to bring the training to our community, enabling him to pursue his dream job. He has many years experience in community operations and maintenance, and was recently asked about his plans for growth within the organization. He said he is very happy doing his dream job. When the time comes that he wants to move up, I know he will be a great manager because of his well-rounded skill set. Thank you, Indigenous Skills Training and Education !"*

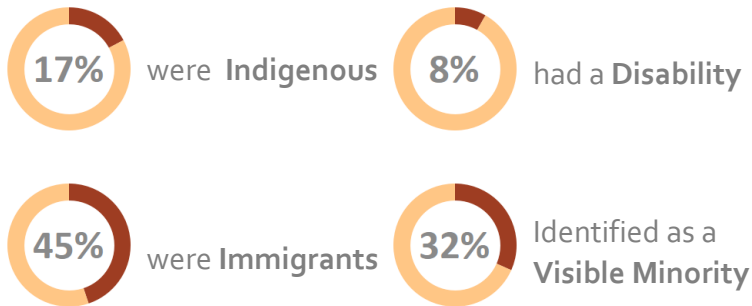


# Community Workforce Response Grant

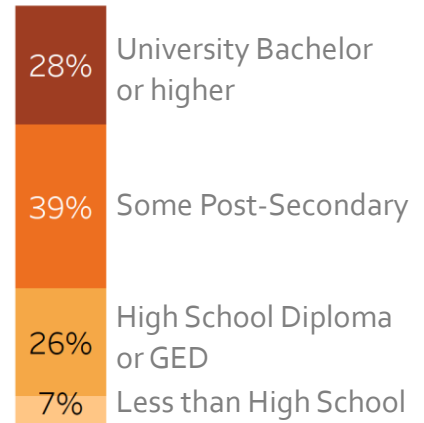
The Community Workforce Response Grant provides funding to communities and industries to support in-demand skills training to unemployed or precariously employed (part-time, seasonal or casual) British Columbians. Participants are expected to obtain full-time employment or become self-employed.

## Participant Demographics

### Designated Groups



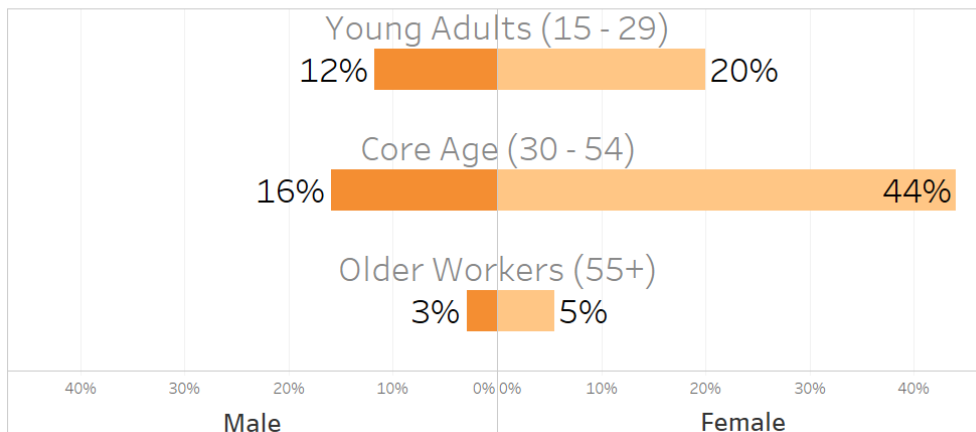
### Education Levels



71% of the program's participants self-identified as at least one of the above groups, with 45% of participants identifying as immigrants.

About 33% of the program's participants had high school education or less.

## Participants Age and Gender



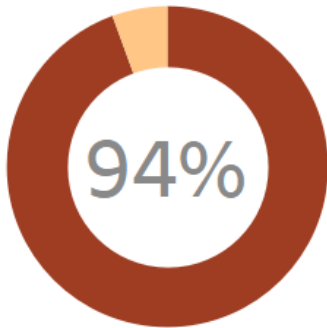
The Community Workforce Response Grant program overall served substantially more females (69%) than males (31%). This was reflected in every age category and was most pronounced between core age females (44%) versus males (16%).



