A Study of

Native Employment Services of Winnipeg Inc.

By Marileen McCormick

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Submitted to the Faculty of Graduate Studies
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Department of Educational Psychology
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Sociology of 0340
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Teacher Training 0530
Technology 0710
Tests and Measurements 0288
Vocational 0747

LANGUAGE, LITERATURE AND LINGUISTICS
Language
  General 0679
  Ancient 0289
  Linguistics 0290
  Modern 0291
Literature
  General 0401
  Classical 0294
  Comparative 0295
  Medieval 0297
  Modern 0298
  African 0316
  American 0591
  Asian 0305
  Canadian (English) 0352
  Canadian (French) 0355
  English 0593
  Germanic 0311
  Latin American 0312
  Middle Eastern 0315
  Romance 0313
  Slavic and East European 0314

PHILOSOPHY, RELIGION AND THEOLOGY
Philosophy 0422
Religion
  General 0318
  Biblical Studies 0321
  Clergy 0319
  History of 0320
  Philosophy of 0322
Theology 0469

SOCIAL SCIENCES
American Studies 0323
Anthropology
  Archaeology 0324
  Cultural 0326
  Physical 0327
Business Administration
  General 0310
  Accounting 0272
  Banking 0770
  Management 0454
  Marketing 0338
Canadian Studies 0385
Economics
  General 0501
  Agricultural 0503
  Commerce-Business 0505
  Finance 0508
  History 0509
  Labor 0510
  Theory 0511
Folklore 0358
Geography 0366
Gerontology 0351
History
  General 0578

Ancient 0579
Medieval 0581
Modern 0582
Black 0328
African 0331
Asia, Australia and Oceania 0332
Canadian 0334
European 0335
Latin American 0336
Middle Eastern 0333
United States 0337
History of Science 0585
Law 0398
Political Science
  General 0615
  International Law and
    Relations 0616
  Public Administration 0617
Recreation 0814
Social Work 0452
Sociology
  General 0626
  Criminology and Penology ... 0627
  Demography 0938
  Ethnic and Racial Studies 0631
  Individual and Family
    Studies 0628
  Industrial and Labor
    Relations 0629
  Public and Social Welfare 0630
  Social Structure and
    Development 0700
  Theory and Methods 0344
Transportation 0709
Urban and Regional Planning 0999
Women's Studies 0453

THE SCIENCES AND ENGINEERING

BIOLOGICAL SCIENCES
Agriculture
  General 0473
  Agronomy 0285
  Animal Culture and
    Nutrition 0475
  Animal Pathology 0476
  Food Science and
    Technology 0359
  Forestry and Wildlife 0478
  Plant Culture 0479
  Plant Pathology 0480
  Plant Physiology 0817
  Range Management 0777
  Wood Technology 0746
Biology
  General 0306
  Anatomy 0287
  Biostatistics 0308
  Botany 0309
  Cell 0379
  Ecology 0329
  Entomology 0353
  Genetics 0369
  Limnology 0793
  Microbiology 0410
  Molecular 0307
  Neuroscience 0317
  Oceanography 0416
  Physiology 0433
  Radiation 0821
  Veterinary Science 0778
  Zoology 0472
Biophysics
  General 0786
  Medical 0760

EARTH SCIENCES
Biogeochemistry 0425
Geochemistry 0996

Geodesy 0370
Geology 0372
Geophysics 0373
Hydrology 0388
Mineralogy 0411
Paleobotany 0345
Paleoecology 0426
Paleontology 0418
Paleozoology 0985
Palynology 0427
Physical Geography 0368
Physical Oceanography 0415

HEALTH AND ENVIRONMENTAL SCIENCES
Environmental Sciences 0768
Health Sciences
  General 0566
  Audiology 0300
  Chemotherapy 0992
  Dentistry 0567
  Education 0350
  Hospital Management 0769
  Human Development 0758
  Immunology 0982
  Medicine and Surgery 0564
  Mental Health 0347
  Nursing 0569
  Nutrition 0570
  Obstetrics and Gynecology .. 0380
  Occupational Health and
    Therapy 0354
  Ophthalmology 0381
  Pathology 0571
  Pharmacology 0419
  Pharmacy 0572
  Physical Therapy 0382
  Public Health 0573
  Radiology 0574
  Recreation 0575

Speech Pathology 0460
Toxicology 0383
Home Economics 0386

PHYSICAL SCIENCES
Pure Sciences
Chemistry
  General 0485
  Agricultural 0749
  Analytical 0486
  Biochemistry 0487
  Inorganic 0488
  Nuclear 0738
  Organic 0490
  Pharmaceutical 0491
  Physical 0494
  Polymer 0495
  Radiation 0754
Mathematics 0405
Physics
  General 0605
  Acoustics 0986
  Astronomy and
    Astrophysics 0606
  Atmospheric Science 0608
  Atomic 0748
  Electronics and Electricity 0607
  Elementary Particles and
    High Energy 0798
  Fluid and Plasma 0759
  Molecular 0609
  Nuclear 0610
  Optics 0752
  Radiation 0756
  Solid State 0611
Statistics 0463

Applied Sciences
Applied Mechanics 0346
Computer Science 0984

Engineering
  General 0537
  Aerospace 0538
  Agricultural 0539
  Automotive 0540
  Biomedical 0541
  Chemical 0542
  Civil 0543
  Electronics and Electrical 0544
  Heat and Thermodynamics ... 0348
  Hydraulic 0545
  Industrial 0546
  Marine 0547
  Materials Science 0794
  Mechanical 0548
  Metallurgy 0743
  Mining 0551
  Nuclear 0552
  Packaging 0549
  Petroleum 0765
  Sanitary and Municipal 0554
  System Science 0790
Geotechnology 0428
Operations Research 0796
Plastics Technology 0795
Textile Technology 0994

PSYCHOLOGY
General 0621
Behavioral 0384
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Developmental 0620
Experimental 0623
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Cinéma	0900
Communication verbale	0459
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Danse	0378
Histoire de l'art	0377
Journalisme	0391
Musique	0413
Sciences de l'information	0723
Théâtre	0465

ÉDUCATION
Généralités	515
Administration	0514
Art	0273
Collèges communautaires	0275
Commerce	0688
Économie domestique	0278
Éducation permanente	0516
Éducation préscolaire	0518
Éducation sanitaire	0680
Enseignement agricole	0517
Enseignement bilingue et multiculturel	0282
Enseignement industriel	0521
Enseignement primaire.	0524
Enseignement professionnel	0747
Enseignement religieux	0527
Enseignement secondaire	0533
Enseignement spécial	0529
Enseignement supérieur	0745
Évaluation	0288
Finances	0277
Formation des enseignants	0530
Histoire de l'éducation	0520
Langues et littérature	0279

Lecture	0535
Mathématiques	0280
Musique	0522
Orientation et consultation	0519
Philosophie de l'éducation	0998
Physique	0523
Programmes d'études et enseignement	0727
Psychologie	0525
Sciences	0714
Sciences sociales	0534
Sociologie de l'éducation	0340
Technologie	0710

LANGUE, LITTÉRATURE ET LINGUISTIQUE
Langues
Généralités	0679
Anciennes	0289
Linguistique	0290
Modernes	0291

Littérature
Généralités	0401
Anciennes	0294
Comparée	0295
Médiévale	0297
Moderne	0298
Africaine	0316
Américaine	0591
Anglaise	0593
Asiatique	0305
Canadienne (Anglaise)	0352
Canadienne (Française)	0355
Germanique	0311
Latino-américaine	0312
Moyen-orientale	0315
Romane	0313
Slave et est-européenne	0314

PHILOSOPHIE, RELIGION ET THÉOLOGIE
Philosophie	0422

Religion
Généralités	0318
Clergé	0319
Études bibliques	0321
Histoire des religions	0320
Philosophie de la religion	0322
Théologie	0469

SCIENCES SOCIALES
Anthropologie
Archéologie	0324
Culturelle	0326
Physique	0327
Droit	0398

Économie
Généralités	0501
Commerce-Affaires	0505
Économie agricole	0503
Économie du travail	0510
Finances	0508
Histoire	0509
Théorie	0511
Études américaines	0323
Études canadiennes	0385
Études féministes	0453
Folklore	0358
Géographie	0366
Gérontologie	0351

Gestion des affaires
Généralités	0310
Administration	0454
Banques	0770
Comptabilité	0272
Marketing	0338

Histoire
Histoire générale	0578

Ancienne	0579
Médiévale	0581
Moderne	0582
Histoire des noirs	0328
Africaine	0331
Canadienne	0334
États-Unis	0337
Européenne	0335
Moyen-orientale	0333
Latino-américaine	0336
Asie, Australie et Océanie	0332
Histoire des sciences	0585
Loisirs	0814
Planification urbaine et régionale	0999

Science politique
Généralités	0615
Administration publique	0617
Droit et relations internationales	0616

Sociologie
Généralités	0626
Aide et bien-àtre social	0630
Criminologie et établissements pénitentiaires	0627
Démographie	0938
Études de l' individu et de la famille	0628
Études des relations interethniques et des relations raciales	0631
Structure et développement social	0700
Théorie et méthodes.	0344
Travail et relations industrielles	0629
Transports	0709
Travail social	0452

SCIENCES ET INGÉNIERIE

SCIENCES BIOLOGIQUES
Agriculture
Généralités	0473
Agronomie.	0285
Alimentation et technologie alimentaire	0359
Culture	0479
Élevage et alimentation	0475
Exploitation des péturages	0777
Pathologie animale	0476
Pathologie végétale	0480
Physiologie végétale	0817
Sylviculture et faune	0478
Technologie du bois	0746

Biologie
Généralités	0306
Anatomie	0287
Biologie (Statistiques)	0308
Biologie moléculaire	0307
Botanique	0309
Cellule	0379
Écologie	0329
Entomologie	0353
Génétique	0369
Limnologie	0793
Microbiologie	0410
Neurologie	0317
Océanographie	0416
Physiologie	0433
Radiation	0821
Science vétérinaire	0778
Zoologie	0472

Biophysique
Généralités	0786
Medicale	0760

SCIENCES DE LA TERRE
Biogéochimie	0425
Géochimie	0996
Géodésie	0370
Géographie physique	0368

Géologie	0372
Géophysique	0373
Hydrologie	0388
Minéralogie	0411
Océanographie physique	0415
Paléobotanique	0345
Paléoécologie	0426
Paléontologie	0418
Paléozoologie	0985
Palynologie	0427

SCIENCES DE LA SANTÉ ET DE L'ENVIRONNEMENT
Économie domestique	0386
Sciences de l'environnement	0768

Sciences de la santé
Généralités	0566
Administration des hipitaux	0769
Alimentation et nutrition	0570
Audiologie	0300
Chimiothérapie	0992
Dentisterie	0567
Développement humain	0758
Enseignement	0350
Immunologie	0982
Loisirs	0575
Médecine du travail et thérapie	0354
Médecine et chirurgie	0564
Obstétrique et gynécologie	0380
Ophtalmologie	0381
Orthophonie	0460
Pathologie	0571
Pharmacie	0572
Pharmacologie	0419
Physiothérapie	0382
Radiologie	0574
Santé mentale	0347
Santé publique	0573
Soins infirmiers	0569
Toxicologie	0383

SCIENCES PHYSIQUES

Sciences Pures
Chimie
Généralités	0485
Biochimie	487
Chimie agricole	0749
Chimie analytique	0486
Chimie minérale	0488
Chimie nucléaire	0738
Chimie organique	0490
Chimie pharmaceutique	0491
Physique	0494
PolymÇres	0495
Radiation	0754
Mathématiques	0405

