



Alberta Council of Disability Services

**ACDS 2016
Annual Data Analysis**

March 2017

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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

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.

The ACDS HR Data Collection and Membership Survey has been the tool used to gather sector information since the 2015 data collection. As a result of the switch to the new tool, some questions have changed from previous years. This is reflected in certain questions where data for 2014 may be displayed separately from 2015 and 2016 due to slight differences in question format. In addition to these changes, new questions have been added to the survey resulting in a lack of data for comparison prior to 2015.

Provincial Data Collection Participation

Submissions to the ACDS HR Data Collation and Membership Survey 2016 were accepted from February 2 – 28, 2017. 48 organizations participated in the annual survey, a 41% increase from the 2015 survey. For the purposes of data analysis, multi-regional organizations are counted in the region of their head office where respondents have not submitted responses broken out by region.

Table 1: Regional Representation of Organization and Employee Numbers

Region	Number of Organizations	Number of Employees
Calgary	10	1,055
Central	5	628
Edmonton	16	2,307
North Central ^a	5	360
Northeast ^a	1	42
Northwest	4	362
South	6	938
Other ^b	1	306
Total	48	5,998

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

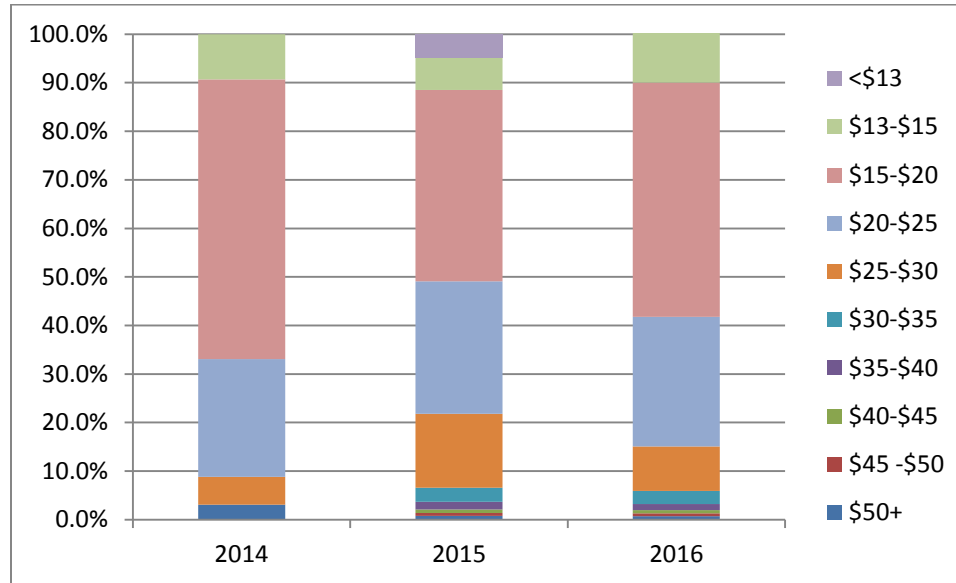
^b A submission was received that could not be attached to a region. This information is reflected in the provincial data only.

Provincial Workforce Profile

Provincial Workforce by Wage

In 2016, 58.9% of Community Disability Services professionals 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 48.2% of Alberta disability sector workers in 2016.

Figure 1: Provincial Workforce Profile by Wage Category



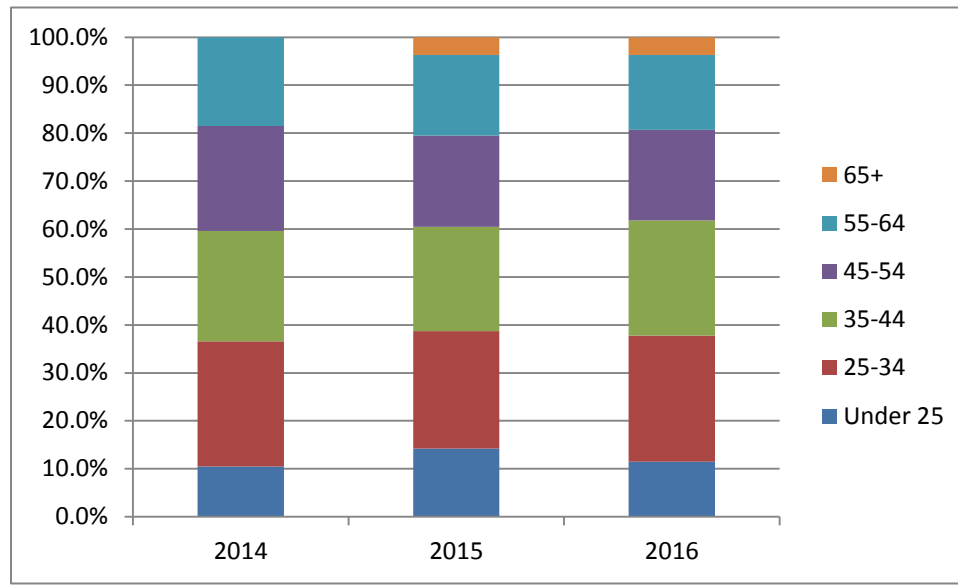
	2014	2015	2016
\$50+		0.8%	0.7%
\$45-\$50		0.6%	0.6%
\$40-\$45	3.1%	0.7%	0.7%
\$35-\$40		1.6%	1.2%
\$30-\$35		2.9%	2.7%
\$25-\$30	5.7%	15.2%	9.2%
\$20-\$25	24.3%	27.3%	26.7%
\$15-\$20	57.6%	39.4%	48.2%
\$13-\$15	9.3%	6.6%	10.7%
<\$13		4.9%	

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+.

Workforce age distribution in 2016 is similar to previous years. In 2016 the largest age category was 25-34 years which included 26.3% of the workforce.

Figure 2: Provincial Workforce Profile by Age

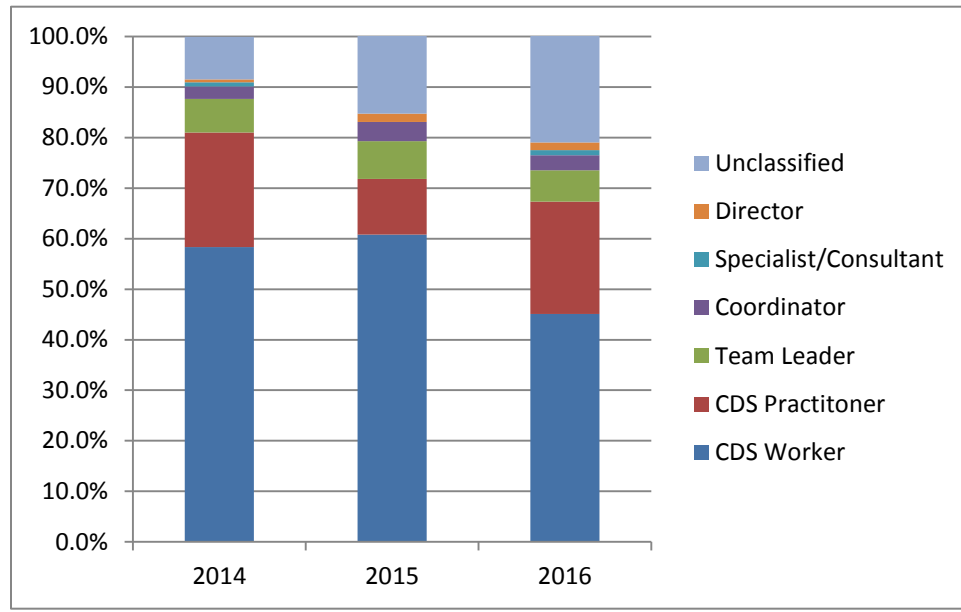


	2014	2015	2016
Under 25	10.5%	14.2%	11.5%
25-34	26.1%	24.5%	26.3%
35-44	23.0%	21.8%	24.0%
45-54	21.9%	19.0%	18.9%
55-64	18.5%	16.8%	15.6%
65+		3.7%	3.7%

Provincial Workforce Profile by Position

In 2016, 67.3% of disability sector employees were employed in non-supervisory direct service positions. An additional 6.2% 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 45.1% of sector employees.

Figure 3: Provincial Workforce Profile by Position

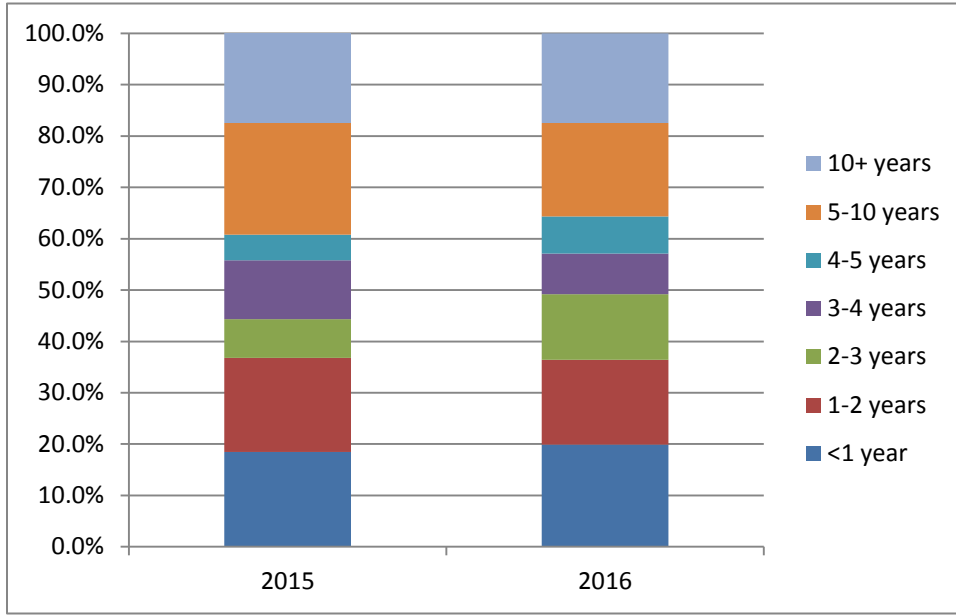


	2014	2015	2016
CDS Worker	58.3%	60.8%	45.1%
CDS Practitioner	22.7%	11.0%	22.2%
Team Leader	6.6%	7.5%	6.2%
Coordinator	2.5%	3.8%	3.0%
Specialist/Consultant	0.8%	NA	1.0%
Director	0.6%	1.6%	1.5%
Unclassified	8.4%	15.4%	21.1%

Length of Employment

In 2016, 19.9% of CDS sector employees had been with their organizations for less than one year, an increase of 7.5% from 2015.

Figure 4: Provincial Workforce Profile by Length of Employment

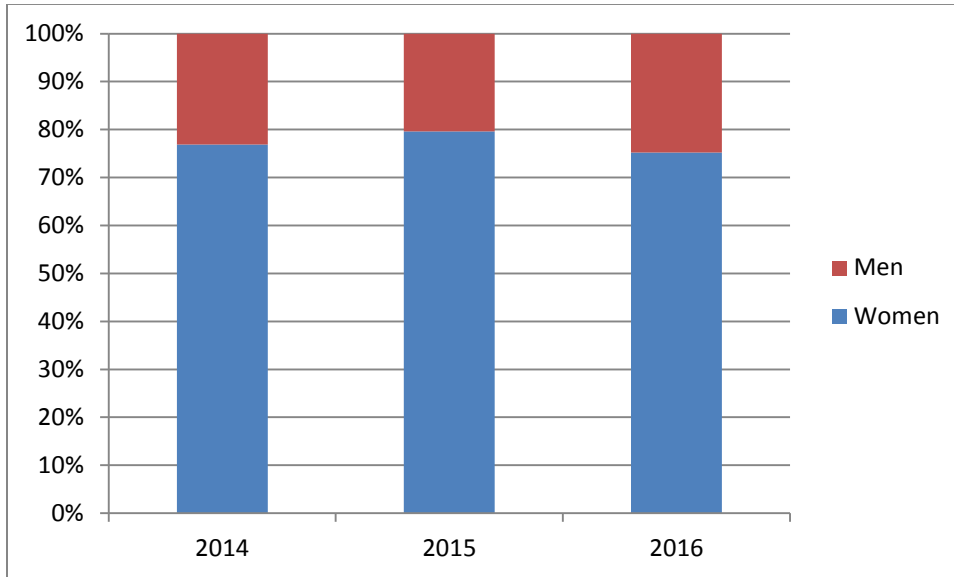


	2015	2016
<1 year	18.5%	19.9%
1-2 years	18.3%	16.5%
2-3 years	7.5%	12.8%
3-4 years	11.5%	7.9%
4-5 years	5.0%	7.2%
5-10 years	21.7%	18.2%
10+ years	17.6%	17.5%

Provincial Workforce Profile by Gender

There has been little change between 2014 and 2016 in the distribution of men and women in the Community Disability workforce in Alberta.

Figure 5: Provincial Workforce Profile by Gender



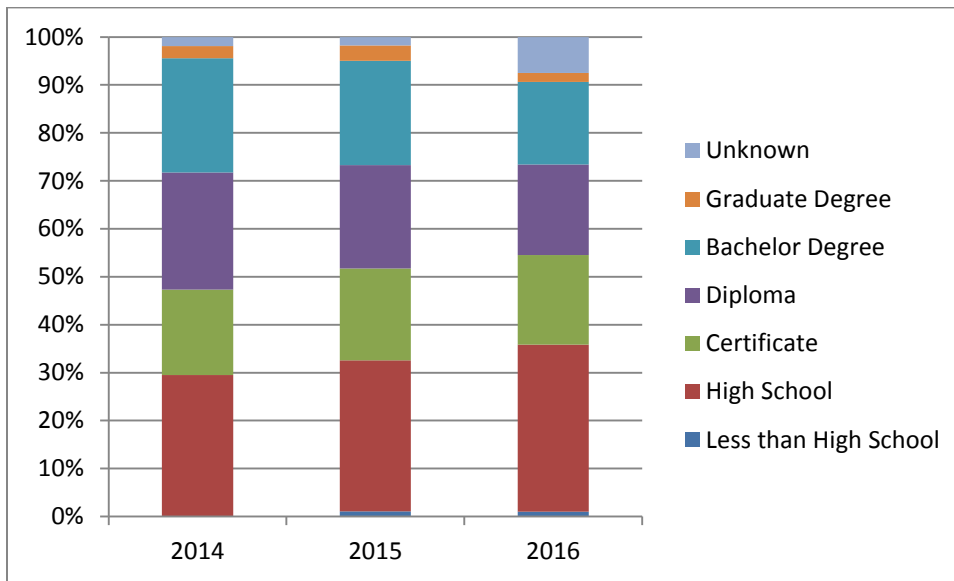
	2014	2015	2016
Women	76.9%	79.6%	75.2%
Men	23.1%	20.4%	24.8%

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 year 2014.

In 2016, 35.9% of employees had a High School education or less. The most frequently reported level of education in 2016 was High School which included 34.9% of the workforce.

Figure 6: Provincial Workforce Profile by Level of Education Completed

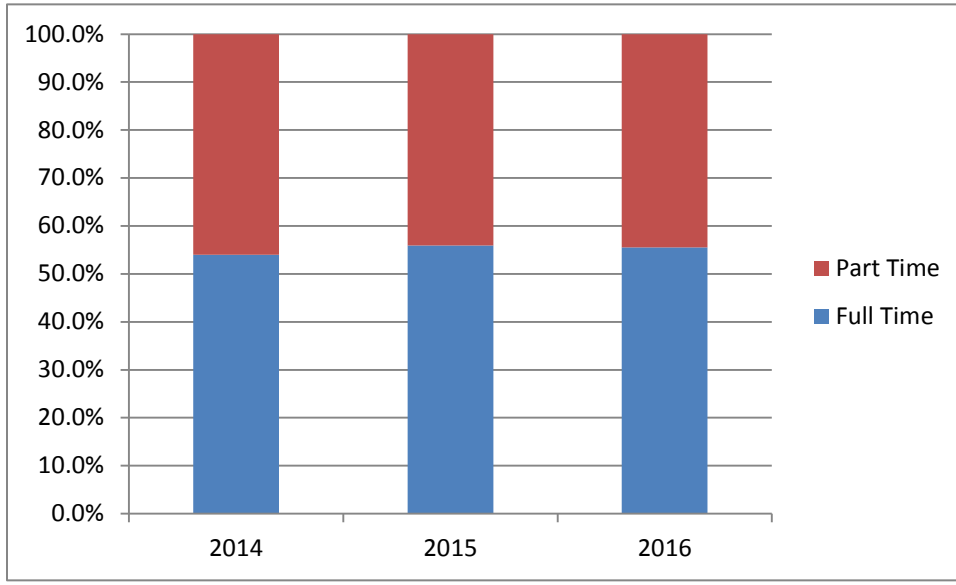


	2014	2015	2016
Less than High School	NA	1.1%	1.0%
High School	29.5%	31.5%	34.9%
Certificate	17.8%	19.1%	18.7%
Diploma	24.4%	21.6%	18.9%
Bachelor Degree	23.8%	21.7%	17.2%
Graduate Degree	2.5%	3.2%	1.9%
Unknown	1.9%	1.8%	7.5%

Employment Status

A small majority (55.5%) of employees working at participating organizations were employed full time in 2016. The distribution of part time and full time employees is similar to previous years.

