



Alberta Council of Disability Services

**ACDS 2015
Annual Data Analysis**

August 2016

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Sector Data Collection History

The HR Pro-Tracker was created as a result of a partnership approach to track and use Human Resource information on the Community Disability Services (CDS) sector in Alberta. The intent of this data collection was to develop evidence based strategic responses to shared workforce issues in the sector. The HR Pro-Tracker was intended to be an easy to use Human Resources tool which would track industry turnover and other vital workforce data.

The HR-Pro Tracker was the data collection tool used to gather sector data for the years 2009 – 2014; however, there were many issues with the tool and process which limited participation and the amount of data available to the sector. Feedback on the Pro-Tracker tool included the following concerns:

- The HR Pro-Tracker required too much Human Resources time to complete
- The HR Pro-Tracker required constant upkeep from Human Resources
- The tool was difficult for staff to use
- The tool tracked too many variables from too many data sources
- Organizations did not track data for all variables included in the Pro-Tracker

CDS service providers recognize the need for valid sector data but many were unable to contribute towards that data due to the limitations of the tool. In order to increase participation and produce better data it was necessary to re-examine both the data collection tool and process.

Data Collection Revision and Pilot

The Provincial Workforce Council (PWFC) set a goal of researching and developing a new data gathering tool to capture vital turnover statistics for the province. This process would include comparing the Pro Tracker to other data collection tools, developing a new tool based on sector needs and feedback, and having a new tool in place to capture workforce data for the 2015 year. This consultation and development process began in 2015.

Information on the process to review, revise and vet a new data collection system was provided in a separate report in December 2015. The pilot was implemented with a group of volunteer service providers.

ACDS engaged a contractor to conduct a needs assessment with service providers and relevant stakeholders province wide, review the data collection needs of the sector and existing tools, make recommendations for improvement and pilot the revised data collection system. The results of the needs assessment and review are covered in greater detail in the *Pro-Tracker Review, Revision and Vetting Report* submitted in December 2015. Detailed information on the initial data collection pilot is available in the *ACDS HR Data Collection - Pilot Summary* report submitted in March 2016

Participation in Cross Associational Data Collection

At the time of the pilot it was discovered that Workforce Alliance had engaged a contractor to collect data from the Human Services sector, including disability services. The data to be collected largely overlapped with the data collected by ACDS and would have been a duplication of effort possibly resulting in organizations declining to participate in two separate surveys.

The solution to this problem was a collaborative data collection between ACDS, Workforce Alliance and the other Human Services Associations. A set of common questions was developed for inclusion in every associational survey; the resulting data was stripped of identifying information before being submitted to the Workforce Alliance consultant for analysis. A second set of questions was developed specifically for the purposes of ACDS data collection. The resulting data was analyzed by ACDS.

As a result of participation in the cross associational data collection, some questions are slightly different than in previous years. This is reflected in certain questions where data for 2013 and 2014 may be displayed separately from 2015 due to slight differences in question format.

Provincial Data Collection Participation

Submissions to the ACDS Membership Survey and 2015 Data Collation survey were accepted from January 25, 2016 to April 18, 2016. 34 organizations completed both the cross associational survey questions and the ACDS portion of the survey. For the purposes of data analysis, multi-regional organizations are counted in the region of their head office.

Table 1. Regional Representation of Organization and Employee Numbers

Region	Number of Organizations	Number of Employees
Calgary	6	330
Central	6	428
Edmonton	7	2,954
North Central ^a	4	238
Northeast ^a	7	48
Northwest ^b	0	0
South	10	1,264
Total	34	5,262

^a North Central and the Northeast region were combined due to only one Northeast organization submitting data and historical service region boundaries.

^b A single organization providing services in the Northwest Region submitted data; as this was a multi-regional organization, data was analyzed as part of the home office service region.

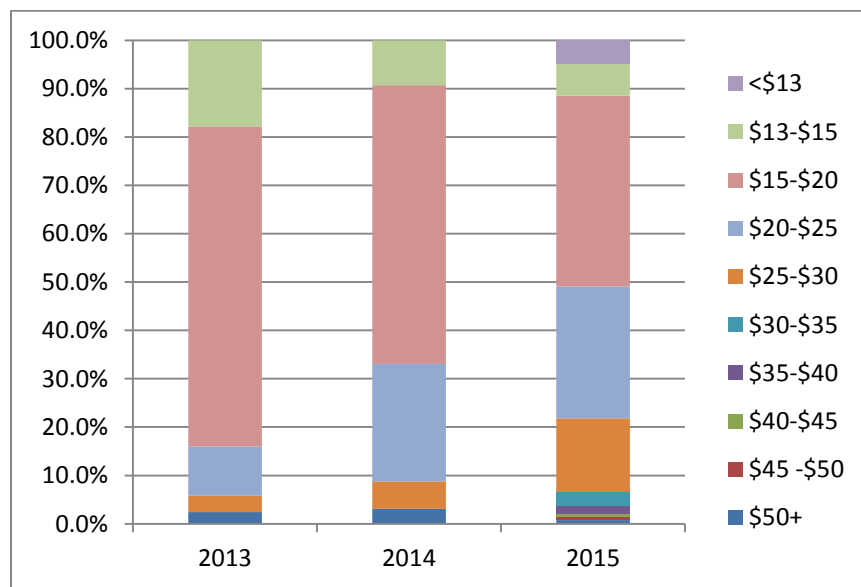
Provincial Workforce Profile

Provincial Workforce by Wage

As a result of participating in the Cross Associational data collection, wage categories have been slightly altered from previous years. In 2014 the top wage category was >\$30/hr. The 2015 data collection included wage categories up to >\$50/hr.

In 2015, 50.9% of CDS workers in Alberta earned \$20/hr or less. The wage category that included the largest number of employees was \$15-\$20/hr; this wage category included 39.4% of Alberta disability sector workers in 2015.

Figure 1. Provincial Workforce Profile by Wage Category



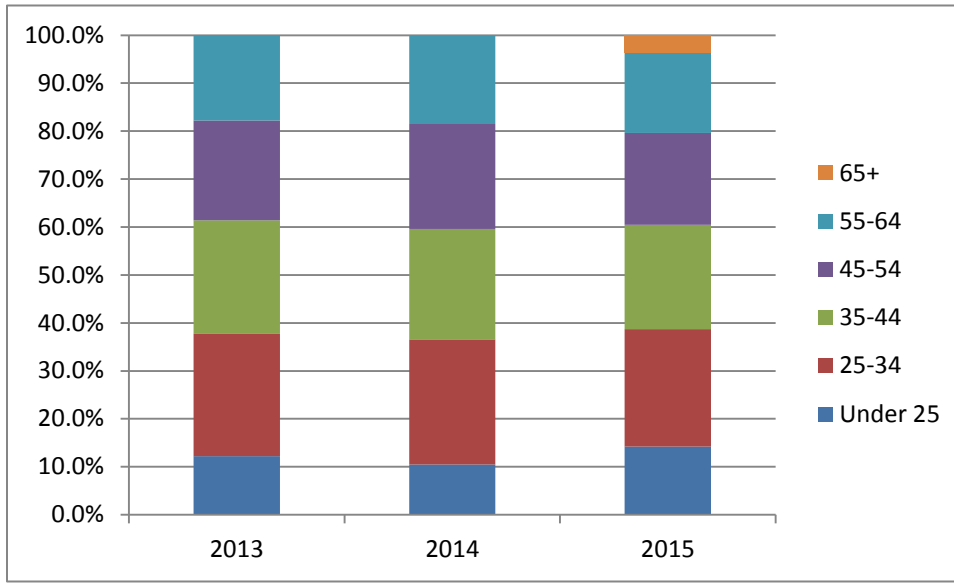
	2013	2014	2015
\$50+			0.8%
\$45-\$50			0.6%
\$40-\$45	2.4%	3.1%	0.7%
\$35-\$40			1.6%
\$30-\$35			2.9%
\$25-\$30	3.4%	5.7%	15.2%
\$20-\$25	10.2%	24.3%	27.3%
\$15-\$20	66.2%	57.6%	39.4%
\$13-\$15	17.8%	9.3%	6.6%
<\$13	17.8%	9.3%	4.9%

Provincial Workforce Profile by Age

Between 2014 and 2015 the age category 65+ was added to the annual data collection survey. The top age category for previous years was 55+.

In 2015 38.7% of the industry workforce was under age 35. This is similar to the 2014 when 36.6% of the workforce was less than 35 years of age.

Figure 2: Provincial Workforce Profile by Age

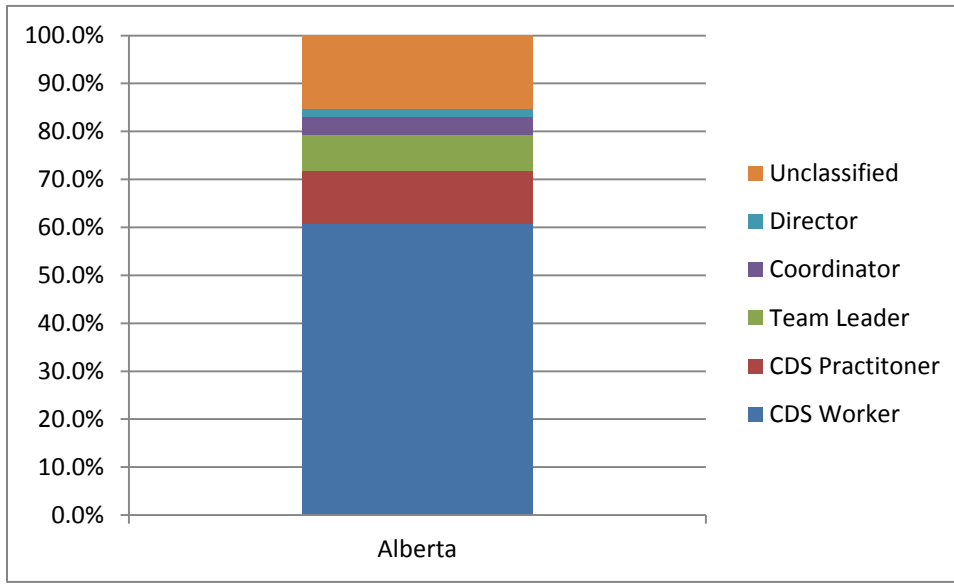


	2013	2014	2015
Under 25	12.2%	10.5%	14.2%
25-34	25.5%	26.1%	24.5%
35-44	23.7%	23.0%	21.8%
45-54	20.8%	21.9%	19.0%
55-64	17.9%	18.5%	16.8%
65+			3.7%

Provincial Workforce Profile by Position

In 2015, 71.8% of disability sector employees were in non-supervisory direct service positions. An additional 7.5% were employed at team leaders, a position that includes both direct service and supervisory duties. The most common position in the sector was the Community Disability Services (CDS) Worker, a job title which included 60.8% of sector employees.

Figure 3. Provincial Workforce Profile by Position

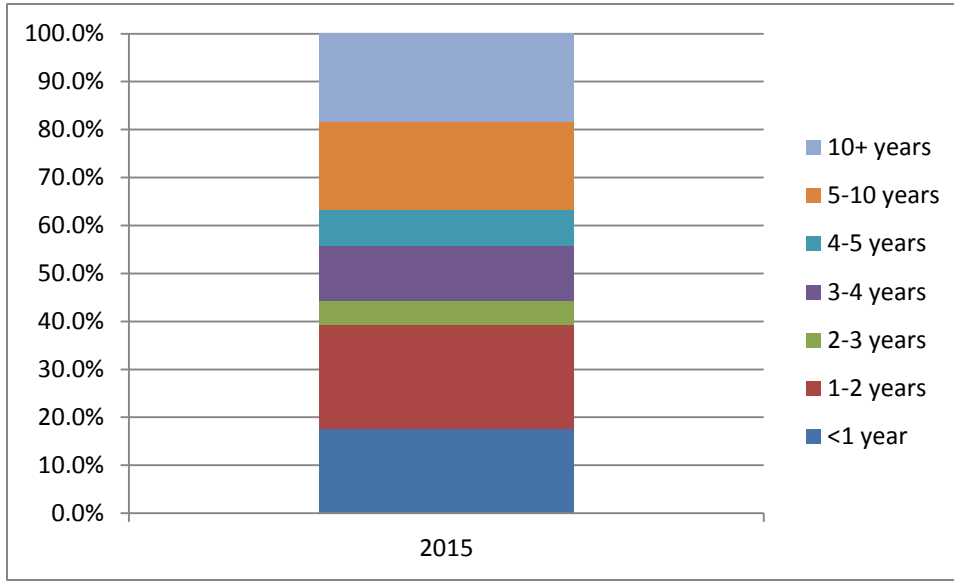


	Alberta
CDS Worker	60.8%
CDS Practitioner	11.0%
Team Leader	7.5%
Coordinator	3.8%
Director	1.6%
Unclassified	15.4%

Length of Employment

In 2015, 18.5% of CDS sector employees had been with their organizations for less than one year. The time category included the largest number of workers was 5-10 years which included 21.7% of employees from participating organizations.

Figure 4. Provincial Workforce Profile by Length of Employment

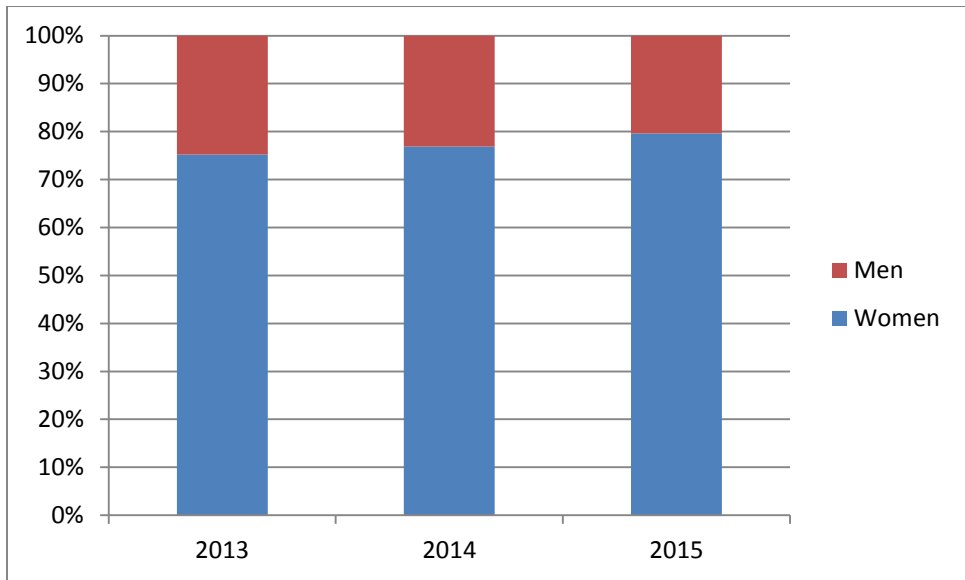


	2015
<1 year	18.5%
1-2 years	18.3%
2-3 years	7.5%
3-4 years	11.5%
4-5 years	5.0%
5-10 years	21.7%
10+ years	17.6%

Provincial Workforce Profile by Gender

There was little change between 2014 and 2015 in the distribution of men and women working in the Community Disability field in Alberta. Women represent nearly 80% of disability services sector employees in Alberta.