# Community Workforce Response Grant

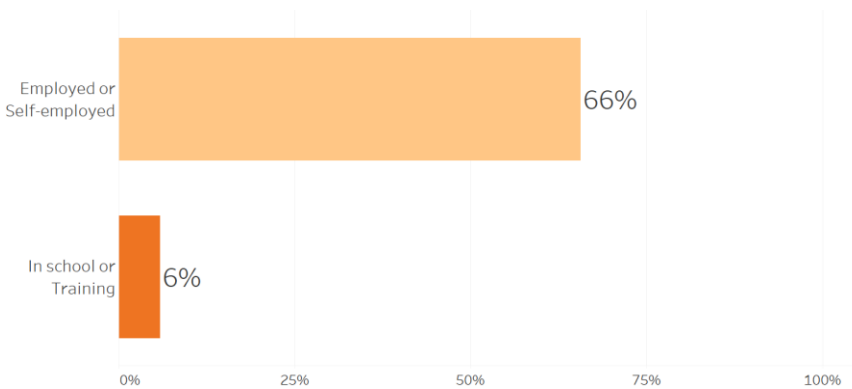
## Participant Outcomes

### Certifications Received



94% of the program's participants who completed their program received a training certificate.

### Employment Status at Program Exit



At exit, 66% of the program's participants were employed or self-employed, with another 6% taking on further education or training.

## Success Story: COVID Response Training for Manufacturing, Material Handling and Supply Chain Project

The Northwest Alliance for Strategic Industries Inc. received funding through CWRG to deliver COVID Response Training for Manufacturing, Material Handling and Supply Chain in the Mainland/Southwest region. A lack of qualified skilled labour had been identified as an urgent need in B.C., especially during the pandemic. 12 participants gained training in manufacturing process, workplace safety, supply chain and logistics, quality control, and customer service, which enabled them to seek employment in the manufacturing and building supply sector.

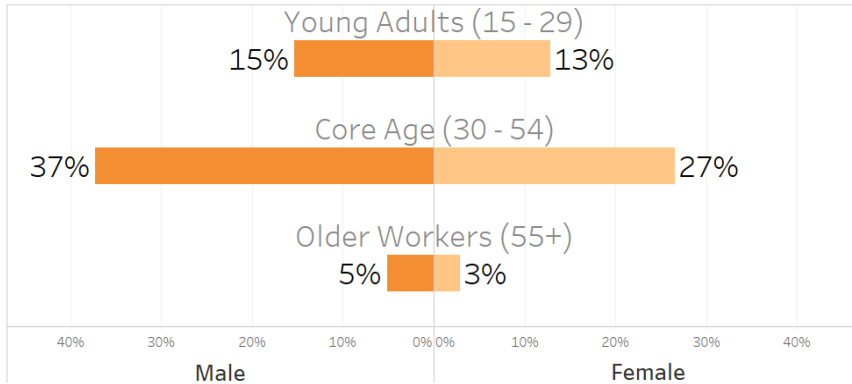
*"I am pleased and grateful for having completed this program and would recommend it to anyone who is looking to gain skills that are highly valued in the current labour market. The courses are very engaging and interesting, which kept me focused. It also provided a very friendly platform which allows you to learn in a well-structured online environment. The staff has been great, very understanding, accommodating and welcoming! You know they are always there to support you and help you with anything you might need related to the program. Their support in sharpening my resume and cover letters and strategizing the job search process was extremely valuable."*

# B.C. Employer Training Grant

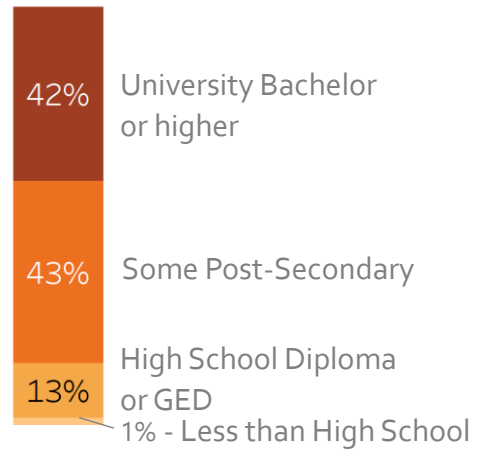
The B.C. Employer Training Grant provides funding to employers for skills training for new or current employees to improve existing skills to meet the skill needs of the business. Participants are expected to improve job-related skills to get a job or better job (which means increased pay, advancement, a change in employment status (part-time to full-time, temporary/casual/seasonal to permanent), or increased job security).

## Participant Demographics

### Participants Age and Gender



### Education Levels

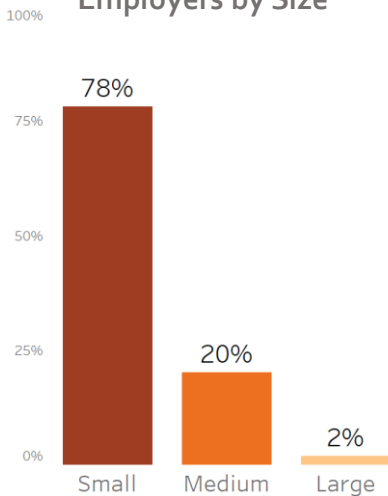


The B.C. Employer Training Grant program overall served more male (57%) than female (43%) participants, with a 10 percentage point difference between core age males (37%) and females (27%) served.