Figure 7: Provincial Workforce Profile by Employment Status



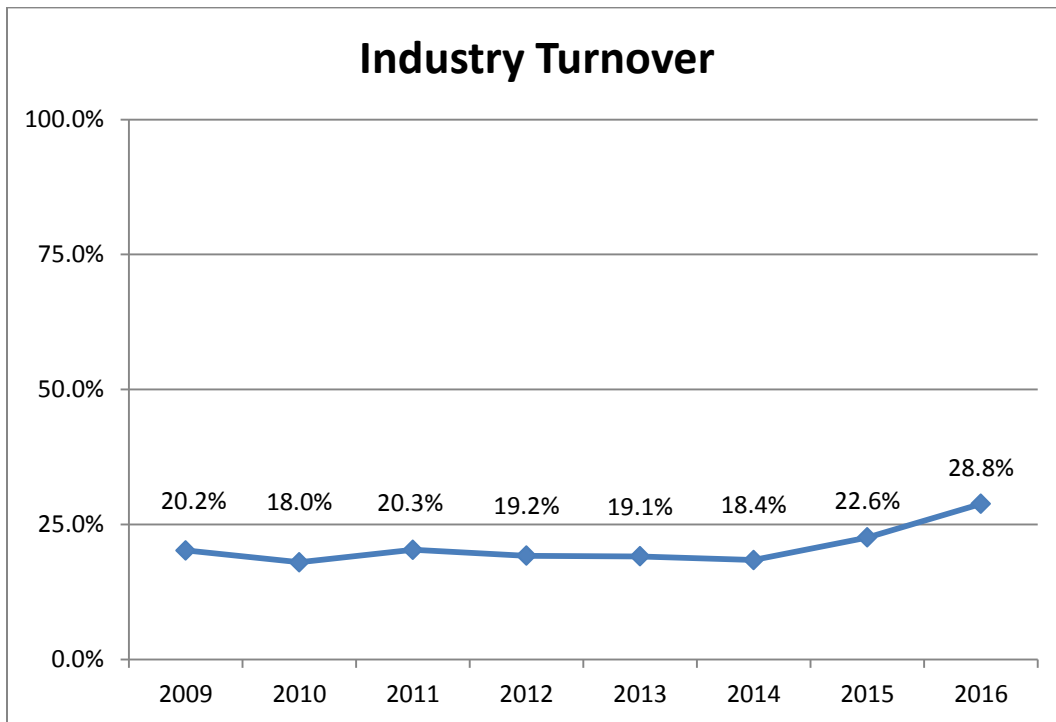
	2014	2015	2016
Full Time	54.0%	55.9%	55.5%
Part Time	46.0%	44.1%	44.5%

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 2016 the industry turnover rate was 28.8% among organizations participating in the data collection survey.

Figure 8: Industry Turnover 2009 - 2016

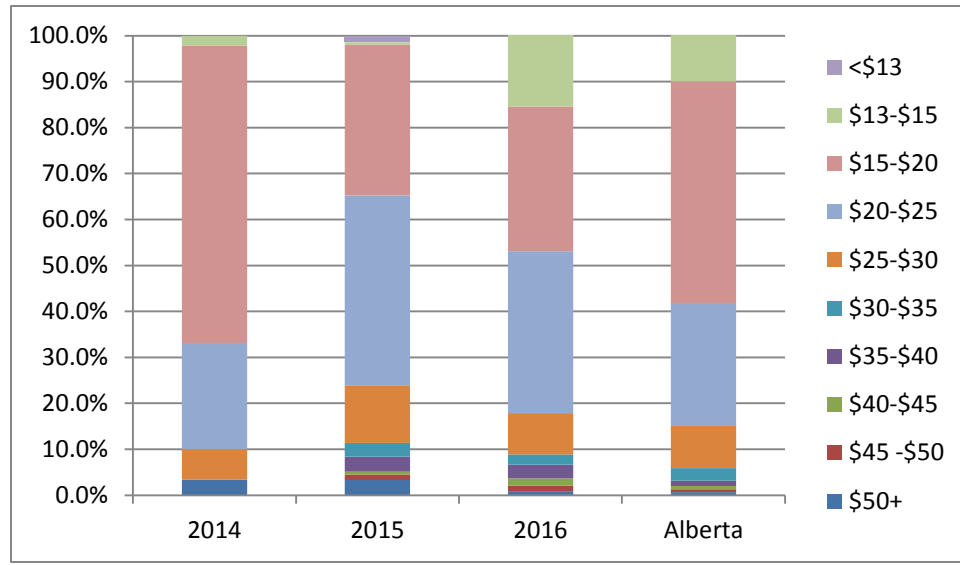


Workforce Profile for the Calgary Region

Wage

In 2016 15.6% of CDS professionals in the Calgary region earned \$15/hr or less, this is a substantial increase over the 1.8% reported in the same wage category in 2015.

Figure 9: Calgary Workforce Profile by Hourly Wage

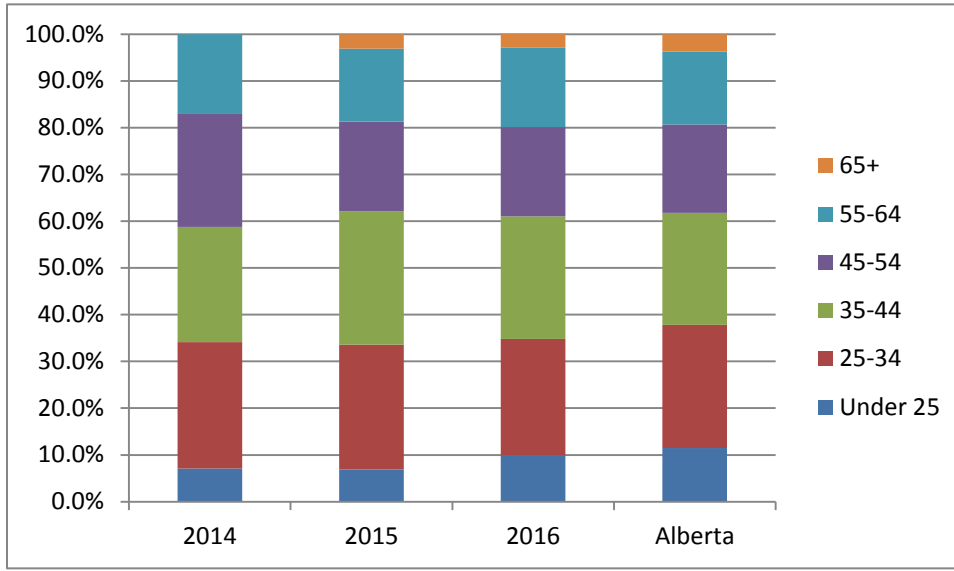


	2014	2015	2016	Alberta
\$50+	3.4%	3.3%	0.9%	0.7%
\$45 - \$50		1.2%	1.2%	0.6%
\$40-\$45		0.6%	1.6%	0.7%
\$35-\$40		3.3%	3.0%	1.2%
\$30-\$35		3.0%	2.2%	2.7%
\$25-\$30	6.7%	12.5%	9.0%	9.2%
\$20-\$25	23.0%	41.3%	35.2%	26.7%
\$15-\$20	64.7%	32.8%	31.5%	48.2%
\$13-\$15	2.2%	0.6%	15.6%	10.7%
<\$13		1.2%		

Age

More than one third (37.8%) of Calgary region disability services sector employees were aged 34 or less in 2016. This is similar to the provincial age distribution. The largest age category within the region was 25-34, this included 26.3% of sector employees in the Calgary region.

Figure 10: Calgary Workforce Profile by Age

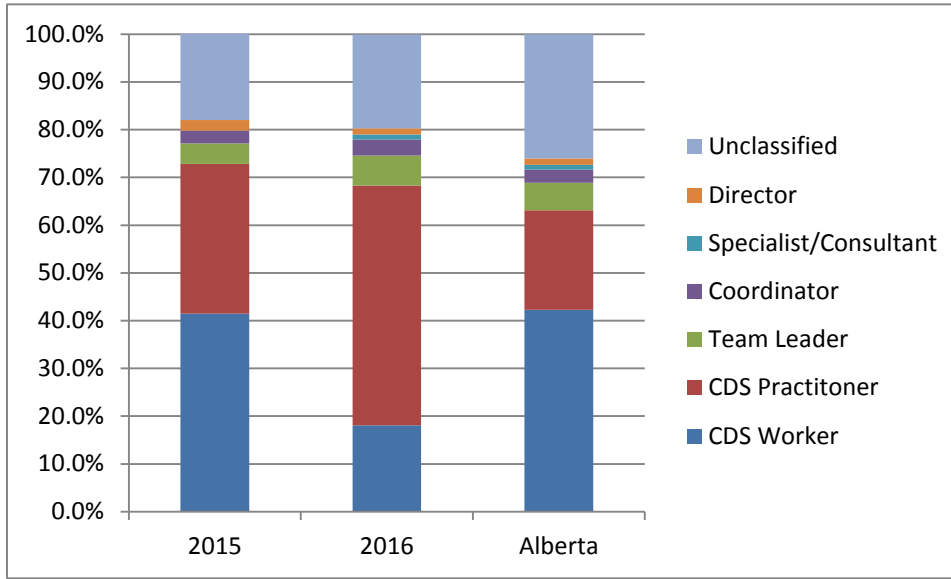


	2014	2015	2016	Alberta
Under 25	7.1%	6.9%	10.0%	11.5%
25-34	27.0%	26.7%	24.8%	26.3%
35-44	24.7%	28.5%	26.2%	24.0%
45-54	24.1%	19.2%	19.1%	18.9%
55-64	17.1%	15.6%	17.0%	15.6%
65+	3.1%	3.0%	3.7%	3.7%

Position

The majority (68.3%) of disability services employees in the Calgary region were employed in non-supervisory direct services positions in 2016. This is similar to the provincial distribution of 63.1% of employees in direct service positions.

Figure 11: Calgary Workforce Profile by Position

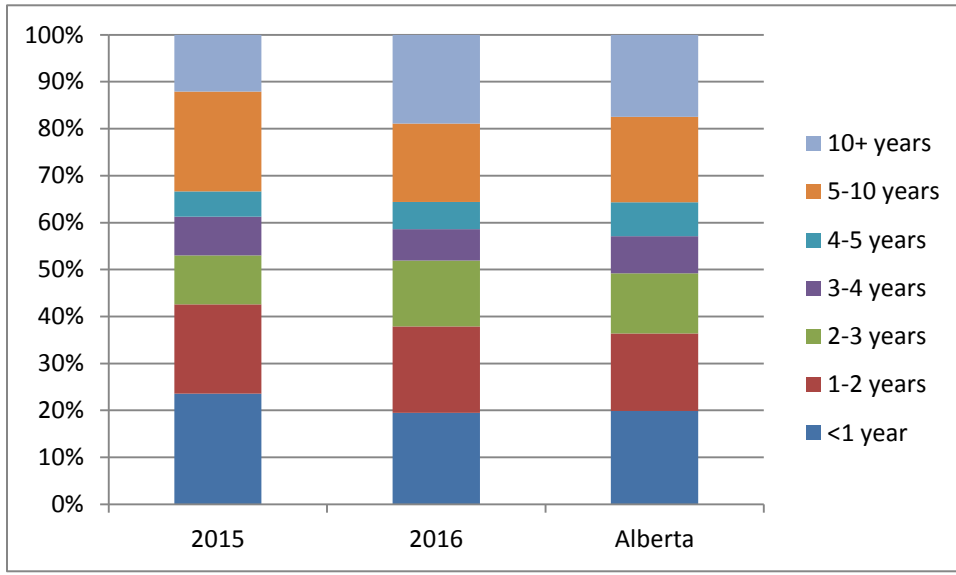


	2015	2016	Alberta
CDS Worker	41.5%	18.1%	42.3%
CDS Practitioner	31.3%	50.2%	20.8%
Team Leader	4.3%	6.3%	5.8%
Coordinator	2.7%	3.3%	2.7%
Specialist/Consultant	NA	1.1%	1.0%
Director	2.2%	1.3%	1.4%
Unclassified	18.1%	19.6%	26.0%

Length of Employment

19.5% of disability sector workers in Calgary had been with their organization for less than one year in 2016. This is a 17.4% decrease from 2015.

Figure 12: Calgary Workforce Profile by Length of Employment

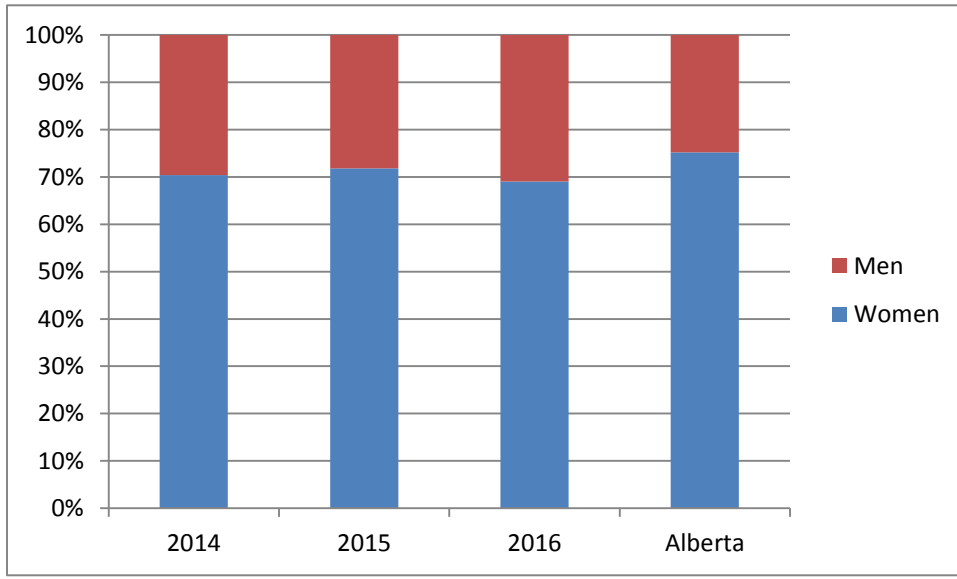


	2015	2016	Alberta
<1 year	23.6%	19.5%	19.9%
1-2 years	19.0%	18.4%	16.5%
2-3 years	10.5%	14.0%	12.8%
3-4 years	8.2%	6.7%	7.9%
4-5 years	5.4%	5.8%	7.2%
5-10 years	21.3%	16.7%	18.2%
10+ years	12.1%	18.9%	17.5%

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 2016.