Figure 5: Provincial Workforce Profile by Gender



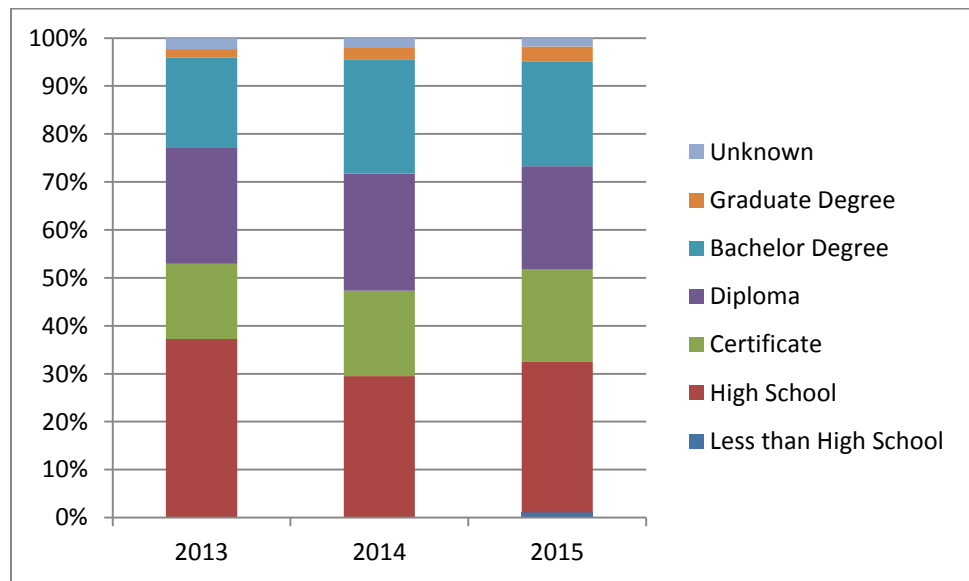
	2013	2014	2015
Women	75.2%	76.9%	79.6%
Men	24.8%	23.1%	20.4%

Provincial Workforce by Education

A new educational level, less than high school, was added to the 2015 data collection survey. This data is not available for the years 2013 and 2014.

In 2015, nearly one-third (32.6%) of employees had a High School education or less. 19% of the workforce had a Certificate, 21.6% a Diploma and 24.9% a Bachelor or Graduate degree. Due to changes to the data collection survey, information on the relevancy of education to the sector is no longer available.

Figure 6. Provincial Workforce Profile by Level of Education Completed

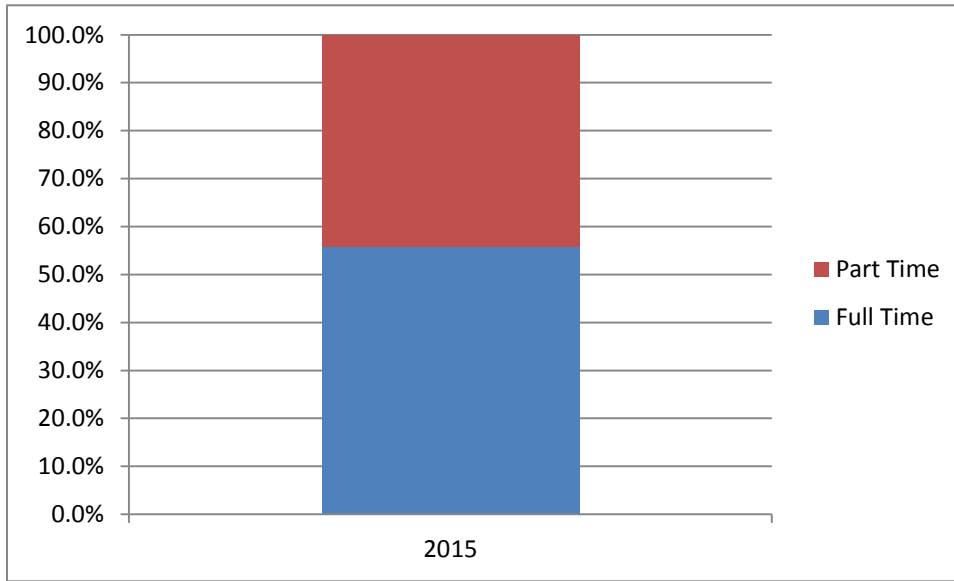


	2013	2014	2015
Less than High School	NA	NA	1.1%
High School	36.9%	29.5%	31.5%
Certificate	15.5%	17.8%	19.1%
Diploma	23.9%	24.4%	21.6%
Bachelor Degree	18.7%	23.8%	21.7%
Graduate Degree	1.7%	2.5%	3.2%
Unknown	2.3%	1.9%	1.8%

Employment Status

A small majority (55.9%) of employees working at participating organizations were employed full time in 2015.

Figure 7. Provincial Workforce Profile by Employment Status



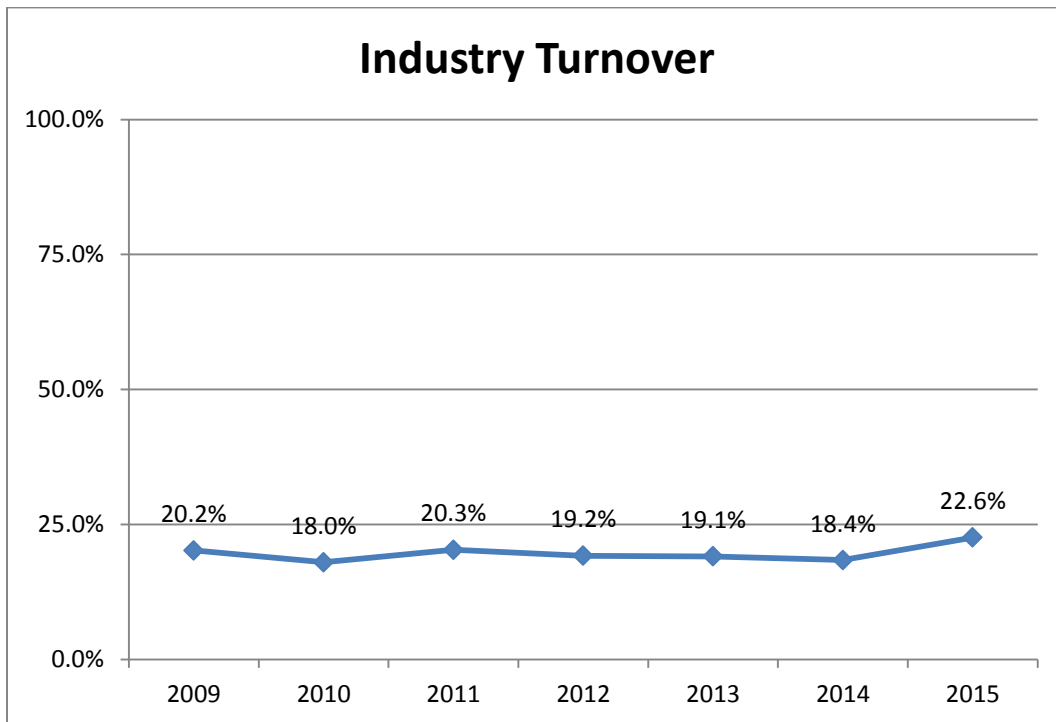
	2015
Full Time	55.9%
Part Time	44.1%

Provincial Industry Turnover

Industry turnover aggregates all employees in the Community Disability Services field in Alberta and calculates an overall turnover rate. This industry turnover rate does not reflect the turnover rate that individual organizations or service regions are experiencing.

In 2015 the industry turnover rate was 22.6% among organizations participating in the data collection survey.

Figure 8: Industry Turnover 2009 - 2015



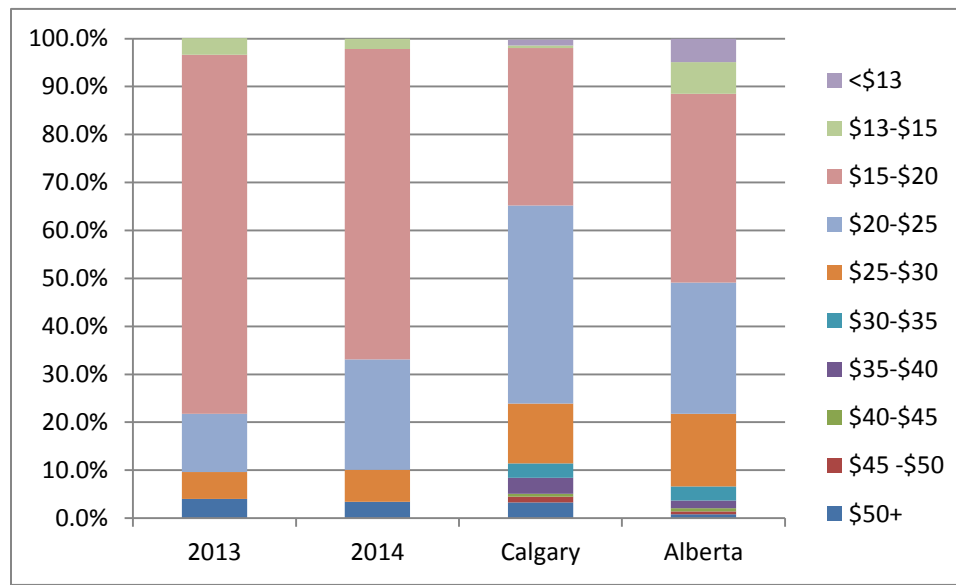
Workforce Profile for the Calgary Region

Wage

Data for the Calgary region reflects higher wages than the provincial average in 2015. 1.8% of sector employees in the Calgary region earn \$15/hr or less compared to 11.5% provincially.

The wage category included the largest number of disability sector employees in Calgary was \$20-\$25/hr in 2015. Provincially the largest wage category was \$15-\$20/hr in 2015.

Figure 9. Calgary Workforce Profile by Hourly Wage

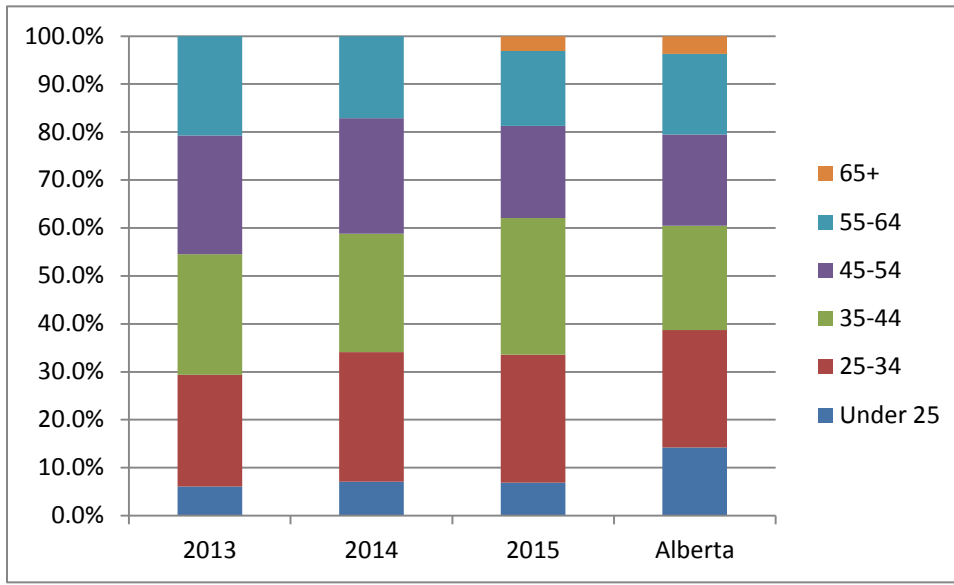


	2013	2014	Calgary	Alberta
\$50+			3.3%	0.8%
\$45-\$50			1.2%	0.6%
\$40-\$45	4.0%	3.4%	0.6%	0.7%
\$35-\$40			3.3%	1.6%
\$30-\$35			3.0%	2.9%
\$25-\$30	5.6%	6.7%	12.5%	15.2%
\$20-\$25	12.2%	23.0%	41.3%	27.3%
\$15-\$20	74.8%	64.7%	32.8%	39.4%
\$13-\$15	3.5%	2.2%	0.6%	6.6%
<\$13			1.2%	4.9%

Age

One third (33.6%) of Calgary region disability services sector employees were aged 34 or less in 2015. This is similar to the provincial age distribution. The largest age category within the region was 35-44, this included 28.5% of sector employees in Calgary.

Figure 10. Calgary Workforce Profile by Age

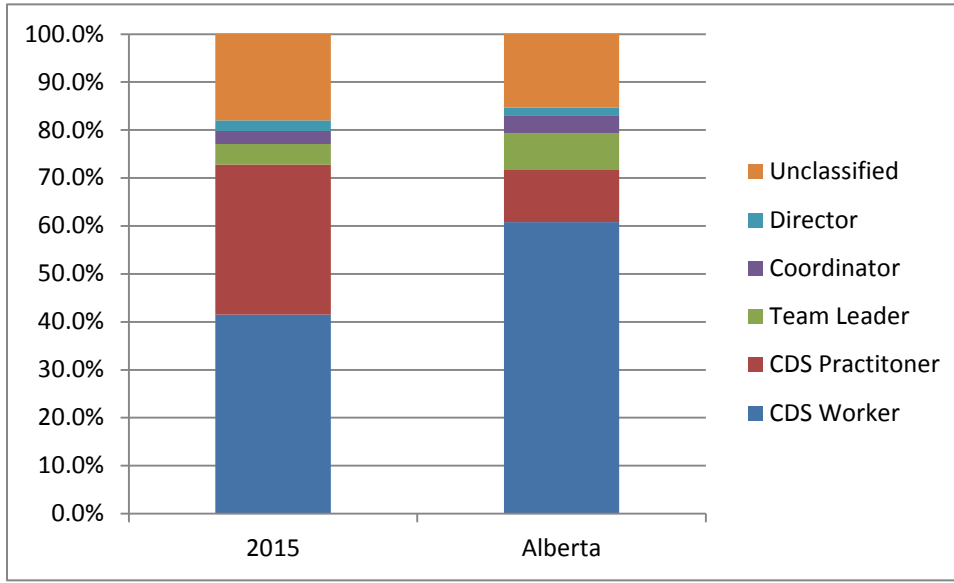


	2013	2014	2015	Alberta
Under 25	6.1%	7.1%	6.9%	14.2%
25-34	23.3%	27.0%	26.7%	24.5%
35-44	25.1%	24.7%	28.5%	21.8%
45-54	24.8%	24.1%	19.2%	19.0%
55-64			15.6%	16.8%
65+	20.7%	17.1%	3.1%	3.7%

Position

The majority (72.8%) of disability services employees in the Calgary region were employed in non-supervisory direct services positions in 2015. This is similar to the provincial distribution of 71.8% of employees in direct service positions.