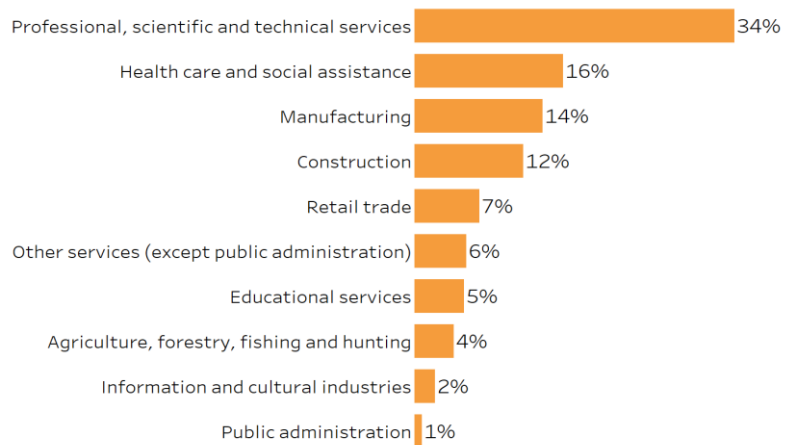
85% of the program's participants had some post-secondary education or a university degree.

## Employer Information

### Employers by Size



### Top 10 Industries by Share of Employers



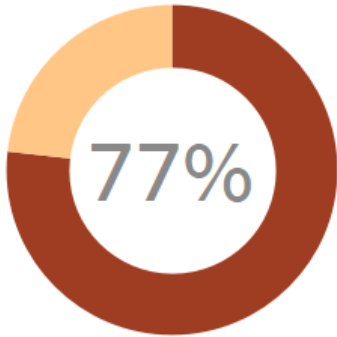
98% of the program's employers were small and medium businesses.

34% of the program's employers are from the Professional, scientific and technical services industry, which includes complex services from legal and accounting to research and engineering.

# B.C. Employer Training Grant

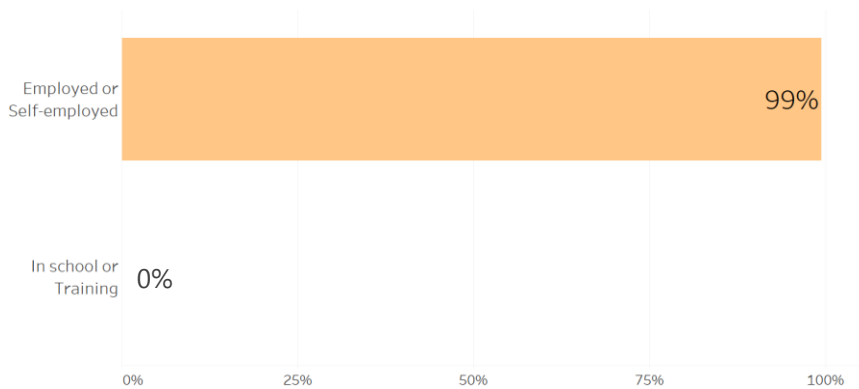
## Participant Outcomes

### Certifications Received



Upon completing a program, 77% of the B.C. Employer Training Grant participants received a training certificate.

### Employment Status at Program Exit



Almost all B.C. Employer Training Grant participants are employed when they begin a program leading to a 99% employment rate at program completion.

## Success Story: Supporting Early Childhood Education Training in the Francophone Community

B.C.'s ongoing partnership with la Fédération des francophones de la Colombie-Britannique enabled the province to recruit and retain francophone childcare practitioners in B.C. In 2021, three B.C. Employer Training Grant info sessions were presented to multiple francophone community groups. Discussion focused on how grant funding could provide high quality childcare services in as many communities as possible, while offering a centralized support system and ensuring transmission of the French language in B.C.

As a result of the engagement, 18 applications were approved for early childhood educator certificate training from Francophone organizations, demonstrating the Province's ongoing commitment to address the needs of official language minority communities in B.C.