Figure 13: Calgary Workforce Profile by Gender

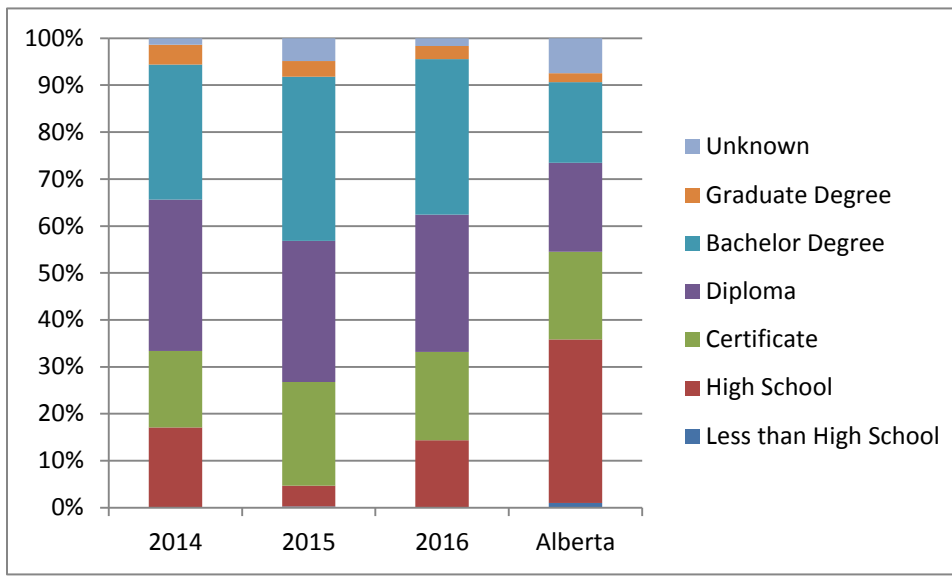


	2014	2015	2016	Alberta
Women	70.4%	71.9%	69.0%	75.2%
Men	29.6%	28.2%	31.0%	24.8%

Education

In 2016 the percentage of disability sector employees with a high school education increased from 4.4% to 14.4%. This is lower than the provincial rate of 34.9% of sector employees with a high school education or less. No service provider in the Calgary region reported employing staff with less than a high school education.

Figure 14: Calgary Workforce Profile by Level of Education

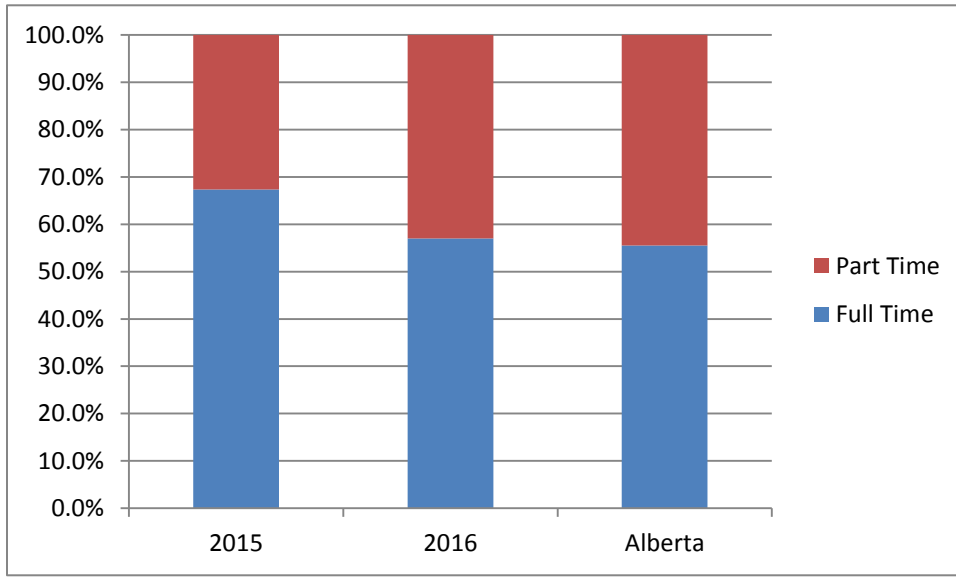


	2014	2015	2016	Alberta
Less than High School	NA	0.3%	0.0%	1.0%
High School	17.1%	4.4%	14.4%	34.9%
Certificate	16.3%	22.1%	18.8%	18.7%
Diploma	32.2%	30.1%	29.3%	18.9%
Bachelor Degree	28.8%	35.0%	33.1%	17.2%
Graduate Degree	4.2%	3.3%	2.8%	1.9%
Unknown	1.4%	4.9%	1.7%	7.5%

Employment Status

The percentage of disability sector employees in full-time positions in 2016 (57.0%) was similar to the provincial percentage of 55.5%.

Figure 15: Calgary Workforce Profile by Employment Status

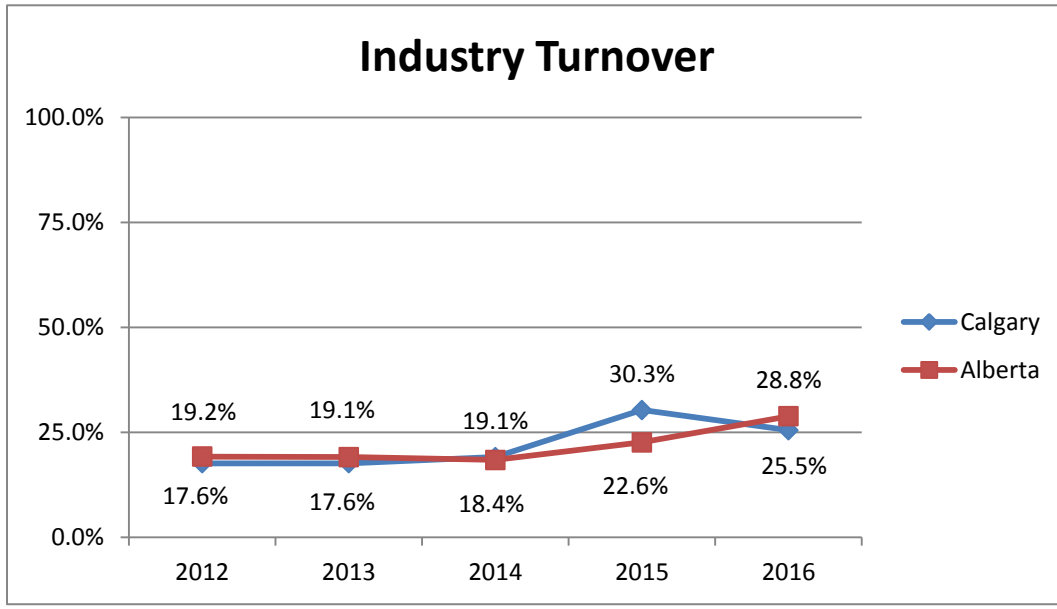


	2015	2016	Alberta
Full Time	67.3%	57.0%	55.5%
Part Time	32.7%	43.0%	44.5%

Turnover

Turnover in the disability services sector decreased in the Calgary region from 30.3% in 2015 to 25.5% in 2016.

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%
2016	25.5%	28.8%

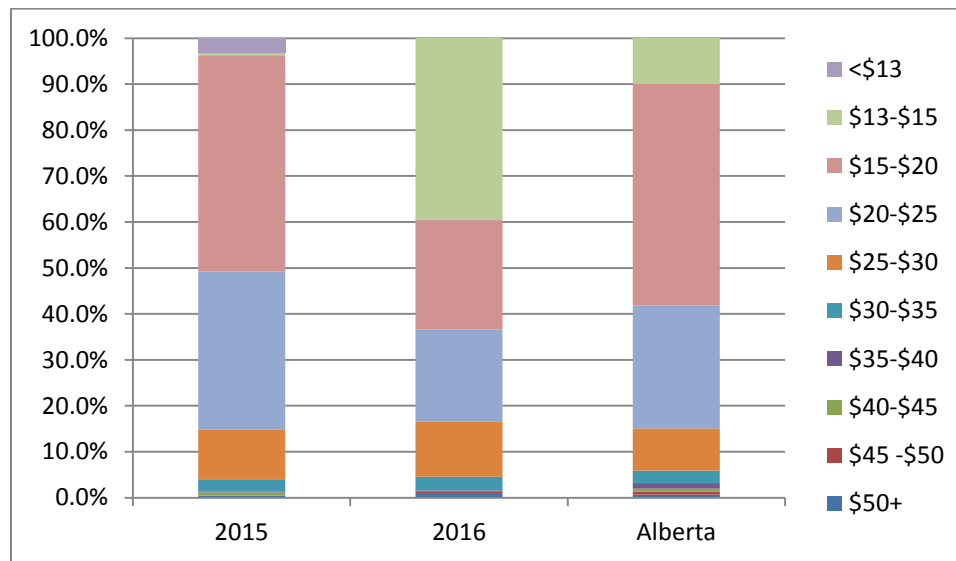
Workforce Profile for the Central Region

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

Wage

63.6% of Central region disability sector employees earned \$20/hr or less in 2016. This is a 25% increase from 2015 when 50.8% of employees were earning \$20/hr or less. This increase is particularly noticeable within the \$15/hr or less category which increased from 3.7% in 2015 to 39.8% in 2016.

Figure 17: Central Workforce Profile by Wage

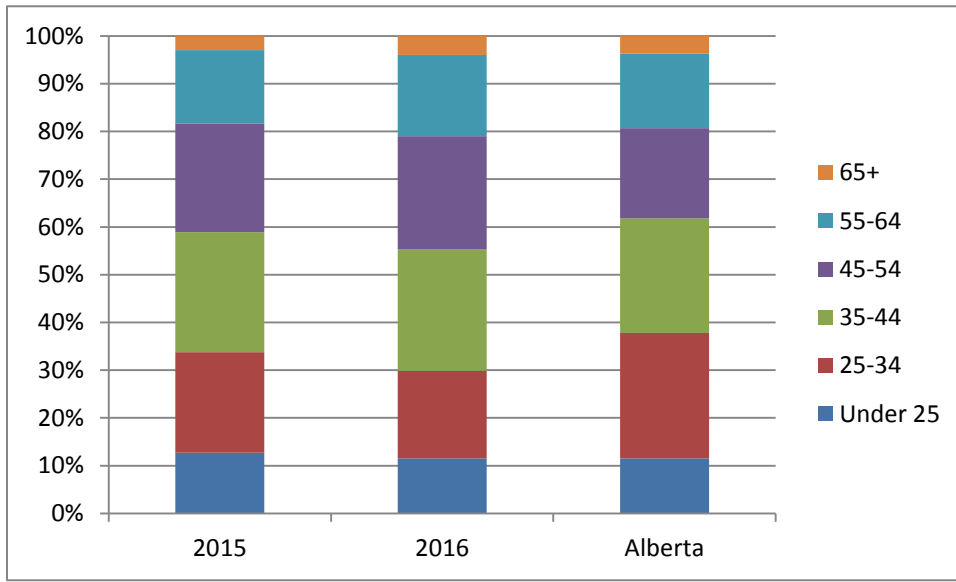


	2015	2016	Alberta
\$50+	0.5%	1.0%	0.7%
\$45-\$50	0.0%	0.3%	0.6%
\$40-\$45	0.7%	0.0%	0.7%
\$35-\$40	0.2%	0.3%	1.2%
\$30-\$35	2.5%	3.0%	2.7%
\$25-\$30	11.0%	12.0%	9.2%
\$20-\$25	34.3%	20.0%	26.7%
\$15-\$20	47.1%	23.8%	48.2%
\$13-\$15	0.5%	39.8%	10.7%
<\$13	3.2%		

Age

The age distribution of CDS employees in the central region was similar to the provincial age distribution in 2016. The age category encompassing the largest percentage of workers was 35-44 which included 25.4% of staff in 2016.

Figure 18: Central Workforce Profile by Age

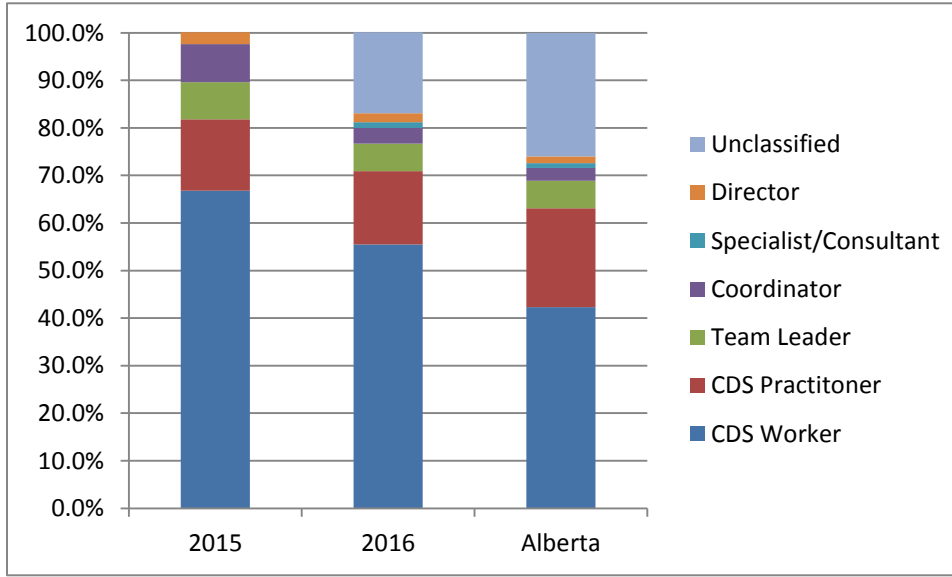


	2015	2016	Alberta
Under 25	12.7%	11.5%	11.5%
25-34	21.1%	18.4%	26.3%
35-44	25.1%	25.4%	24.0%
45-54	22.7%	23.7%	18.9%
55-64	15.4%	17.0%	15.6%
65+	3.0%	4.0%	3.7%

Position

In 2016, 70.9% of CDS employees in the Central region were employed in non-supervisory direct service positions. This is a higher percentage than the provincial rate of 63.1%.

Figure 19: Central Workforce Profile by Position

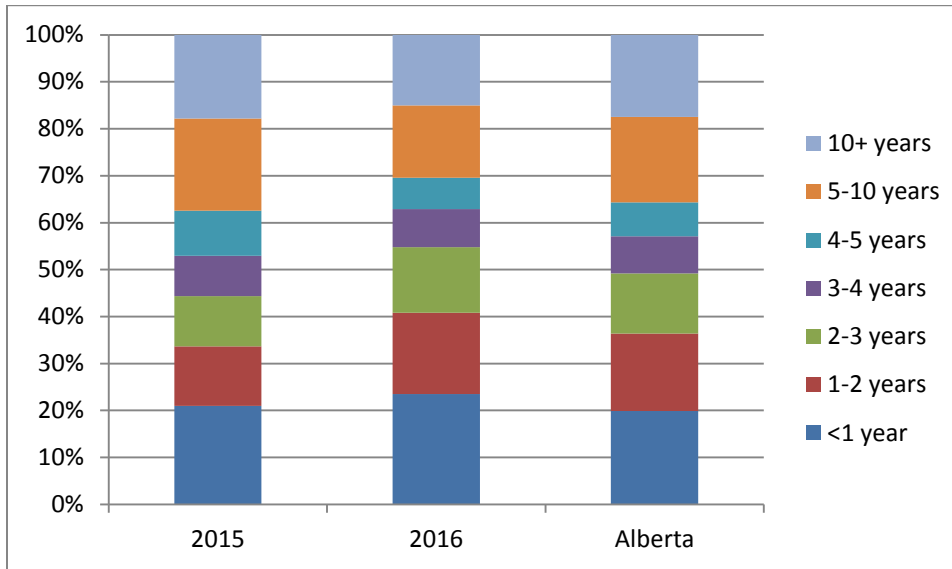


	2015	2016	Alberta
CDS Worker	66.8%	55.5%	42.3%
CDS Practitioner	15.0%	15.4%	20.8%
Team Leader	7.8%	5.8%	5.8%
Coordinator	8.0%	3.3%	2.7%
Specialist/Consultant	NA	1.2%	1.0%
Director	2.5%	1.9%	1.4%
Unclassified	0.0%	17.0%	26.0%

Length of Employment

In 2016 23.5% 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 CDS professionals in the Central region.