Figure 11. Calgary Workforce Profile by Position

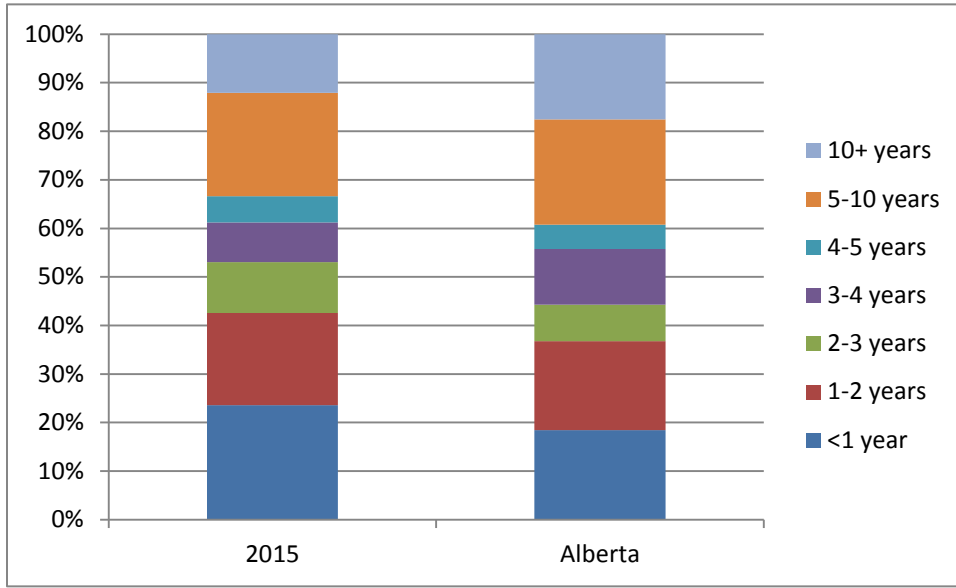


	2015	Alberta
CDS Worker	41.5%	60.8%
CDS Practitioner	31.3%	11.0%
Team Leader	4.3%	7.5%
Coordinator	2.7%	3.8%
Director	2.2%	1.6%
Unclassified	18.1%	15.4%

Length of Employment

The Calgary region reported a higher percentage of new employees than the province as a whole. 23.6% of disability sector workers in Calgary had been with their organization for less than one year in 2015. This is the largest category for duration of employment.

Figure 12. Calgary Workforce Profile by Length of Employment

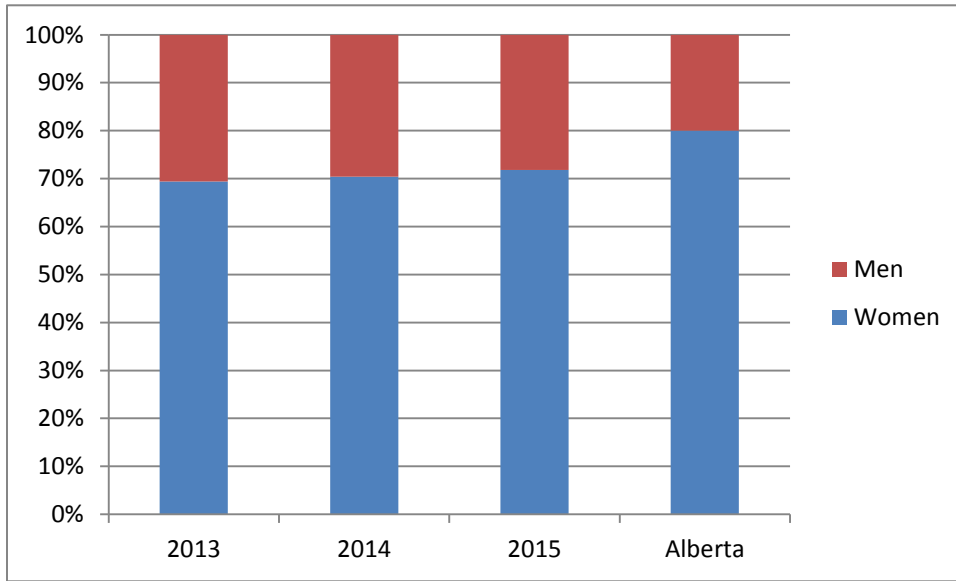


	2015	Alberta
<1 year	23.6%	18.5%
1-2 years	19.0%	18.3%
2-3 years	10.5%	7.5%
3-4 years	8.2%	11.5%
4-5 years	5.4%	5.0%
5-10 years	21.3%	21.7%
10+ years	12.1%	17.6%

Gender

There was little change in the distribution of men and women working in the disability services sector in the Calgary region between 2013 and 2015.

Figure 13. Calgary Workforce Profile by Gender

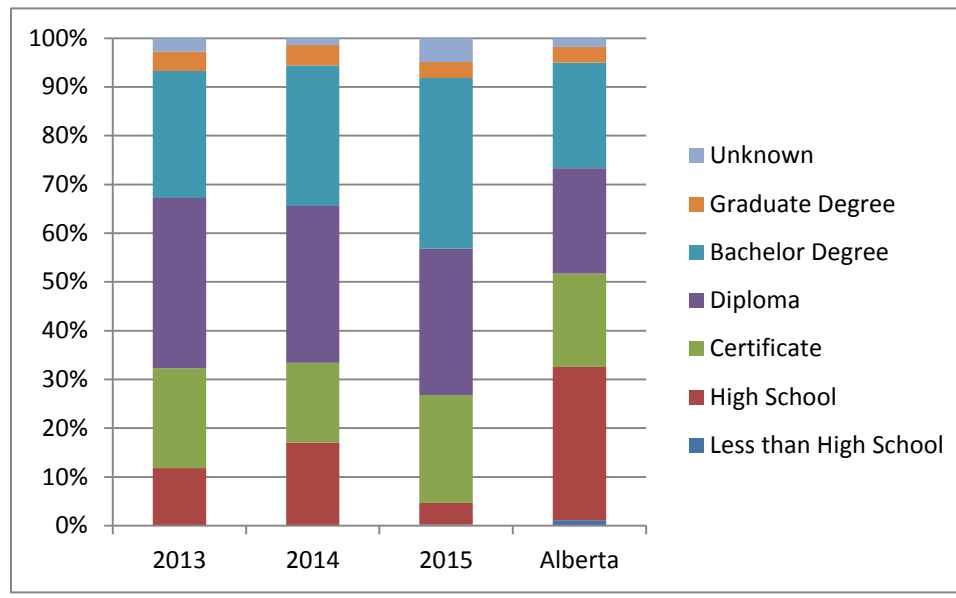


	2013	2014	2015	Alberta
Women	69.4%	70.4%	71.9%	79.6%
Men	30.6%	29.6%	28.2%	20.4%

Education

In 2015 the percentage of disability sector employees with a certificate increased to 22.1% from 16.3% in 2014. This is greater than the provincial percentage of 19.1% of employees with a certificate. The percentage of Calgary region employees with a high school education or less was 4.7%, significantly slower than the provincial percentage of 32.6%

Figure 14. Calgary Workforce Profile by Level of Education

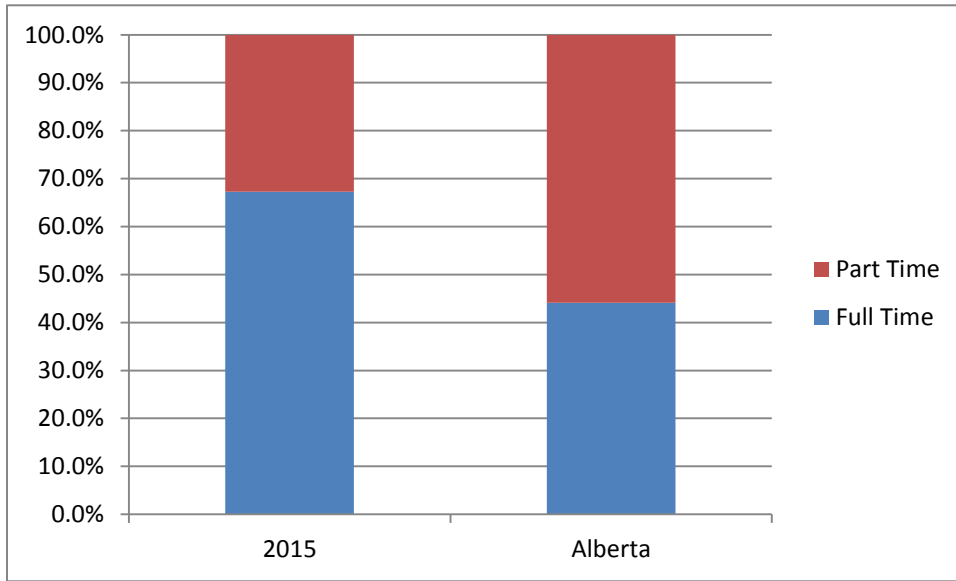


	2013	2014	2015	Alberta
Less than High School	NA	NA	0.3%	1.1%
High School	11.8%	17.1%	4.4%	31.5%
Certificate	20.5%	16.3%	22.1%	19.1%
Diploma	34.9%	32.2%	30.1%	21.6%
Bachelor Degree	26.1%	28.8%	35.0%	21.7%
Graduate Degree	3.9%	4.2%	3.3%	3.2%
Unknown	2.8%	1.4%	4.9%	1.8%

Employment Status

The percentage of disability sector employees in full-time positions in 2015 was higher in the Calgary region (67.3%) than in Alberta as a whole (55.9%).

Figure 15. Calgary Workforce Profile by Employment Status

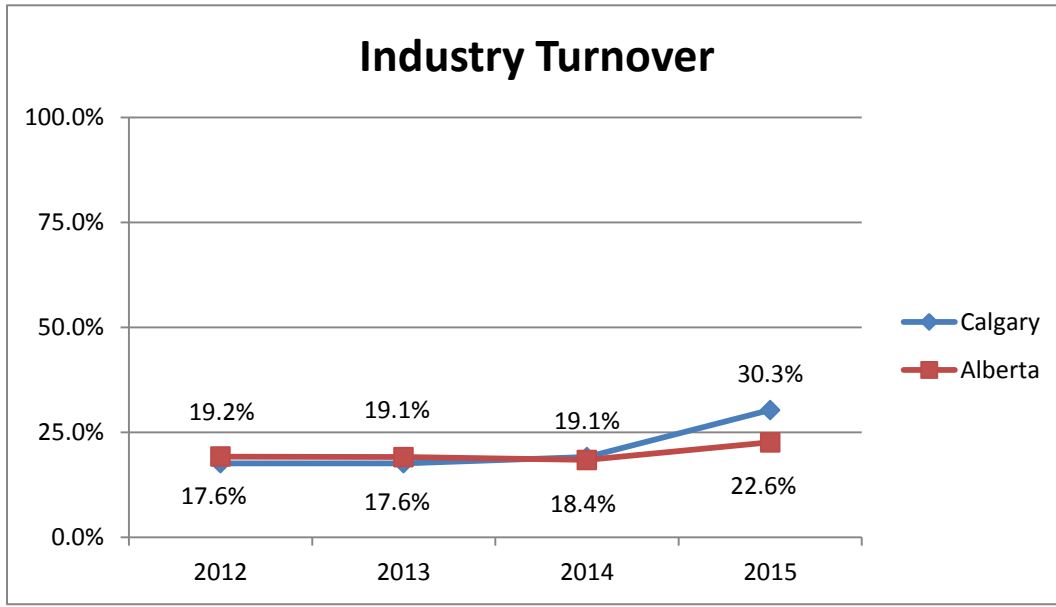


	2015	Alberta
Full Time	67.3%	55.9%
Part Time	32.7%	44.1%

Turnover

Turnover in the disability services sector increased in the Calgary region from 19.1% in 2014 to 30.3% in 2015. This turnover rate is higher than provincial turnover which was 22.6% in 2015.

Figure 16. Industry Turnover – Calgary Region



	Calgary	Alberta
2012	17.6%	19.2%
2013	17.6%	19.1%
2014	19.1%	18.4%
2015	30.3%	22.6%

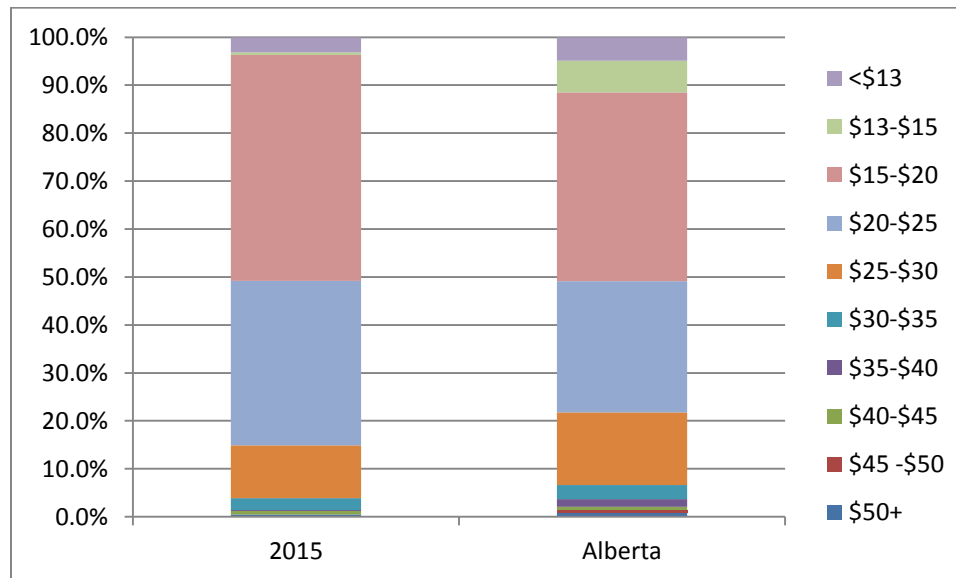
Workforce Profile for the Central Region

Data for the central region is unavailable for the years 2013 and 2014 due to low data collection in previous years.