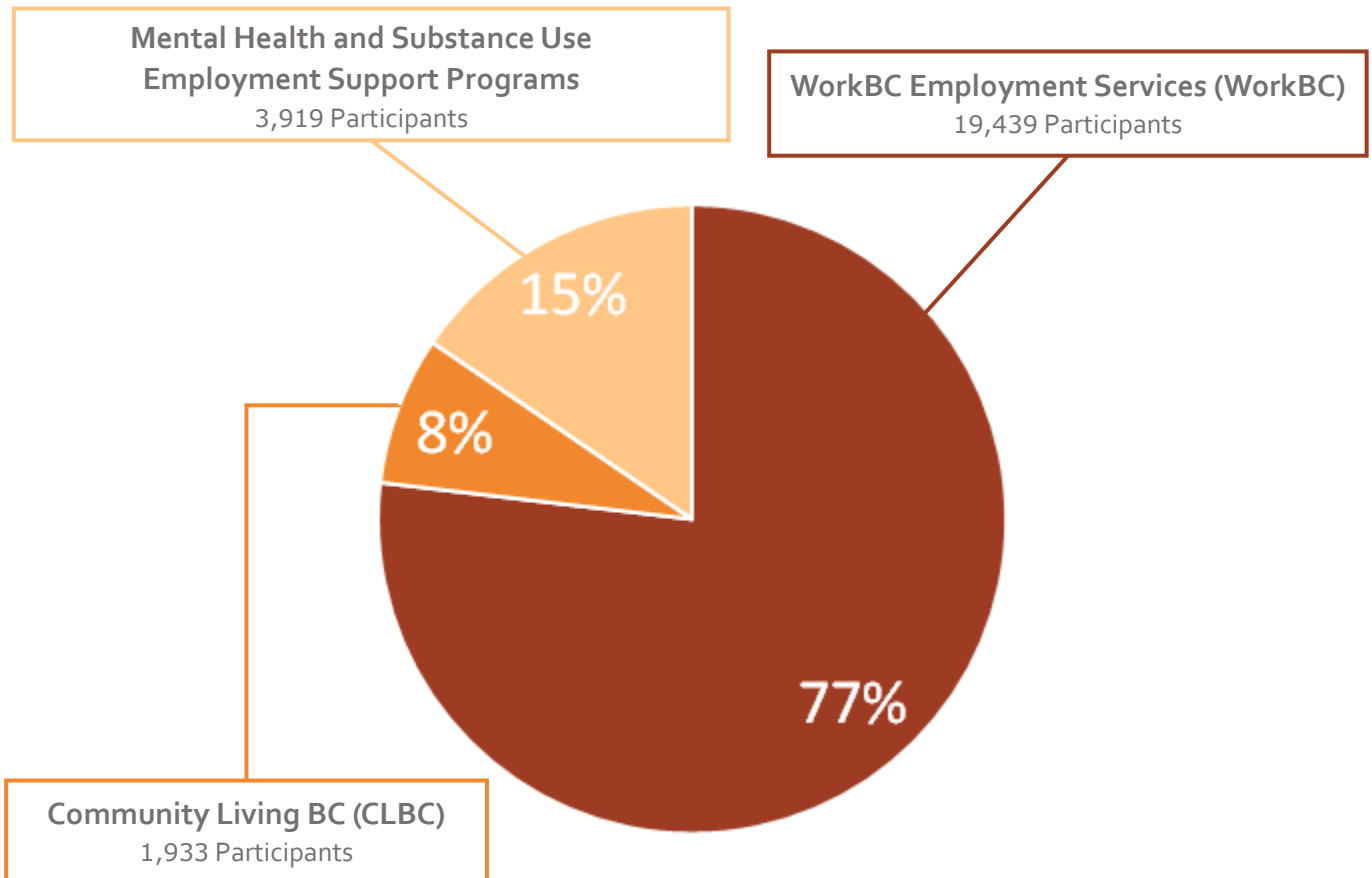
# Programs for Persons with Disabilities

WDA-funded programing delivered by the Ministry of Social Development and Poverty Reduction, in partnership with Community Living BC (CLBC) and the Ministry of Health, is focused on decreasing barriers to employment for people with disabilities.

In 2021/22, programs served a total of **25,291 participants** through three program areas: WorkBC Employment Services provided over 19,400 persons with disabilities with Employment Assistance Services, Skills Development, and Work Experience services; CLBC provided supports to about 1,900 working-aged adults who face significant challenges in daily life and have developmental disabilities, fetal alcohol spectrum disorder or autism spectrum disorder; and the Ministry of Health had over 3,900 participants in their Mental Health and Substance Use Pre-Employment, Supported Education, and Supported Employment programs.

86.6% of participants were employed upon completing their programs, while 2.6% were pursuing further education or additional services for a **total positive outcome rate of 89.2%**.

