

## **Education Division Statistics – 2020 - 2021**

### **LBS**

- 38 learners served (funder target is 38), despite the program being closed for 3 months due to COVID. 2019-20 saw 40 learners served. The majority of the learners are “carry-over” which means they are continuing from the previous year.
- Target Service Quality Score (SQS) is 6 per year, and we exceeded this with an SQS of 7.30 (7.30 was also the SQS for 2019-20)
- All targets were met or exceeded including Customer Satisfaction, Service Coordination, and Suitability (same as previous year).
- The only area where targets were not met is Learner Progress. The target is 60% of learners must pass at least 1 Milestone (test) per year, and we had 39% of our learners reach this goal. Yet, considering that we closed for a period of time, and then the learners had to adjust to virtual instruction, the fact that this many learners passed their Milestone is an achievement. 2019-20, we exceeded the target, with 65% of our learners completing 1 Milestone.

### **LINC**

- 22 Learners received Language Training through LINC classes – meeting our funder target of 22. Last year, our number was 24.
- Clients received Employment Services support through:
  - Employment Counselling – 27 clients (28 the year prior)
  - 6 Employment Related Workshops (our annual target is 6) – 24 clients (32 the year prior for 6 workshops)
- 22 learners received Crisis Counselling over the year (24 learners in 2019-20).

### **EarlyON**

EarlyON programming changed dramatically from 2019-20 (in person only) to 2020-21 (virtual only).

By expanding to virtual, we were able to offer different types of activities and parent support to families from outside the GTA.

#### **2020-21:**

- YouTube videos – 38 YouTube videos with 1191 views
- Outreach to 400 families/professionals through our newsletter
- Virtual Drop-in – 7 families
- 28 families taking ASL classes

#### **2019-20:**

Unable to compare the stats with above as the data was collected in a different way, with the overall number of children served being 218 and 183 adults received supports.