Wage

50.8% of Central region disability sector employees earned \$20/hr or less in 2015. This is similar to the provincial wage distribution of 50.9% of employees earning \$20/hr or less in 2015. The largest wage category in 2015 in the central region was \$15-\$20/hr which included 47.1% of regional employees.

Figure 17. Central Workforce Profile by Wage

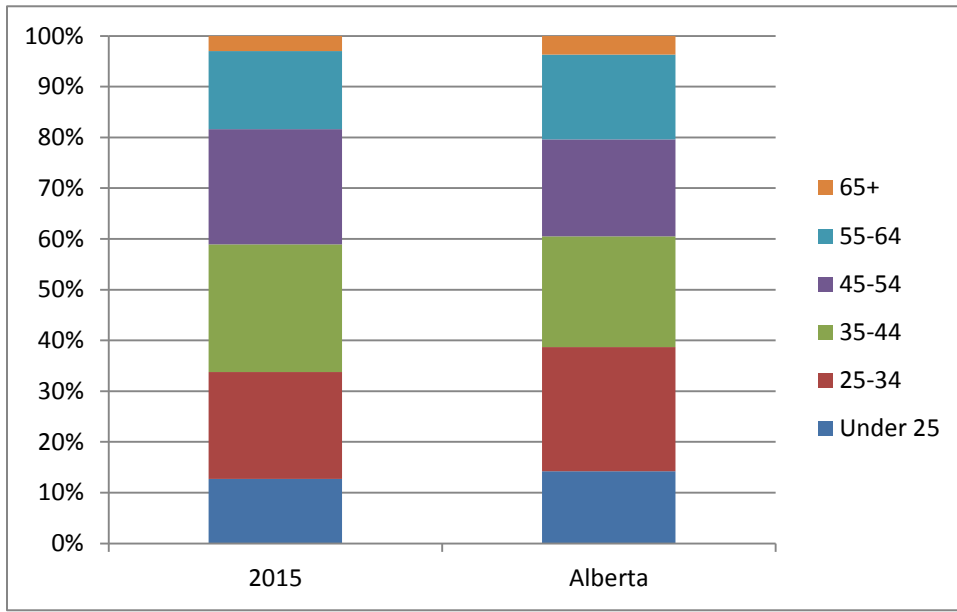


	2015	Alberta
\$50+	0.5%	0.8%
\$45-\$50	0.0%	0.6%
\$40-\$45	0.7%	0.7%
\$35-\$40	0.2%	1.6%
\$30-\$35	2.5%	2.9%
\$25-\$30	11.0%	15.2%
\$20-\$25	34.3%	27.3%
\$15-\$20	47.1%	39.4%
\$13-\$15	0.5%	6.6%
<\$13	3.2%	4.9%

Age

The age distribution of CDS employees in the central region was similar to the provincial age distribution in 2015. The age category encompassing the largest percentage of workers was 35-44 which included 25.1% of staff in 2015.

Figure 18. Central Workforce Profile by Age

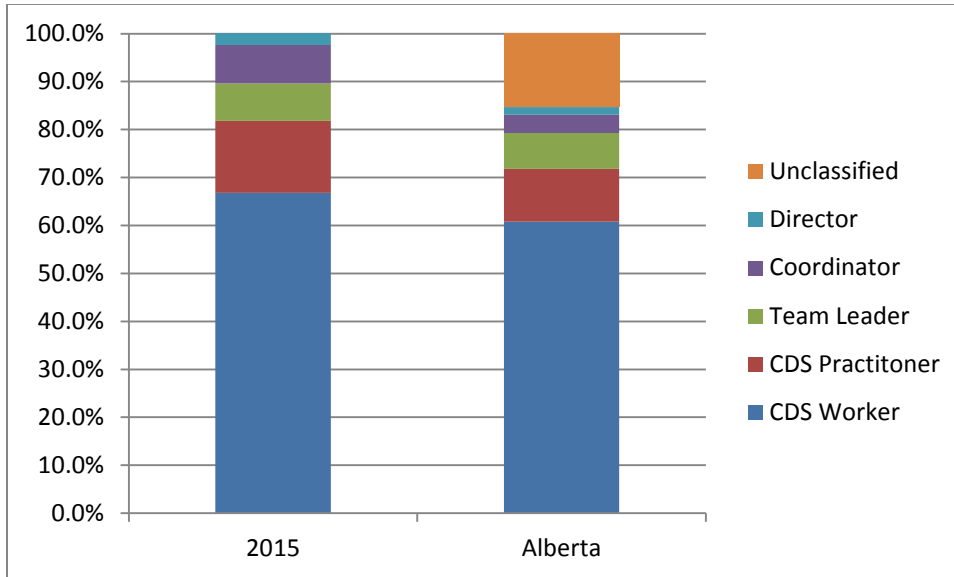


	2015	Alberta
Under 25	12.7%	14.2%
25-34	21.1%	24.5%
35-44	25.1%	21.8%
45-54	22.7%	19.0%
55-64	15.4%	16.8%
65+	3.0%	3.7%

Position

In 2015, 81.8% of CDS employees in the Central region were employed in direct service positions. This is a higher percentage than the provincial rate of 71.8%.

Figure 19. Central Workforce Profile by Position

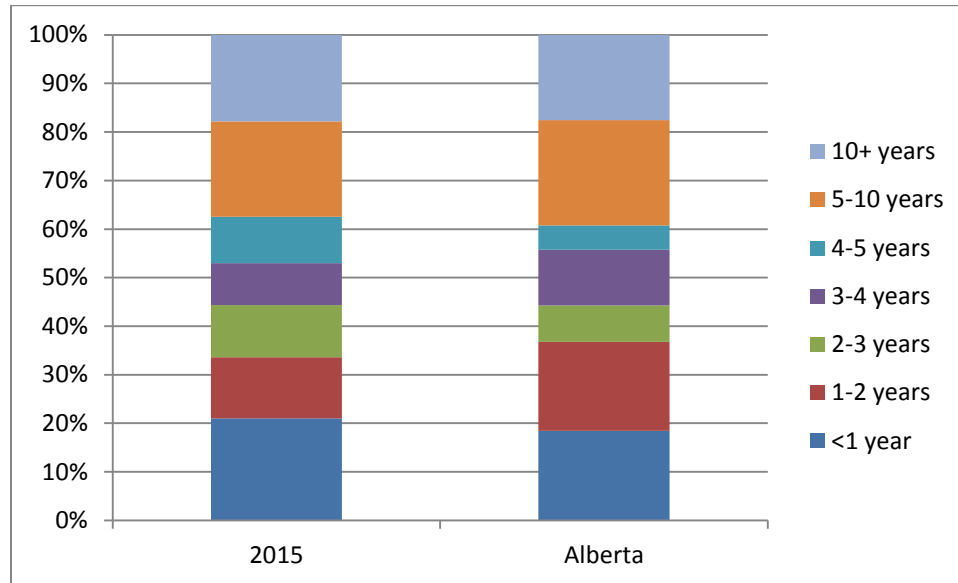


	2015	Alberta
CDS Worker	66.8%	60.8%
CDS Practitioner	15.0%	11.0%
Team Leader	7.8%	7.5%
Coordinator	8.0%	3.8%
Director	2.5%	1.6%
Unclassified	0.0%	15.4%

Length of Employment

In 2015 21.0% of CDS employees in the Central region had been with their organizations for less than one year. The less than one year category included the largest percentage of employees of the seven length of employment categories included in this survey.

Figure 20. Central Workforce Profile by Length of Employment

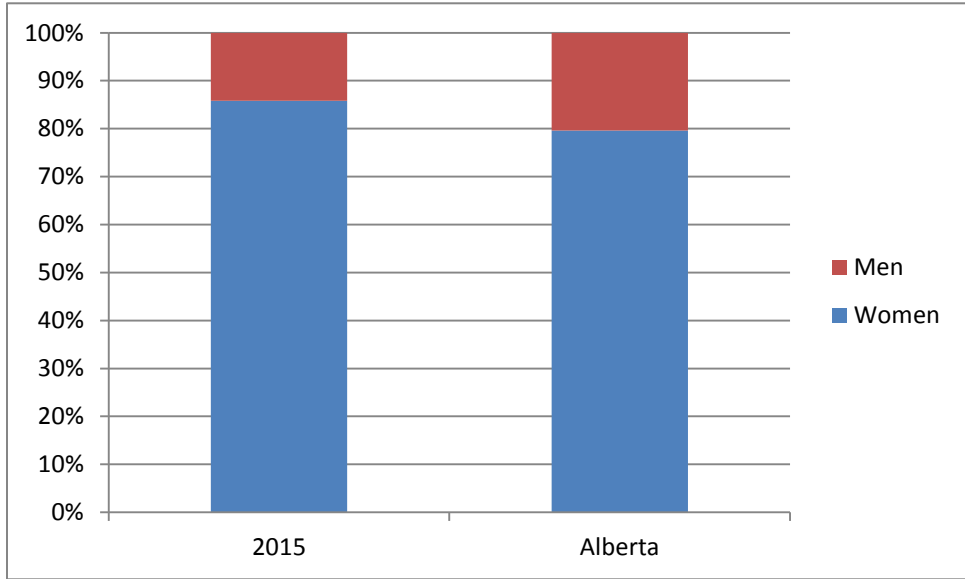


	2015	Alberta
<1 year	21.0%	18.5%
1-2 years	12.6%	18.3%
2-3 years	10.7%	7.5%
3-4 years	8.6%	11.5%
4-5 years	9.6%	5.0%
5-10 years	19.6%	21.7%
10+ years	17.8%	17.6%

Gender

There was a slightly higher percentage of women employed in the CDS sector in the central region in 2015 than in Alberta as a whole.

Figure 21. Central Workforce Profile by Gender

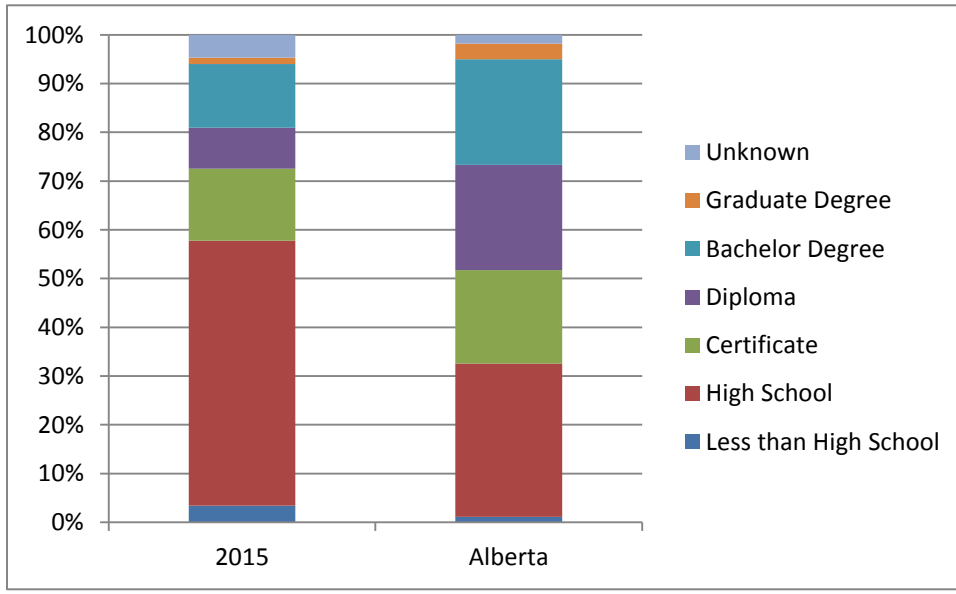


	2015	Alberta
Women	85.8%	79.6%
Men	14.2%	20.4%

Level of Education Completed

The percentage of CDS employees in the Central region with a high school level education or less was 57.8%, more than the provincial rate of 32.6%.

Figure 22. Central Workforce Profile by Level of Education Completed

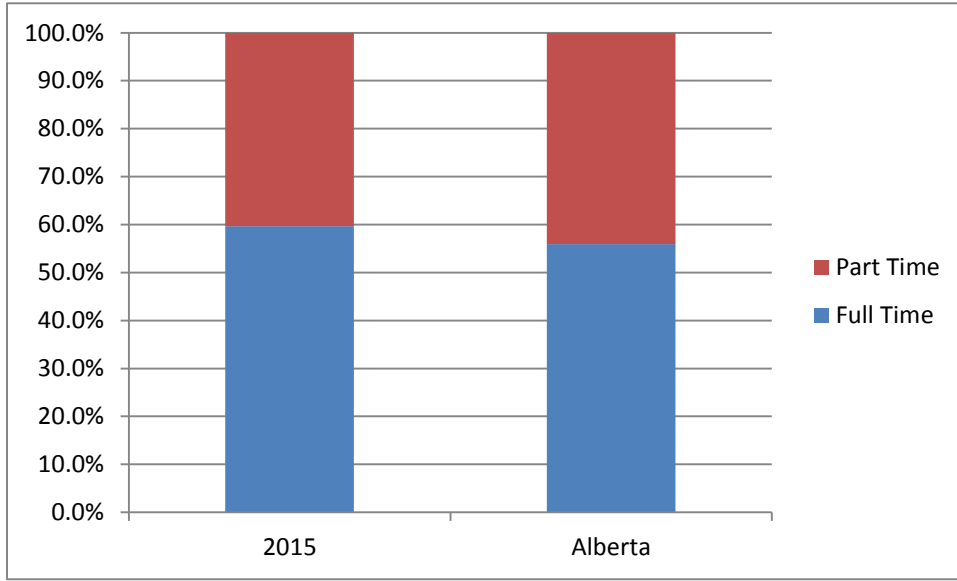


	2015	Alberta
Less than High School	3.4%	1.1%
High School	54.4%	31.5%
Certificate	14.8%	19.1%
Diploma	8.4%	21.6%
Bachelor Degree	13.1%	21.7%
Graduate Degree	1.3%	3.2%
Unknown	4.7%	1.8%

Employment Status

The distribution of full time and part time employees in the central region is similar to the provincial employment status distribution.