Figure 20: Central Workforce Profile by Length of Employment

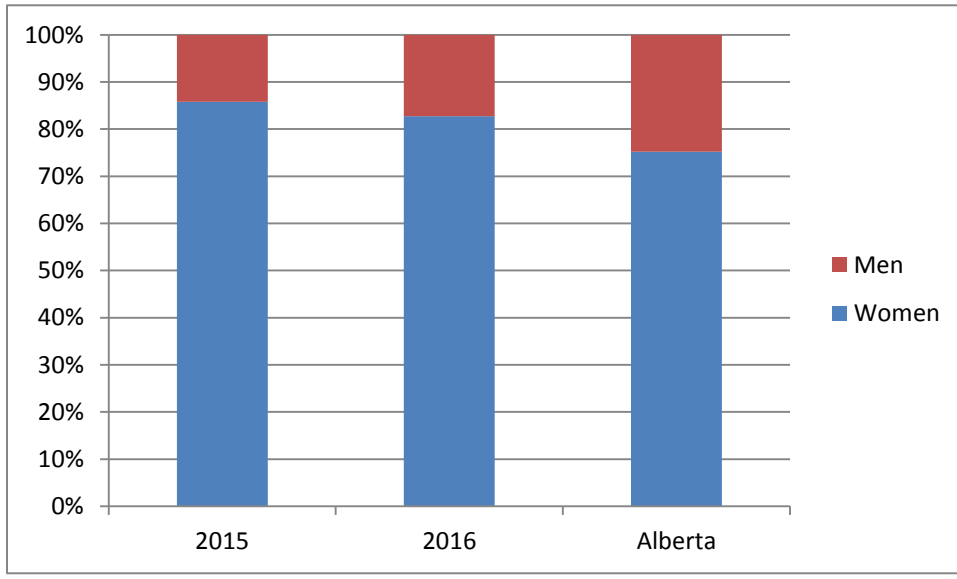


	2015	2016	Alberta
<1 year	21.0%	23.5%	19.9%
1-2 years	12.6%	17.3%	16.5%
2-3 years	10.7%	14.0%	12.8%
3-4 years	8.6%	8.1%	7.9%
4-5 years	9.6%	6.7%	7.2%
5-10 years	19.6%	15.4%	18.2%
10+ years	17.8%	15.0%	17.5%

Gender

The distribution of male and female employees in the central region was similar in 2016 and 2015.

Figure 21: Central Workforce Profile by Gender

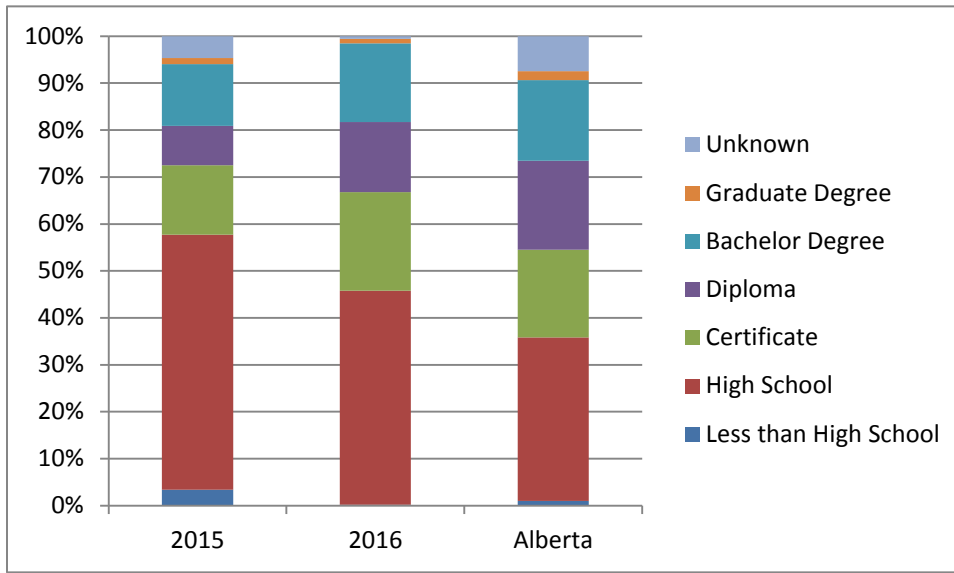


	2015	2016	Alberta
Women	85.8%	82.7%	75.2%
Men	14.2%	17.3%	24.8%

Level of Education Completed

The percentage of CDS employees in the Central region with a high school level education or less dropped from 57.8% in 2015 to 45.8% in 2016. This is higher than the provincial rate of 35.9% of employees with similar levels of education.

Figure 22: Central Workforce Profile by Level of Education Completed

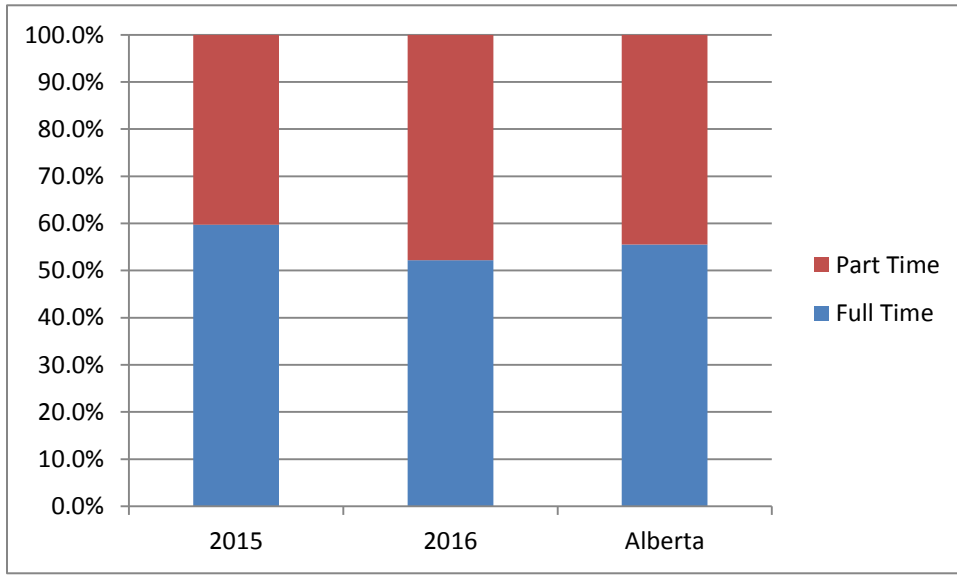


	2015	2016	Alberta
Less than High School	3.4%	0.2%	1.0%
High School	54.4%	45.6%	34.9%
Certificate	14.8%	21.0%	18.7%
Diploma	8.4%	14.9%	18.9%
Bachelor Degree	13.1%	16.8%	17.2%
Graduate Degree	1.3%	0.9%	1.9%
Unknown	4.7%	0.6%	7.5%

Employment Status

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

Figure 23: Central Workforce Profile by Employment Status

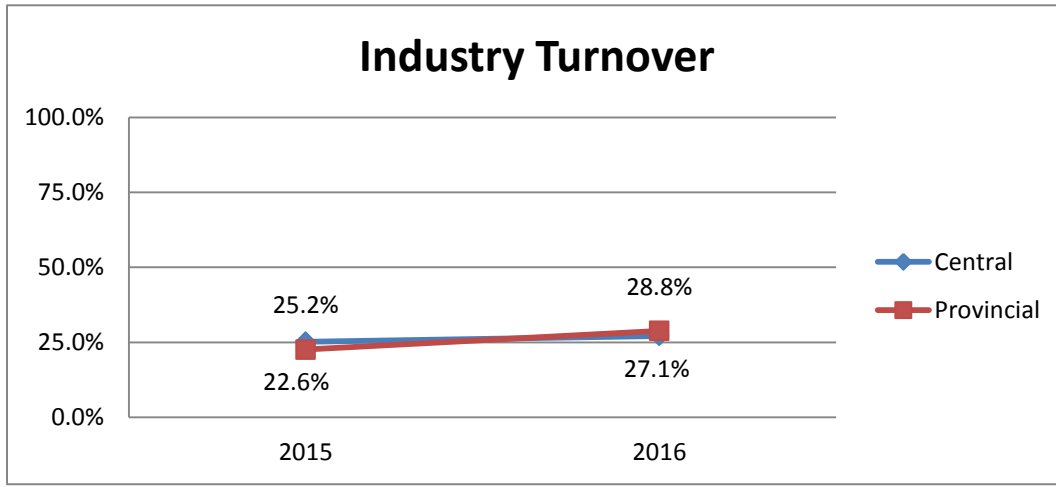


	2015	2016	Alberta
Full Time	59.7%	52.2%	55.5%
Part Time	40.3%	47.8%	44.5%

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



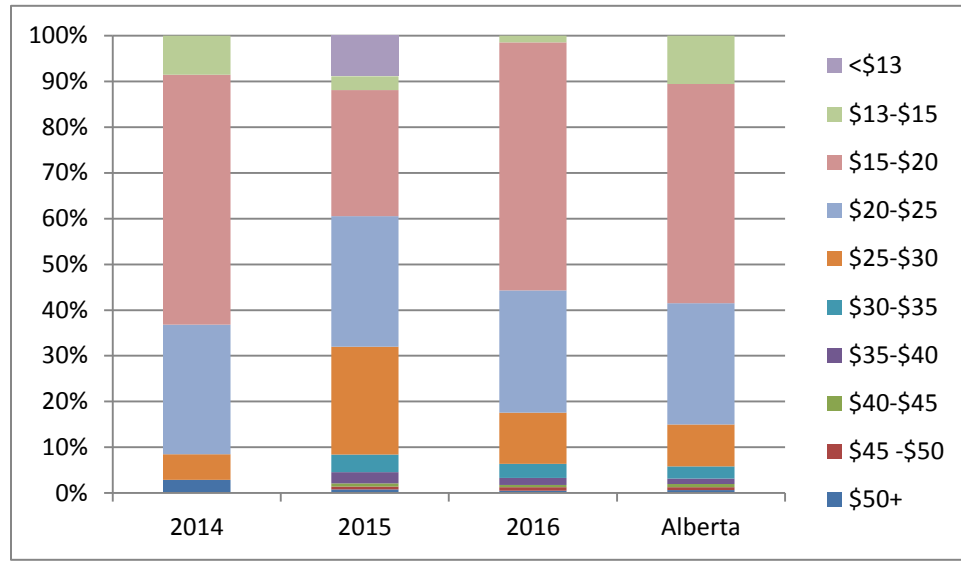
	Central	Provincial
2015	25.2%	22.6%
2016	27.1%	28.8%

Workforce Profile for the Edmonton Region

Wage

Between 2015 and 2016 the number of Edmonton region employees earning \$15/hr or less decreased from 11.9% to 1.5%. The wage category representing the most employees in 2016 was \$15 - 20/hr which included 54.1% of employees.

Figure 25: Edmonton Workforce Profile by Wage

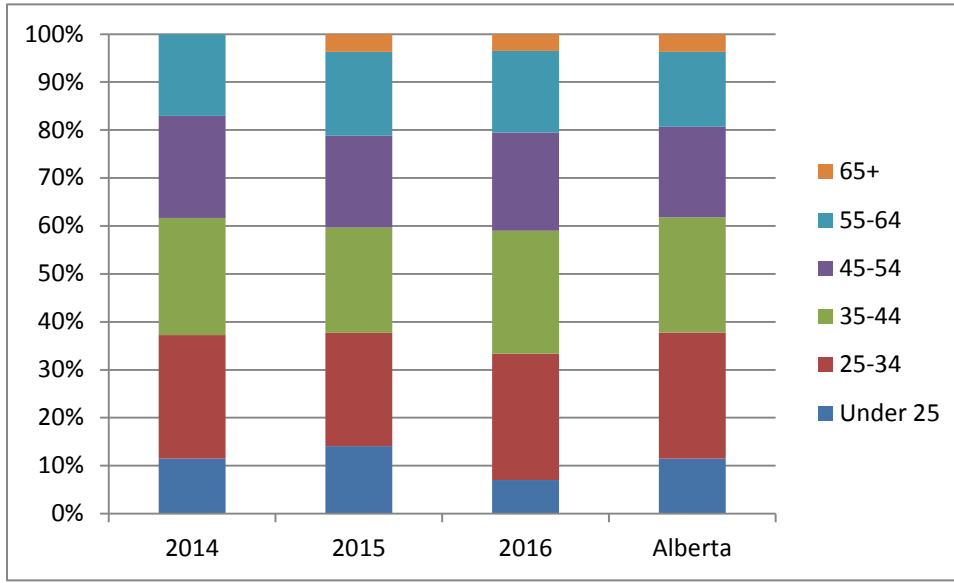


	2014	2015	2016	Alberta
\$50+		0.8%	0.5%	0.7%
\$45-\$50		0.6%	0.8%	0.6%
\$40-\$45	2.9%	0.7%	0.5%	0.7%
\$35-\$40		2.5%	1.5%	1.2%
\$30-\$35		3.8%	3.1%	2.7%
\$25-\$30	5.6%	23.6%	11.2%	9.2%
\$20-\$25	28.3%	28.5%	26.7%	26.7%
\$15-\$20	54.6%	27.6%	54.1%	48.2%
\$13-\$15	8.6%	3.0%	1.5%	10.7%
<\$13		8.9%		

Age

The age distribution of CDS employees in the Edmonton region was similar to the Alberta distribution in 2016. The largest age category was 25-34 which included 26.4% of Edmonton region employees.

Figure 26: Edmonton Workforce Profile by Age

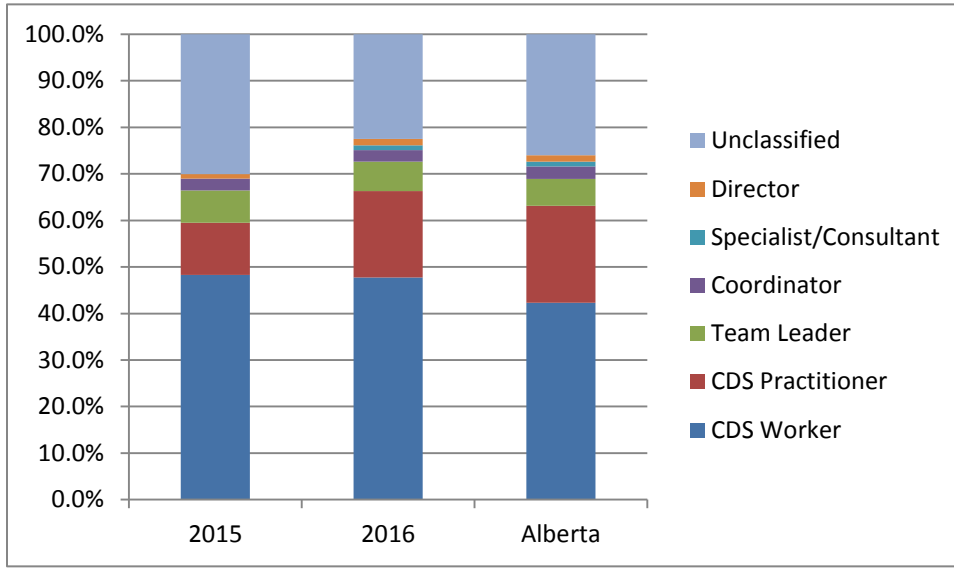


	2014	2015	2016	Alberta
Under 25	11.5%	14.1%	7.0%	11.5%
25-34	25.7%	23.6%	26.4%	26.3%
35-44	24.4%	22.0%	25.6%	24.0%
45-54	21.3%	19.1%	20.5%	18.9%
55-64	17.0%	17.5%	17.0%	15.6%
65+	N/A	3.7%	3.5%	3.7%

Position

66.3% of CDS employees in the Edmonton region are employed in non-supervisory direct service positions. The position title that included the largest percentage of the Edmonton workforce was CDS Worker which included 47.7%.

Figure 27: Edmonton Workforce Profile by Position

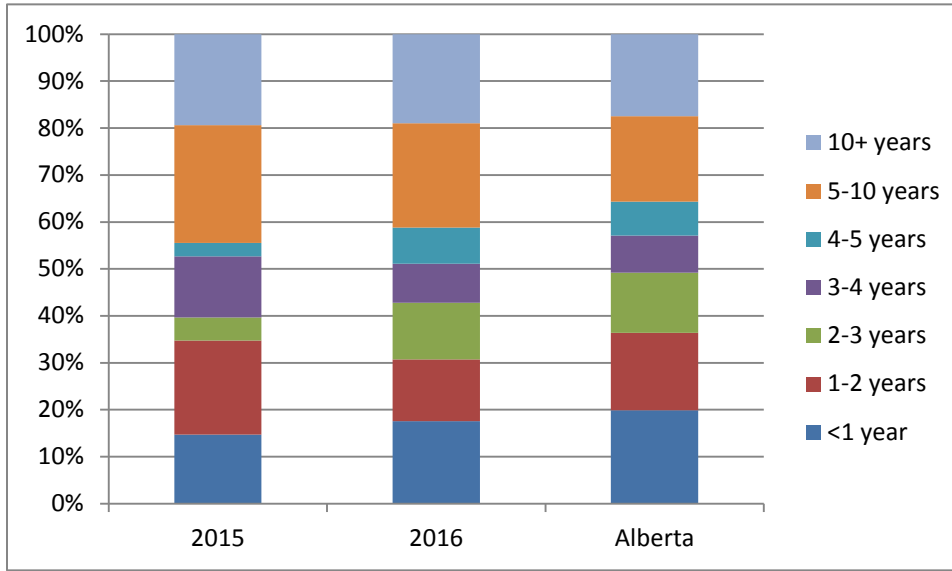


	2015	2016	Alberta
CDS Worker	48.3%	47.7%	42.3%
CDS Practitioner	11.2%	18.6%	20.8%
Team Leader	6.9%	6.3%	5.8%
Coordinator	2.6%	2.5%	2.7%
Specialist/Consultant	NA	1.0%	1.0%
Director	0.9%	1.4%	1.4%
Unclassified	30.1%	22.5%	26.0%

Length of Employment

17.6% of Edmonton CDS employees have been with their organizations for less than a year. This is similar to the 14.7% of employees reported in 2015 in the same category. The largest duration of employment as a percentage of the workforce was 5-10 years with 22.2%.