Physique
Généralités	0605
Acoustique	0986
Astronomie et astrophysique	0606
Electronique et électricité	0607
Fluides et plasma	0759
Météorologie	0608
Optique	0752
Particules (Physique nucléaire)	0798
Physique atomique	0748
Physique de l'état solide	0611
Physique moléculaire	0609
Physique nucléaire	0610
Radiation	0756
Statistiques	0463

Sciences Appliqués Et Technologie
Informatique	0984

Ingénierie
Généralités	0537
Agricole	0539
Automobile	0540

Biomédicale	0541
Chaleur et ther modynamique	0348
Conditionnement (Emballage)	0549
Génie aérospatial	0538
Génie chimique	0542
Génie civil	0543
Génie électronique et électrique	0544
Génie industriel	0546
Génie mécanique	0548
Génie nucléaire	0552
Ingénierie des systämes	0790
Mécanique navale	0547
Métallurgie	0743
Science des matériaux	0794
Technique du pétrole	0765
Technique minière	0551
Techniques sanitaires et municipales	0554
Technologie hydraulique	0545
Mécanique appliquée	0346
Géotechnologie	0428
Matières plastiques (Technologie)	0795
Recherche opérationnelle	0796
Textiles et tissus (Technologie)	0794

PSYCHOLOGIE
Généralités	0621
Personnalité	0625
Psychobiologie	0349
Psychologie clinique	0622
Psychologie du comportement	0384
Psychologie du développement	0620
Psychologie expérimentale	0623
Psychologie industrielle	0624
Psychologie physiologique	0989
Psychologie sociale	0451
Psychométrie	0632

A STUDY OF NATIVE EMPLOYMENT SERVICES

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BY

MARILEEN MCCORMICK

A Thesis submitted to the Faculty of Graduate Studies of the University of Manitoba in partial fulfillment of the requirements for the degree of

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ABSTRACT

The purpose of this study was to explore the function
of Native Employment Services of Winnipeg (NES) Inc. by
examining the impact of selected socio-demographic factors
and employment preparation activities on whether the clients
using the services of NES found employment or
training/education.

The data used in the study were obtained from the NES
computerized Client Information System (CIS). The
information was gathered from clients who used the service
of NES and had their files closed on a quarterly basis. The
period of the study was from April 1, 1991 to September 30,
1992.

Data were analyzed using the SPSS/PC+ StudentWare. A
categorical data analysis was conducted using the chi-square
with contingency tables to test the null hypothesis. The
relationship between the socio-demographic and service
variables and the status of file closure was assessed.

The results of the study demonstrated some association
between many of the variables and the status of file
closure. Those that had statistical significance were:
female gender, having dependents, employment, training
income or unemployment insurance as source of income, having

a telephone, having a driver's licence, and having grade 12
secondary education.

The major finding of the analysis of the service
variables was that more counselling, telephone contacts, and
referrals to jobs and training consistently resulted in
higher percentages of clients that obtained jobs and entered
training.

The results of this study have provided a valuable
analysis of NES client characteristics and activities. It
can be utilized by NES and other individuals in the
employment and education/training field.

As there is sparse research dealing with employment
services for aboriginal people, the findings of this study
provided insight into the socio-demographic factors and
employment activities that impact on aboriginal people's
participation in the labour market. Therefore, the study
was beneficial in providing a solid basis for future
research.

TABLE OF CONTENTS

CHAPTER ONE

INTRODUCTION

The purpose of this study was to explore the function of Native Employment Services of Winnipeg (NES) Inc. by examining the impact of selected socio-demographic factors and employment preparation activities on whether the clients using the services of Native Employment Services of Winnipeg (NES) Inc. found employment or training/education.

1.1 Introduction to the Problem

Labour market participation by aboriginal people in Winnipeg is an issue that is becoming critical as the aboriginal population continues to increase. The magnitude of this problem is expressed by the Winnipeg Task Force on Economic Development, "One of the most sensitive issues that Winnipeg will have to address as part of its future economic development is identifying how to ensure the participation of Winnipeg's growing native population" (Winnipeg 2000, 1991, p.7).

The 1986 Statistics Canada Census reported that Winnipeg had an aboriginal population of close to 30,000, an increase of over 70% from 1981 (Social Planning Council of Winnipeg, 1991). Based on this data, it can be anticipated that there has been and will continue to be an approximate increase in the aboriginal population in Winnipeg of at least 14% per year. It is estimated that by the early

1990's the aboriginal population in the city of Winnipeg will reach at least 43,000 (Social Planning Council, 1989).

Recent information in the <u>Winnipeg Free Press</u>, March 31, 1993, stated that the 1991 census listed Winnipeg as having the highest number (44,970) of aboriginal people in any urban centre in Canada. The Social Planning Council (1989) also stated that, while the rate of unemployment among the general population is high at over 9%, the rate of unemployment for the aboriginal population is well over 20%. For aboriginal people under the age of 25, the rate goes up to over 31%. Even more serious is the fact that many aboriginal youth are also heads of families. The number of aboriginal single parents under the age of 25 has increased by 64%: from 1,575 in 1981 to 2,485 in 1986 (Social Planning Council of Winnipeg, 1989). This study has attempted to measure the impact of socio-demographic factors such as age, education, and family status on an individual's ability to find employment or enrol in education or training programs.

It was recognized in the early 70's that Canada Employment Centres could not meet all the needs of disadvantaged groups, a significant portion of the Canada Employment clientele. Part of the solution was to establish Outreach programs. These were employment programs that were designed to extend Canada Employment Services to youth, women, persons challenged by disabilities and aboriginal

people by providing counselling, information on employment services and assisting clients to become job ready by referral to training and/or education (Outreach, 1988).

The first outreach program for aboriginal people in Manitoba was Manitoba Pathfinders Incorporated, established in 1973 to serve all of Manitoba. It was eventually decentralized and individual programs were established throughout the Province. Native Employment Services of Winnipeg Inc. (NES) was opened in 1983 and remains the only outreach service in Winnipeg for aboriginal people (J. Sopko of Canada Employment and Immigration, personal communication, February 21, 1992).

Employment and Immigration Canada has recognized various reasons why their services do not meet the needs of aboriginal people. Some factors which negate the usefulness of Canada Employment Centres in providing service to the aboriginal community include geographical or social/cultural isolation, age, disability, lack of confidence, lack of awareness or even fear of government offices and lack of awareness of labour market requirements (Employment and Immigration Canada, 1988).

Experience at NES has revealed that the majority of clients who use the service to seek employment are not job ready. The degree of job readiness has varied from the need for basic life skills and confidence building, to requiring

assistance in job search and/or networking, to requiring a resume.

The clients who use NES have many and varied needs. The small staff and limited resources of NES dictate that the most efficient means to assist aboriginal people find employment or enter education/training must be utilized.

As stated previously, aboriginal people are continuing to make up a larger percentage of the potential workforce. Jack Fraser, a well known Winnipeg business person, was quoted in a speech by Kerry Hawkins, President of Cargill Limited. "By 1995, one in four - that's 25% - of all the young people entering the work force in Winnipeg will be Native Canadians, one in four!" (Hawkins, 1990, p. 6). Many are ill-equipped to meet the basic requirements of employers, thus will continue to be over-represented in the unemployed population. Because of this, it is imperative that education and training of aboriginal people meet the demands of the workplace. According to Lin (1985), minority groups that are successful in the workplace are also those that are successful in the educational system.

This study will help to identify those socio-demographic variables and service variables that influence whether or not aboriginal people become employed. These results will be beneficial to educators in developing

appropriate programming for the education and training of aboriginal people.

1.2 Purpose of the Study

There were two research questions to be answered in this study:

(1) What effect do socio-demographic variables have on whether aboriginal clients of NES secure employment or education/training?

(2) What effect do service variables have on whether aboriginal clients of NES secure employment or education/training?

1.3 Variables Studied

The socio-demographic characteristics studied were: gender, age, education, marital status, dependents, source of income, work experience, aboriginal status and whether clients had a phone or driver's licence.

The service variables that were considered are: number of counselling sessions; workshops attended; referrals to employment, training and education; and the number of times a client did not show, cancelled or rescheduled an appointment.

1.4 Objectives

Further objectives of this study were:

(1) to provide information helpful in developing a process for predicting into which of the three

groups clients with particular characteristics will fall, thus alerting NES to possible service needs,

(2) to provide information that may be useful in developing programming that is more appropriate to those clients who were not successful in obtaining employment,

(3) to provide information to assist in identifying barriers that are beyond the capabilities of outreach programs, and

(4) to add to the literature on the subject of labour force participation by aboriginal people, especially as it relates to education/training.

1.5 <u>Definition of Terms</u>

<u>Aboriginal</u>

The Aboriginal peoples of Canada consist of individuals who are identified, according to the Constitution Act, 1982, as Status Indians, Non-Status Indians, Metis or Inuit.

The terms aboriginal, indian, and native will be used interchangeably.

<u>Native Employment Services of Winnipeg Inc.</u>

The Native Employment Services (NES) of Winnipeg Inc., at 210-388 Donald Street, Winnipeg, Manitoba, is an outreach program of Employment and Immigration Canada.

The purpose of Native Employment Services is to assist aboriginal people to obtain employment, training or education.

1.6 Limitations of the Study

Generalization of the results of this study were restricted to the aboriginal clients who registered at Native Employment Services of Winnipeg Inc. between April 1, 1991, and September 30, 1992. Based on a thorough literature search, no studies were found of this type. Therefore, this is a preliminary study and the information should be considered as an invitation for further study.

There was no control for those clients whose files were closed because of lost contact (group three), who might have actually found employment, or who enroled in training but did not notify NES.

This was a repeated chi-square post-hoc study that prevented predictive statements but hypotheses were generated to guide future research.

CHAPTER TWO

REVIEW OF THE LITERATURE

The literature review revealed limited information that was directly related to this study. The available literature that relates to the socio-demographic characteristics and employment preparation activities of the subjects in this study was examined. Employment preparation and referral programs were also reviewed. Outreach programs were introduced and, finally, an examination of Native Employment Services of Winnipeg (NES) was undertaken.

2.1 Employment Preparation and Referral Programs

This portion of the literature review considered employment preparation and referral programs for aboriginal people. This area is being examined because, regardless of level of education and training, entrants to the work force face a great deal of competition for very few jobs in an often indifferent environment. Those who are the least prepared for competition will be the losers. Hagey et al. (1989) explained that the disparity in employment between status Indians and Canadians in general was in part due to the lower educational attainment of Indians. Their report qualifies this by explaining that better education is not the only answer to the employment issue. The lack of employment opportunities may undermine any progress gained

through education. NES agrees that the socio-demographic characteristics of individuals impact on their ability to find employment or enter training. But, NES also believes being trained in employment readiness skills such as job search is also important. Therefore, employment preparation activities at NES were studied.

There is limited research literature that deals with employment preparation programs. Some of the first programs were developed in the mid-sixties, when upward mobility through education and training was in vogue (Anisef, 1985). Jobs Now (1967) was an American pre-employment project sponsored by the Chicago-Young Men's Christian Association to assist 3,000 disadvantaged youth in finding and retaining employment. Skill development for a two week period was given to participants in each of the following areas: transportation and orientation to the city, grooming and personal hygiene, money management, human relations training and job orientation.

Some of the people who entered the program went directly to employment and others went into further training. A second purpose of the study was to determine factors that contributed to or impeded success in the work place. Thus, the people who retained jobs were compared to those who did not on the basis of gender, age, education, I.Q., marital status, police record, work history, and the

degree of high support (personalized concern for the employee) present in the job.