Figure 23. Central Workforce Profile by Employment Status

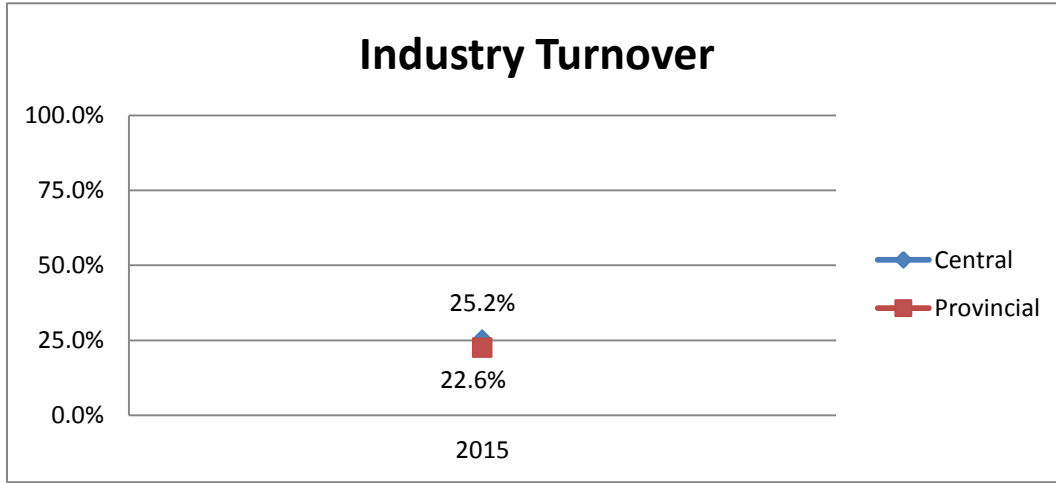


	2015	Alberta
Full Time	59.7%	55.9%
Part Time	40.3%	44.1%

Turnover

The turnover rate for the central region 25.2% was higher than the provincial rate of 22.6% in 2015.

Figure 24. Industry Turnover – Central Region



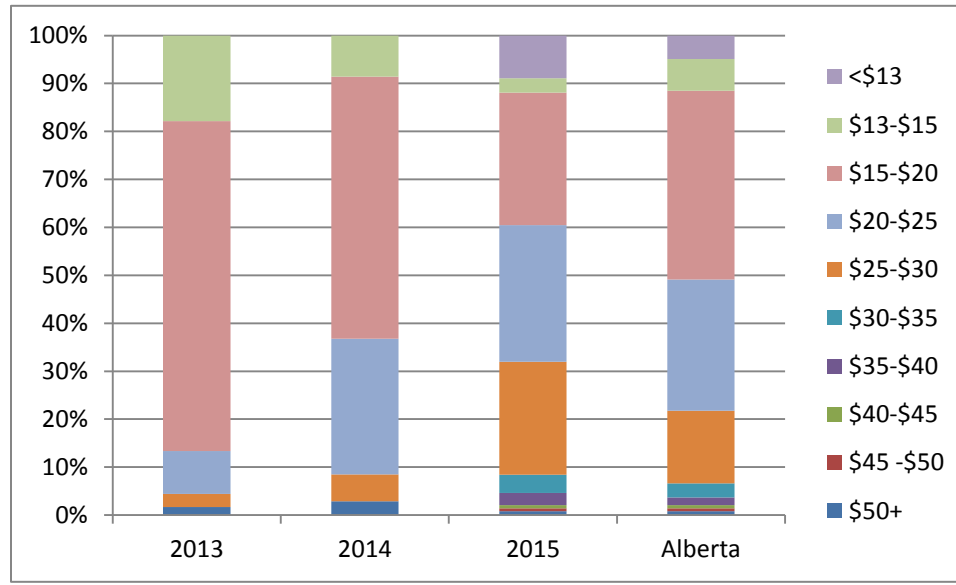
	Central	Provincial
2015	25.2%	22.6%

Workforce Profile for the Edmonton Region

Wage

Wage distribution in the Edmonton region is similar to the distribution of wages across Alberta. 39.5% of CDS employees in the Edmonton service region earn \$20/hr or less. The largest wage category in 2015 was \$20-\$25/hr which included 28.5% of employees in the Edmonton region.

Figure 25. Edmonton Workforce Profile by Wage

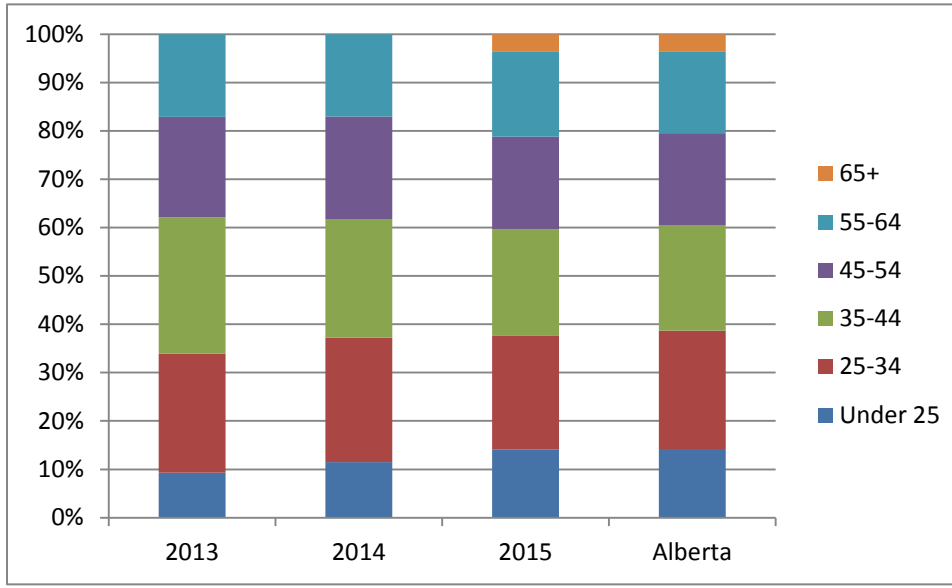


	2013	2014	2015	Alberta
\$50+			0.8%	0.8%
\$45-\$50			0.6%	0.6%
\$40-\$45	1.7%	2.9%	0.7%	0.7%
\$35-\$40			2.5%	1.6%
\$30-\$35			3.8%	2.9%
\$25-\$30	2.7%	5.6%	23.6%	15.2%
\$20-\$25	9.0%	28.3%	28.5%	27.3%
\$15-\$20	68.9%	54.6%	27.6%	39.4%
\$13-\$15	17.9%	8.6%	3.0%	6.6%
<\$13			8.9%	4.9%

Age

The age distribution of CDS employees in the Edmonton region was similar to the Alberta age distribution in 2015. The largest age category was 25-34 which included 23.6% of Edmonton region employees.

Figure 26. Edmonton Workforce Profile by Age

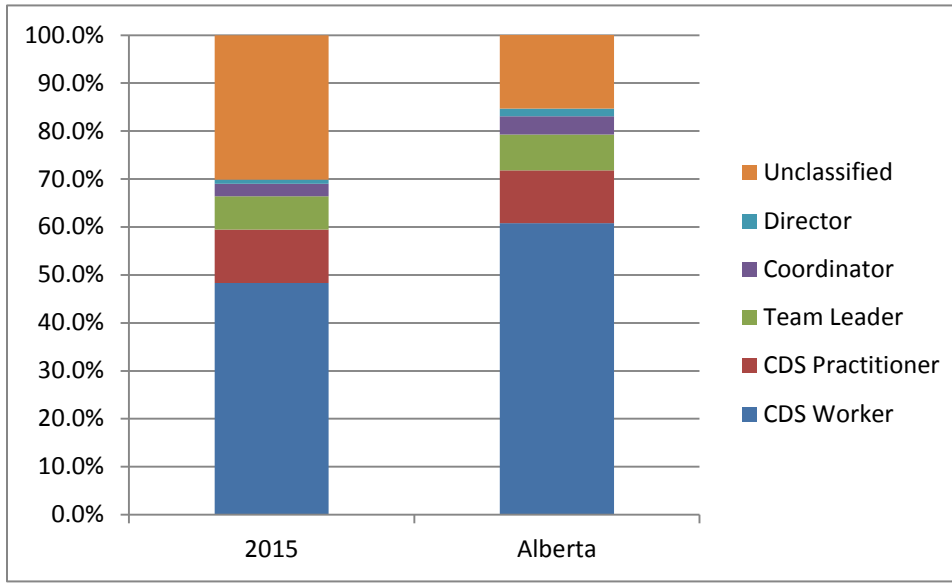


	2013	2014	2015	Alberta
Under 25	9.3%	11.5%	14.1%	14.2%
25-34	24.6%	25.7%	23.6%	24.5%
35-44	28.2%	24.4%	22.0%	21.8%
45-54	20.8%	21.3%	19.1%	19.0%
55-64	17.1%	17.0%	17.5%	16.8%
65+	N/A	N/A	3.7%	3.7%

Position

59.5% of CDS employees in the Edmonton region are employed in non-supervisory direct service positions. This is less than the provincial position distribution of 71.9%. The position title that included the largest percentage of the Edmonton workforce was CDS Worker which included 48.3%.

Figure 27. Edmonton Workforce Profile by Position

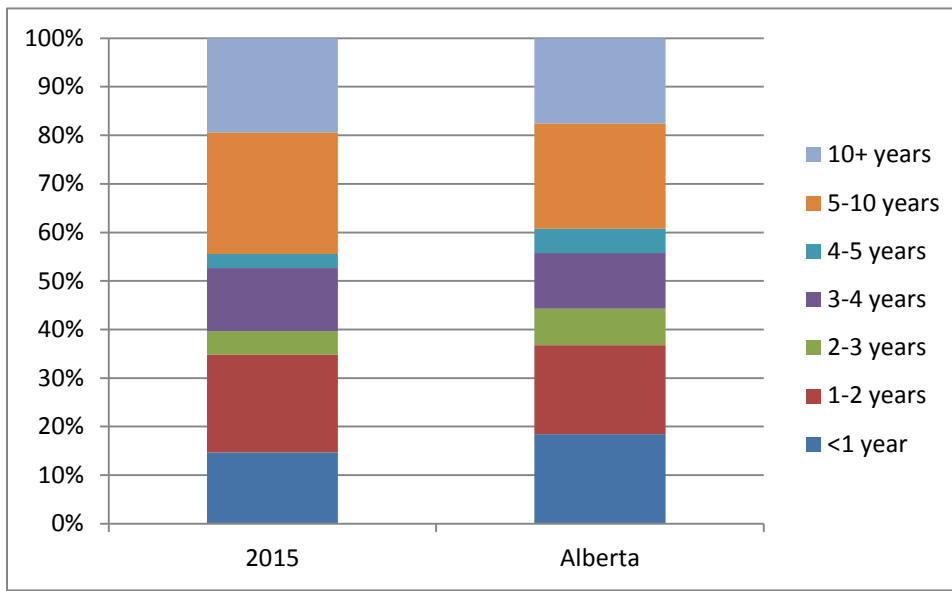


	2015	Alberta
CDS Worker	48.3%	60.8%
CDS Practitioner	11.2%	11.0%
Team Leader	6.9%	7.5%
Coordinator	2.6%	3.8%
Director	0.9%	1.6%
Unclassified	30.1%	15.4%

Length of Employment

The distribution of Edmonton CDS employees by length of employment reflects fewer employees that have been with their organizations for less than a year than the provincial distribution. The largest duration of employment as a percentage of the workforce was 5-10 years with 25.1%.

Figure 28. Edmonton Workforce Profile by Length of Employment

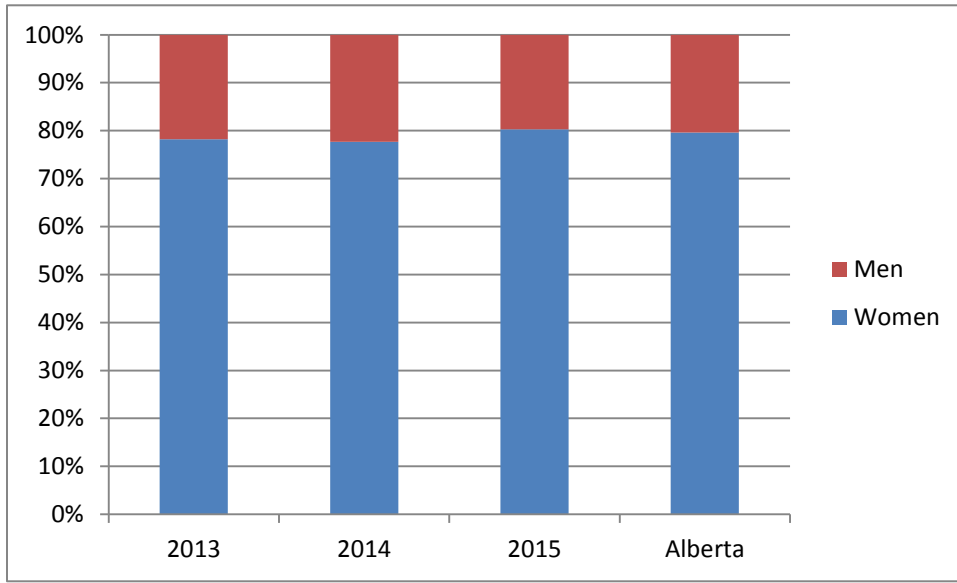


	2015	Alberta
<1 year	14.7%	18.5%
1-2 years	20.1%	18.3%
2-3 years	4.9%	7.5%
3-4 years	13.0%	11.5%
4-5 years	2.9%	5.0%
5-10 years	25.1%	21.7%
10+ years	19.4%	17.6%

Gender

The distribution of men and women within the Edmonton region CDS workforce is similar to previous years and the provincial gender distribution.

Figure 29. Edmonton Workforce Profile by Gender

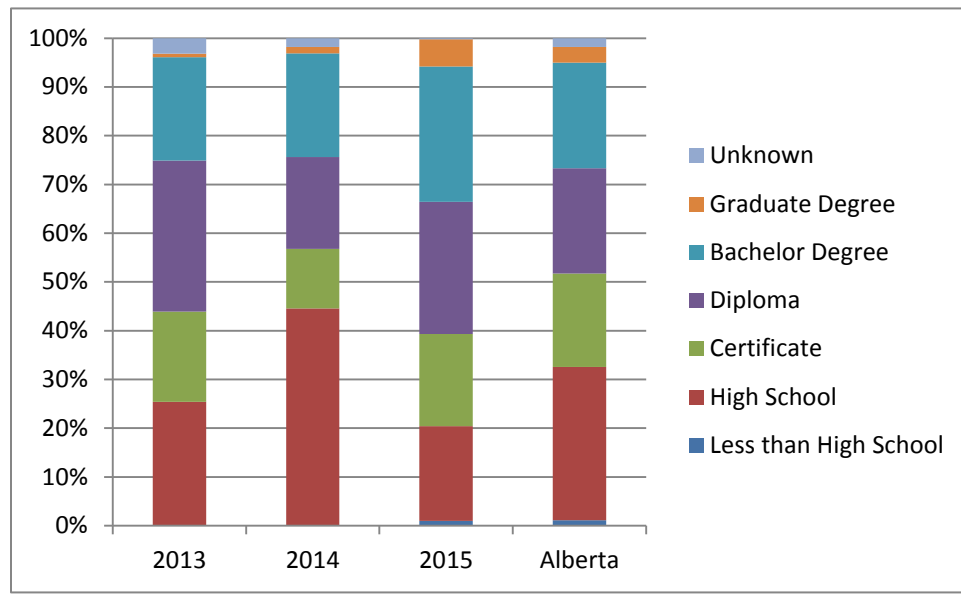


	2013	2014	2015	Alberta
Women	78.2%	77.7%	80.3%	79.6%
Men	21.8%	22.3%	19.7%	20.4%

Education

20.4% of the CDS workforce in the Edmonton region has a high school education or less, this is less than the provincial workforce percentage of 32.6%. The largest education level as a percentage of the workforce is Bachelor Degree which includes 27.8% of the workforce, a similar percentage 27.1% of the Edmonton region workforce has a certificate.

