
2023

EMPOWERING SUSTAINABLE COMMUNITIES:



A Report on the Impact of Client Engagement at LEF

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Introduction

WHO WE ARE

The Learning Enrichment Foundation (LEF) was founded in 1978 to support the community and economic development of the former City of York in northwest Toronto.



OUR MISSION

LEF provides integrated & holistic community responsive initiatives that enable individuals and families to become valued contributors to their community's social and economic development.

SERVICES

LEF provides a range of community responsive programs and services including our client engagement services, child care programs and social enterprises.



CHILDCARE

LEF is one of the largest providers of child care services in Toronto, supporting almost 2,000 children daily aged 0 – 12. We provide an inclusive program that meets the diverse needs of children within our communities.

LEF employs more than **450 staff** to serve more than **5000 individuals** each year.

Introduction

CLIENT ENGAGEMENT



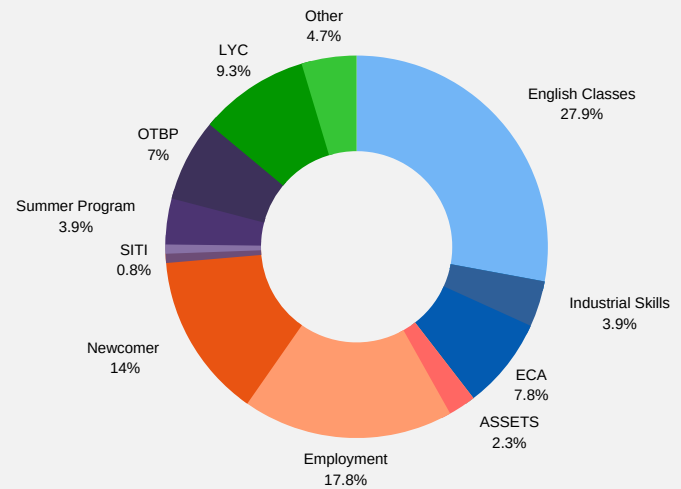
LEF's Client Engagement Team is committed to serving our community through a variety of programs and holistic, client-centred coaching and support. In 2022 alone, we were proud to have served over **2000 clients**, with each client receiving an average of **5 services**.

Our deeply rooted and unshakable belief in the value and potential of everyone guides our work with individuals and the community. We take a positive, asset-based approach that enables us to focus on clients' strengths and resources.

Through our work, we strive to improve access to services, address immediate needs, and build connections within the community. Our Newcomer Services specifically helped more than **1500 people** last year integrate into Canadian society and build a brighter future. We create a welcoming environment where clients feel safe and heard, and trust us to help them explore, lead, and work towards their goals.

PARTICIPANT PROFILE

The survey was administered online to a sample of 90 respondents, representing a cross-section of clients across all Client Engagement programs.



Gender

- Female - **82.2%**
- Male - **16.7%**
- Non-Binary - **1.1%**



Age

- 15-24 - **8.9%**
- 25-34 - **36.7%**
- 35-44 - **38.9%**
- 45-54 - **7.8%**
- 55+ - **7.8%**



Place of Birth - 1st Language

- Most common places of birth: **India, Canada, Afghanistan, Colombia, China, Turkey**
- Most common 1st languages: **Spanish, English, Hindi, Dari, Turkish, Arabic, Mandarin**



Time @ LEF

- <3mths - **41.1%**
- 4-6 - **22.2%**
- 7-12 - **14.4%**
- 13-24 - **12.2%**
- >2yrs - **10%**