The only factor found to have a significant difference was the degree of high support in the work place. It should be noted that the averages on comparison of successful and unsuccessful participants were fairly uniform. For example, the average education for both groups was approximately 10 years, 54% of both groups had police records, all were approximately 18 years of age and all were single. Also, the Jobs Now study did not address the issue of differences between those who stayed in the program and those who dropped out. Of the 1,220 who entered the program, 831 or 69% completed; of those who completed, 48% or 398 went into employment or further training or education (Jobs Now, 1967). The present study also examined the different variables that are impacting on an individual's ability to be successful in reaching employment and training goals. It was anticipated that the present study would find a significant difference on several variables between those who find employment and education/training and those who do not meet their goals of employment and education/training.

A study by Kjos (1988) examined the type and number of job-search resources that were used by successful and unsuccessful job seekers in the Chicago metropolitan area. The results of the study showed that the fundamental

difference between the successful and unsuccessful job-seekers was not the individual characteristics of the job seeker or the type and number of resources that were used, but the manner in which resources were used. Job-seekers were put into four categories: Networkers, Unskilled Workers, Dislocated Workers and Skilled Workers. In all categories, the successful workers were the ones who used a systematic process or plan in their search, using only those resources related to the type of work sought. This is another variable that might impact on the successful and unsuccessful client at NES, some measure of which might be gained through determining a pattern of attendance of clients.

Abrahams-Maclachlan et al. (1982) conducted a study to measure differences in employment concerns between a selected native Canadian group and a non-native comparison group in Toronto. The study compared the characteristics of aboriginal and non-aboriginal job seekers on demographics, income, life-style priorities, and expenses. The findings indicated that the employment situation in 1982 had not improved for aboriginal people since 1964. "This finding remains remarkably unchanged since Dosman's 1964 finding wherein annual earnings for Native Canadians fell far below non-Native Canadians earnings; that is, $300 and $1,400, respectively" (Abrahams-Maclachlan, 1982, p.89). Although

the Native Employment Services (NES) study did not examine income, it did look at source of income which relates to economic status.

A report in Natcon (Richmond and Eckel, 1985) gives an example of a program that was run by a Canada Employment Centre to overcome the problem of course dropouts in training programs developed for aboriginal people in the Thunder Bay, Ontario district. Through life skills and employment orientation, the program assisted participants to identify barriers to employment or training, to find solutions to the barriers, and to provide labour market information.

An evaluation of the program identified some of the same problems that are prevalent at NES. For example, lack of drivers licenses and vehicles were mentioned as barriers to employment, a situation that is also in existence at NES. This study also examined other mechanisms that our agency believes impacts on employment and education/training such as whether or not a client has a telephone in their place of residence.

A major effort throughout the United States towards employment of Indians in urban and rural areas has been made through the Comprehensive Employment Training Act. An analysis of the services and clients of 10 Comprehensive Employment Training Act sites, although in a different

country and done in the 60's, provides a description of the aboriginal job-seekers that is still useful today. Four major areas examined were outreach and recruitment, training employment and support services, job development, and placement and follow-up. These services are comparable to those offered through Employment and Immigration Canada outreach programs (Outreach, 1988).

One of the first characteristics mentioned is the migratory pattern of people using the services provided within the Comprehensive Employment Training Act, from city and towns to reserve and vis-versa. This is a problem that still exists with aboriginal people in Winnipeg. An attempt to measure this demographic variable was undertaken in this study by examining the length of residence in Winnipeg.

Other common characteristics cited in the Comprehensive Employment Training Act study were (a) low levels of education and training, (b) lack of technological skills, (c) lack of skills generally, (d) lack of awareness of work place, and (e) no understanding of employer expectations.

Outreach programs in Canada do not provide the breadth of services that are provided by the Comprehensive Employment Training Act in the United States. However, they do have the same general goal to assist aboriginal people to enter the work force (Outreach, 1988).

2.2 <u>Outreach Programs</u>

NES is one of several outreach programs funded by Employment and Immigration Canada. The Outreach Program was introduced in the early 1970's to extend the services of Canada Employment Centres.

The purpose of Outreach Projects is to complement regular Canada Employment Centre services by extending them. This is achieved through contracts for service with community-based organizations, which include members of designated target groups such as women, people challenged by disabilities, and aboriginal people who experience difficulty competing in the labour market and are unable to be served adequately by local Canada Employment Centres (Employment and Immigration, 1986).

Before discussing Native Employment Services (NES), two employment preparation programs (Anishinabe R.E.S.P.E.C.T. and Anishnaabe Oway-Ishi) for aboriginal people currently being run in Winnipeg by aboriginal people will be reviewed. The information on these programs is from personal contact and conversations with people directly involved in the programs.

2.21 <u>Anishinabe R.E.S.P.E.C.T. and Anishnaabe Oway-Ishi</u>

The first program, Anishinabe R.E.S.P.E.C.T. Inc. (Rewarding Employment Skills Program Engaging Communal Tradition), is a life skills pre-employment program for

aboriginal people that emphasized aboriginal tradition and values. Anishnaabe Oway-Ishi, "Aboriginal People.... Showing the Way!", is also a pre-employment program, but serves aboriginal youth. Both programs have a mandate to assist participants to become job ready by providing a combination of life skills/personal development, cultural awareness, and work experience (Dan Highway, Board Member of Anishinabe R.E.S.P.E.C.T. and Anishnaabe Oway-Ishi, Personal Communication, February 15, 1992).

Many of the issues that these programs deal with are similar to those faced by the clients who use NES. Some of these are degree of employment readiness, education, training, and work experience. Often NES has found that aboriginal people are unsuccessful in or not able to apply to job competitions because they lack the necessary work experience. Therefore, this study has attempted to measure the impact of work experience.

2.3 <u>Native Employment Services of Winnipeg, Inc.</u>

NES was originally established in 1972 as Manitoba Native Pathfinders, under the sponsorship of the Manitoba Metis Federation, with funding from Employment and Immigration Canada. As Manitoba Native Pathfinders, the project served the City of Winnipeg as well as Brandon, Selkirk, Portage la Prairie, and Dauphin. In the late 70's,

the need for Native outreach had been established and the rural areas that were served by Manitoba Native Pathfinders developed outreach projects of their own. Projects were also developed to serve the northern areas. Manitoba Native Pathfinders became known as Winnipeg Native Pathfinders until the name was changed in December 1982 to Native Employment Services of Winnipeg Inc. (J. Sopko, of Employment and Immigration Canada, personal conversation February 21, 1992).

There is extreme competition for the resources that currently exist for life skills, upgrading, and training, factors that are necessary for entry into employment. Aboriginal people, because of their difficulty in integrating into mainstream society, often are not aware of these resources or the established means of networking required to access them.

NES acts as a coordinating agent for resources that are necessary for successful integration into the labour market by Aboriginal people. It is often the focal point of recruitment for any training, educational, or employment programs that serve aboriginal people. For example, as employment equity efforts increase, more employers are requesting that NES develop and upkeep inventories of clients with skills specific to their organization.

NES is the only employment service in Winnipeg that is designed exclusively to meet the employment needs of aboriginal people. Clients are assisted in preparing for employment by offering individual and group counselling in career exploration, interview practise, resume preparation and job-search techniques. On a yearly basis, approximately 900 new clients register and 1000 clients re-register for service. As of 1992 over 10,000 new clients have registered at NES. Generally, the five counsellors at NES manage a case load of a total of 500 - 600 active clients. They are successful, based on data from the last 5 years, in assisting an average of 400 clients to obtain employment and 500 to enter training or education each year.

Upon the first visit to NES, 51% of the clients have less than one year work experience and 60% are on social assistance. And as indicated earlier, the rate of unemployment for aboriginal people is well over 20%, compared to 9% for the general population.

2.31 Job Loss Cycle

It is safe to state that many of the clients who approach Native Employment Services of Winnipeg Inc. do so in a state that is described by Bezanson, DeCoff, and Stewart,(1985) as job search "burn out", a state of frustration, stagnation, and apathy, that if lasting any length of time, develops into a state of anxiety,

despair, apprehension, and abandonment. If this is the state in which the individual enters the final readjustment stage of the job loss cycle, "the individual must adapt but the adaptation may be to an acceptance of unemployment as the reality as the way of life" (Bezanson et al., 1985,p. 10).

Although all NES clients, as is the case with people generally, do not experience all stages of the job loss cycle (Bezanson et al., 1985), many do, often repeating many stages or become stuck in particular ones.

2.32 Model of Counselling

The counselling process at NES assists clients to deal with underlying emotions caused by unemployment while assisting them to learn the required behaviours needed to take effective action. Thus, this model has the underlying assumption that the counsellor is a helper/teacher who is assisting clients to actively direct their own learning (Egan, 1982, 1986; Henjum, 1984; Ivey et al.; 1987 Pietrofesa et al., 1984). This is accomplished by using employment counselling processes and activities from these theories in a structured, systematic manner. NES counsellors follow the approaches developed specifically for employment counselling by Bezanson et al. (1985), in Individual

Employment Counselling An Action Based Approach, and by Conger (1985) in "The Anatomy of Employment Counselling", in which he describes the component parts of the employment counselling process.

NES offers an environment in which aboriginal people are made welcome by offering culturally sensitive counselling by aboriginal counsellors. Counsellors also act as role models and understand the barriers that must be overcome by clients in order to gain and retain employment. NES offers a unique service by employing only aboriginal staff. As well as role modelling, they are able to provide culturally appropriate counselling. More important, having aboriginal counsellors is often perceived by clients as being a key element that encourages them to continue with the counselling process. The concept of same race counsellors is being recognized more often (Sue, 1981; Wright, 1985). The structure of NES also allows sufficient flexibility to meet the diverse needs of clients.

2.33 Barriers

Some of the major barriers that are faced by clients using the service of Native Employment Services of Winnipeg Inc. are:

(a) failure to obtain employment/training causes
     clients to move back and forth from Aboriginal

communities to urban life a non-aboriginal
environment, thus experiencing cultural and
urban adjustment problems;

(b)   lack of knowledge about labour market
        requirements;

(c)   lack of education, training, and work
        experience;

(d)   many of the professional, semi-professional
        and workers with skills are more independent,
        and have high expectations, but still have
        clearly identified weaknesses in terms of
        gaining employment;

(e)   many clients do not have career awareness, or
        job search skills;

(f)   for some clients, a negative self-image and
        extreme shyness keep them from approaching
        Canada Employment Centres, other agencies and
        from searching for employment opportunities
        on their own;

(g)   lack of self-determination has resulted in
        some aboriginal people experiencing low self-
        esteem resulting in symptoms such as
        alcoholism, family break-up, lack of
        motivation and criminal behaviour;

(h)   aboriginal people are also subject to systemic and
        overt discrimination in attempting to enter and
        upon entry to the work force.

Indepth counselling over an extended period of

time is required to assist aboriginal people who are

affected by these barriers. Experience has shown that

most of the clients using NES require some

pre-placement preparation prior to entering employment

or training/education programs.

2.34 <u>Counsellors</u>

Service begins with recruiting aboriginal employment counsellors with social science/service backgrounds gained through education and/or experience. Native Employment Services of Winnipeg Inc. employs counsellors who have post-secondary education at the university or college level in social sciences, social work, education, business administration, or some specialty, such as life skills coach training.

Generally, the employment counsellors at Native Employment Services of Winnipeg Inc. have no previous experience in employment counselling. This is due largely to NES being the only employment agency for aboriginal people. Because a positive attitude and a desire to work in a helping profession are also essential (Bezanson, 1985), NES looks for evidence of this in a potential counsellor's education, experience and actions.