Figure 30. Edmonton Workforce Profile by Level of Education Completed

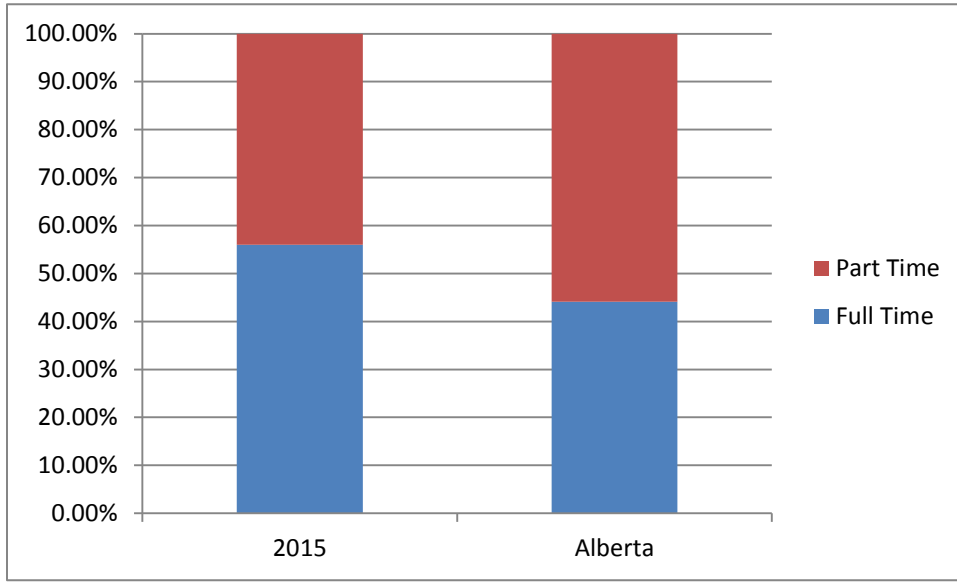


	2013	2014	2015	Alberta
Less than High School	NA	NA	1.0%	1.1%
High School	25.4%	44.6%	19.4%	31.5%
Certificate	18.5%	12.2%	18.9%	19.1%
Diploma	30.9%	18.8%	27.1%	21.6%
Bachelor Degree	21.2%	21.3%	27.8%	21.7%
Graduate Degree	0.7%	1.3%	5.6%	3.2%
Unknown	3.2%	1.8%	0.2%	1.8%

Employment Status

56.0% of the Edmonton region workforce is employed in a full-time position.

Figure 31. Edmonton Workforce Profile by Employment Status

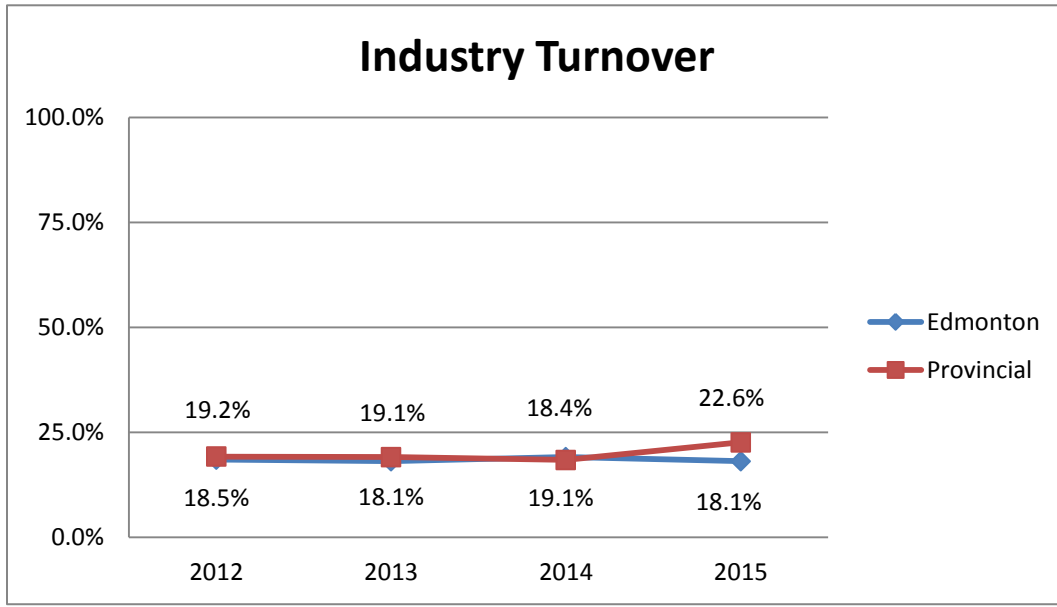


	2015	Alberta
Full Time	56.0%	55.9%
Part Time	44.0%	44.1%

Turnover

Edmonton region turnover was down in 2015 from the 2014 turnover rate. The Edmonton turnover rate of 18.1% in 2015 was lower than the provincial turnover rate of 22.6%.

Figure 32. Industry Turnover – Edmonton Region



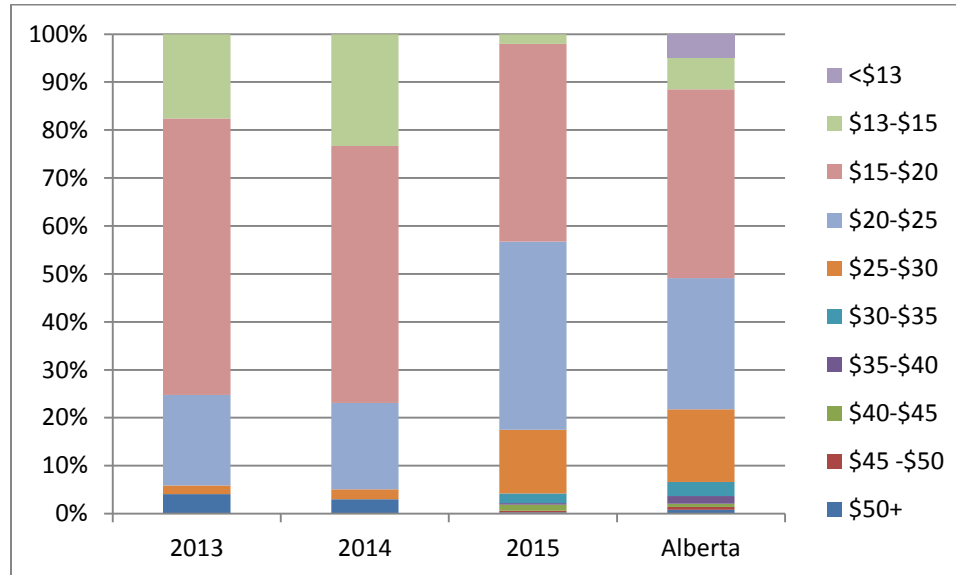
	Edmonton	Provincial
2012	18.5%	19.2%
2013	18.1%	19.1%
2014	19.1%	18.4%
2015	18.1%	22.6%

Workforce Profile for the North Central and Northeast Regions

Wage

In 2015, 2.0% of the workforce in the North Central and Northeast regions was earning \$15/hr or less. This is fewer than the 11.5% of the Alberta workforce earning the same wage. The most common wage category in 2015 was \$15-\$20/hr which included 41.2% of the regional workforce.

Figure 33. North Central and Northeast Workforce Profile by Wage

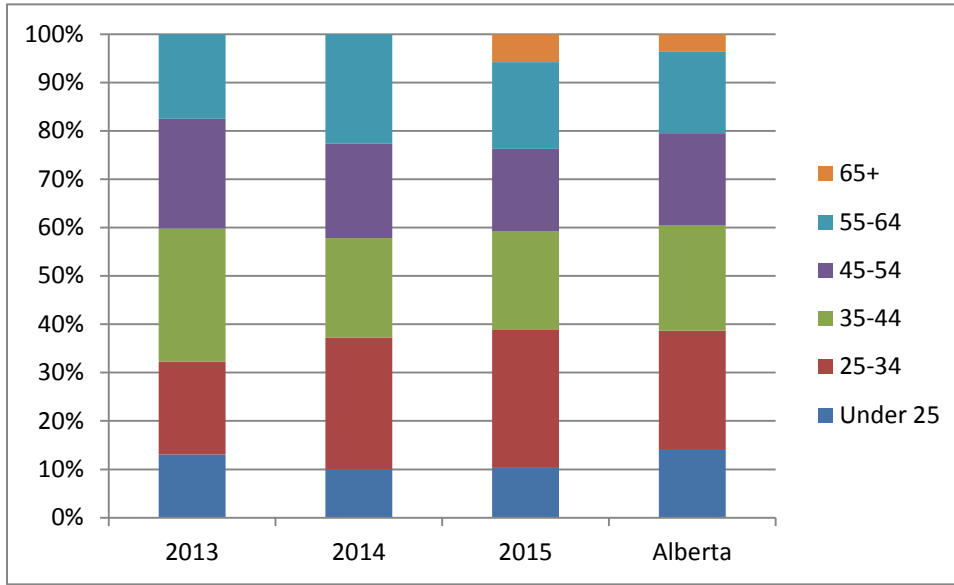


	2013	2014	2015	Alberta
\$50+			0.3%	0.8%
\$45-\$50			0.3%	0.6%
\$40-\$45	4.1%	3.0%	1.3%	0.7%
\$35-\$40			0.3%	1.6%
\$30-\$35			2.0%	2.9%
\$25-\$30	1.8%	2.1%	13.3%	15.2%
\$20-\$25	18.9%	18.0%	39.2%	27.3%
\$15-\$20	57.7%	53.5%	41.2%	39.4%
\$13-\$15	17.6%	23.3%	2.0%	6.6%
<\$13	17.6%	23.3%	0.0%	4.9%

Age

The age distribution of the North Central and Northeast region CDS employees is consistent with previous years. The most common age category in 2015 was 25 – 34 which included 28.5% of the workforce.

Figure 34. North Central and Northeast Workforce Profile by Age

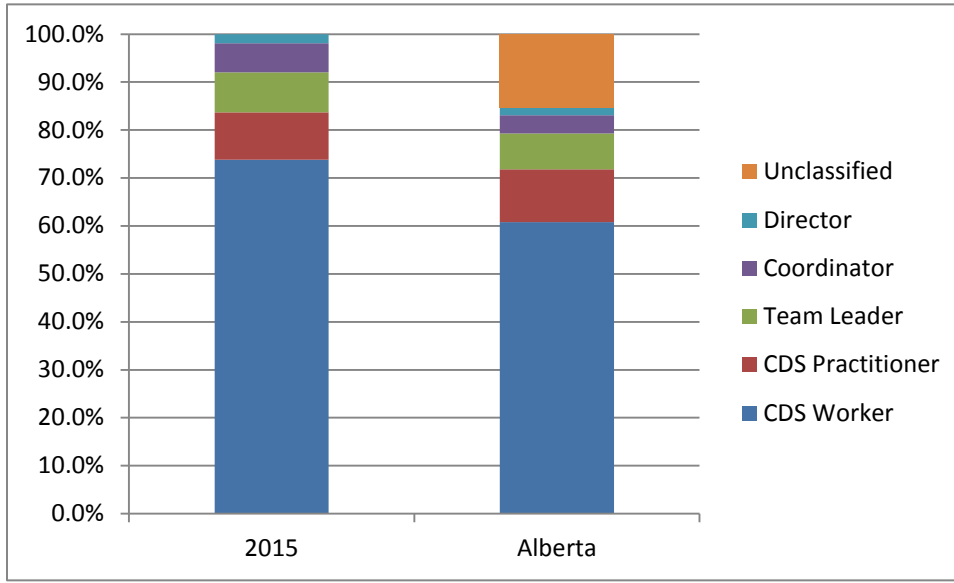


	2013	2014	2015	Alberta
Under 25	13.1%	10.0%	10.3%	14.2%
25-34	19.2%	27.3%	28.5%	24.5%
35-44	27.5%	20.6%	20.5%	21.8%
45-54	22.7%	19.6%	17.0%	19.0%
55-64	17.5%	22.6%	17.9%	16.8%
65+	N/A	N/A	5.8%	3.7%

Position

83.8% of the CDS workforce in the North Central and Northeast regions are employed in non-supervisory direct service positions. This is a greater percentage than the provincial 71.8% of employees in similar positions.

Figure 35. North Central and Northeast Workforce Profile by Position

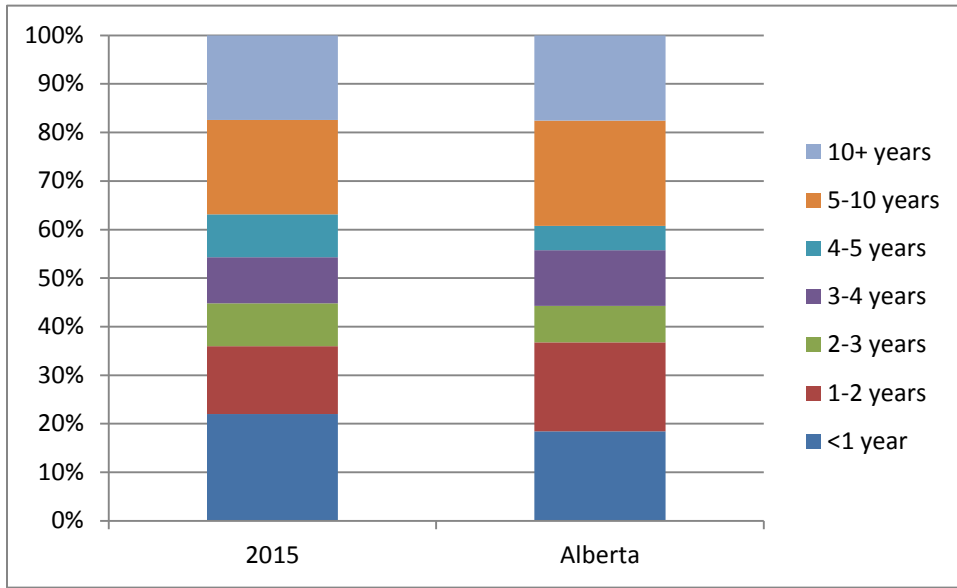


	2015	Alberta
CDS Worker	73.8%	60.8%
CDS Practitioner	9.9%	11.0%
Team Leader	8.3%	7.5%
Coordinator	6.1%	3.8%
Director	1.9%	1.6%
Unclassified	0.0%	15.4%

Length of Employment

22.0% of the workforce in the North Central and Northeast service regions has been with their employer for less than one year. This is a greater percentage than the provincial rate of 18.5%. This category also includes the largest percentage of the workforce among the seven categories for length of employment.