Preferred Way to Connect

- In person - **38.2%**
- Phone - **24.72%**
- Online - **37.8%**

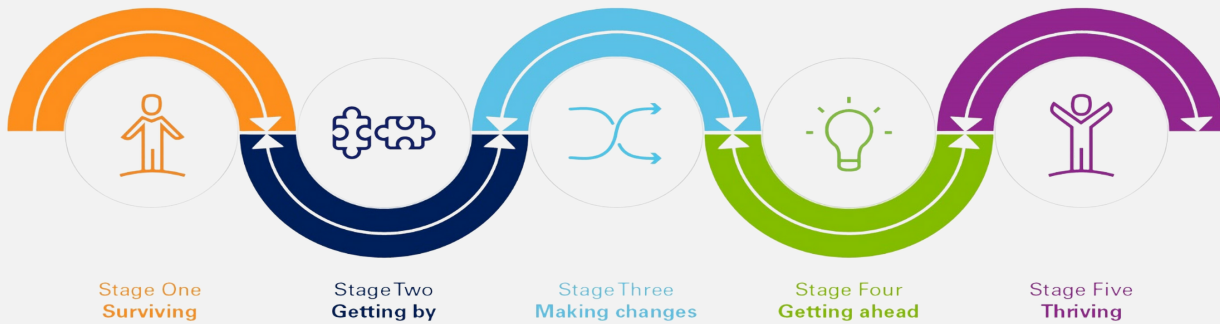


Immigration Status - Time in Canada

- Citizen - **21.4%**
- Permanent Resident - **65.2%**
- Refugee Claimant - **11.2%**
- Other - **2%**
- <1yr - **23.3%**
- 1-3yrs - **13.3%**
- 3-5yrs - **14.4%**
- 5+yrs - **38.9%**
- CA Born - **10%**

It is worth noting that LINC clients are over represented in the 2023 COS opposed to our total client base. When comparing to numbers from all 2022 CE clients, some other notable differences include:

| Gender | Age | Immigration Status | Place of Birth | 1st Language |
|----------------|-------------|----------------------------|--------------------|------------------|
| Female - 55.7% | 15-24 - 14% | Citizen - 16.8% | Turkey - 15.2% | English - 19.3% |
| Male - 43.5% | 25-34 - 32% | Permanent Resident - 45.5% | Canada - 9.5% | Spanish - 18.1% |
| Other - 0.8% | 35-44 - 32% | Refugee Claimant - 19.9% | India - 9.5% | Turkish - 17.3% |
| | 45-54 - 16% | Other - 9.2% | Afghanistan - 7.2% | Hindi - 9.8% |
| | 55+ - 8% | | Ukraine - 6.4% | Ukrainian - 5.9% |



The 2023 Client Outcomes Survey (COS) evaluated the impact of LEF's services using the Sustainable Livelihoods (SL) framework. This holistic approach measures indicators across 6 asset areas, including money, health, basic needs, connections, sense of self, and skills and employability, rather than relying on program-based indicators or outputs. The framework emphasizes strengths and leverages assets to improve client well-being, recognizing the importance of stabilization and foundation building.