2.35 <u>Intake</u>

The clients begin the counselling process with the intake worker who acquires the initial registration information from clients. It is the responsibility of the intake worker to make the client feel at ease and welcome. At the very least, the use of good listening skills and communication skills are necessary in this

position. The intake worker introduces her/himself and

offers the client coffee and then explains the process

that the client will go through for initial

registration.

Once the client is registered, she/he is assigned

an employment counsellor. The counselling process

entails the following three stages: (1) counsellor-

client relationship, (2) assessment, and (3)

implementation.

(1) The first task of the counsellor is to establish

     a counsellor-client relationship which is

     developed and expanded on throughout the

     counselling process. This is necessary if the

     client is to feel comfortable and safe enough to

     become a problem-solver. It is at this stage that

     the counsellor begins to use attending and

     relationship skills.

     The attending skills are non-verbal cues, minimal

     encouragers, open questions, verbal tracking,

     paraphrasing, mirroring, and summarizing. As

     explained in trainer's manual of "Tuning In -

     Intentional Attending" (1980), the reason for

     using attending skills is to encourage the client

     to open-up and fully participate in the

     counselling process. If the client can feel that

the counsellor is interested in him or her and
wants to hear his or her story, the client will
more efficiently and completely give information
required for decision-making by both the
counsellor and the client (Employment and
Immigration Canada, 1980).

Relationship skills are also an essential
part of the counselling interview and include (a)
empathy, communication of understanding; (b)
genuineness, in which the counsellor has verbal
and non-verbal behaviour that is congruent; (c)
respect, or communication to client the belief
that he or she can change; (d) self-disclosure,
demonstration of understanding by sharing
information about self that is relevant; (e) being
and requiring the client to be specific rather
than vague; and (f) immediacy, focus on the
present rather than past behaviour, reactions as
they occur (Conger, 1985).

Part of the responsibility of developing a
working relationship with the client is also to
define the boundaries of the relationship, the
roles and responsibilities of the client and
counsellor. This includes clarifying the goal-

oriented counselling process and examining the clients expectations of the counselling process.

(2)   The next stage in the counselling system is assessing employment concerns. According to Bezanson et al., an effective assessment interview should produce for both the client and counsellor the following: (a) an understanding of the client's employment concerns; (b) indication that the client is moving toward the understanding of his/her employment problems as a contingency situation that has a solution; (c) demonstration that the client is willing to work toward goals; (d) a plan of action for the client if the client is not returning for more counselling; (e) or an employment counselling goal to be worked on if the client is returning.

The employment counsellors, taking into account individual differences, follow a set format in the assessment process. This ensures that all clients are receiving a basic level of service. In cooperation with the client, assessment generally takes place in the following areas: employment concern, education and skill levels and goals, personal strengths, barriers to employment or education and training, basically

the general level of employment readiness. Often,
there are several areas of concern. In all areas
that require attention, realistic contingency
statements are developed to address issues in a
hierarchical order based on client goals that are
usually related to employment or training. For
example, whether a client comes to NES with a
specific type of job in mind or is in need of
basic life skills, often, they will state that
their purpose for coming is for a job. Often, as
explained by Conger (1985), the client's concern
is first vocalized in an "I can't" statement. It
is these statements or concerns that are clarified
in the counselling assessment. An employment
counsellor will not teach a client how to do a job
search if the client does not know how his or her
skills can be used or what kind of employment he
or she is willing to take. The client will be
assisted to examine the situation and develop
realistic achievable goals. The first task for
the client might be to attend the career
counselling workshop or individual career
counselling offered by NES.
Through counselling, goals may change if the
client finds that he or she does not have the

skill level required for the type of employment wanted. Before moving into the implementation stage, clear statements of goals are agreed upon by both the client and counsellor.

(3) According to Bezanson (1985), Implementation Strategy will teach the clients to become more self-directed and goal-oriented and encompasses all the counselling strategies. Conger (1985) outlined six specific strategies used in this final counselling or implement strategy stage. The strategies are: (a) sequential learning, (b) information, (c) occupational goal setting, (d) learning, (e) decision, and (f) self-management and are outlined as follows:

(a) Sequential learning Strategy, teaching a series of increasingly difficult skills, at Native Employment Services of Winnipeg Inc. might be teaching a client interview skills by first having her practice with her employment counsellor then joining the interview practice group to work with peers.

(b) Information Strategy, sharing of necessary information by the employment counsellor, such as labour market or educational information.

(c) Occupational Goal Setting Strategy, assisting the client to make appropriate occupational choices, one tool to assist in this process at Native Employment Services of Winnipeg Inc. is the career workshop.

(d) Learning Strategies are taught through modelling by the counsellor, rehearsal by the client, prompt/fade techniques and feedback to teach the client how to critique his or her own performance. The purpose is to help clients learn to assess and use information appropriately, learn new behaviours directly related to obtaining and sustaining employment, learning to be productive and responsible workers (Bezanson, 1985).

(e) Decision Strategy, a very important skill that teaches the clients how to make decisions in a systematic manner.

(f) Self-Management strategy, an overall method that encompasses all the employment techniques to prepare clients to become more self-directed and goal-oriented, using problem solving behaviours in managing one's life, for example being able to move on in their career or change jobs without having to depend on employment counselling.

2.4 Summary

Although there were few studies that related directly to the subject being studied, the literature review provided useful background information on the socio-economic and service variables considered in this study. These include low educational levels, lack of work experience and frequency of moves in an out of major urban centres. The major relationship to the service variables being examined in this study was one that examined systematic versus non-systematic job search. This was related because NES is also concerned about the job readiness process and has attempted to measure several aspects in this study.

A review of various employment programs has been presented. A commonality of these programs is in the support that they provided to their clients in preparing for or obtaining employment. This section concluded with an examination of outreach programs, in particular, Native Employment Services of Winnipeg (NES), the focus of this study.

The next chapter contains a complete description of the methods used.

CHAPTER THREE

<u>METHODS</u>

This chapter provides a description of the subjects and
the manner in which the data was collected and analyzed.

3.1 <u>Subjects</u>

NES has identified three groups of aboriginal workers
who use their service and have their files closed on a
quarterly basis. Those client who remain active, in contact
with the agency, do not have their files closed until they
meet the conditions of one of the three groups. As stated
previously, the first purpose of this study was to determine
if there were any differences in selected socio-demographic
variables between three groups of clients who use NES,
namely, those clients who have their files closed because 1)
they found employment, 2) they entered a education/training
program, or 3) upon file closure, they had not found
employment or education/training. A further objective was
to examine the relationship between selected service
variables and these three groups of clients.

3.2 <u>Population to be Studied</u>

This study will be comprised of all clients who used
the services of NES and had their files closed during the
period of April 1, 1991 to September 30, 1992, an 18-month
period. File disposition is determined on a quarterly basis,

as is required for reporting purposes to Employment and Immigration Canada.

The total number of subjects available for this study was approximately 2000. This was based on past averages of intake and service data. On the average, 350 - 400 files are closed per quarter. Of this number approximately 60 files are closed because of placement in employment, 50 for enrolment in education or training and 240 are closed because of no contact during the quarter and have not found employment or enroled in training or education.

3.3 Characteristics of Clients

Several characteristics are available from NES files on each client. These are (a) age, (b) gender, (c) educational level, (d) aboriginal group (Treaty, Non-Status or Metis), (e) marital status, (f) dependents, (g) last place of residence (reserve, Metis community, or urban), (h) length of time they have lived in city at time registration, (i) years of work experience, (j) source of income at time of registration, (k) whether client has a telephone, and (l) whether client has a driver's licence

3.4 Data Collection

The data used in this study were collected through the NES Client Information System (CIS) (Appendix A). At the time of registration, each client completes a registration form with an intake worker. This information is typed

directly into the computerized data system and a duplicate form is placed in a client file. The intake worker obtains the basic demographic data, address, social insurance number, gender, age, place of birth, marital status, and aboriginal status.

Employment counsellors obtain information about previous employment histories and education and training to ensure that complete and accurate information is recorded. After completion, the employment history and training and/or education records are given to the intake workers for data entry into the client's computer file.

Both counsellors and intake workers have been trained to seek thorough and accurate information from clients. The data collection system used by NES has been developed to ensure consistency in the recording of information by way of step-by-step procedure manuals for both intake workers and counsellors.

Client statements are accepted as accurate and valid representations of past history. All information collected can be verified, as clients sign a release of information form upon registration with NES (Appendix A). Services used by clients are documented on a daily basis by counsellors using service information forms. This information is entered into the client's computer file on a quarterly basis (Appendix B).

NES has a computerized data system which constitutes a data base for policy making, program development, and evaluation of services. All data were taken directly from computer files. No direct contact beyond that already completed with clients, through registration and counselling, was made for the purpose of this study.

Authorization was requested (Appendix C) and approval was granted by the Board of Directors of NES, through a board motion, for the researcher to use all client data required (Appendix D).

3.5 Data Analysis

The SPSS/PC+ StudentWare system was used for the statistical analysis in this study. A categorical data analysis was done using the chi-square with contingency tables to assess if the relationship of responses to a particular variable were the same or different for the people who fell into each of the three groups that were studied.

The significance level that was used with the pearson correlation was .05. Where significance levels were not statistically significant, cells were examined using percentages.

The client files were categorized according to reason for closing and fell into one of the following:

(1) obtained employment

(2) obtained education/training

(3) obtained neither employment or education/training

3.6 <u>Variables Studied</u>

The following socio-demographic and service variables were examined in this study. The information from client files was taken over an 18 month period, from April 1,1991 to September 30, 1992.

A.   <u>Socio-demographic variables</u>:

    1.   Gender

        a) male

        b) female

    2.   Age

        a) less than 25 years of age

        b) 25 - 45 years of age

        c) 46 years and older

    3.   Aboriginal Status

        a) Metis

        b) Inuit

        c) Non-Status

        d) Treaty

    4.   Marital Status

        a) married/common-law

        b) single (includes divorced, separated, widowed)

    5.   Dependents

    6.   Source of Income

        a) employment, training allowance, unemployment insurance

        b) social assistance, none, other

7. Telephone

8. Driver's Licence

9. Length of Residence in Winnipeg

10. Previous Residence

    a) City

    b) Town

    c) Reserve or metis community

11. Education Level

    a) less than grade 10

    b) grade 10 and 11

    c) grade 12

12. Post-secondary education

    a) technical

    b) university

    c) other

13. Work Experience

    a) less than 1 year

    b) one year or more

B. Service variables:

1. Registration Purpose: included employment, training and job preparation.

2. Number of Counselling Sessions: counselling sessions are interviews between counsellors and clients which focus on identifying and discussing employment possibilities, job

preparation, establishing with the client realistic employment goals, identifying solutions and corrective action needed and implementing a plan of action.

3. Telephone Contacts: any contact made with clients to address employment related activities.

4. Number of missed appointments: the number of appointments that the client missed.

5. Referrals to Groups/Workshops: career counselling, interview practice and resume preparation.

6. Referrals to Jobs: employment referrals made by NES counsellors through contact with employer or finds employment on own while or after using the agency.

7. Referrals to Training and Education: referrals made by NES counsellors to training and education programs.

CHAPTER FOUR

RESULTS AND DISCUSSION

The study was an observational study in which two sets of independent variables were examined, socio-demographic and service. The socio-demographic variables examined were those that were available and, over time, seemed to influence whether or not clients secured employment or training/education through NES. The service variables chosen were those that were quantifiable services that NES offered.