## Participant Count by Program

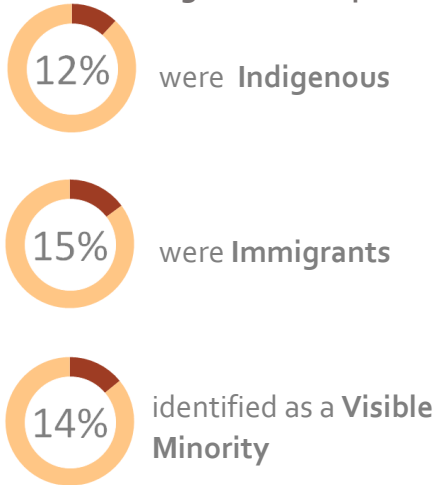


# WorkBC Employment Services

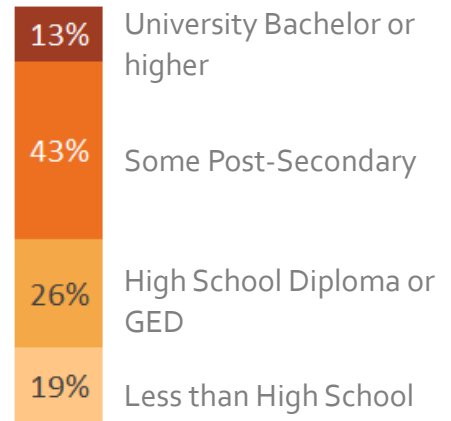
WorkBC offer access to a wide range of flexible employment options through one point of entry. Participants access the program through a network of 102 WorkBC Centres across the province via storefront, satellite, outreach, and virtual service delivery channels.

## Participant Demographics

### Designated Groups



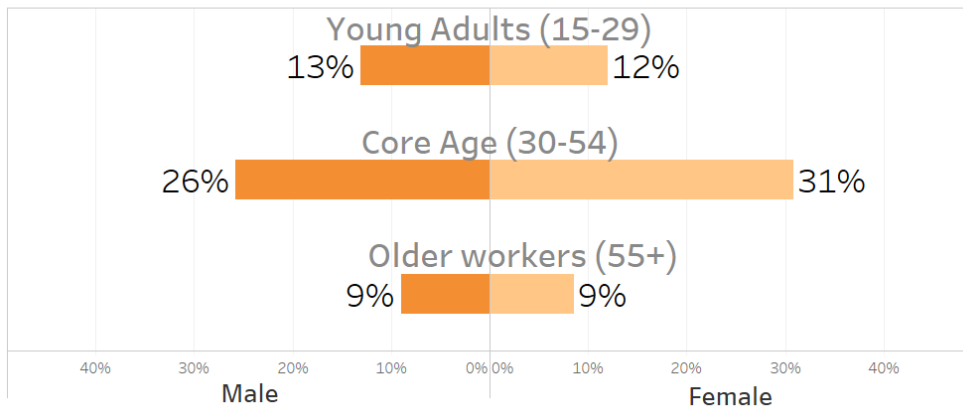
### Education Levels



WorkBC's programming serves participants with one or more disability, however many participants are also dealing with other barriers to employment, with at least one quarter also self-identifying as one or more of the above categories.

At intake, 56% of the program's participants had at least some post secondary training.

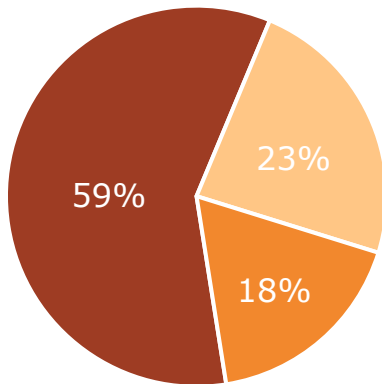
## Participants Age and Gender



The WorkBC programming overall saw slightly more female (52%) participants than male (48%). This difference is driven by the core age group, where significantly more females (31%) participated than males (26%).

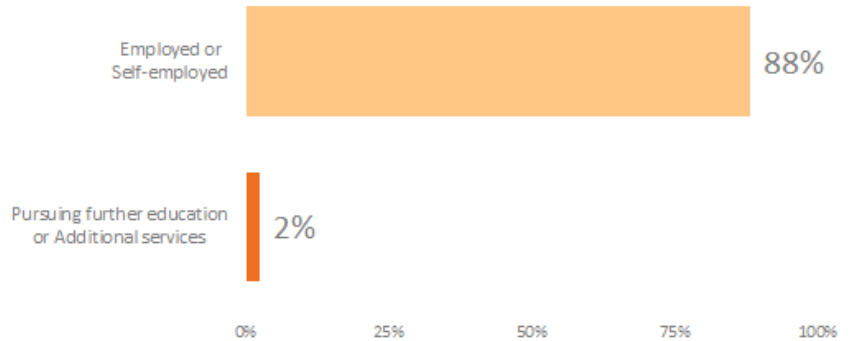
# WorkBC Employment Services

## Services Delivered



- Employment Assistance Services
- Skills Development
- Work Experience

## Employment Status at Program Exit



WorkBC program services spanned employment assistance (59%), skills development (23%) and work experience (18%) services.