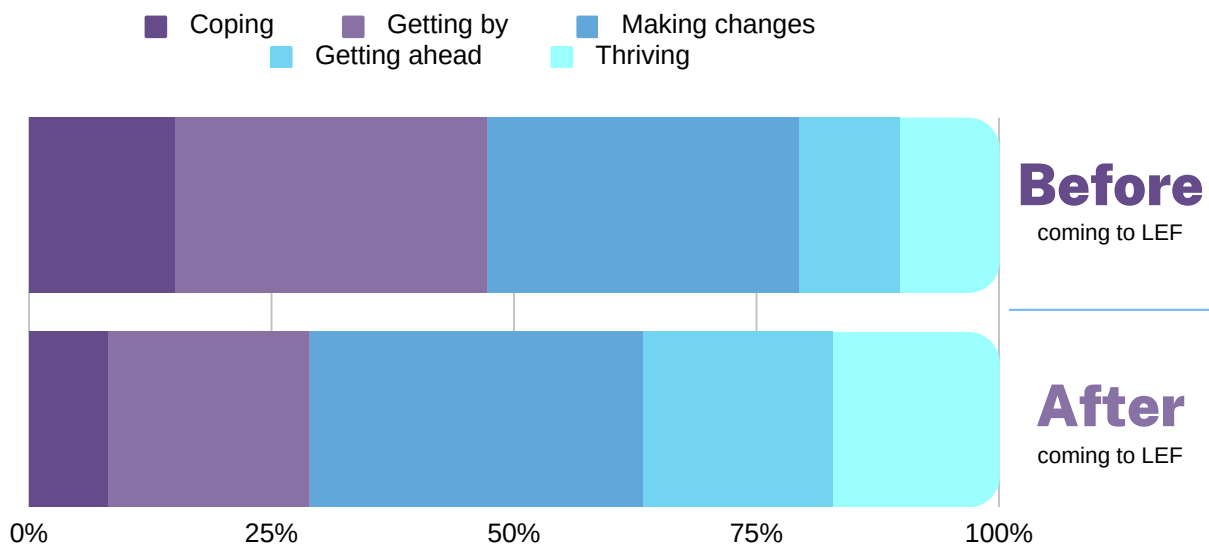
To effectively support clients on their journey towards sustainable livelihoods, the framework outlines five key stages: coping/surviving, getting by, making changes, getting ahead, and thriving. These stages emphasize the importance of foundation building and knowledge acquisition, recognizing that long-term success depends on a secure and sustainable livelihood.



SL & ASSET AREAS

Progression Through SL Stages

Fig. 2: Before and After Using LEF Services, by Client Self-Assessment (n=90)



71%

Of clients are making changes, getting ahead, or thriving.

The LEF 2023 COS highlights significant improvements in clients' well-being and livelihoods through the SL stages.

- Clients who were previously struggling to meet their basic needs decreased from **14.94% to 8.05%.**
- Those who were building their knowledge and resources but still needed support also decreased from **32.18% to 20.69%.**
- The percentage of clients making progress towards their goals increased from **32.18% to 34.48%**
- Those who had met some of their goals and felt stable increased from **10.34% to 19.54%.**
- The percentage of clients who were stable and planning for the future increased from **10.34% to 17.24%.**

FOUNDATION BUILDING INDICATORS



Building a foundation for social and economic participation begins with stable income, housing, and food security.

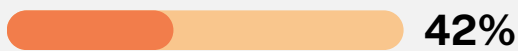
Basic Needs



report an improved access to **information and resources**



claim improved access to **computers and internet**



report an improvement in their **housing**



Insights

The impact of the housing crisis in the GTA has been significant for our clients. As our number of refugee clients has risen, so has the number of clients forced to live in shelters. This situation highlights the urgent need for affordable and accessible housing options, particularly for vulnerable populations.