Figure 36. North Central and Northeast Workforce Profile by Length of Employment

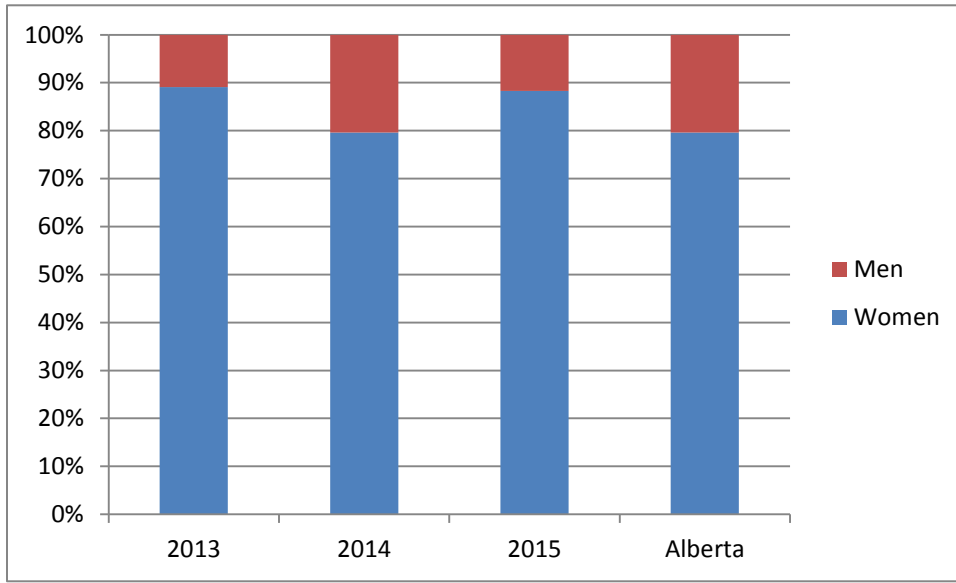


	2015	Alberta
<1 year	22.0%	18.5%
1-2 years	14.0%	18.3%
2-3 years	8.8%	7.5%
3-4 years	9.5%	11.5%
4-5 years	8.8%	5.0%
5-10 years	19.5%	21.7%
10+ years	17.4%	17.6%

Gender

The number of women as a percentage of the workforce increased in the North Central and Northeast regions from 79.6% in 2014 to 88.3% in 2015.

Figure 37. North Central and Northeast Workforce Profile by Gender

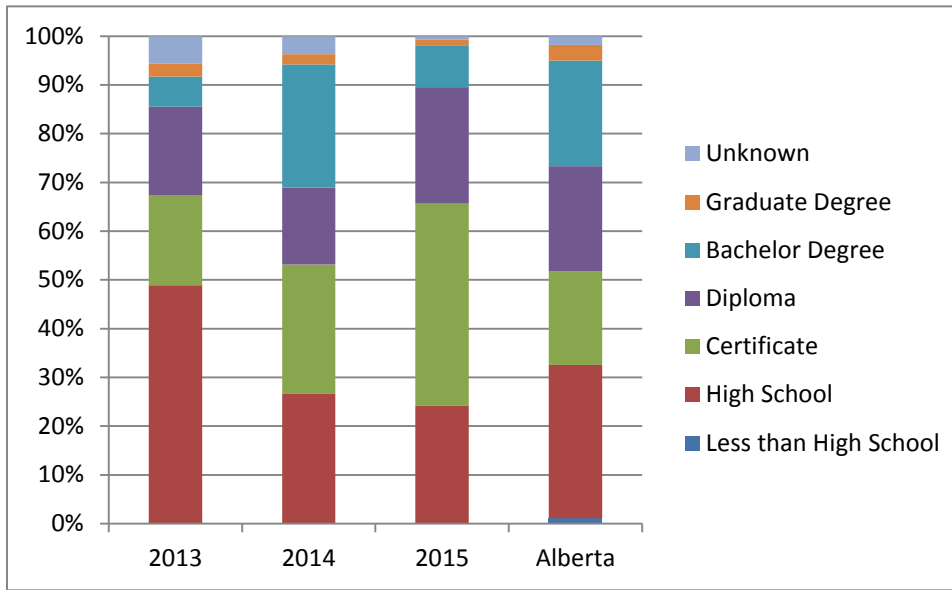


	2013	2014	2015	Alberta
Women	89.1%	79.6%	88.3%	79.6%
Men	10.9%	20.4%	11.7%	20.4%

Education

The percentage of CDS staff with a certificate increased from 26.5% in 2014 to 41.5% in 2015. During the same timeframe the percentage of staff reported to have a diploma increased from 15.7% to 23.9%.

Figure 38. North Central and Northeast Workforce Profile by Level of Education

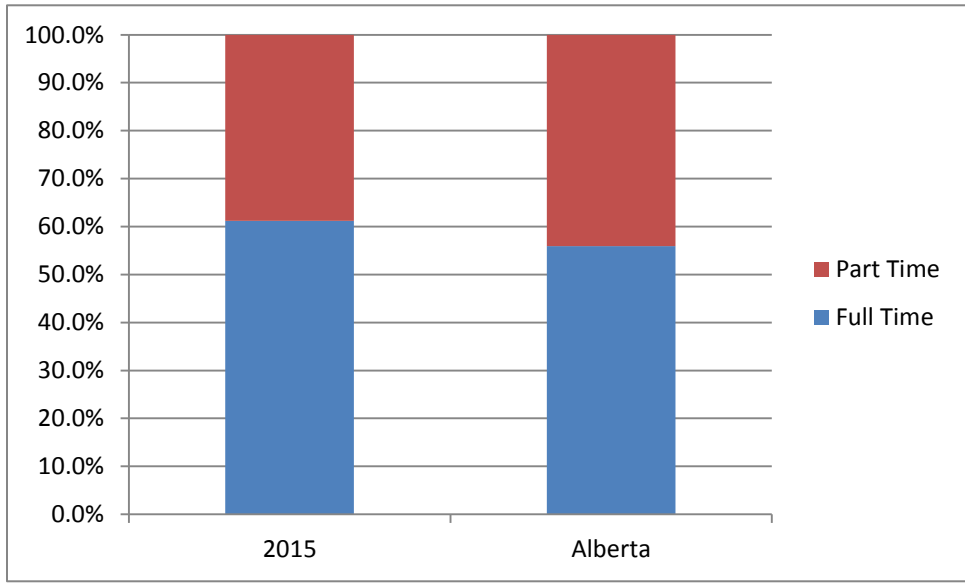


	2013	2014	2015	Alberta
Less than High School	NA	NA	0.0%	1.1%
High School	48.9%	26.7%	24.2%	31.5%
Certificate	18.5%	26.5%	41.5%	19.1%
Diploma	18.1%	15.7%	23.9%	21.6%
Bachelor Degree	6.2%	25.3%	8.5%	21.7%
Graduate Degree	2.6%	2.1%	1.3%	3.2%
Unknown	5.7%	3.7%	0.7%	1.8%

Employment Status

The distribution of full time and part time employees in the North Central and Northeast regions was similar to the Alberta distribution in 2015.

Figure 39. North Central and Northeast Workforce Profile by Employment Status

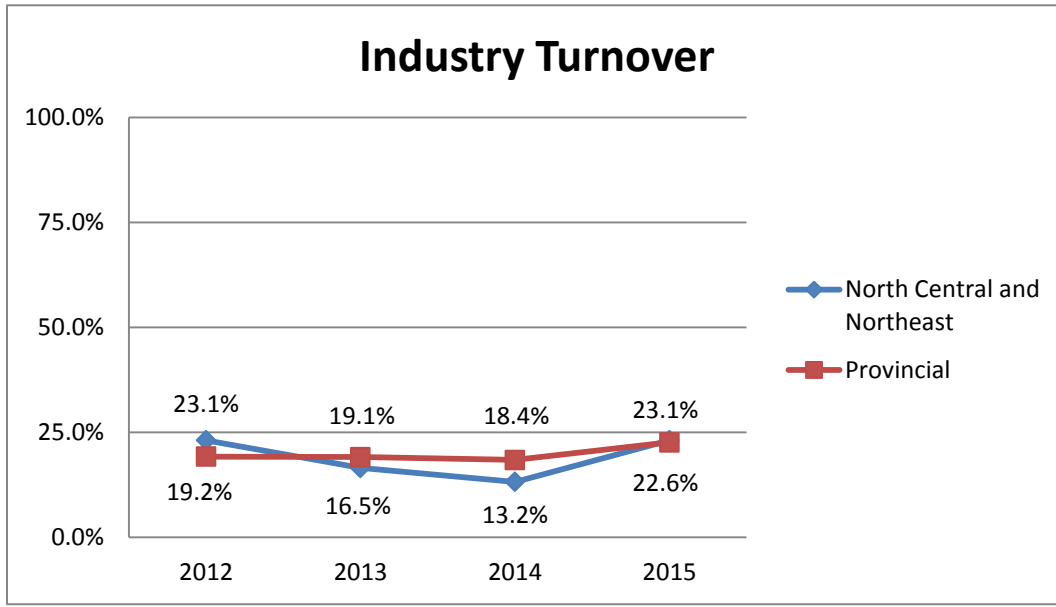


	2015	Alberta
Full Time	61.2%	55.9%
Part Time	38.8%	44.1%

Turnover

Turnover in the North Central and Northeast Regions increased from 13.2% in 2014 to 23.1% in 2015. This is similar to the provincial turnover rate of 22.6%.

Figure 40. Industry Turnover - North Central and Northeast Regions



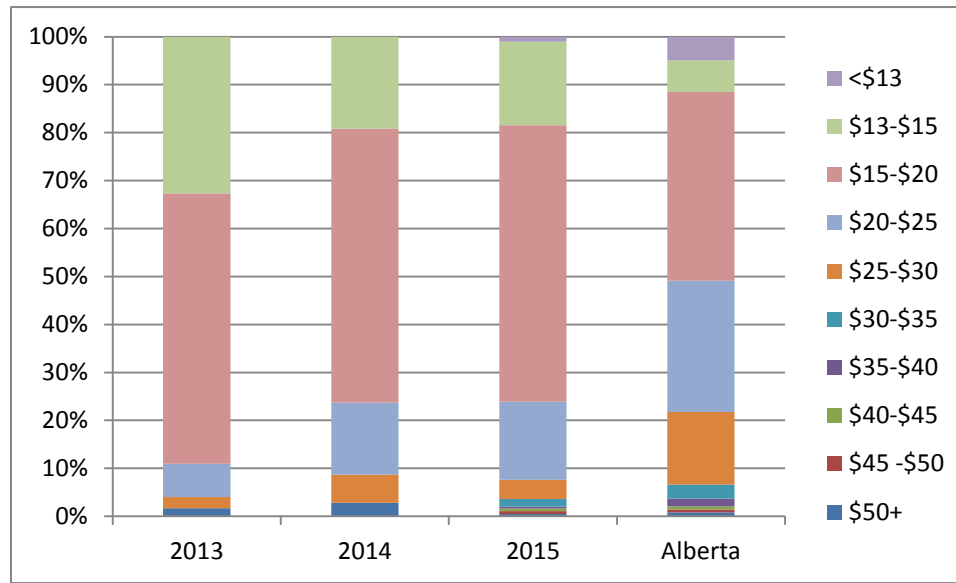
Year	North Central and Northeast	Provincial
2012	23.1%	19.2%
2013	16.5%	19.1%
2014	13.2%	18.4%
2015	23.1%	22.6%

Workforce Profile for the South Region

Wage

In 2015, 18.4% of CDS employees in the south region were earning \$15/hr or less, a slight decrease from 19.2% the previous year. This is more than the provincial rate of 11.5% earning \$15/hr or less. The most common wage category was \$15-\$20/hr which included 57.6% of the workforce in 2015.

Figure 41. South Workforce Profile by Hourly Wage

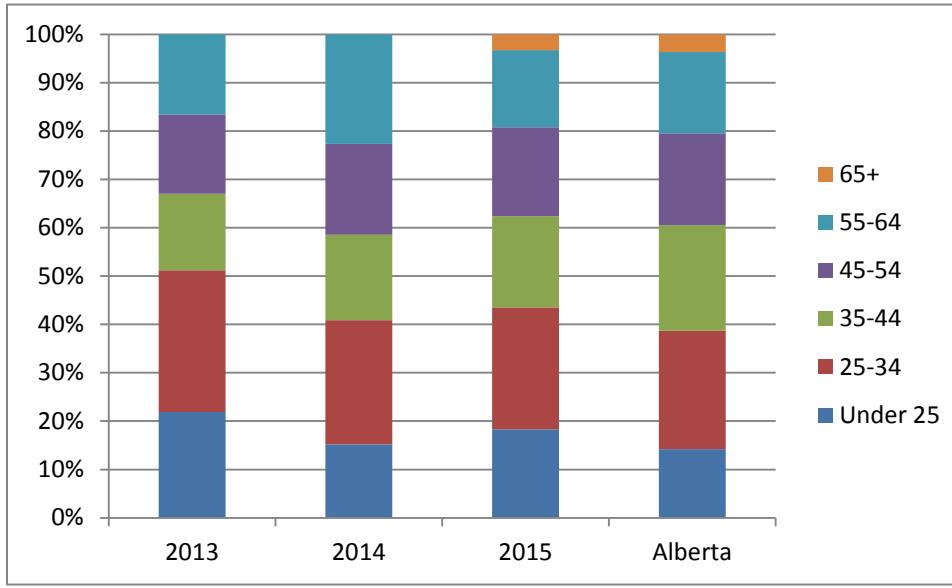


	2013	2014	2015	Alberta
\$50+			0.5%	0.8%
\$45-\$50			0.6%	0.6%
\$40-\$45	1.7%	2.8%	0.5%	0.7%
\$35-\$40			0.4%	1.6%
\$30-\$35			1.6%	2.9%
\$25-\$30	2.3%	5.9%	4.0%	15.2%
\$20-\$25	7.0%	15.0%	16.3%	27.3%
\$15-\$20	56.4%	57.2%	57.6%	39.4%
\$13-\$15	32.7%	19.2%	17.4%	6.6%
<\$13			1.0%	4.9%

Age

The age distribution of the CDS workforce in the south region is similar to the provincial age distribution. The most common age category was 25-34 which included 25.2% of the workforce in 2015.