Figure 28: Edmonton Workforce Profile by Length of Employment

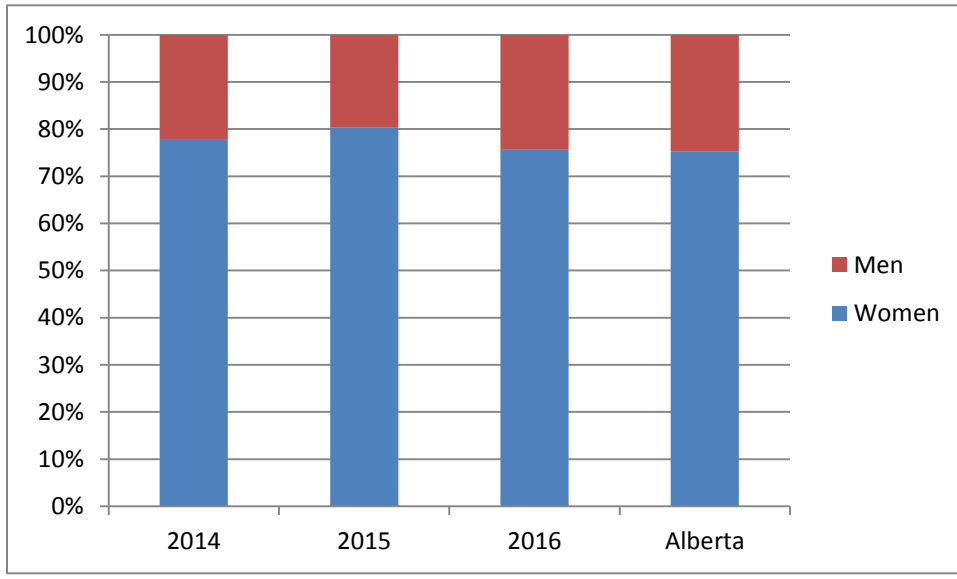


	2015	2016	Alberta
<1 year	14.7%	17.6%	19.9%
1-2 years	20.1%	13.1%	16.5%
2-3 years	4.9%	12.1%	12.8%
3-4 years	13.0%	8.3%	7.9%
4-5 years	2.9%	7.7%	7.2%
5-10 years	25.1%	22.2%	18.2%
10+ years	19.4%	19.0%	17.5%

Gender

The 2016 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

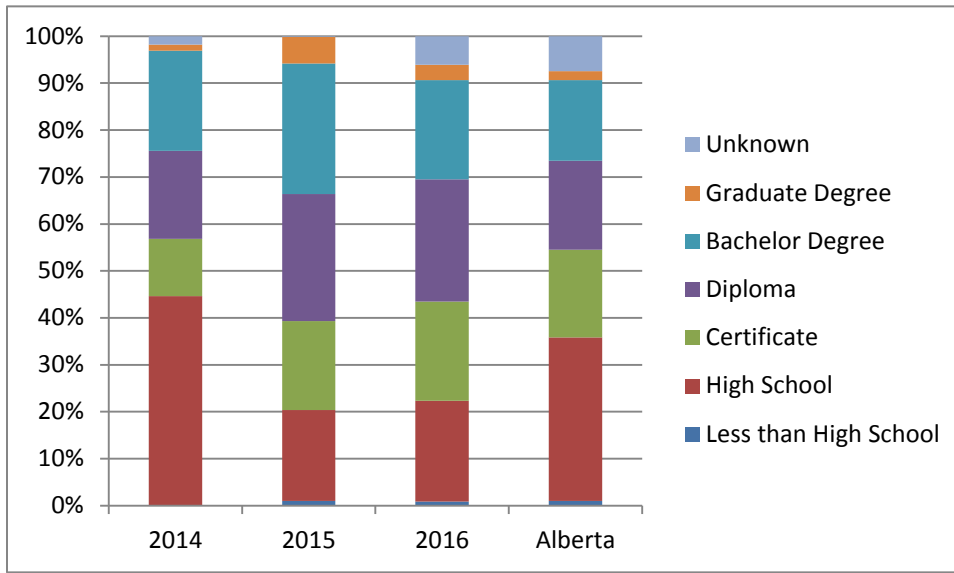


	2014	2015	2016	Alberta
Women	77.7%	80.3%	75.6%	75.2%
Men	22.3%	19.7%	24.4%	24.8%

Education

22.4% of the CDS workforce in the Edmonton region has a high school education or less, this is less than the provincial workforce percentage of 5.9%. The most commonly reported education level in 2016 was Diploma which included 27.8% of the workforce.

Figure 30: Edmonton Workforce Profile by Level of Education Completed

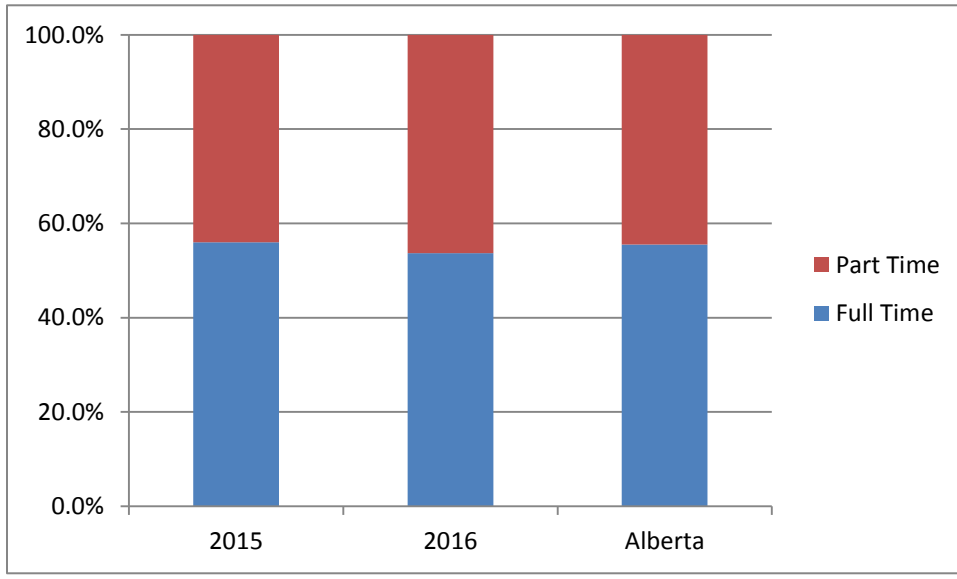


	2014	2015	2016	Alberta
Less than High School	NA	1.0%	0.9%	1.0%
High School	44.6%	19.4%	21.5%	34.9%
Certificate	12.2%	18.9%	21.1%	18.7%
Diploma	18.8%	27.1%	26.1%	18.9%
Bachelor Degree	21.3%	27.8%	21.1%	17.2%
Graduate Degree	1.3%	5.6%	3.3%	1.9%
Unknown	1.8%	0.2%	6.1%	7.5%

Employment Status

53.7% of the Edmonton region workforce was employed in a full-time position in 2016. This is similar to previous years and the provincial distribution.

Figure 31: Edmonton Workforce Profile by Employment Status

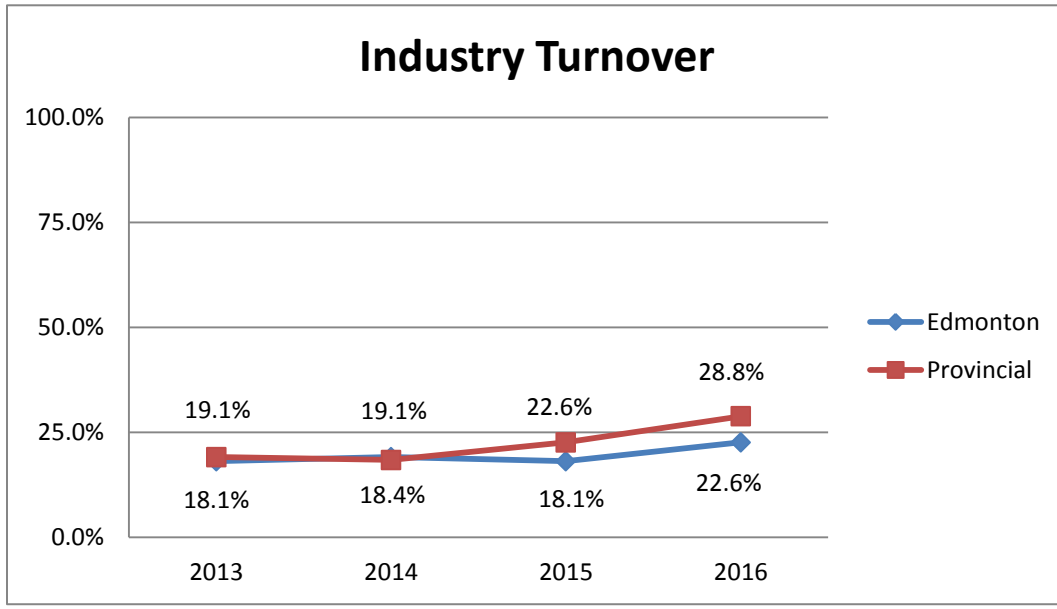


	2015	2016	Alberta
Full Time	56.0%	53.7%	55.5%
Part Time	44.0%	46.3%	44.5%

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



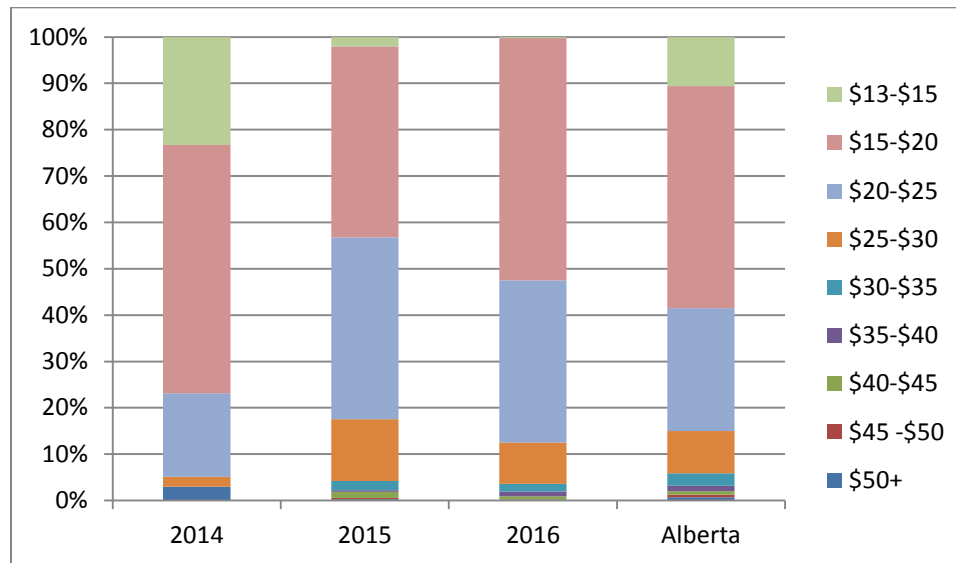
Year	Edmonton	Provincial
2012	18.5%	19.2%
2013	18.1%	19.1%
2014	19.1%	18.4%
2015	18.1%	22.6%
2016	22.6%	28.8%

Workforce Profile for the North Central and Northeast Regions

Wage

In 2016, 52.5% of the workforce in the North Central and Northeast regions was earning \$20/hr or less. This is an increase from 42.2% of the regional workforce earning the same wage in 2015. The most common wage category in 2016 was \$15-\$20/hr which included 52.3% of the regional workforce.

Figure 33: North Central and Northeast Workforce Profile by Wage

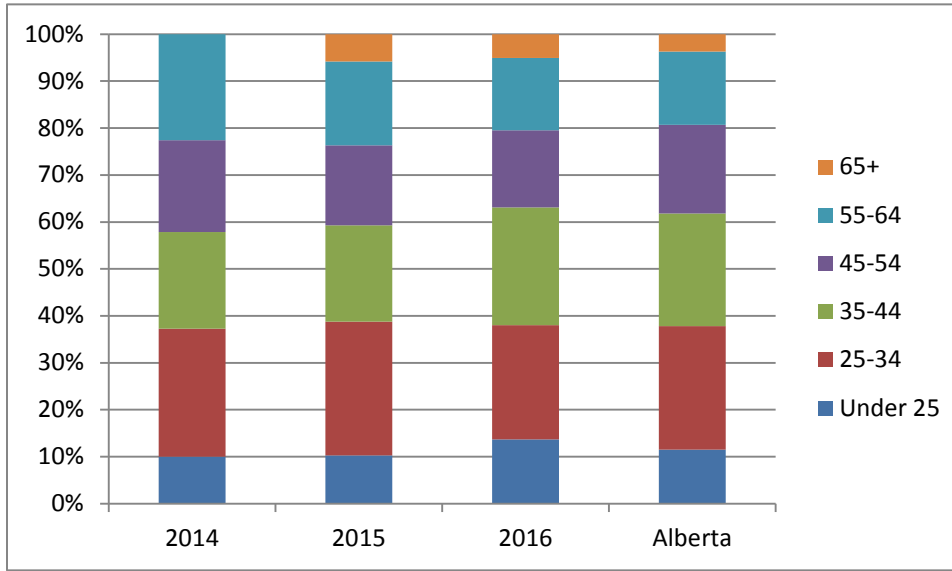


	2014	2015	2016	Alberta
\$50+		0.3%	0.2%	0.7%
\$45-\$50		0.3%	0.0%	0.6%
\$40-\$45	3.0%	1.3%	0.7%	0.7%
\$35-\$40		0.3%	1.0%	1.2%
\$30-\$35		2.0%	1.7%	2.7%
\$25-\$30	2.1%	13.3%	8.9%	9.2%
\$20-\$25	18.0%	39.2%	35.0%	26.7%
\$15-\$20	53.5%	41.2%	52.3%	48.2%
\$13-\$15	23.3%	2.0%	0.2%	10.7%

Age

The age distribution of the North Central and Northeast region CDS employees in 2016 is similar to previous years. The most common age category in 2016 was 35-44 which included 24.8% of the workforce.

Figure 34: North Central and Northeast Workforce Profile by Age

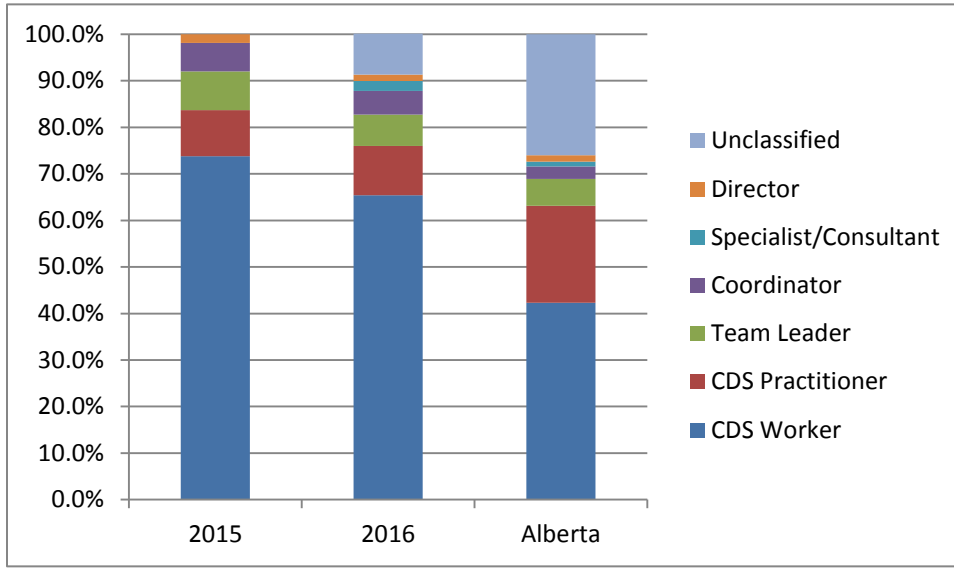


	2014	2015	2016	Alberta
Under 25	10.0%	10.3%	13.6%	11.5%
25-34	27.3%	28.5%	24.1%	26.3%
35-44	20.6%	20.5%	24.8%	24.0%
45-54	19.6%	17.0%	16.3%	18.9%
55-64	22.6%	17.9%	15.3%	15.6%
65+	N/A	5.8%	5.0%	3.7%

Position

76.0% of the CDS workforce in the North Central and Northeast regions was employed in non-supervisory direct service positions in 2016. This down from the 83.7% of employees reported in non-supervisory front line positions in 2015.