Growing Well-Being



report they are better able to **plan for the future**



report that their **lives have improved**



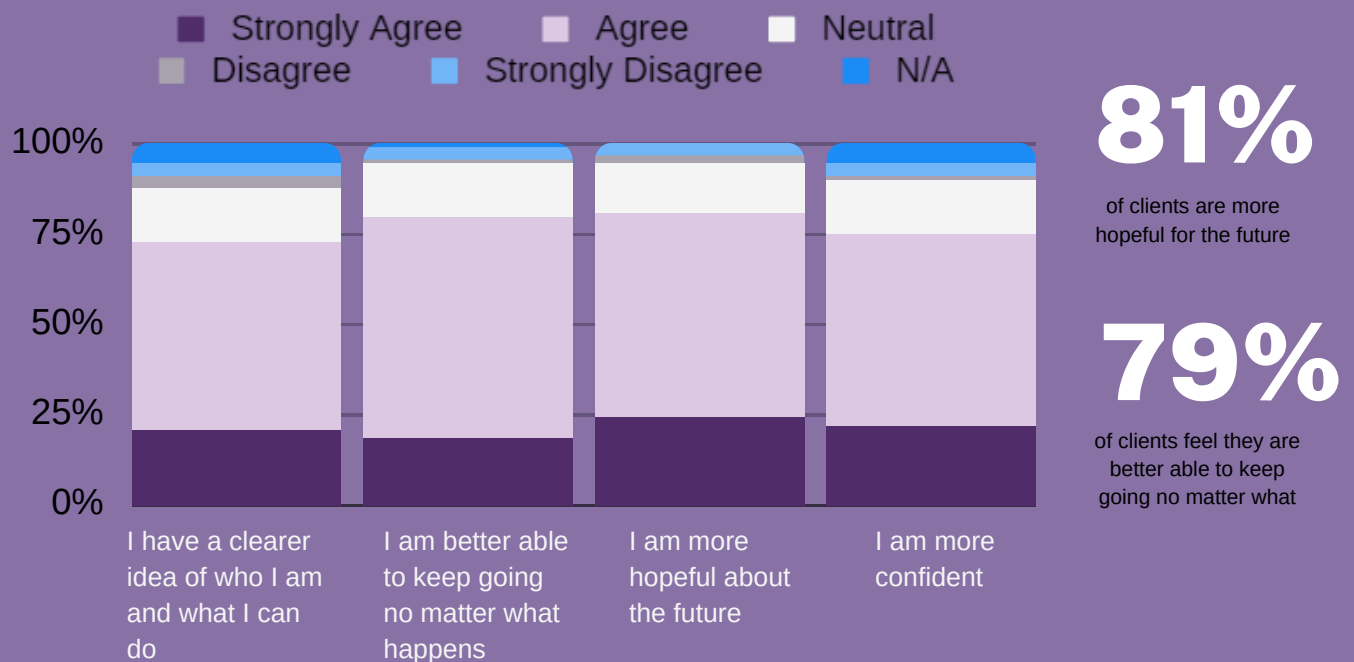
say their lives are now more **stable**

Clients reported an enhanced sense of wellbeing and increased stability in their lives as they move from a "survival" mindset to a "future" focus. As basic needs are met, clients build assets that enhance their economic inclusion.



IDENTITY INDICATORS

The identity indicators in the COS refer to a set of metrics designed to capture elements of clients' motivation to engage in new behaviors and intentionally promote change in their lives. These indicators recognize the importance of clients' sense of self and personal identity in their ability to make positive changes and progress through the sustainable livelihood stages.



One of the most significant changes reported by clients was an increased sense of hope for the future. This suggests that clients are beginning to envision a brighter future for themselves, which can serve as a powerful motivator for taking steps towards achieving their goals.

70%

Of clients have a better idea of what their rights are

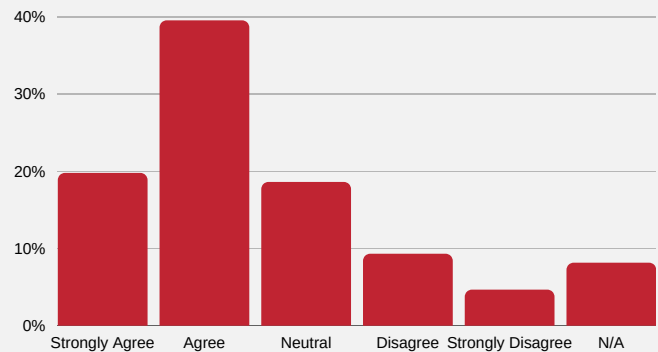


LEF has prioritized the Health Asset Area by building a robust referral network and training our staff in Mental Health First Aid. Moreover, we have incorporated wellness activities into our programs, including online activities aimed at reducing stress and improving well-being.

