

**Attachment 2:
Lawrence Heights Revitalization
Summary of Major Surveys**

OVERVIEW

In April 2009, Toronto Community Housing Corporation (TCHC) and Toronto Employment and Social Services (TESS) conducted an employment survey among the residents of the Lawrence Heights and Neptune neighbourhoods. The survey was designed to learn more about residents' general employment and training needs and concerns and those related to revitalization. TCHC Community Animators administered the survey to residents. In total, 500 surveys were distributed and 435 were returned.

TCHC/TESS EMPLOYMENT SURVEY RESULTS

Demographics

- Male youth (aged 16-24) made up the largest subgroup of respondents in Lawrence Heights while core working age women (aged 25-44) made up the largest subgroup of respondents in Neptune.
- 51% of respondents were not born in Canada but 89% of all respondents were Canadian citizens.
 - 72% of youth respondents were Canadian born versus 22% of non-youth respondents. In other words, non-youth respondents had a higher likelihood of being born outside of Canada.
 - The most frequently reported countries of origin were Somalia, Jamaica, and Ethiopia.
 - Almost half of all non-Canadian born respondents reported being in Canada 10-19 years.
- The most common household type/living arrangement was couple with children followed by single parent family and single person.
 - 43% of core working age respondents reported being couples with children making it the most common household type among that subgroup.
 - The most common household type in Neptune was the single-parent family reported by 41% of Neptune respondents. The most common household type in Lawrence Heights was couple with children.

Education and Educational Attainment

- Educational attainment was generally low among survey respondents. 69% of all respondents reported having a high school diploma or less.
 - Low educational attainment can be partially explained by the large proportion of youth respondents but among core working age respondents 61% reported having a high school diploma or less.
 - Neptune respondents are more likely to have a trade certificate or college diploma than Lawrence Heights respondents.
- Almost three quarters of all respondents reported completing their highest level of educational attainment in Canada.
 - As respondents age, the likelihood of their highest level of education being completed abroad increases.

- Neptune residents were more likely to indicate they had completed their highest level of education in Canada than Lawrence Heights respondents (77% as opposed to 67%).
- 46% of all respondents, or almost half, reported being full- or part-time students.
 - These respondents were primarily youth.
 - Less than one-in-five core working age or older working age (aged 45-64) respondents reported being students.
 - School attendance was higher in Lawrence Heights than in Neptune. 41% of Lawrence Heights respondents reported being students as opposed to 31% of Neptune respondents.

Languages, Literacy, and Numeracy

- Almost 80% of all respondents reported regularly speaking English at home making it the most commonly reported home language among respondents.
- Respondents self-assessed their ability to speak English, write in English, and numeracy skills as generally “excellent” or “good”.
 - Self-assessed literacy and numeracy skills decreased among older age cohorts.

Employment Experience and Skills

- Less than half (42%) of respondents reported being employed.
 - 68% of youth respondents reported being unemployed.
 - 59% of core working age respondents reported being employed.
 - No difference in employment status by neighbourhood.
- Of those respondents who reported being employed, slightly over half were working part-time and 42% were working full-time.
 - Part-time employment was most common among youth.
- Slightly less than half (46%) of all respondents reported that their current job was related to their education and/or training.
- Job satisfaction and the desire to continue or change jobs varied among respondents.
 - 77% indicated they were currently satisfied with their job but 41% want to continue and 36% do not want to continue in their current job.
 - Overall, 50% of respondents indicated they wanted to change jobs regardless of their level of job satisfaction.
- 30% of respondents indicated they did not feel they had the necessary skills and job experience to currently find employment.

Employment Programs and Supports

- The most frequently cited employment and training service needs were: resume writing (35%), interview skills and preparation (33%), and job search skills (31%).
- The most frequently cited supports needed for employment program participation were: program information and referral (42%), transportation (33%), and financial support for tuition (32%).
 - Responses did vary based on neighbourhood: program information and referral, neighbourhood employment services, and affordable childcare were cited more frequently in Neptune.
- Lack of work experience and lack of skill were the two most frequently cited barriers to employment by respondents.