The period of study was from April 1, 1991 to September 30, 1992 with a total of 1964 clients. The data in the NES Client Information System were stored on a quarterly basis to correspond to reporting requirements from its funders, Employment and Immigration Canada. Therefore, the information was analyzed in six sections (Table 1).

Limitations were imposed because multiple chi-square post-hoc comparisons forced caution in interpreting results, however, they can be used to generate hypotheses for future study. As this was a preliminary study, further examination of all associations found is encouraged.

Table 1

Division of Data Analysis into Six Sections

Section	Quarterly Periods		Clients
Section 1	April 1, 1991	- June 30, 1991	136
Section 2	July 1, 1991	- September 30, 1991	247
Section 3	October 1, 1991	- December 31, 1991	293
Section 4	January 1, 1992	- March 31, 1992	418
Section 5	April 1, 1992	- June 30, 1992	396
Section 6	July 1, 1992	- September 30, 1992	474

The associations between the dependent variable (status of file upon closure) and independent variables were studied to determine if they were related.

Crosstabs contingency tables were run for each independent variable in each of the six sections (Table 1).

The pearson chi-square at .05 level was used to determine if there was a significant relationship between the dependent and independent variables. The null hypothesis was rejected if the level of significance was .05 or less.

A rejected null hypothesis indicated that the distribution of the dependent variable was different for different levels of the independent variable. As a further

interpretation of the data, the percentages in the cells were examined.

4.1 Analysis of Data

The data have been analyzed and interpreted in two parts. The first section addressed the socio-economic variables and the second section the service variables. Null hypotheses were tested for variables in both sections.

4.11 Effects of Socio-demographic Variables on Status of File Closure

Each variable was studied using contingency tables with the chi-square analysis. Since a table was required for each variable in each of the quarters 144 tables have been analyzed. A limited selection that complemented explanation of data was included in the text. The rest of the contingency tables have been included in the appendices for further reference.

Hypothesis I: the socio-demographic variables would not show a significant association to status of file closure.

1. Gender

There was a significant association between gender of client and status of file closure in three of the six sections (Table 1) analyzed. The null hypothesis was rejected for sections 2, 4, and 6 (Appendix E 1-6). An examination of percentages

(Table 2) found the same general pattern in the nonsignificant sections, as in those that were statistically significant. A higher percentage of females than males had files closed because of employment and training status, and a lower percentage of females had files closed because of lost contact.

Table 2

Percentage Comparisons Between Gender and File Closure Status

	Closure Status		
Gender	Employment	Training	No Contact
Section 1			
Male	22.1	2.9	75.0
Female	20.6	13.9	66.2
Section 3			
Male	17.1	9.9	73.0
Female	24.1	13.5	62.4
Section 5			
Male	19.0	4.4	76.5
Female	24.1	6.5	69.4

2. Age

The age of clients (less than 25; 25 to 45; and 46 or greater) did not show a significant relationship to status of client file closure in

any of the sections (Appendix E 7-12). The null hypothesis was not rejected. However, further examination of percentages did show that those less than 25 years of age did tend to have lower percentages of files closed because of employment and training.

3.   <u>Aboriginal Status</u>

An attempt was first made to analyze four levels of the independent variable, aboriginal status (Treaty, Non-Status, Metis and Inuit). Because more than 20% of the cells had expected frequencies of less than 5, the cells were collapsed to two levels: treaty and other (metis,non-status and inuit). Only aboriginal status in section 2 (Appendix E-14) showed a significant relationship to status of client file closure.

Although the null hypothesis was not rejected in five of the sections, examination of the percentages (Table 3) showed a pattern of Metis, Non-status and Inuit having higher percentages of file closures because of employment and training and lower percentages of no contact than Treaty.

Table 3

Percentage Comparisons Between Treaty and Other Status
with File Closure Status

| | Closure Status | | |
Aboriginal Group	Employment	Training	No Contact
Section 1			
Treaty	18.2	6.1	75.8
Other	29.7	13.5	56.8
Section 2			
Treaty	14.8	13.0	72.2
Other	28.2	10.3	61.5
Section 3			
Treaty	19.5	11.3	69.2
Other	22.4	12.2	65.3
Section 4			
Treaty	14.0	10.0	76.0
Other	21.2	11.9	66.9
Section 5			
Treaty	20.5	5.4	74.1
Other	22.6	5.1	72.3
Section 6			
Treaty	7.2	17.1	75.7
Other	12.1	19.1	68.9

4.   Marital Status

Marital status, married including common-law and

single including divorced and widowed: only showed

a significant relationship to status of client

file closure in section 4 (Appendix E 22). There

was no consistent pattern in the other sections.
The null hypothesis was not rejected.

5. <u>Dependents</u>

There was a significant association between having
or not having dependents and status of file
closure in three of the six sections. The null
hypothesis was rejected in section 1, 2 and 6
(Appendix E 25-30). Section 3 and 4 were not
statistically significant but supported the
pattern found in the three significant sections
(Table 4). Examination of percentages found that
those with dependents had higher percentages of
files closed because of employment and training.
Also, those with dependents had lower percentages
of files closed because of lost contact.

Table 4

Percentage Comparisons Between No Dependents and

Dependents with File Closure Status

	Closure Status		
Condition	Employment	Training	No Contact
Section 1			
No Depend	17.4	5.4	77.2
Dependents	29.5	13.6	56.8
Section 2			
No Depend	18.6	8.1	73.3
Dependents	19.8	19.8	60.5
Section 3			
No Depend	19.0	10.4	70.6
Dependents	22.3	13.1	64.6
Section 4			
No Depend	15.0	10.5	74.5
Dependents	17.9	10.6	71.5
Section 5			
No Depend	22.7	4.5	72.9
Dependents	18.8	6.7	74.5
Section 6			
No Depend	6.3	15.9	77.7
Dependents	12.7	20.8	66.5

6.   Source of Income

An attempt was made to analyze four levels of the

source of income at time of registration at NES

(employment, training allowance,unemployment

insurance and welfare/other). Because more than 20% of the cells had expected frequencies of less than 5, the cells were collapsed to two levels: employment, training, unemployment insurance versus welfare and other. There was a significant relationship between source of income and status of file closure in three of the six sections. The null hypothesis was rejected for sections 1, 4 and 6 (Appendix E 31-36). For all sections, (Table 1) there was a higher percentage of files with source of income (from employment, training or unemployment insurance) than there were from welfare, that were closed with found employment status. The files closed because of entering training did not show such a marked difference between the two groups.

7. Telephone

There was a significant association between having or not having a telephone and status of file closure in three of the six sections (Table 1). The null hypothesis was rejected for sections 2, 4 and 6 (Appendix E 37-42). There was a pattern for all sections, including those that were not statistically significant, of finding higher percentages of files closed for both employment

and training for clients who had a telephone. There were also lower percentages file closures for lost contact for those with a telephone.

8. Driver's Licence

Four of the six sections showed a significant association between having or not having a driver's licence and status of file closure. The null hypothesis was rejected for sections 3, 4 and 5 (Appendix E 43-48). Five of the six sections showed higher percentages of file closures because of employment and training for those with a driver's licence and lower percentages of files closed because of lost contact.

9. Length of Residence in Winnipeg

An attempt was first made to analyze five levels of the independent variable, length of residence (less than 1 year, 1 to 3 years, 3 to 5 years, 5 to 10 years and over 10 years). None of these sections had a significant association with the status of file closure. Because more than 20% of the cells had expected frequencies of less than 5, the cells were collapsed to two levels, less than 1 year and more than 1 year. After collapsing cells, two sections (Appendix E 51,53) showed significant levels of association. Both showed

higher percentages of files closed in employment

and training for those residing in Winnipeg for

more than a year. Percentages (Appendix E 49-54)

show that the percent of lost contact was

consistently lower for those living in Winnipeg

more than 1 year.

10. Previous Residence

Only one section in previous residence (city,

town, and reserve or metis community) had a

significant association with status of file

closure. There was no distinct pattern of

association. The null hypothesis was not rejected

for this variable. For further consideration see

Appendix E 55-60.

11. Secondary Education Level

There was a significant association between

secondary education and status of file closure in

four of the six sections. As was shown (Appendix

E 62-66) the null hypothesis had been rejected

for sections 2, 3, 4, and 5. All sections showed

that those with a complete grade 12 had higher

percentages of file closed with employment status.

Except for section 1, (Appendix E 61) there was a

consistent pattern of higher percentages of files

closures because of employment at grade 10, 11,

and 12 than at the less than grade 10 level. A
different pattern emerged with the files closed
with training status. Here all sections (Table 5)
showed that those with grade 12 had lower
percentages of file closure because of training
than at least one of those with less then grade 10
or those with grade 10 and 11. There was a
smaller percentage of file closures because of
lost contact for those with grade 12.

Table 5

Percentage Comparisons Between Secondary Education and
Training with File Closure Status

	Grade		
File Closure	< 10	10 - 11	12
Section 1 Training	1.7	16.3	8.8
Section 2 Training	13.3	10.7	12.2
Section 3 Training	17.9	11.8	4.9
Section 4 Training	16.0	4.9	10.1
Section 5 Training	3.1	8.0	4.2
Section 6 Training	16.0	19.7	18.0

12. <u>Post Secondary Education</u>

Post Secondary education was analyzed at seven levels: no post secondary, university complete, university incomplete, technical complete, technical incomplete, other complete and other incomplete (Appendix E 66-71). Technical included all department of education recognized training institutions other than university. Other included all training that was not recognized by the department of education. For all sections, either there was no significant association between education and status of file closure, or more than 20% of the cells had expected frequencies of less than five. The null hypothesis was not rejected. As a means of gaining as much information as possible, the seven levels of post secondary education were studied: as well, they were collapsed into three other levels, no post secondary and complete or incomplete (Appendix E 72-77).

An examination of the percentages showed that, in all but the sixth section (Appendix E 72), completed university had the highest percentage of file closures because of employment status. Also, completed technical training had the second

highest percentage of file closures because of employment.

Cells collapsed to complete and incomplete had higher percentages of file closures for employment three times, and twice complete was the same as incomplete (Table 6). Three sections were statistically significant (Appendix E 73, 75 and 76). Completed training had the highest percentage of files closed because of employment and incomplete secondary education had higher percentages than no post secondary education.

Table 6

Percentage Comparisons Between Post Secondary Education

with File Closure Status

	Closure Status		
Education Level	Employment	Training	No Contact
Section 1			
No Post	19.1	6.4	74.5
Incomplete	27.0	10.8	62.2
Complete	19.2	7.7	73.1
Section 2			
No Post	15.5	8.3	76.2
Incomplete	11.5	11.5	77.0
Complete	26.5	15.7	57.8
Section 3			
No Post	21.3	8.5	70.2
Incomplete	15.4	11.5	73.1
Complete	23.1	14.0	62.8
Section 4			
No Post	10.1	14.5	75.4
Incomplete	15.4	8.5	76.1
Complete	21.5	8.6	69.9
Section 5			
No Post	14.6	3.8	81.5
Incomplete	25.0	2.5	72.5
Complete	24.0	8.9	67.1
Section 6			
No Post	4.5	21.9	73.5
Incomplete	10.9	13.9	75.2
Complete	10.4	17.0	72.5

13. <u>Work Experience</u>

An attempt was made to analyze work experience at four levels, less than one year, 1 to 2 years, 2 to 3 years , 3 - 5 years and over 5 years. Because more than 20% of the cells had expected frequencies of less than 5, the cells were collapsed to three levels, less than 1 year, 1 to 2 years and over 2 years (Appendix E 78-83). Only section 6 showed a significant association between length of work experience and file closure status. Examination of the percentages (Table 7) showed that all sections had a similar pattern of higher percentages of file closures for employment status for those with more than one year work experience. Table 7 also showed that there were lower percentages of file closures because of training for those with less than one year work experience.