At exit, 88% of the program's participants were employed or self-employed, with another 2% pursuing further education or additional services.

## Success Story: Starting a Business with Help from WorkBC

Bradly has autism spectrum disorder and found formal work environments challenging. Presenting himself as an outgoing person in the workplace was stressful and exhausting. Bradly was ready for a change from the work he had done for many years.

Bradly craved independence and the opportunity to work on projects that did not have the social requirements of traditional employment roles. WorkBC Centre staff connected him to an employment advisor and during the 12-week discovery phase he learned that he really wanted to run his own business.

Bradly produced a business idea for laser print production and his WorkBC employment advisor helped support him as he prepared to launch his business. WorkBC Centre North Okanagan connected him to self-employment workshops and business advisors who specialize in supporting entrepreneurs with disabilities. He also received marketing instruction to sell his laser-printed products to local businesses.

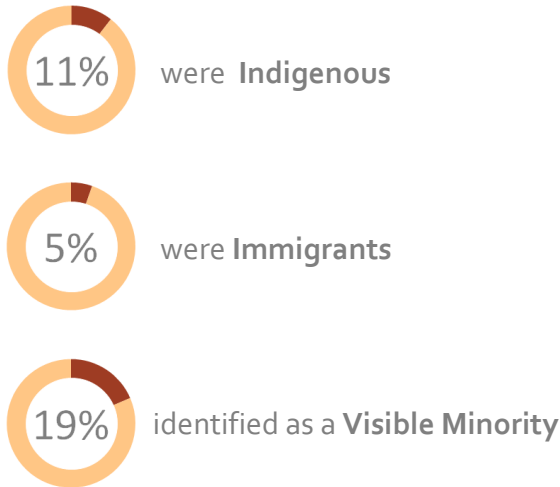
WorkBC helped support Bradly to build his ideal employment. His business Fire Forge Laser Creations – allows Bradly to exercise his creative side independently away from the stress and anxiety of formal, traditional workplace roles. Bradly is now self-employed and sells special customized printed products to people and organizations in his region.

# Community Living BC

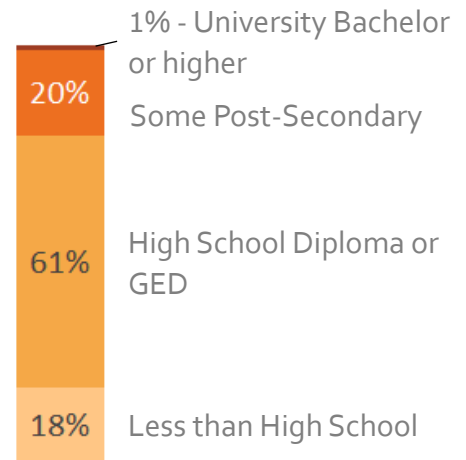
CLBC funds a range of supports to adults with developmental disabilities as well as individuals who have a diagnosis of Autism Spectrum Disorder or Fetal Alcohol Spectrum Disorder. Employment services administered by CLBC, provide support to eligible adults to enter the workforce alongside employees without disabilities for competitive wages.

## Participant Demographics

### Designated Groups



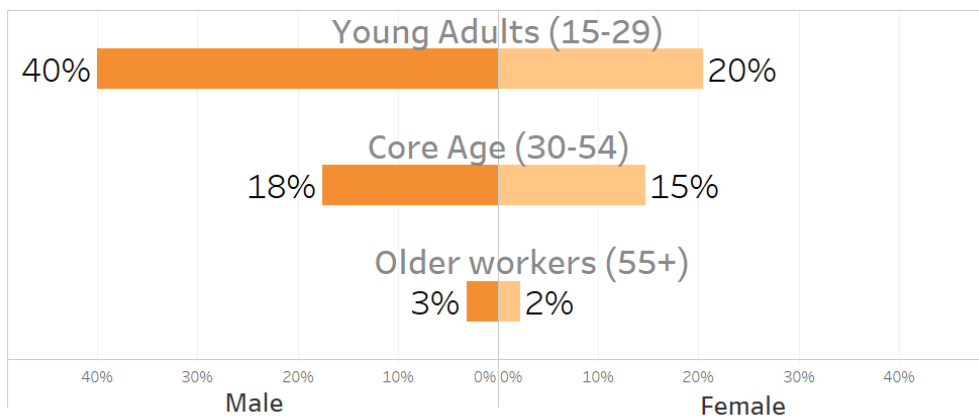
### Education Levels



CLBC programming serves participants with one or more disabilities, however many participants are also dealing with other barriers to employment. In particular, 19% of participants identified as a visible minority.