HEALTH INDICATORS

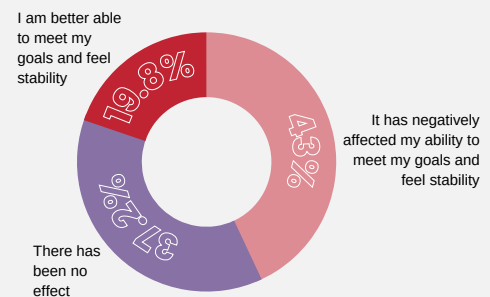
Stress

- 60% report being less stressed since receiving services at LEF



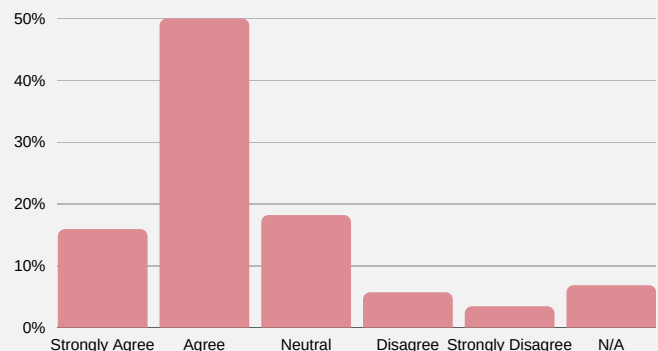
COVID-19

- The impact of the pandemic appears to have lessened slightly since last year. In 2023, 43% of clients reported negative impacts, compared to 50% in 2022.



Mental Health

- 66% of clients report they are more mentally healthy - more positive and less "down"



"When I arrived at this program, I felt supported and attended to like family and it has given me a lot of stability with the recommendations and opportunities that it offers."

MONEY INDICATORS



When it comes to the Money asset area, participant-reported outcomes scores were the lowest. However, the higher scores for "a better understanding of finances" indicate that LEF is successfully building participants' capacity for financial management, regardless of whether or not they are currently increasing their income. It is worth noting that the COS was mostly completed by participants who were still in a program or had recently completed one before transitioning to full-time employment.

23%

Received Financial Education

41%

Better Understand Finances

24%

Are More Financially Stable

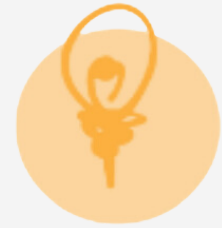
56%

Accessed Benefits, Services, or Subsidies

Out of the 20% of clients who were able to secure a new job, only 44% reported an increase in income. This points to the structural factors that often hinder employment success for newcomers, such as the rise of precarious employment. Precarious employment is characterized by temporary, poorly paid, insecure, and unprotected work that often makes it impossible to support a household.

SKILLS + EMPLOYABILITY INDICATORS

53% of clients reporting originally coming to LEF to learn job skills or find a job.



In 2022



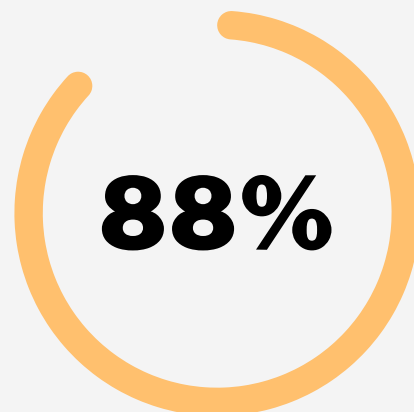
- LEF offers a wide variety of employment supports and skills training programs that boost career potential and equip participants with the skills, certifications, and experience that industry professionals seek when hiring.
- Our current LINC program's six full-time classes work to improve clients' English in the four key competencies: listening, speaking, reading, and writing.
- As previously noted, the COS was mostly completed by clients currently or recently in a program or language class, which may not be an appropriate way to measure longer-term employment outcomes.
- 20% of clients found employment, while 49% were still looking and 31% were not seeking employment.

82% are more likely to seek advice and help for issues they face

81% are more able to get things done on their own

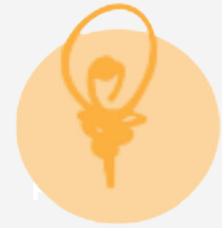
Clients are better able to find ways of solving problems

This improvement in client's problem-solving capacity was one of the highest indicators of the 2023 COS.