Figure 42. South Workforce Profile by Age

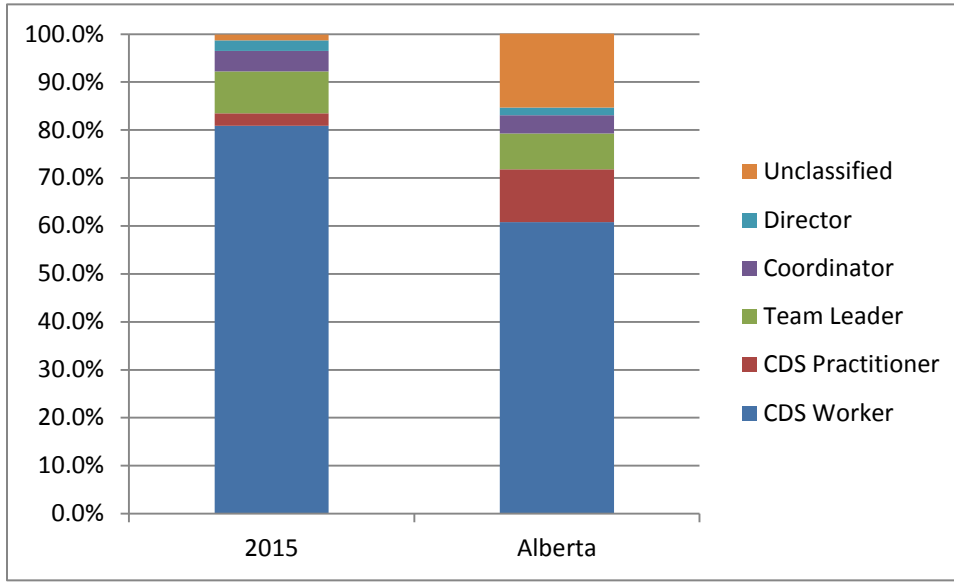


	2013	2014	2015	Alberta
Under 25	21.9%	15.2%	18.3%	14.2%
25-34	29.3%	25.7%	25.2%	24.5%
35-44	15.8%	17.7%	18.9%	21.8%
45-54	16.4%	18.8%	18.4%	19.0%
55-64	16.6%	22.7%	15.9%	16.8%
65+	N/A	N/A	3.3%	3.7%

Position

In 2015, 83.5% of the south region CDS workforce was employed in non-supervisory direct service positions. This is more than the provincial workforce distribution of 71.8% of employees in similar positions.

Figure 43. South Workforce Profile by Position

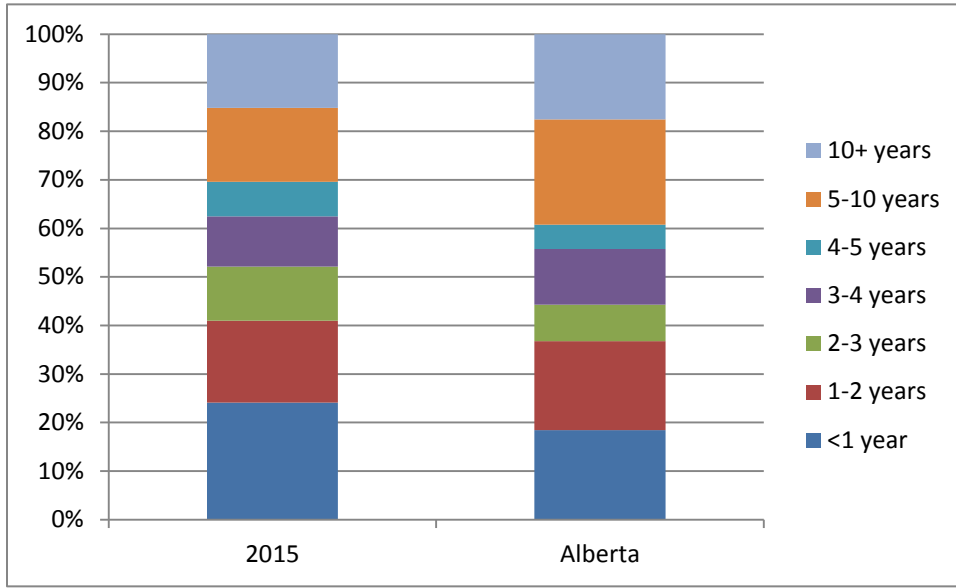


	2015	Alberta
CDS Worker	80.9%	60.8%
CDS Practitioner	2.6%	11.0%
Team Leader	8.7%	7.5%
Coordinator	4.3%	3.8%
Director	2.2%	1.6%
Unclassified	1.2%	15.4%

Length of Employment

24.1% of south region CDS employees had been with their organizations for less than one year in 2015. This is higher than the provincial percentage of 18.5% for the same category. <1 year was also the most common category for length of employment in 2015.

Figure 44. South Workforce Profile by Length of Employment

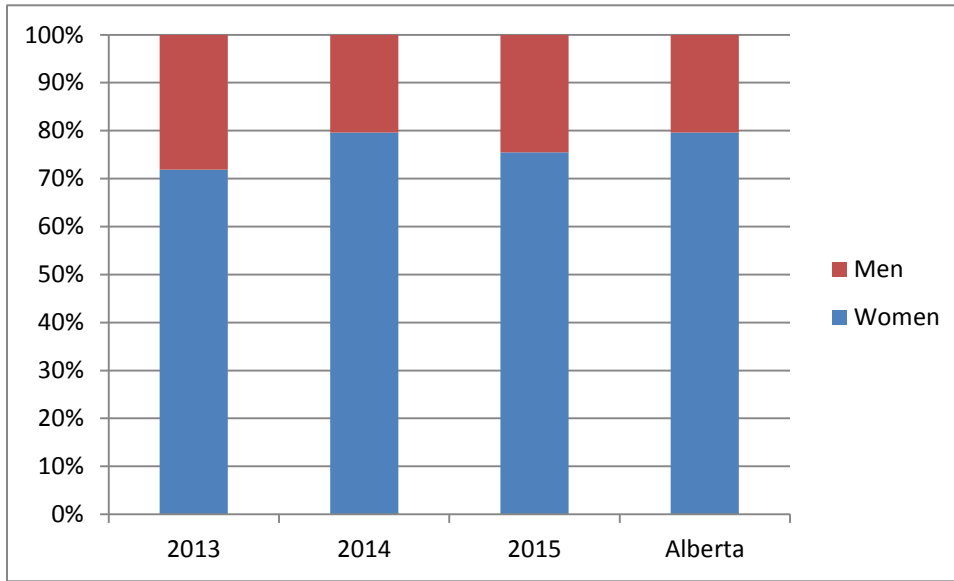


	2015	Alberta
<1 year	24.1%	18.5%
1-2 years	16.9%	18.3%
2-3 years	11.1%	7.5%
3-4 years	10.4%	11.5%
4-5 years	7.1%	5.0%
5-10 years	15.2%	21.7%
10+ years	15.2%	17.6%

Gender

The percentage of men employed in the CDS sector in the south region increased from 20.4% in 2014 to 24.5% in 2015.

Figure 45. South Workforce Profile by Gender

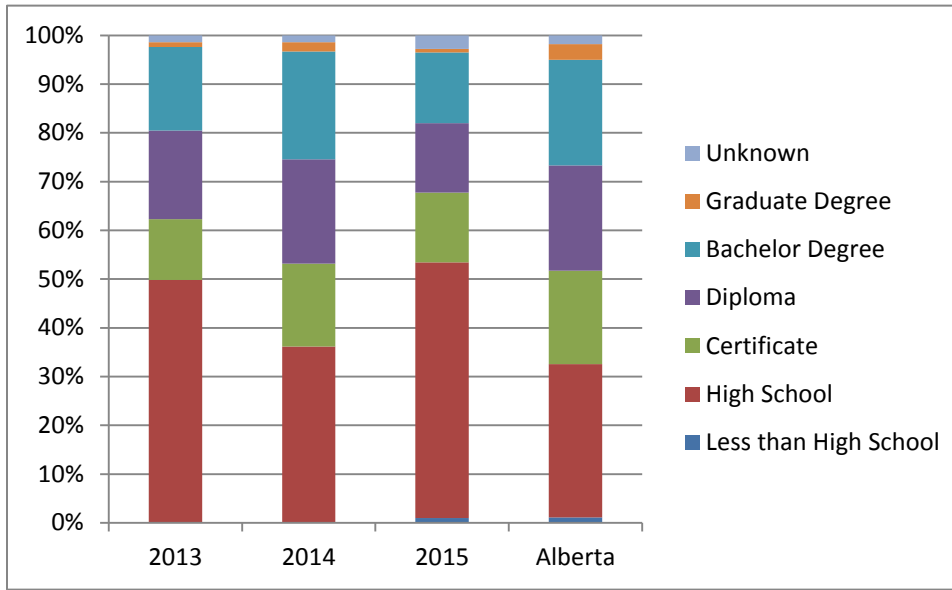


	2013	2014	2015	Alberta
Women	71.9%	79.6%	75.5%	79.6%
Men	28.1%	20.4%	24.5%	20.4%

Education

In 2015 53.4% of CDS employees in the South region had a high school level education or less. This is more than the provincial rate of 32.6% of employees with similar education. High school was the most common educational category including 52.4% of the workforce. This is an increase from 36.2% of the workforce having a similar education level in 2014.

Figure 46. South Workforce Profile by Level of Education

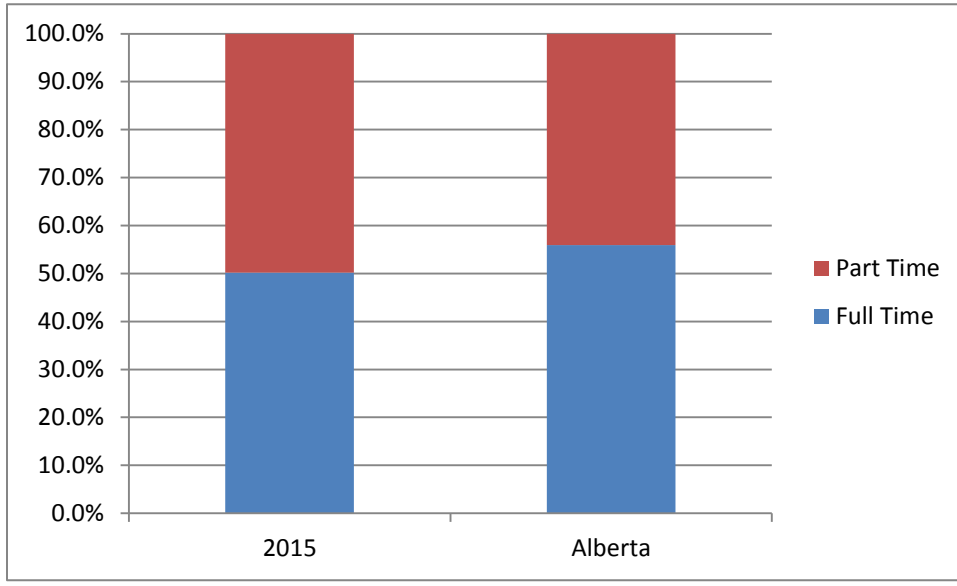


	2013	2014	2015	Alberta
Less than High School	NA	NA	1.0%	1.1%
High School	49.8%	36.2%	52.4%	31.5%
Certificate	12.5%	17.0%	14.3%	19.1%
Diploma	18.2%	21.4%	14.2%	21.6%
Bachelor Degree	17.1%	22.1%	14.5%	21.7%
Graduate Degree	1.0%	1.9%	0.7%	3.2%
Unknown	1.4%	1.4%	2.8%	1.8%

Employment Status

In the South region, 50% of the workforce was employed full time in 2015.

Figure 47. South Workforce Profile by Employment Status

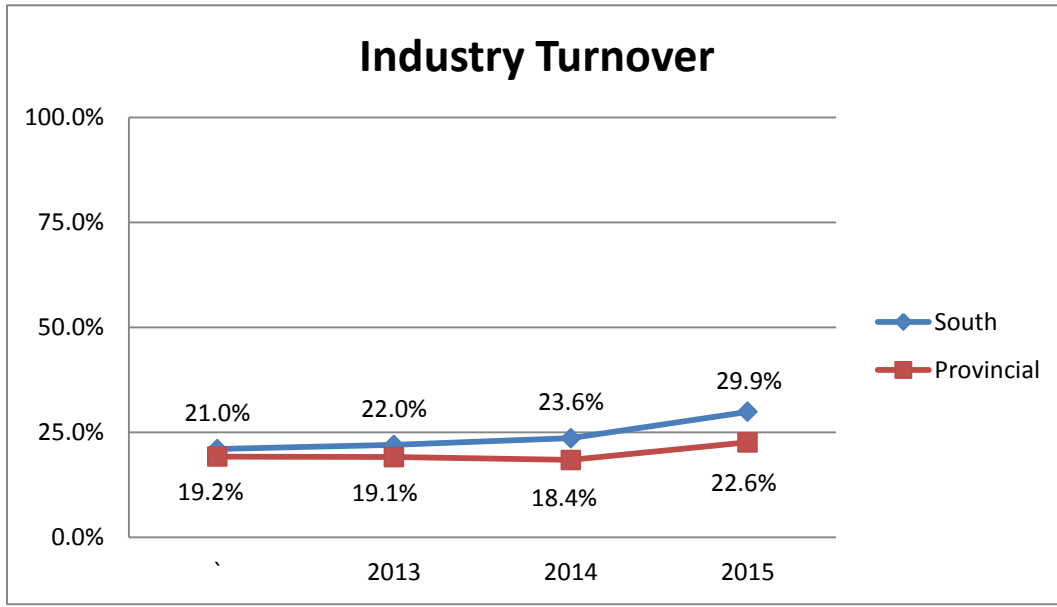


	2015	Alberta
Full Time	50.2%	55.9%
Part Time	49.8%	44.1%

Turnover

The industry turnover rate for the south region increased from 23.6% in 2014 to 29.9% in 2015. This is higher than the 2016 provincial turnover rate of 22.6% in 2015.

Figure 48. Industry Turnover – South Region



Year	South	Provincial
2012	21.0%	19.2%
2013	22.0%	19.1%
2014	23.6%	18.4%
2015	29.9%	22.6%