79% of the program's participants had high school education or less.

## Participants Age and Gender

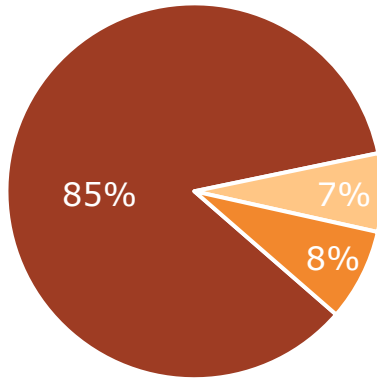


The CLBC programs served substantially more males (61%) than females (37%). This was reflected in every age category and was most pronounced in the young adults age group, with males (40%) versus females (20%).



# Community Living BC

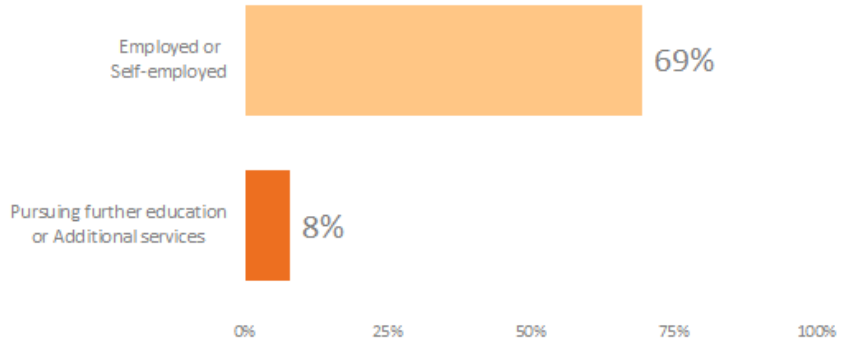
## Services Delivered



- Employment Assistance Services
- Skills Development
- Work Experience

Of services delivered, the majority of CLBC programs were employment assistance services (85%), including both pre and post employment services.

## Employment Status at Program Exit



At exit, 69% of the program's participants were employed or self-employed, with another 8% pursuing further education or additional services.

## Success Story: Creating a Business, One Customer at a Time

Alison Shops For You is a personal shopping business started by Alison Shubrook. Alison sends out weekly order forms to customers, and performs all the shopping, delivery, and billing.

She started her business by first working alongside an employment facilitator who helped to brainstorm ideas. Once the idea to shop for people at Costco came up, she developed a business plan.

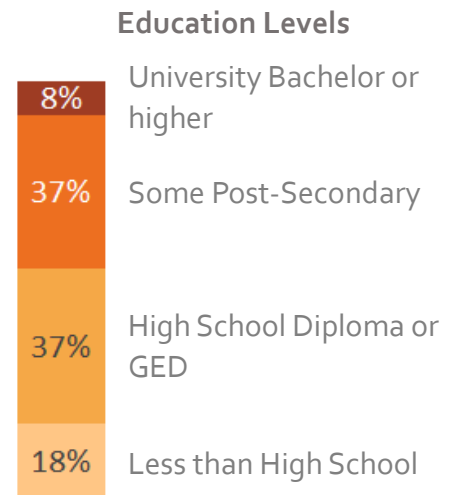
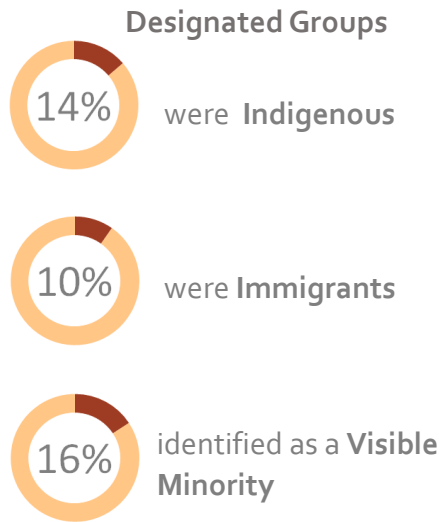
*"The things I like about my business are pushing the shopping cart, seeing my favorite cashiers and customers, driving to the different drop off locations, making money and hanging out with my job coach.*

*The best part about having my own business is that I get to spend time where I love to shop. It gives me independence and I'm my own boss."*

# Mental Health and Substance Use Employment Support Programs

The Ministry of Health administers a suite of mental health and substance use employment support programs to assist clients in obtaining pre-employment skills, education skills, and opportunities for supported employment. Intended outcomes include improved education and employment status, increased community and social integration, and increased vocational and financial independence.