SKILLS + EMPLOYABILITY INDICATORS

LEF's programming places a key focus on promoting skills and employability assets.



78%

Developed Job Skills

Clients reported developing a stronger set of skills to help them find and keep a job.

Understand their Strengths

A high number of clients indicated they had a better understanding of their strengths and abilities.

69%

Grew their Network

The survey revealed clients are building vital connections to help them find employment.

65%

Improved their English

With only 28% of COS participants being LINC clients, it's encouraging to note that a significant number of non-LINC clients also reported an improvement in their English language skills.

66%

Became Leaders

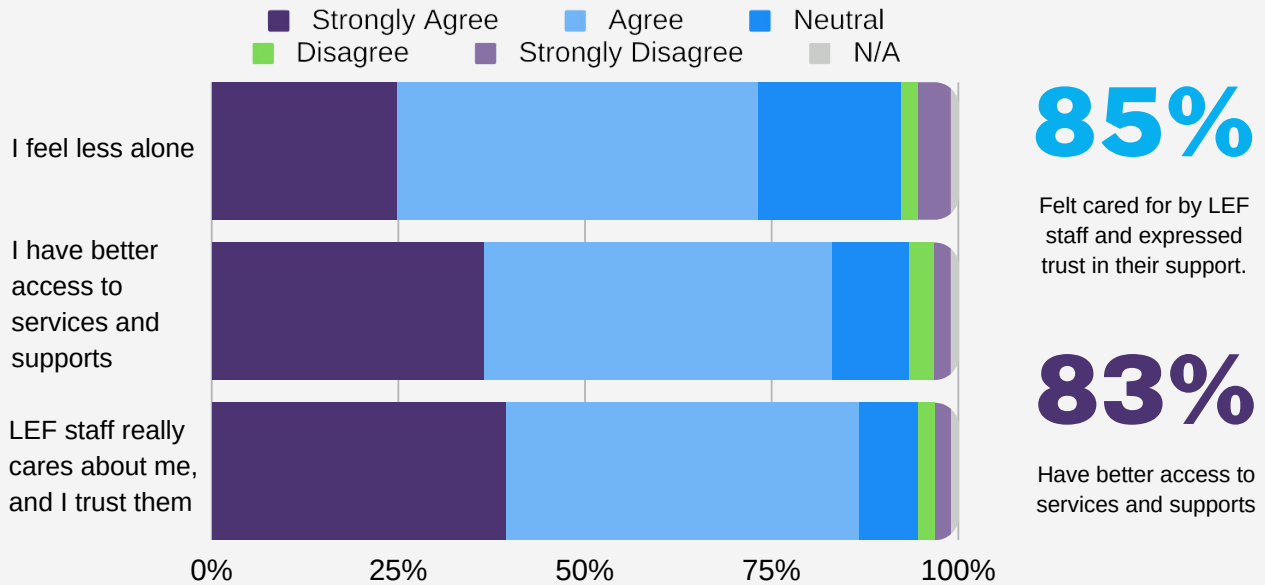
By developing leadership and volunteering skills, clients are not only enhancing their own personal growth and development, but also contributing to the growth and development of their communities.

58%

CONNECTIONS INDICATORS



Getting Connected



The COS data confirms that social connections are an area of significant improvement for LEF clients.

This reinforces the crucial role of one-to-one relationships between clients and LEF staff in fostering trust and communication.

- Results show that clients feel less alone since first coming to LEF, indicating that the organization is providing a sense of community and belonging for clients. This sense of community is important as it can enhance clients' support systems and make it easier for them to develop other assets.
- The high percentage of clients reporting better access to services and supports is also significant, as it suggests that LEF is effectively connecting clients to resources that they need.