Figure 35: North Central and Northeast Workforce Profile by Position

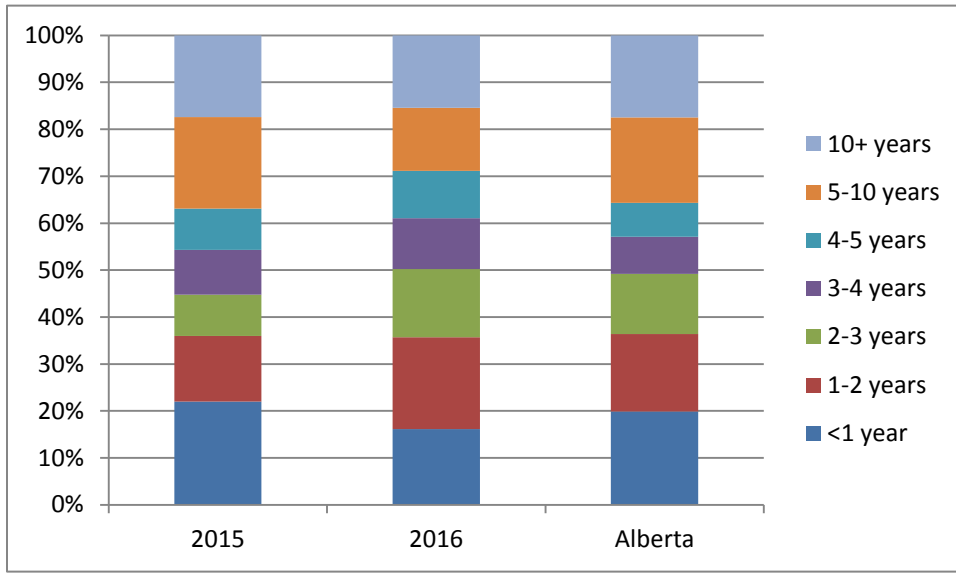


	2015	2016	Alberta
CDS Worker	73.8%	65.4%	42.3%
CDS Practitioner	9.9%	10.6%	20.8%
Team Leader	8.3%	6.7%	5.8%
Coordinator	6.1%	5.1%	2.7%
Specialist/Consultant	NA	2.1%	1.0%
Director	1.9%	1.4%	1.4%
Unclassified	0.0%	8.8%	26.0%

Length of Employment

16.1% of employees in the North Central and Northeast service regions had been with their employer for less than one year in 2016. This is down from the 22.0% reported in the same category in 2015.

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

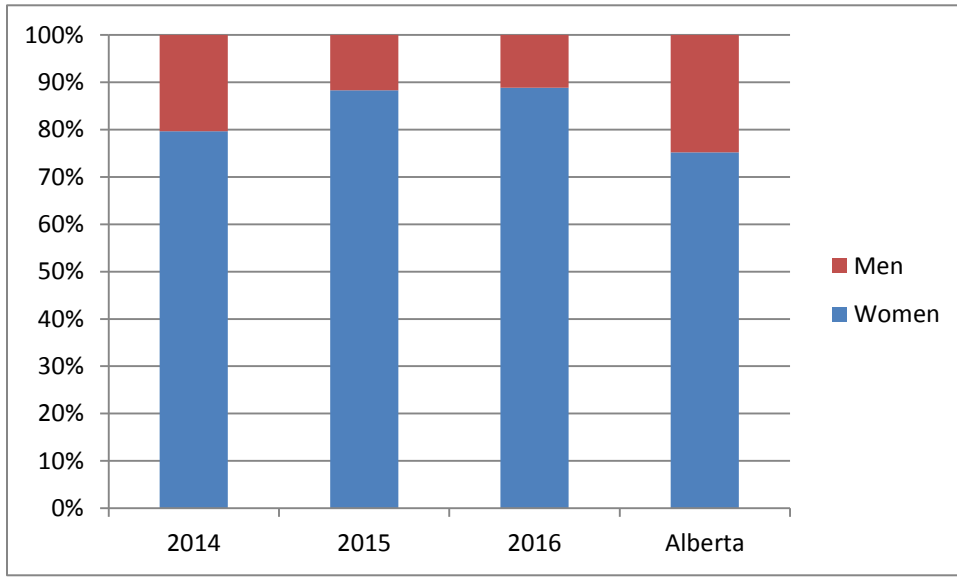


	2015	2016	Alberta
<1 year	22.0%	16.1%	19.9%
1-2 years	14.0%	19.6%	16.5%
2-3 years	8.8%	14.5%	12.8%
3-4 years	9.5%	10.8%	7.9%
4-5 years	8.8%	10.1%	7.2%
5-10 years	19.5%	13.4%	18.2%
10+ years	17.4%	15.4%	17.5%

Gender

The percentage of women in the workforce increased in the North Central and Northeast regions from 88.3% in 2015 to 88.8% in 2016.

Figure 37: North Central and Northeast Workforce Profile by Gender

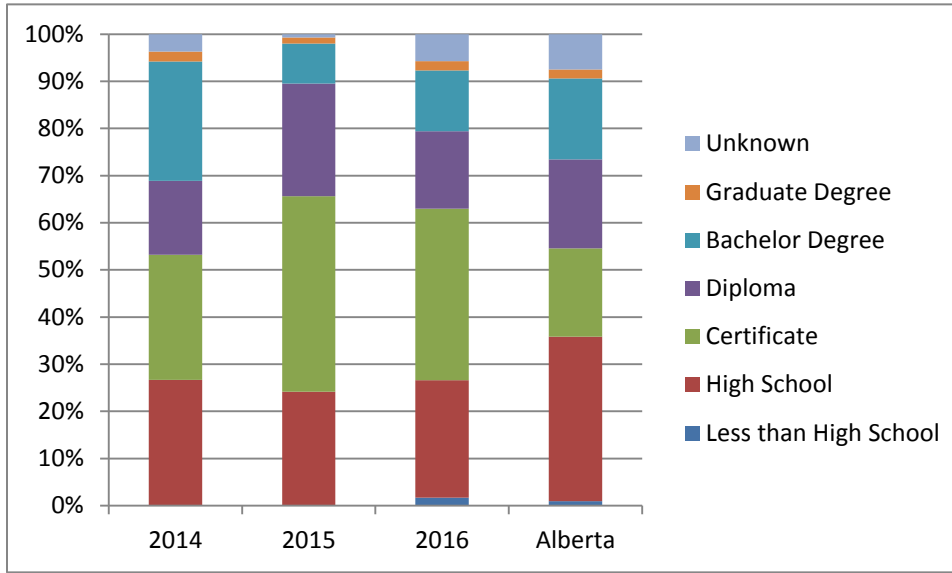


	2014	2015	2016	Alberta
Women	79.6%	88.3%	88.8%	75.2
Men	20.4%	11.7%	11.2%	24.8

Education

The percentage of CDS staff with less than a high school education increased from 0.0% in 2015 to 1.7% in 2016. During the same period the percentage of staff with a completed bachelor degree increased from 8.5% to 12.9%.

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

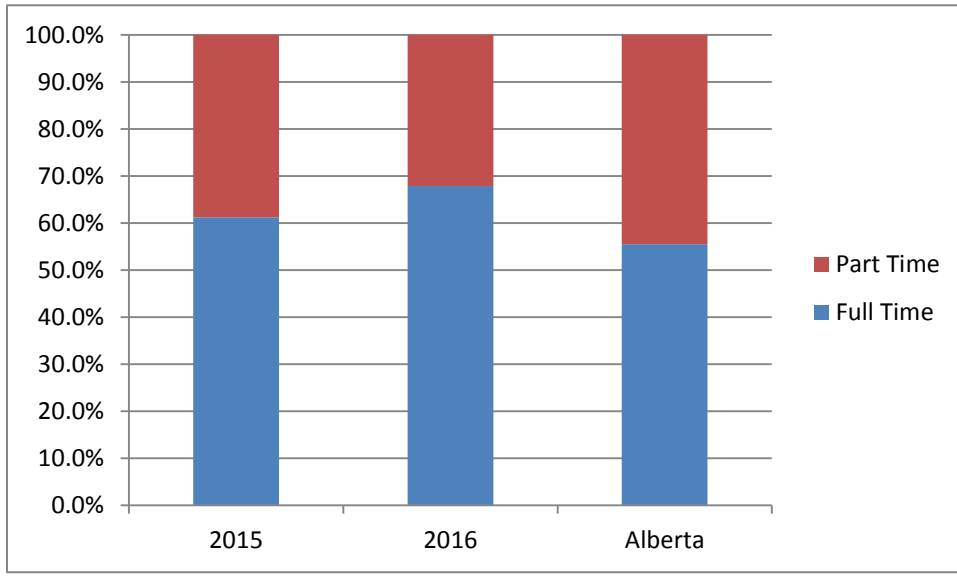


	2014	2015	2016	Alberta
Less than High School	NA	0.0%	1.7%	1.0
High School	26.7%	24.2%	24.9%	34.9
Certificate	26.5%	41.5%	36.3%	18.7
Diploma	15.7%	23.9%	16.4%	18.9
Bachelor Degree	25.3%	8.5%	12.9%	17.2
Graduate Degree	2.1%	1.3%	2.0%	1.9
Unknown	3.7%	0.7%	5.7%	7.5

Employment Status

The distribution of full time and part time employees in the North Central and Northeast regions was similar in 2016 to previous years.

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

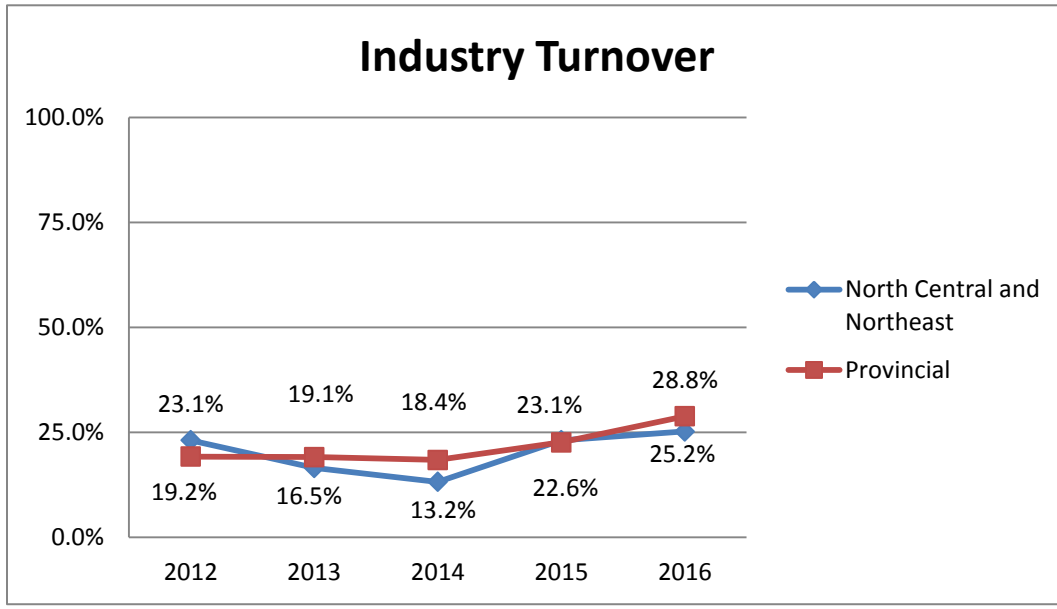


	2015	2016	Alberta
Full Time	61.2%	67.9%	55.5%
Part Time	38.8%	32.1%	44.5%

Turnover

Turnover in the North Central and Northeast Regions increased from 23.1% in 2015 to 25.2% in 2016.

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%
2016	25.2%	28.8%

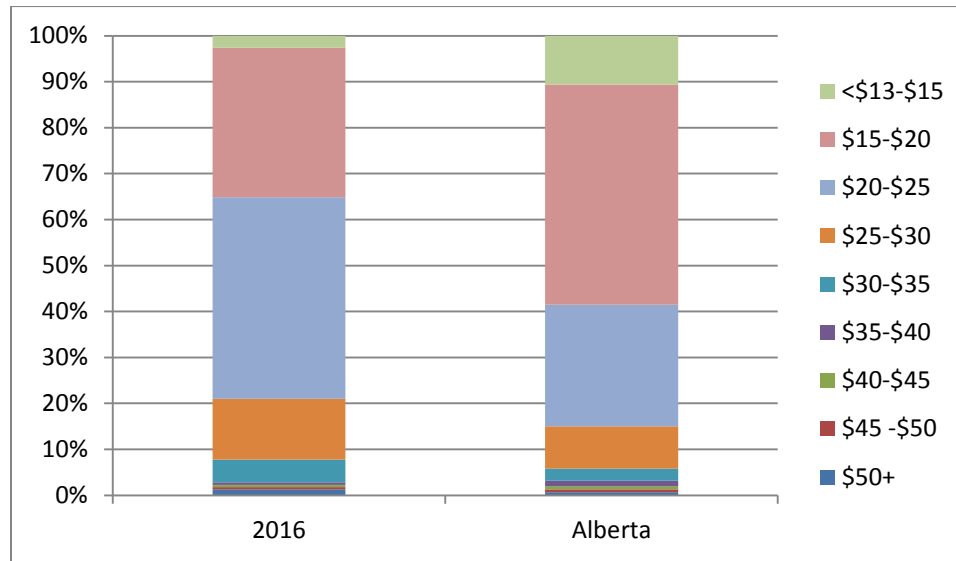
Workforce Profile for the Northwest Region

Data for the Northwest region is unavailable for previous years due to historic low participation.

Wage

In 2016, 35.1% of the workforce in the Northwest region was earning \$20/hr or less. This is less than the provincial rate of 58.9% in the same wage category. The most commonly reported wage in 2016 was \$20-\$25/hr which included 43.8% of the regional workforce.

Figure 41: Northwest Workforce Profile by Wage

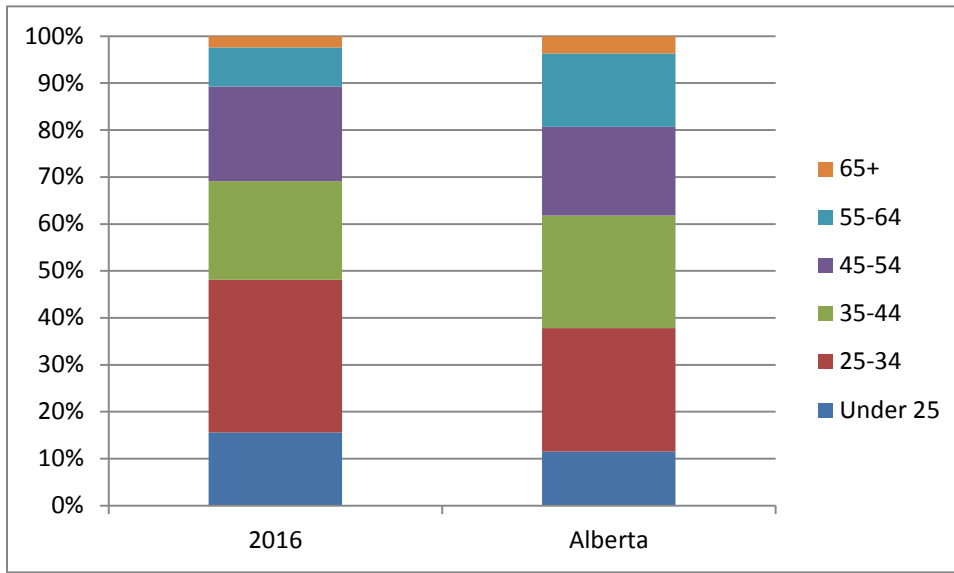


	2016	Alberta
\$50+	1.3%	0.7%
\$45-\$50	0.5%	0.6%
\$40-\$45	0.5%	0.7%
\$35-\$40	0.5%	1.2%
\$30-\$35	5.0%	2.7%
\$25-\$30	13.2%	9.2%
\$20-\$25	43.8%	26.7%
\$15-\$20	32.5%	48.2%
<\$13-\$15	2.6%	10.7%

Age

The age distribution of Northwest employees in 2016 trends younger than the provincial average. The most commonly reported age category in 2016 was 25-34 which included 32.5% of the workforce.