Table 7

Percentage Comparisons Between Length of Work

Experience with File Closure Status

| | Closure Status | | |
Length	Employment	Training	No Contact
Section 1			
< 1 yr	12.8	6.4	80.9
1-2 yrs	12.9	12.9	74.2
> 2 yrs	32.2	6.8	61.0
Section 2			
< 1 yr	12.5	7.5	80.0
1-2 yrs	24.2	17.7	58.1
> 2 yrs	21.0	12.4	66.7
Section 3			
< 1 yr	18.5	8.7	72.8
1-2 yrs	13.0	11.1	75.9
> 2 yrs	24.5	13.6	61.9
Section 4			
< 1 yr	8.8	12.3	78.9
1-2 yrs	17.5	8.2	74.2
> 2 yrs	19.3	10.6	70.0
Section 5			
< 1 yr	16.4	3.3	80.3
1-2 yrs	18.8	5.9	75.3
> 2 yrs	25.4	6.3	68.3
Section 6			
< 1 yr	3.3	15.6	81.1
1-2 yrs	3.3	25.6	71.1
> 2 yrs	15.7	16.2	68.1

4.12 <u>Effects of Service Variables on Status of</u>
     <u>Client File</u>

Each variable was studied using chi-square
contingency tables, one for each variable in each of
the six quarters.

<u>Hypothesis II</u>: the service variables would not show a
significant association to status of file closure.

1.   <u>Registration Purpose</u>

     Three levels of the variable registration purpose
     were studied: employment, training and job
     preparation. Only one section had a significant
     association with status of file closure (Appendix
     F 1-6). A consistent pattern of association was
     not detected. The null hypothesis was not
     rejected.

2.   <u>Counselling Sessions</u>

     Counselling sessions, which consisted of all
     contacts with clients, were analyzed at three
     levels: no sessions, one session and two or more.
     The two or more category ranged from two to five
     sessions. Five of the six sessions showed a
     significant association between number of
     counselling sessions and status of file closure
     (Appendix F 7-12). The first section also
     showed a level of significance, but had more than

20% of the cells with expected frequencies of less than 5, thus was not used. All of the sections showed a consistent pattern of those with a higher percentage of two or more counselling sessions obtaining employment and training. Two or more counselling sessions also resulted in a lower percentage of file closures because of lost contact (Table 8).

Table 8

Percentage Comparisons Between Counselling Session with

File Closure Status

	Closure Status		
Counsel Sessions	Employment	Training	No Contact
Section 1			
0	30.4	8.7	60.9
1	11.7	7.8	80.5
2+	46.2	7.7	46.2
Section 2			
0	18.5	8.3	73.1
1	13.1	15.0	72.0
2+	40.6	15.6	43.8
Section 3			
0	11.2	8.6	80.2
1	32.2	8.5	59.3
2+	51.4	32.4	16.2
Section 4			
0	12.3	7.9	79.8
1	17.3	17.3	65.3
2+	37.2	11.6	51.2
Section 5			
0	11.4	3.0	85.6
1	41.1	6.3	52.6
2+	46.7	23.3	30.0
Section 6			
0	5.5	10.4	84.0
1	15.3	29.2	56.3
2+	15.6	46.7	37.8

3.   <u>Telephone Contacts</u>

Telephone contacts consisted of all contacts made
with the client by telephone for the purpose of
counselling or providing job or training related
assistance. This variable was analyzed in two
levels: contact and no contact. Five of the six
sessions showed a significant association with
status of file closure (Appendix F 13-18). The
first session showed a significant association,
but had more than 20% of the cells with expected
frequencies of less than 5, thus was not used.
Those with telephone contact had a higher
percentage of files closed with employment and
training status as well as lower levels of lost
contact. The null hypothesis was rejected.

4.   <u>Missed Appointments</u>

Only one section in missed appointments had a
significant association with status of file
closure. There was no distinct pattern of
association (Appendix F 19-24). The null
hypothesis was not rejected for this variable.

5.   <u>Referrals to Workshops</u>

Referrals to workshops included career, interview
preparation and resume. There was a significant
association with status of file closure in only

one section. There was no distinct pattern of association.(Appendix F 25-30). The null hypothesis was not rejected.

6. <u>Referrals to Jobs</u>

An attempt was made to analyze referrals to jobs at three levels: no referrals, 1 referral and 2 or more referrals. Because more than 20% of the cells had expected frequencies of less than 5, they were collapsed to two levels: no referrals and two or more referrals. All six sections showed significant associations between referrals to employment and status of file closure (Appendix F 31-36). All of the sections showed a consistent pattern of those with file closure, because of employment, having a higher percentage of two or more referrals to jobs. Two or more referrals to jobs also resulted in a lower percentage of file closure because of lost contact.

7. <u>Referrals to Training and Education</u>

Referral to training were analyzed in two levels: no referrals and one or more. Five of the sections showed a significant association between referrals to training and status of file

closure (Appendix F 37-42). Section one did not
show a significant level of association, but did
support the pattern evident in Appendix F 38-42,
one or more referrals to training resulting in
higher percentages of file closures because
of training.

Table 9

Percentage Comparisons Between Referrals to Employment
with File Closure Status

	Closure Status		
Referrals	Employment	Training	No Contact
Section 1			
0	22.1	5.8	72.1
1+	18.6	15.6	65.6
Section 2			
0	20.6	9.3	70.1
1+	11.6	25.6	62.8
Section 3			
0	16.8	5.9	77.3
1+	36.4	36.4	27.3
Section 4			
0	14.8	7.9	77.4
1+	23.3	26.7	50.0
Section 5			
0	19.3	3.8	76.9
1+	46.4	25.0	28.6
Section 6			
0	8.9	12.7	78.4
1+	7.0	54.4	38.6

4.2 <u>Discussion and Summary</u>

All the socio-demographic variables that were examined showed some level of association with status of file closure.

4.21 <u>Socio-demographic Variables</u>

Of the variables that showed a statistically significant relationship to status of file closure, secondary education had one of the strongest (4 of 6 sections) relationships. In all sections, there was a distinct relationship between grade 12 education and the highest percentages of files closed with employment status. Those with grade 12 education were also less likely to have files closed because of lost contact. However, there was a trend for those with a grade 12 education to be less likely to have files closed because of training.

In contrast to secondary education, none of the sections in post-secondary education were statistically significant. However, there was a definite pattern. Completed university education had the highest percentage of files closed with employment status, and completed technical training had the next highest percentages. It seems that any type of completed education resulted in better chances of employment. All types and levels of post-secondary education

resulted in higher percentages of files closed because of employment. Of the group without post secondary education, those with grade 12 obtained employment more often. Thus, education may be a powerful tool in the task of increasing the participation of aboriginal people in the labour market.

Females had noticeably higher percentages of files closed because of employment and training, and tended to be less likely than males to have files closed because of lost contact. Also, those with dependents had a strong relationship to file closure for employment and training. In contrast, marital status did not show any consistent relationship to status of file closure.

Aboriginal people under the age of 25 tended, although not at a significant level, to have lower percentages of files closed because of employment. This supports the concern voiced by the Social Planning Council (1989) regarding high levels of unemployment among aboriginal youth.

Two variables that NES had always considered to impact on an individual's chances of obtaining employment or training were having a telephone and having a driver's licence. This has been strongly supported by the analysis. It was found that having a

telephone was statistically significant in three of the six sections and a driver's licence was statistically significant in five of the six sections. In both cases, all sections showed having a driver's licence and having a telephone consistently resulted in more file closures because of employment and training, and a lower percentage of file closures because of lost contact. It is interesting to note that having a driver's licence did not have as much impact on file closure for training. This is an expected result given that a driver's licence is often a requirement for employment and not as important for training.

Source of income was the final variable that was statistically significant in three of six sections. For all sections, there was a higher percentage of files closed with employment status for clients with employment, training or unemployment insurance as source of income. There were correspondingly higher percentages of files with welfare as source of income that were closed with no contact. This division was expected because many of the NES clients on social assistance are not as job ready as those who have other sources of income. For example, they often do not have as high a level of education or skills, or the work experience of those who have other sources of income.

Upon analysis, it was found that the same percentage, or higher, of people with welfare as the source of income enter training, as those with other sources. This supports Hagey's (1989) view that opportunity for employment is not as readily available for this group.

Work experience did not have a statistical significance. However, more than one year of experience consistently showed higher percentages of files closed with employment and training status. This supports the practice of providing work experience for aboriginal people through pre-employment programs such as Anishinabe R.E.S.P.E.C.T. and Anishnaabe Oway-Ishi.

This same pattern was evident in length of residence in Winnipeg. Although there was no statistically significant difference, analysis of percentages showed that those living in Winnipeg for more than a year had higher percentages of file closures because of education and training. However, previous residence did not show a consistent relationship to status of file closure.

Finally, Aboriginal status showed only a slight preference to the non-treaty group in terms of file closure for employment and training.

4.22 Service Variables

Seven service variables were studied. Four of the seven variables had statistically significant levels of association with status of file closure. In both counselling and telephone contact/counselling, contact with counsellors and correspondent client activity resulted in significantly more file closures for employment and training.

At NES our counselling program offers a systematic job search process. According to the results of the study, the more individuals attend the service, the better their chances of obtaining employment or training. This is supported by Kjos's (1988) study that found systematic job search was a major factor in securing employment.

The two major outcomes of the counselling process, referrals to employment and training, also showed a statistically significant association with status of file closure. Both resulted in significantly greater percentages of employment and training file closures.

The variables registration purpose, missed appointments, and referrals to workshops were not statistically significant. Analysis of percentages showed no distinctive patterns.

CHAPTER FIVE

SUMMARY AND RECOMMENDATIONS

This final chapter contains the purpose of the study,
procedures that were used, results, limitations, summary and
recommendations.

5.1 Purpose

The purpose of this study was to explore the function
of Native Employment Services of Winnipeg (NES) Inc. by
examining the impact of selected socio-demographic factors
and employment preparation activities on whether the clients
using the services of NES found employment or
training/education.

5.2 Procedures

The data used in the study were socio-demographic and
service information obtained from the NES computerized
Client Information System. There had been no client contact
made beyond that already completed during regular service.
The information was collected from clients who used the
service of NES and had their files closed on a quarterly
basis. The period of the study was from April 1, 1991 to
September 30, 1992.

Data were analyzed using the SPSS/PC+ StudentWare. A
categorical data analysis was conducted using the chi-square
with contingency tables to test null hypotheses. The

relationship between the socio-demographic and service variables and the status of file closure was assessed.

5.3   Results

There was some association between many of the variables and the status of file closure. Those that had statistically significance associations in at least three of the six sections and the level of independent variable that showed the highest percentage were: female gender, having dependents, employment, training income or unemployment insurance as source of income, having a telephone, having a driver's licence, and having grade 12 secondary education. This same pattern was found in the other sections, but the association was not found to be statistically significant. Higher percentages of clients with levels in these categories found employment or entered training.

The major finding of the analysis of the service variables was that more counselling, telephone contacts, and referrals to jobs and training consistently resulted in higher percentages of clients that obtained jobs and entered training.

The results of the other objectives of this study were:

(1)   The study did not provide information helpful in developing a process for predicting into which of three groups clients with particular characteristics would fall. There are certain

characteristics that seem to increase the probability of finding employment or training. However, employment preparation activities played a significant role.