Clients have reported feeling less alone since they first came to LEF.

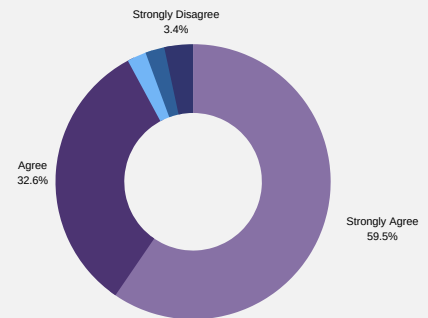
CLIENT SATISFACTION



Having 1:1 discussions about my own wants, needs, and goals was extremely helpful to me. It really let me put myself mentally in a position where I can find work I want to be a part of, with support of people who want to get me there and want to see me succeed.



92% Would recommend LEF to a friend

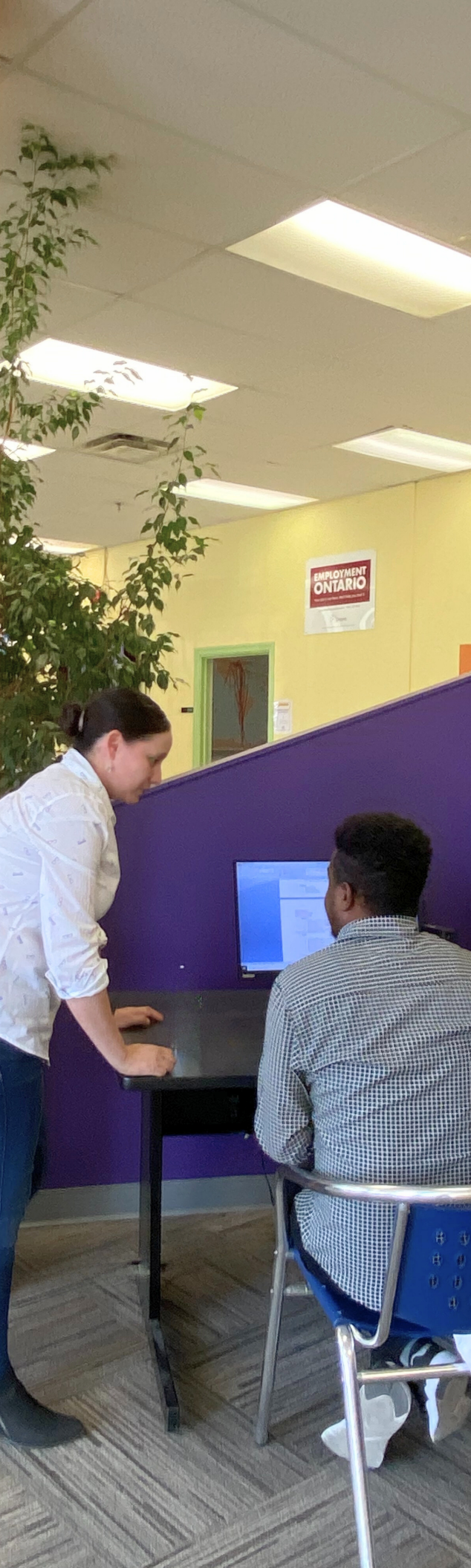


5/6 Plan to take more classes or training



These data points demonstrate that LEF is successfully delivering on its mission to provide clients with high-quality programs and services that support their personal and professional development. They also suggest that LEF is creating a positive and empowering environment that clients want to be a part of

Clients have shown a strong desire for self-improvement and recognition of the value that LEF provides through education and training opportunities, with 83% planning to continue their education. This high percentage reflects the positive impact that LEF's programs have on clients' lives and the trust they have in LEF's ability to provide quality education and training. The data also suggests that clients are committed to their personal growth and development, which is an important aspect of achieving their long-term goals.



Empowering Sustainable Communities:

A Report on the Impact of Client Engagement at LEF

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