Figure 42: Northwest Workforce Profile by Age

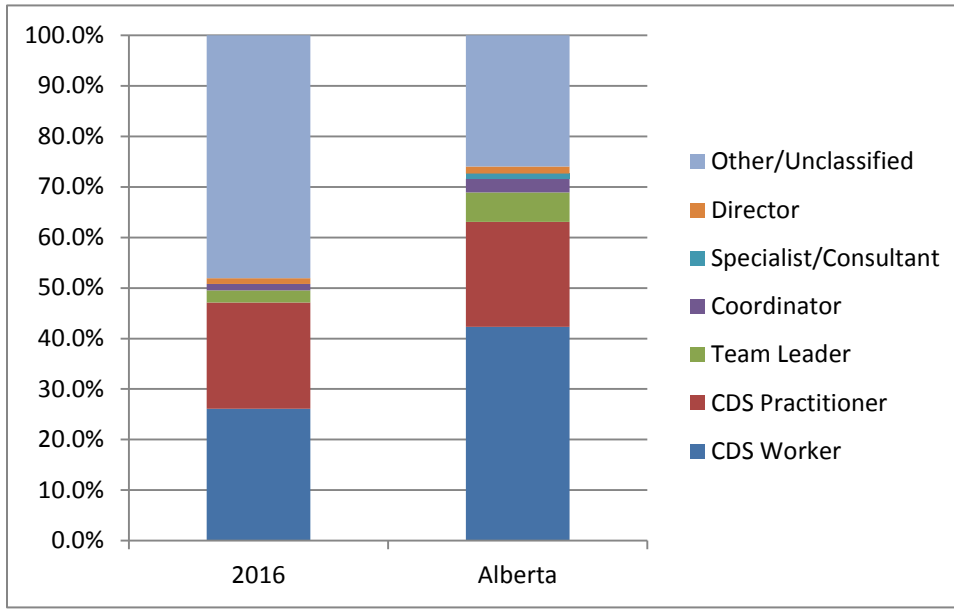


	2016	Alberta
Under 25	15.6%	11.5%
25-34	32.5%	26.3%
35-44	21.0%	24.0%
45-54	20.2%	18.9%
55-64	8.3%	15.6%
65+	2.4%	3.7%

Position

47.1% of the CDS workforce in the Northwest region was employed in non-supervisory direct service positions in 2016. This is lower than the provincial rate of 63.1% of employees in non-supervisory positions however the difference may be due to the large percentage of the workforce that was categorized as ‘other/Unclassified.’

Figure 43: Northwest Workforce Profile by Position

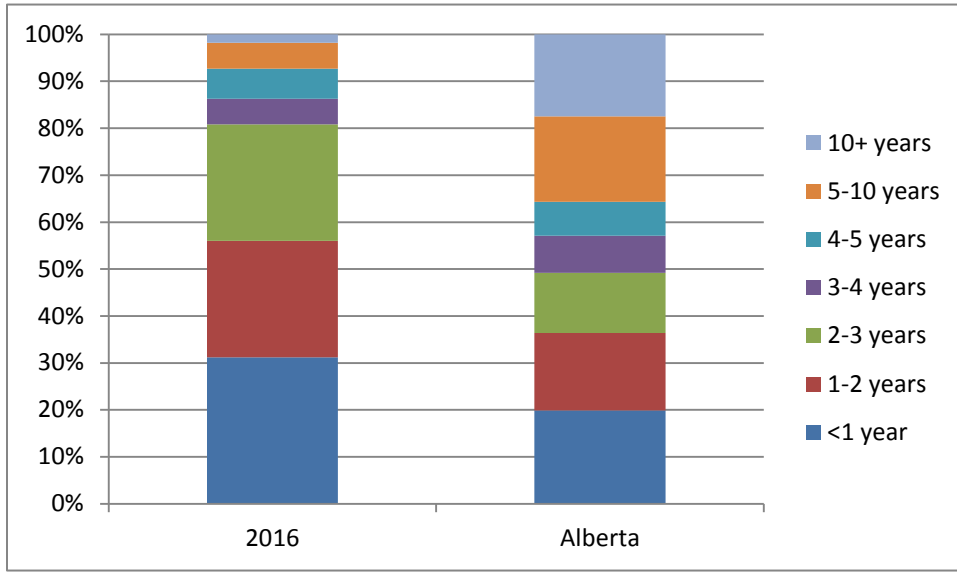


	2016	Alberta
CDS Worker	26.1%	42.3%
CDS Practitioner	21.0%	20.8%
Team Leader	2.4%	5.8%
Coordinator	1.3%	2.7%
Specialist/Consultant	0.0%	1.0%
Director	1.1%	1.4%
Other/Unclassified	48.1%	26.0%

Length of Employment

31.2% of employees in the Northwest region had been with their employer for less than one year in 2016.

Figure 44: Northwest Workforce Profile by Length of Employment

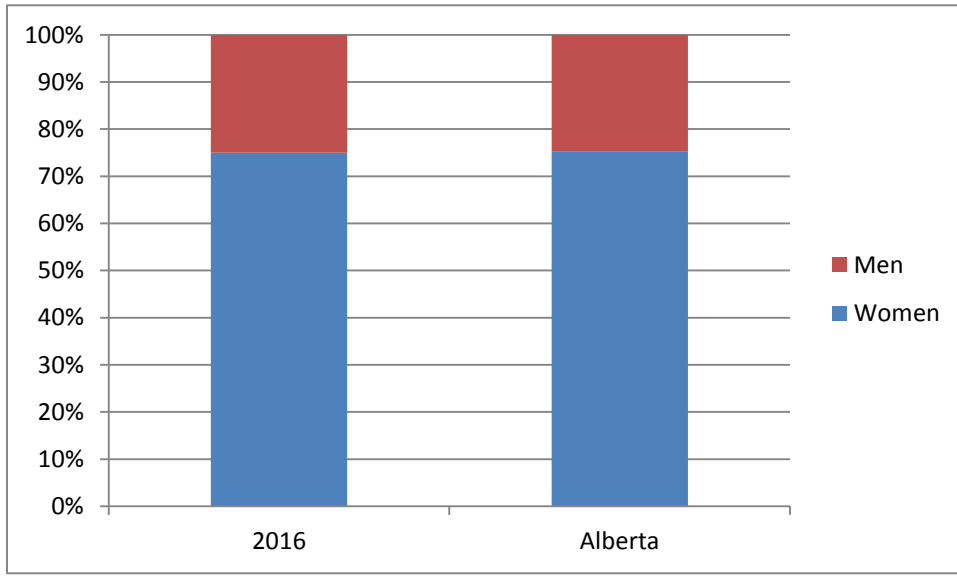


	2016	Alberta
<1 year	31.2%	19.9%
1-2 years	24.8%	16.5%
2-3 years	24.8%	12.8%
3-4 years	5.5%	7.9%
4-5 years	6.4%	7.2%
5-10 years	5.50%	18.2%
10+ years	1.8%	17.5%

Gender

The distribution of male and female employees in the Northwest region was similar to the provincial distribution in 2016.

Figure 45: Northwest Workforce Profile by Gender

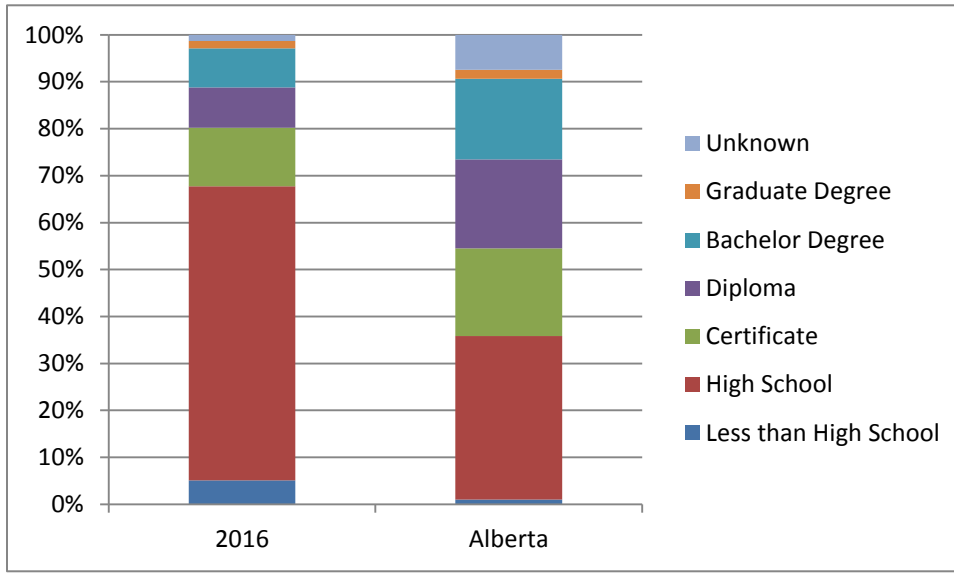


	2016	Alberta
Women	75.0%	75.2%
Men	25.0%	24.8%

Education

67.7% of the Northwest workforce had a high school education or less in 2016. This is more than the provincial rate of 35.9% of staff with similar levels of education.

Figure 46: Northwest Workforce Profile by Level of Education

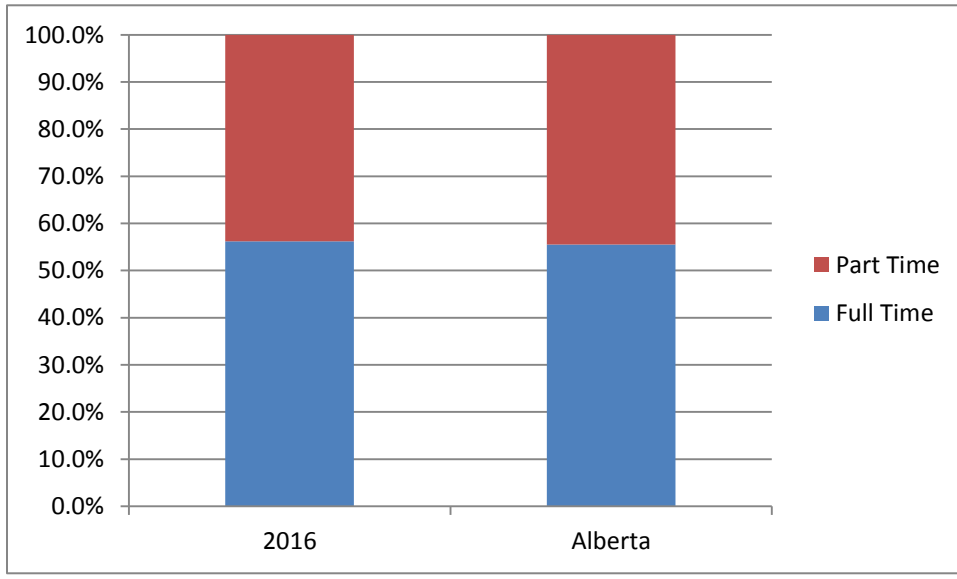


	2016	Alberta
Less than High School	5.1%	1.0
High School	62.6%	34.9
Certificate	12.4%	18.7
Diploma	8.6%	18.9
Bachelor Degree	8.3%	17.2
Graduate Degree	1.6%	1.9
Unknown	1.3%	7.5

Employment Status

The distribution of full time and part time employees in the Northwest region was similar to the provincial distribution in 2016.

Figure 47: Northwest Workforce Profile by Employment Status

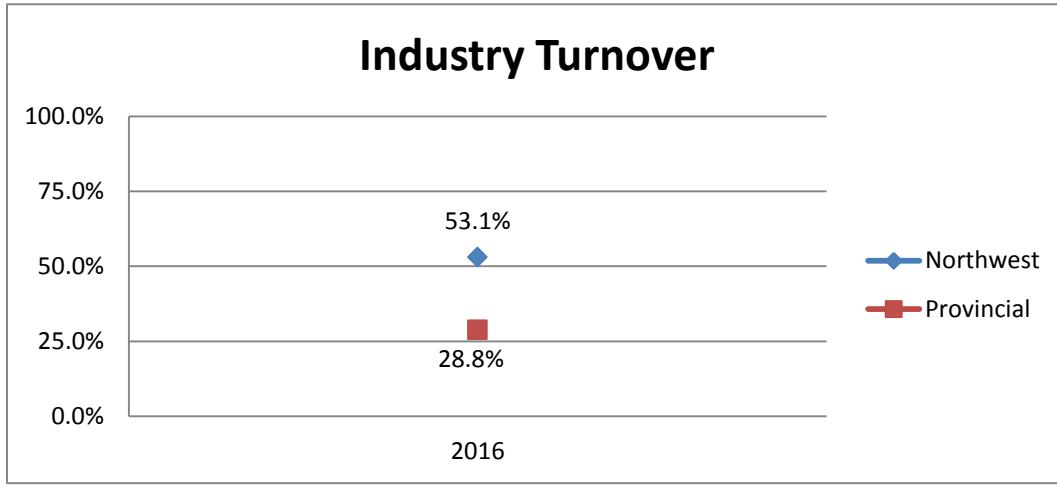


	2016	Alberta
Full Time	56.2%	55.5%
Part Time	43.8%	44.5%

Turnover

Turnover in the Northwest region was higher than the provincial turnover rate in 2016.

Figure 48: Industry Turnover – Northwest Region



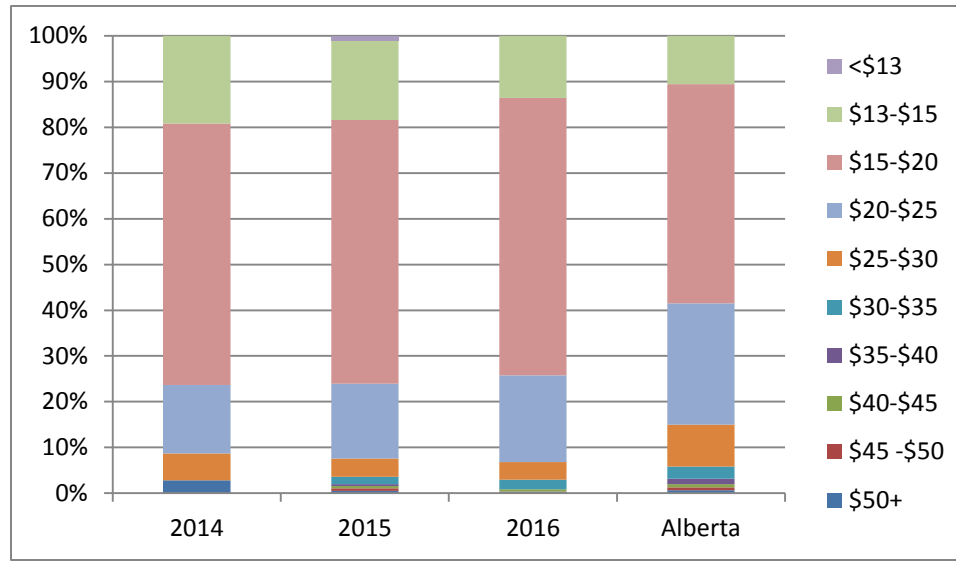
	Northwest	Provincial
2016	53.1%	28.8%

Workforce Profile for the South Region

Wage

In 2016 74.2% of CDS employees in the South region were earning \$20/hr or less. This is more than the provincial rate of 58.9% earning similar wages. The most common wage category was \$15-\$20/hr which included 60.6% of the workforce in 2016.