(2) The study did provide information that may be useful in developing programming that is more appropriate to those clients who were not successful in obtaining employment. Again, it showed that use of employment counselling services increases the possibility of securing employment or entering training.

(3) The study did provide information to assist in identifying barriers that are beyond the capabilities of outreach programs, for example, whether or not an individual has a telephone or a driver's licence.

(4) The study did add to the literature on the subject of labour force participation by aboriginal people.

5.4 Limitations

Generalization of the results of this study was restricted to the aboriginal clients of NES who had their files closed between April 1, 1991 and September 30, 1992. This was an observational post-hoc study; associations

between the independent variable and the dependent variable were studied. Therefore, no predictions could be made.

5.5 Summary

The results of this study have provided a valuable analysis of NES client characteristics and activities. It can be utilized by NES and other individuals in the employment and education/training field. This information also laid the groundwork for further study in the area of aboriginal people's participation in the labour market.

A major finding of the study was that many of the socio-demographic characteristics seemed to have an impact on employment and training status. However, the most statistically significant were service variables. Employment counselling at NES increased the probability of clients obtaining employment or entering training. For example, two or more referrals to employment resulted in a higher percentage of files being closed because of employment. Further, it found that those clients who used the services of NES more often found employment or entered training more often.

5.6 Recommendations

Based on the findings of this study, the following recommendations are made:

1. As this study focused on general employment counselling at NES, further research needs to be

undertaken to examine other employment related activities. Therefore, a study involving the effect of such activities as workshops in resume writing, interview preparation and career exploration needs to be conducted. It is important to validate whether or not these services are meeting the needs of aboriginal people seeking employment and education/training.

2. Employment Counsellors/Educators need to recognize that there are many variables that influence the probability of aboriginal people obtaining employment and entering training.

3. Government legislators need to be made aware of the socio-demographic and service variables impacting on aboriginal people entering the workforce. These factors range from the individual's job search needs, such as the requirement of having a telephone in one's place of residence, to government policy regarding funding of employment and training programs.

4. Clients need to be informed about the benefits of employment services. As indicated in this study, counselling does seem to increase their chances of obtaining employment and education/training.

5. This study produced similar findings over six quarterly periods, to some extent confirming validity of the results. It would be beneficial to combine the information in one data base.

6. Based on the results indicated in this study, there are some recommendations that NES should address. Individual client needs should be considered with regard to the following:

   a. There should be more services and resources to assist aboriginal men to obtain employment or enter training/education. This is especially the case for those clients under 24 years of age.

   b. Many of the clients at NES that are finding employment or entering training programs have dependents. Therefore, NES should attempt to obtain resources for daycare. Also, daycare is required for clients who are in the job search process or attempting to enter training/education.

   c. It was found that clients that were on social assistance were less likely than those with other sources of income to

have files closed because of finding
employment. But, there was no
difference between these two groups in
regard to entering training/education
programs. This indicates that we need
more resources to assist aboriginal
people to acquire education and
training. The study also supported this
by showing that clients with higher
levels of education and training were
more likely to obtain employment.

d.   The results of the study indicated that
having more than one year work
experience seemed to increase the
probability of clients obtaining
employment. Therefore,
education/training programs should
include a work experience component.

e.   Having a driver's license was
related to obtaining employment.
Having a telephone was related to
obtaining both employment and training.
Therefore, NES should advocate for
resources for driver's lessons and
licences in all training programs.

Further, NES should advocate in support of funding for telephones.

f. Finally, NES should examine its present services and determine ways and means of increasing client contact. It was shown in this study that those clients who had more contact with NES found more jobs and entered education/training programs more often.

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APPENDIX A

Client Information Forms

COUNSELLOR #

REGISTRATION DATE
REVIVAL DATE, IF APPLICABLE

FULL NAME
ADDRESS
CITY/PROV
PCODE

TELEPHONE
MESSAGE
SIN
DOB
POB
AGE
SEX

ABORIGINAL STATUS
MARITAL STATUS
BAND
CONTACT SOURCE
DRIVER'S LICENCE
ELIGIBLE
CLASS
RESUME ON COMPUTER
LENGTH OF TIME IN WPG

I,   , HEREBY AUTHORIZE NATIVE EMPLOYMENT SERVICES OF
WINNIPEG INC., AND ITS STAFF TO CONTACT ANY EMPLOYERS /
EDUCATIONAL / TRAINING INSTITUTIONS. I ALSO AUTHORIZE
NATIVE EMPLOYMENT SERVICES OF WINNIPEG, INC., AND ITS
STAFF TO SEND ANY EMPLOYMENT RELATED INFORMATION TO
POTENTIAL EMPLOYERS / TRAINING OPPORTUNITIES / RESOURCE
AGENCIES.

DATE

CLIENT SIGNATURE x_____

    NES SIGNATURE x_____

NES   CLIENT NAME:_____   CLIENT#:_____
CLIENT INFORMATION SYSTEM   COUNSELLOR:_____
COUNSELLOR'S INPUT FORM   DATE:_____

****** PLEASE REFER TO CODE SHEET(S) WHEN COMPLETING FORM *******

PRESENT SOURCE OF INCOME CODE:_____   INCOME RANGE:$_____
HANDICAPPED (Y/N):_____   VISIBLE MINORITY (Y/N):_____
LANGUAGE 1:_____ SPEAK 1(Y/N):_____ WRITE 1(Y/N):_____
LANGUAGE 2:_____ SPEAK 2(Y/N):_____ WRITE 2(Y/N):_____
LANGUAGE 3:_____ SPEAK 3(Y/N):_____ WRITE 3(Y/N):_____
NO. OF DEPENDENTS:_____ NO. UNDER 18:_____ NO. OVER 18:_____

RPCODE 1:_____   RPCODE 2:_____   RPCODE 3:_____

********** EDUCATION SECTION **********

ELEMENTARY/SECONDARY EDUCATION LEVEL:_____ S/E INC CODE:_____
ELEMENTARY/SEC INSTITUTION:_____
S/E GRADE COMPLETION (MM/DD/YY):_____ SEC.ED. TYPE:_____
PSE PREFERRED (CCDO):_____/_____

START & END DATES	PT	PROGRAM	CLS CODE	INC CODE	INSTITUTION & CODE	SPONSOR & CODE

******** WORK EXPERIENCE SECTION ********

TYPE OF WORK PREFERRED(CDDO & NAME):_____

START & END DATES	INC CODE	CLS CODE	POSITION	YRS/ MTHS	CCDO CODE	COMPANY NAME

TYPE SPEED GROSS(WPM):_____ TYPE SPEED NET(WPM) :_____
SHORTHAND (WPM)   :_____ WORDPROCESSING (Y/N):_____
DBASE(Y/N):_____ SPREADSHEET(Y/N):_____ DICTAPHONE(Y/N):_____
COMPUTERIZED ACCOUNTING(Y/N)   :_____

REASON FOR LEAVING LAST EMPLOYMENT/TRG/PSE (INCOMPLETE CODE):_____

TOTAL WEX MONTHS, IF WEX LESS THAN 1 YEAR   :_____

TOTAL WEX YEARS, (IF LESS THAN 1 YR, ENTER 0):_____
COMMENTS:_____

_____

_____

APPENDIX B

Data Recording Forms

QUARTERLY SUMMARY   EMPLOYMENT COUNSELLOR:_____

CLIENTS DISCONTINUED(4):

A18_____   A20_____   A22_____   A23_____

B_____   C_____   D_____   E_____   F_____

WOMEN: A18_____   A20_____   A22_____   A23_____
ABORIGINAL: A18_____   A20_____   A22_____   A23_____
DISABLED: A18_____   A20_____   A22_____   A23_____
VIS. MINORITY: A18_____   A20_____   A22_____   A23_____

* NOTE *   The G's and H's do not have to counted because they will
           be counted at P.S.F. and ACTIVE.

INDIVIDUAL COUNSELLING(6):

I_____   T_____   S_____   C_____   R_____   P_____

REFERRAL TO GROUPS:

C_____   R_____   I_____

GROUPS COMPLETED(8):

C_____   R_____   I_____

COUNSELLING COMPLETE(9):

A_____   B_____   C_____   D_____   E_____

REFERRAL TO CEC(12):_____   **REFERRAL TO OTHER(13):**_____

FOLLOW-UP REFERRAL(14):_____

REFERRAL TO JOB(17/19):   R(17)_____   C(19)_____

              WOMEN: _____   _____
              ABORIGINAL: _____   _____
              DISABLED: _____   _____
              VIS. MINORITY: _____   _____

FOLLOW-UPS(21):   R_____   P_____

POST-SERVICE FOLLOW-UP (P.S.F):

10_____   11_____   18_____   20_____

22_____   23_____   25_____

WOMEN:	18_____	20_____	22_____	23_____
ABORIGINAL:	18_____	20_____	22_____	23_____
DISABLED:	18_____	20_____	22_____	23_____
VIS. MINORITY:	18_____	20_____	22_____	23_____

POST SUPPORT (EM/ED)(24):_____

ACTIVE PLACEMENT(S) (ACTIVE):

10_____   11_____   18_____   20_____

22_____   23_____   25_____

WOMEN:	18_____	20_____	22_____	23_____
ABORIGINAL:	18_____	20_____	22_____	23_____
DISABLED:	18_____	20_____	22_____	23_____
VIS. MINORITY:	18_____	20_____	22_____	23_____

APPOINTMENTS:

NS_____   RE_____   CA_____

NATIVE EMPLOYMENT OPERATIONAL REPORT WORKSHEET

COUNS# & INIT:_____ QUARTER DATE:_____	CLIENT NUMBER AND NAME								
ORW DATE (MM/DD/YY)									
I. CLIENT INVENTORY									
CLIENTS DISC (ABCDEFGH) 4									
II. EMPLOYABILITY									
IND COUNS (I/T/S/C/R/P) 6									
REFERRAL TO GROUPS (C/R/I)									
GROUPS COMPLETE (C/R/I) 8									
COUNS COMPLETE (ABCDE) 9									
III. EMPLOYMENT-RELATED									
REFERRAL TO CEC 12									
REFERRAL TO OTHER 13									
FOLLOW-UP REFERRAL 14									
IV. REFERRALS/PLACEMENTS									
REFER TO JOB (R/C) 17/19									
FOLLOW-UPS (R/P) 21									
P.S.F.25/18/20/22/23/11/10									
POST SUPPORT (EM/ED) 24									
ACTIVE25/18/20/22/23/11/10									
APPOINTMENTS (NS/RE/CA)									

APPENDIX C

Letter of Request for Approval

Winnipeg, MB
R

May 26, 1992

Winnipeg, MB
R

Dear Mr. Moore,

As explained to yourself and the other board members of Native
Employment Services, I am doing my thesis in Educational Psychology
on employment of Aboriginal people.

I would appreciate a letter indicating that approval of the NES
Board of Directors was granted for the use of client statistical
data in my study. This will be included in my application to the
Faculty of Education Ethics Review Committee.

The purpose of the study is to gain a better understanding of the
variables impacting on the employability of Aboriginal people who
use the services of Native Employment Services.

The first objective is to determine whether a relationship exists
between the socio-demographic characteristics of Aboriginal clients
who use the services of NES and whether the clients are successful
in achieving employment or training/education.

The second objective is to determine if there is a relationship
between client participation in services at NES and their meeting
employment or education/training goals.

In this study I will be using client data from our computer files.
No direct contact beyond that already completed with clients during
registration and counselling will be made.

Thank you for your co-operation in allowing me to use this valuable
information.