- Ethnic/racial background was the third most cited barrier and was cited more frequently by Lawrence Heights residents.
- Less than a third of respondents (29%) reported using an employment service, education, or training program in Toronto in the last year.
 - Youth (19-24) were the least likely to use these services compared to those of core working age (25-44).
 - The most commonly used services were Employment Assessment Centres, Employment Resource Centres, and Job Search Workshops.
- The most commonly cited supports (e.g. social networks, agencies, and people) for employment searches were family member(s)/relatives (40%), friends/neighbours (31%), and employment agencies (24%).

Anticipated Participation in Opportunities from Revitalization

- 84% of respondents indicated they or a member of their household were "very likely" or "somewhat likely" to participate in the employment opportunities from the revitalization.

Other Comments

- Respondents were invited to share any additional comments or related concerns they had about employment. The most frequent comments/concerns are related to:
 - Increasing employability through training and employment readiness programs
 - Lack of local job in the community and local hiring
 - Need for opportunities for youth

COMPARISON TO THE LOCAL IMMIGRATION PARTNERSHIP (LIP) NEWCOMER EMPLOYMENT SURVEY RESULTS

The Local Immigration Partnership (LIP) completed a survey in Spring 2010 to learn more about the employment experiences of working-age immigrants and newcomers in the larger Lawrence Heights priority neighbourhood. In total, LIP surveyed 132 residents – 72 in Lawrence Heights, 30 in Neptune, and 30 in Lotherton Pathway.

LIP collaborated with TESS on the development of their survey to ensure it could build on TESS' pre-existing survey work in the neighbourhood. In addition, TESS further analysed its survey results focusing specifically on respondents not born in Canada. That analysis forms the basis of the comparison presented below. It should be noted that the questions put forward in both surveys were not exactly the same therefore a direct comparison of all the results is not possible.

Overall, many of the results around demographics, educational attainment, employment type, and barriers to employment were similar between both surveys. Areas of digression related to languages and self-perceived English proficiency, employment status, and some cited barriers to employment.

Demographics

- The LIP sample size was smaller (132 respondents) than the number of immigrant respondents in the TESS/TCHC survey (222 respondents).

- A larger proportion of the LIP respondents were women (85%) when compared to newcomer respondents of the TESS/TCHC survey (60% women). The LIP respondents also tended to be older adults.
- Large proportions of respondents from both surveys had been in Canada 10 years or more (74% in TESS/TCHC survey and 80% in LIP survey).
- Couples with children was the most common household type among respondents in both surveys followed by single-parent households.

Education & Educational Attainment

- Large proportions of respondents in both surveys reported having completed high school or less (60% in TESS/TCHC survey and 69% in LIP).
 - A larger subset of LIP respondents indicated they had completed their highest level of education outside of Canada (68% compared to 48% in the TESS/TCHC survey).

Languages and Literacy

- Somali and English were the most common "first languages" (34% and 28% respectively) in the LIP survey and also the most commonly cited languages spoken at home amongst the TESS/TCHC respondents (23% and 30% respectively).
- Much larger proportions of LIP survey respondents indicated their speaking and writing skills in English needed at least some improvement.

Employment Experience and Skills

- Almost half of newcomer (46%) respondents in the TESS/TCHC survey indicated they were employed compared to 32% of LIP respondents.
 - In both surveys, the proportion of employed respondents working part-time was similar (44% in the TESS/TCHC survey and half in the LIP survey).
 - The LIP survey did not analyze the respondents' current occupations by NOC codes. Occupations frequently cited by respondents include sales, child care, and general labour.
 - The most common occupations in the TESS/TCHC survey were related to trades, transport, and equipment operation (32%) and sales and service (27%).
 - 45% of TESS/TCHC newcomer respondents indicated their current job was related to their training.

Employment Programs and Supports

- The most frequently cited barriers to employment by LIP respondents were lack of childcare (42%), lack of work experience (37%), and lack of skills (32%).
 - These results are similar to those from the general analysis of the TESS/TCHC survey except lack of childcare figures much more predominately.
- Almost half (46%) of LIP respondents indicated they had used an employment services agency. The most frequently cited reasons for not using a service include not knowing employment services exist and a lack of childcare.
- The most commonly cited methods for employment searches among LIP respondents were friends/relatives (77% ask for jobs, 51% ask for advice) and the internet (46%). Less than a third reported using an Employment Service Agency (29%) and an Employment Resource Centre (28%).