Figure 49: South Workforce Profile by Hourly Wage

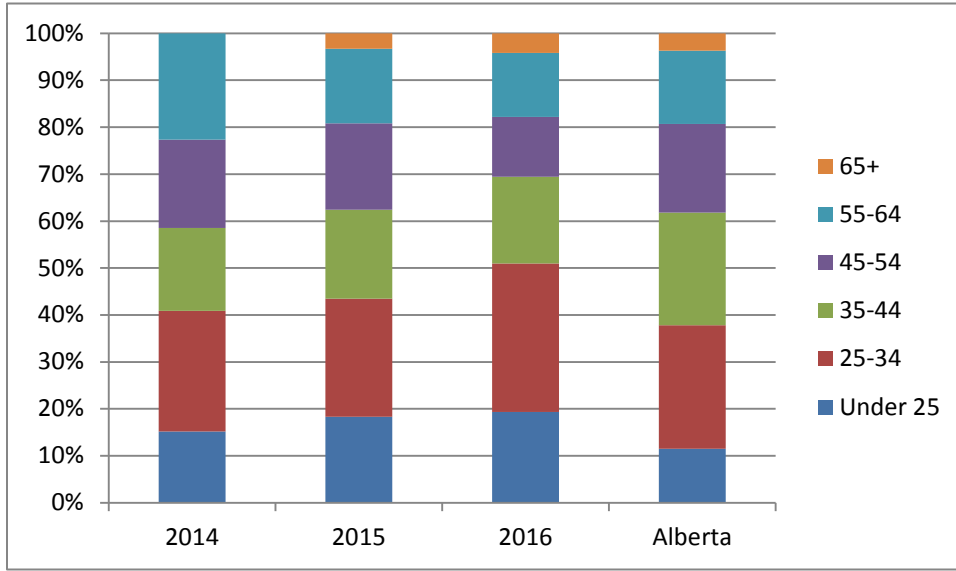


	2014	2015	2016	Alberta
\$50+		0.5%	0.3%	0.7%
\$45-\$50		0.6%	0.1%	0.6%
\$40-\$45	2.8%	0.5%	0.5%	0.7%
\$35-\$40		0.4%	0.0%	1.2%
\$30-\$35		1.6%	2.1%	2.7%
\$25-\$30	5.9%	4.0%	3.8%	9.2%
\$20-\$25	15.0%	16.3%	19.0%	26.7%
\$15-\$20	57.2%	57.6%	60.6%	48.2%
\$13-\$15	19.2%	17.4%	13.6%	10.7%
<\$13		1.0%		

Age

The age distribution of the CDS workforce in the south region in 2016 was similar to 2015. The most common age category was 25-34 which included 31.6% of the workforce in 2016.

Figure 50: South Workforce Profile by Age

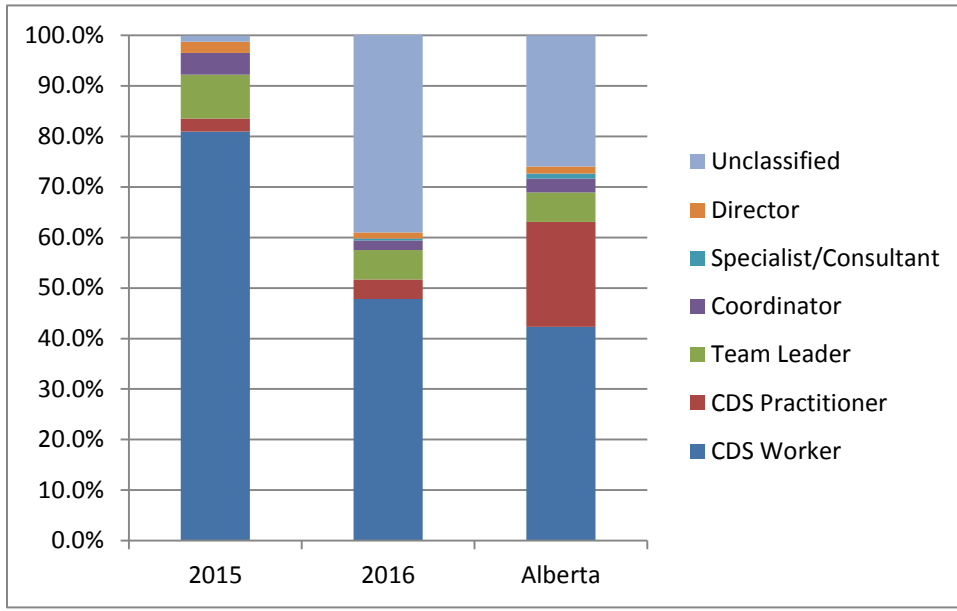


	2014	2015	2016	Alberta
Under 25	15.2%	18.3%	19.3%	11.5%
25-34	25.7%	25.2%	31.6%	26.3%
35-44	17.7%	18.9%	18.5%	24.0%
45-54	18.8%	18.4%	12.7%	18.9%
55-64	22.7%	15.9%	13.6%	15.6%
65+	N/A	3.3%	4.2%	3.7%

Position

In 2016, 51.7% of the south region CDS workforce was employed in non-supervisory direct service positions. This is down from the 83.5% of employees reported in similar positions in 2015 however the discrepancy may be due to the large increase in employees categorized as unclassified in 2016.

Figure 51: South Workforce Profile by Position

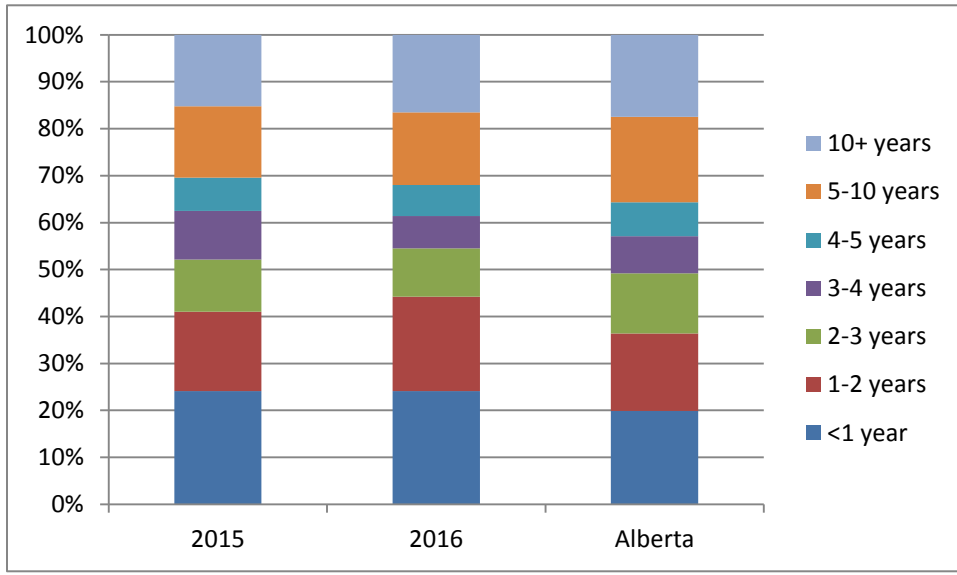


	2015	2016	Alberta
CDS Worker	80.9%	47.8%	42.3%
CDS Practitioner	2.6%	3.9%	20.8%
Team Leader	8.7%	5.8%	5.8%
Coordinator	4.3%	1.9%	2.7%
Specialist/Consultant	NA	0.4%	1.0%
Director	2.2%	1.2%	1.4%
Unclassified	1.2%	40.0%	26.0%

Length of Employment

24.1% of south region CDS employees had been with their organizations for less than one year in 2016. This is unchanged from the rate reported in 2015.

Figure 52: South Workforce Profile by Length of Employment

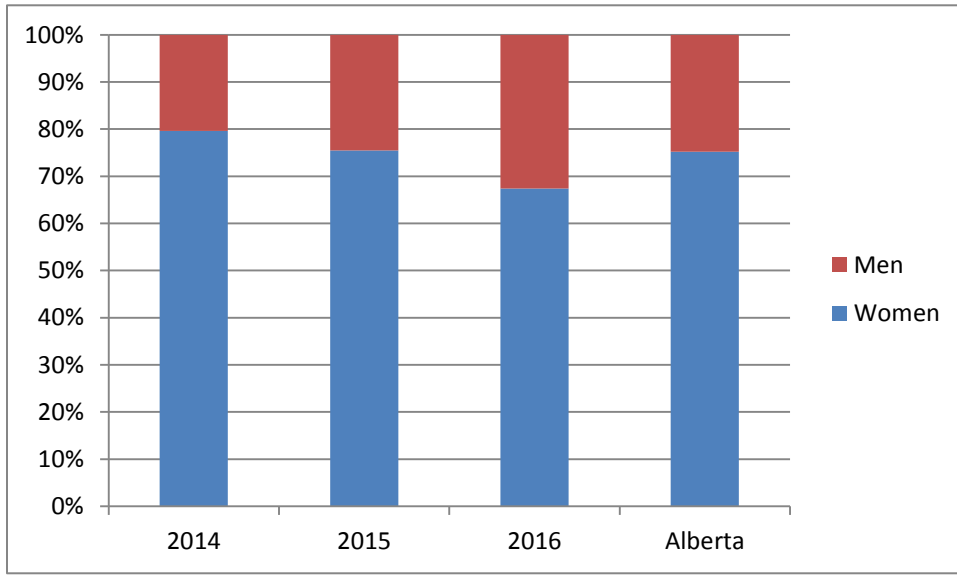


	2015	2016	Alberta
<1 year	24.1%	24.1%	19.9%
1-2 years	16.9%	20.1%	16.5%
2-3 years	11.1%	10.3%	12.8%
3-4 years	10.4%	6.9%	7.9%
4-5 years	7.1%	6.6%	7.2%
5-10 years	15.2%	15.5%	18.2%
10+ years	15.2%	16.5%	17.5%

Gender

The percentage of men employed in the CDS sector in the south region increased from 24.5% in 2015 to 32.6% in 2016.

Figure 53: South Workforce Profile by Gender

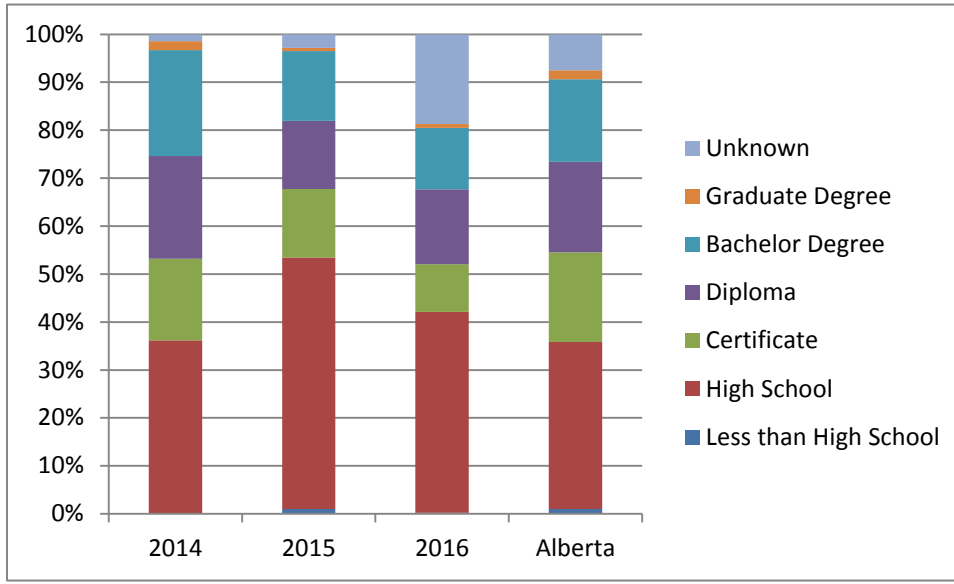


	2014	2015	2016	Alberta
Women	79.6%	75.5%	67.4%	75.2%
Men	20.4%	24.5%	32.6%	24.8%

Education

In 2016 42.1% of CDS employees in the South region had a high school level education or less. This is more than the provincial rate of 35.9% of employees with similar education. High school was the most common educational category including 41.9% of the workforce.

Figure 54: South Workforce Profile by Level of Education

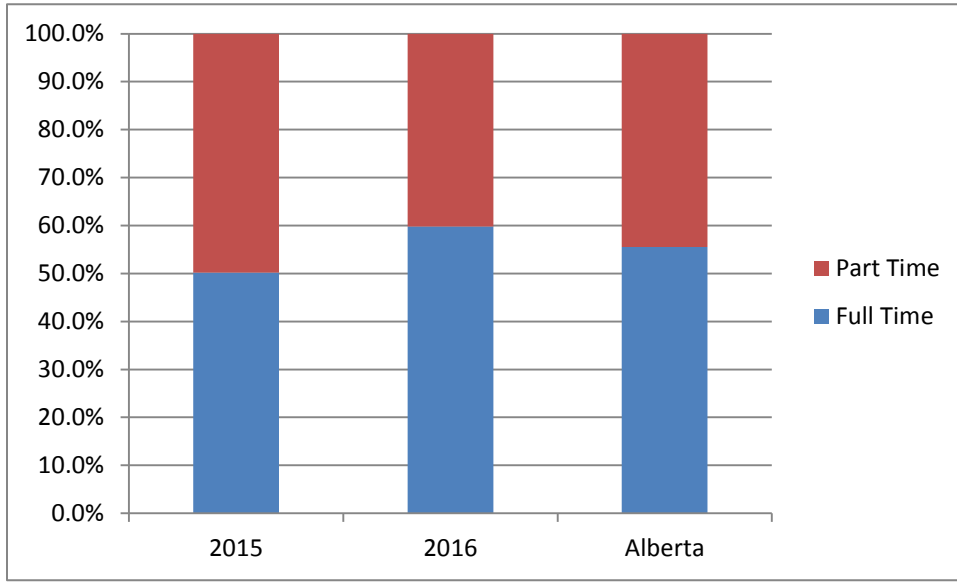


	2014	2015	2016	Alberta
Less than High School	NA	1.0%	0.2%	1.0%
High School	36.2%	52.4%	41.9%	34.9%
Certificate	17.0%	14.3%	9.9%	18.7%
Diploma	21.4%	14.2%	15.6%	18.9%
Bachelor Degree	22.1%	14.5%	12.8%	17.2%
Graduate Degree	1.9%	0.7%	0.8%	1.9%
Unknown	1.4%	2.8%	18.7%	7.5%

Employment Status

In the South region, 59.8% of the workforce was employed full time in 2016.

Figure 55: South Workforce Profile by Employment Status

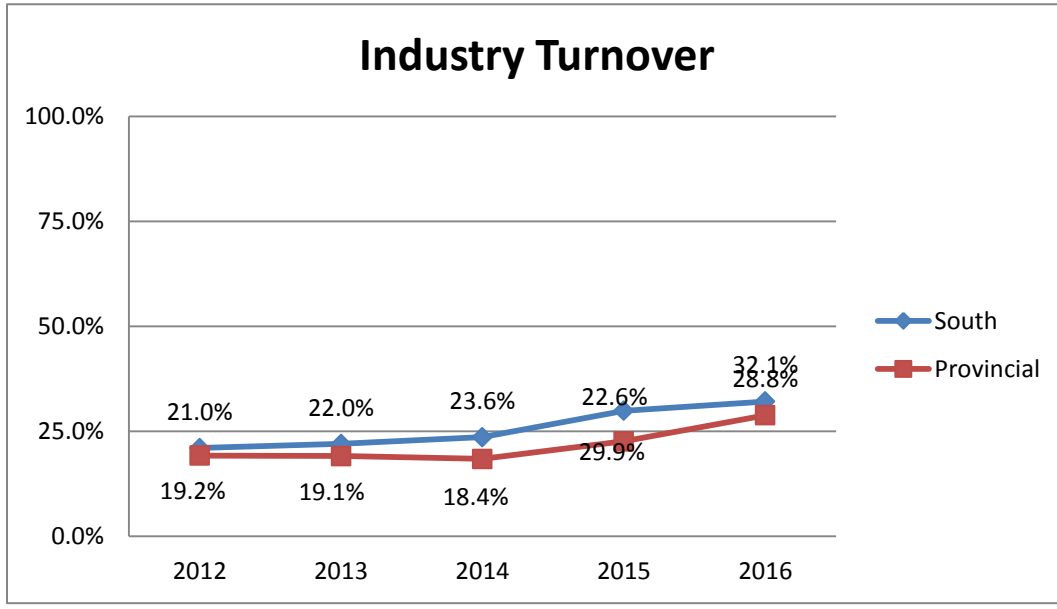


	2015	2016	Alberta
Full Time	50.2%	59.8%	55.5%
Part Time	49.8%	40.2%	44.5%

Turnover

The industry turnover rate for the south region increased from 29.9% in 2015 to 32.1% in 2016.

Figure 56: 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%
2016	32.1%	28.8%