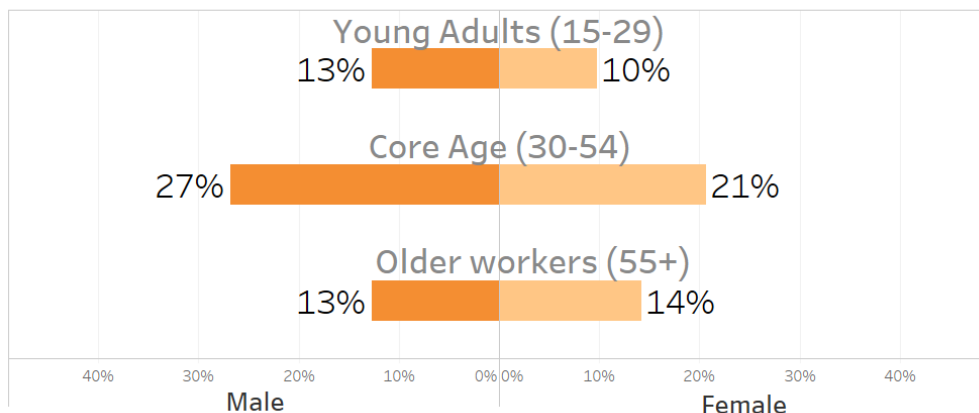
## Participant Demographics



The mental health and substance use employment support programs assist clients with severe mental health and/or substance use disorders. Participants may also have other barriers to employment.

55% of the employment support programs' participants had high school education or less.

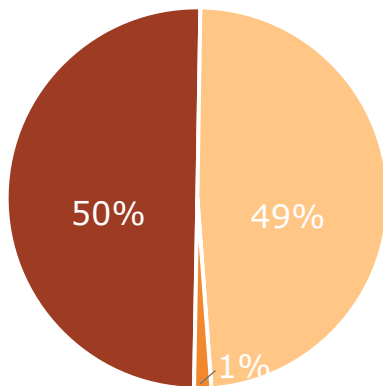
## Participants Age and Gender



The mental health and substance use employment support programs served more males (53%) than females (47%). This was present in both older and younger workers, with the largest difference between core age males (27%) versus females (21%).

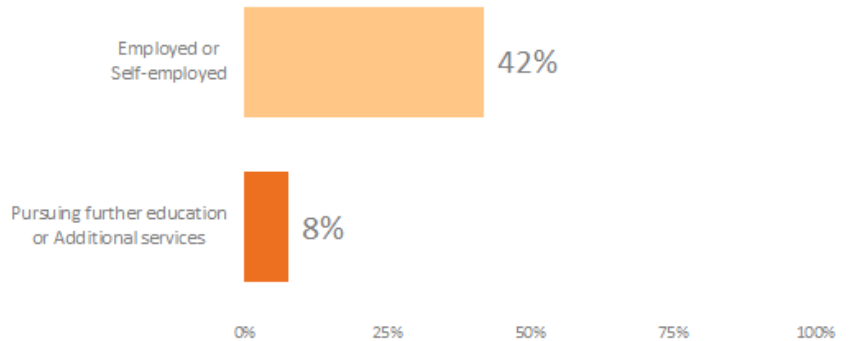
# Mental Health and Substance Use Employment Support Programs

Services Delivered



- Employment Assistance Services
- Skills Development
- Work Experience

Employment Status at Program Exit



The employment support programs focused on delivering employment assistance (50%) and skills development services (49%).

At exit, 42% of the employment support programs' participants were employed or self-employed, with another 8% pursuing further education or additional services.

## Success Stories: Pre-Employment Support

June is a long-time member of a clubhouse. Clubhouses provide a supportive environment where people can socialize, participate in recreational activities and learn new skills. June had several part-time jobs over the years as a care aide and had worked for various care homes in her community until her physical health became a barrier to that type of work.

June was supported in her pre-employment research journey to find another type of work she could do that fit with her physical abilities. June also accessed a laptop to help with her on this journey. As a result, June now has a position with a marketing company providing product demonstration services to customers in a local retailer setting.