Sincerely

Marileen McCormick
Executive Director, NES

APPENDIX D

Letter of Permission

May 28, 1992

Dear Marileen,

As requested in your letter of May 26, 1992, I am writing this letter to confirm the Board of Director's approval of your use of any data and client information required for your thesis.

This was officially approved through Board Motion 241/90 " Move that Marileen has authorization to use all statistical and client information obtained from NES relevant to her thesis on Aboriginal employment".

Sincerely,

Jim Moore, Chairperson

JM/li

APPENDIX E

Socio-Demographic Variables

Table E1   Relationship Between Gender and File Closure
             Status

CLOSING STATUS	Male	Female	Row Total
EMPLOYMENT	15	14	29
	22.1	20.6	21.3
TRAINING	2	9	11
	2.9	13.2	8.1
NO CONTACT	51	45	96
	75.0	66.2	70.6
Column Total	68	68	136
	50.0	50.0	100.0

Chi-Square Value	DF	Significance
4.86403	2	.08786

Table E2   Relationship Between Gender and File Closure
             Status

CLOSING STATUS	Male	Female	Row Total
EMPLOYMENT	22	25	47
	13.8	28.4	19.0
TRAINING	15	15	30
	9.4	17.0	12.1
NO CONTACT	122	48	170
	76.7	54.5	68.8
Column Total	159	88	24
	64.4	35.6	100.0

Chi-Square Value	DF	Significance
13.07467	2	.00145

Table E3   Relationship Between Gender and File Closure
                Status

CLOSING STATUS	Male	Female	Row Total
EMPLOYMENT	26	34	60
	17.1	24.1	20.5
TRAINING	15	19	34
	9.9	13.5	11.6
NO CONTACT	111	88	199
	73.0	62.4	67.9
Column Total	152	141	293
	51.9	48.1	100.0

Chi-Square Value	DF	Significance
3.78792	2	.15048

Table E4   Relationship Between Gender and File Closure
                Status

CLOSING STATUS	Male	Female	Row Total
EMPLOYMENT	23	44	67
	10.5	22.2	16.7
TRAINING	20	24	44
	9.1	12.1	10.5
NO CONTACT	177	130	307
	80.5	65.7	73.4
Column Total	220	198	418
	52.6	47.4	100.0

Chi-Square Value	DF	Significance
13.01933	2	.00149

Table E5   <u>Relationship Between Gender and File Closure</u>
<u>Status</u>

CLOSING STATUS	Male	Female	Row Total
EMPLOYMENT	43 19.0	41 24.1	84 21.2
TRAINING	10 4.4	11 6.5	21 5.3
NO CONTACT	173 76.5	118 69.4	291 73.5
Column Total	226 57.1	170 42.9	396 100.0

<u>Chi-Square Value</u> 2.62370	<u>DF</u> 2	<u>Significance</u> .26932

Table E6   <u>Relationship Between Gender and File Closure</u>
<u>Status</u>

CLOSING STATUS	Male	Female	Row Total
EMPLOYMENT	17 6.3	24 11.8	41 8.6
TRAINING	38 14.0	46 22.7	84 17.7
NO CONTACT	216 79.7	133 65.5	349 73.6
Column Total	271 57.2	203 42.8	474 100.0

<u>Chi-Square Value</u> 12.19193	<u>DF</u> 2	<u>Significance</u> .00225

Table E7   <u>Relationship Between Age and File Closure</u>
<u>Status</u>

CLOSING STATUS	<25	25-45	46+	Row Total
EMPLOYMENT	5 12.5	19 21.3	5 62.5	29 21.2
TRAINING	6 15.0	5 5.6		11 8.0
NO CONTACT	29 72.5	65 73.0	3 37.5	97 70.8
Column Total	40 29.2	89 65.0	8 5.8	137 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
12.91701	4	.01169

Table E8   <u>Relationship Between Age and File Closure</u>
<u>Status</u>

CLOSING STATUS	<25	25-45	46+	Row Total
EMPLOYMENT	10 15.9	35 21.0	2 11.8	47 19.0
TRAINING	3 4.8	25 15.0	2 11.8	30 12.1
NO CONTACT	50 79.4	107 64.1	13 76.5	170 68.8
Column Total	63 25.5	167 67.6	17 6.9	247 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
6.76410	4	.14889

Table E9   Relationship Between Age and File Closure
            Status

CLOSING STATUS	<25	25-45	46+	Row Total
EMPLOYMENT	12	42	6	60
	20.0	20.2	24.0	20.5
TRAINING	9	20	5	34
	15.0	9.6	20.0	11.6
NO CONTACT	39	146	14	199
	65.0	70.2	56.0	67.9
Column Total	60	208	25	293
	20.5	71.0	8.5	100.0

Chi-Square Value	DF	Significance
3.74675	4	.44136

Table E10   Relationship Between Age and File Closure
             Status

CLOSING STATUS	<25	25-45	46+	Row Total
EMPLOYMENT	14	49	4	67
	13.3	16.6	22.2	16.0
TRAINING	11	30	3	44
	10.5	10.2	16.7	10.5
NO CONTACT	80	216	11	307
	76.2	73.2	61.1	73.4
Column Total	105	295	18	418
	25.1	70.6	4.3	100.0

Chi-Square Value	DF	Significance
2.13220	4	.71146

Table E11   Relationship Between Age and File Closure
             Status

CLOSING STATUS	<25	25-45	46+	Row Total
EMPLOYMENT	24 20.7	51 20.1	9 34.6	84 21.2
TRAINING	4 3.4	17 6.7		21 5.3
NO CONTACT	88 75.9	186 73.2	17 65.4	291 73.5
Column Total	116 29.3	254 64.1	26 6.6	396 100.0

Chi-Square Value	DF	Significance
5.75089	4	.21854

Table E12   Relationship Between Age and File Closure
             Status

CLOSING STATUS	<25	25-45	46+	Row Total
EMPLOYMENT	5 3.6	35 11.5	1 3.3	41 8.6
TRAINING	25 17.9	53 17.4	6 20.0	84 17.7
NO CONTACT	110 78.6	216 71.1	23 76.7	349 73.6
Column Total	140 29.5	304 64.1	30 6.3	474 100.0

Chi-Square Value	DF	Significance
8.91562	4	.06324

Table E13   <u>Relationship Between Aboriginal Status</u>
              <u>and File Closure Status</u>

CLOSING STATUS	Treaty	Other	Row Total
EMPLOYMENT	18 18.2	11 29.7	29 21.3
TRAINING	6 6.1	5 13.5	11 8.1
NO CONTACT	75 75.8	21 56.8	96 70.6
Column Total	99 72.8	37 27.2	136 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
4.91164	2	.08579

Table E14   <u>Relationship Between Aboriginal Status and</u>
              <u>File Closure Status</u>

CLOSING STATUS	Treaty	Other	Row Total
EMPLOYMENT	18 18.2	11 29.7	29 21.3
TRAINING	6 6.1	5 13.5	11 8.1
NO CONTACT	75 75.8	21 56.8	96 70.6
Column Total	99 72.8	37 27.2	136 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
4.91164	2	.08579

Table E15 <u>Relationship Between Aboriginal Status and</u>
<u>File Closure Status</u>

CLOSING STATUS	Treaty	Other	Row Total
EMPLOYMENT	38 19.5	22 22.4	60 20.5
TRAINING	22 11.3	12 12.2	34 11.6
NO CONTACT	135 69.2	64 65.3	199 67.9
Column Total	195 66.6	98 33.4	293 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
.47942	2	.78686

Table E16   <u>Relationship Between Aboriginal Status and</u>
<u>File Closure Status</u>

CLOSING STATUS	Treaty	Other	Row Total
EMPLOYMENT	42 14.0	25 21.2	67 16.0
TRAINING	30 10.0	14 11.9	44 10.5
NO CONTACT	228 76.0	79 66.9	307 73.4
Column Total	300 71.8	118 28.2	418 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
3.95295	2	.13856

Table E17   Relationship Between Aboriginal Status and
             File Closure Status

CLOSING STATUS	Treaty	Other	Row Total
EMPLOYMENT	53	31	84
	20.5	22.6	21.2
TRAINING	14	7	21
	5.4	5.1	5.3
NO CONTACT	192	99	291
	74.1	72.3	73.5
Column Total	259	137	396
	65.4	34.6	100.0

Chi-Square Value	DF	Significance
.25526	2	.88018

Table E18   Relationship Between Aboriginal Status and
             File Closure Status

CLOSING STATUS	Treaty	Other	Row Total
EMPLOYMENT	24	17	41
	7.2	12.1	8.6
TRAINING	57	27	84
	17.1	19.1	17.7
NO CONTACT	252	97	349
	75.7	68.8	73.6
Column Total	333	141	474
	70.3	29.7	100.0

Chi-Square Value	DF	Significance
3.56109	2	.16855

Table E19 Relationship Between Marital Status and
       File Closure Status

CLOSING STATUS	MARRIED	SINGLE	Row Total
EMPLOYMENT	11	18	29
	33.3	17.5	21.3
TRAINING	2	9	11
	6.1	8.7	8.1
NO CONTACT	20	76	96
	60.6	73.0	70.6
Column Total	33	103	136
	24.3	75.7	100.0

Chi-Square Value	DF	Significance
7.32853	2	.15078

Table E20 Relationship Between Marital Status and
       File Closure Status

CLOSING STATUS	MARRIED	SINGLE	Row Total
EMPLOYMENT	10	37	47
	13.5	21.4	19.0
TRAINING	9	21	30
	12.2	12.1	12.1
NO CONTACT	55	115	170
	74.3	66.5	68.8
Column Total	74	173	247
	30.0	70.0	100.0

Chi-Square Value	DF	Significance
2.15279	2	.34082

Table E21   <u>Relationship Between Marital Status and</u>
                       <u>File Closure Status</u>

CLOSING STATUS	MARRIED	SINGLE	Row Total
EMPLOYMENT	16 23.9	44 19.5	60 20.5
TRAINING	12 17.9	22 9.7	34 11.6
NO CONTACT	39 58.2	160 70.8	199 67.9
Column Total	67 22.9	226 77.1	293 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
4.67377	2	.09663

Table E22   <u>Relationship Between Marital Status and</u>
                       <u>File Closure Status</u>

CLOSING STATUS	MARRIED	SINGLE	Row Total
EMPLOYMENT	26 25.0	41 13.1	67 16.0
TRAINING	7 6.7	37 11.8	44 10.5
NO CONTACT	71 68.3	236 75.2	307 73.4
Column Total	104 24.9	314 75.1	418 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
9.35142	2	.00932

Table E23   Relationship Between Marital Status and
             File Closure Status

CLOSING STATUS	MARRIED	SINGLE	Row Total
EMPLOYMENT	70 23.1	14 15.1	84 21.2
TRAINING	17 5.6	4 4.3	21 5.3
NO CONTACT	216 71.3	75 80.6	291 73.5
Column Total	303 76.5	93 23.5	396 100.0

Chi-Square Value	DF	Significance
3.25121	2	.19679

Table E24   Relationship Between Marital Status and
             File Closure Status

CLOSING STATUS	MARRIED	SINGLE	Row Total
EMPLOYMENT	16 11.3	25 7.5	41 8.6
TRAINING	24 16.9	60 18.1	84 17.7
NO CONTACT	102 71.8	247 74.4	349 73.6
Column Total	142 30.0	332 70.0	474 100.0

Chi-Square Value	DF	Significance
1.77214	2	.41227

Table E25 Relationship Between Number of Dependents
and File Closure Status

CLOSING STATUS	No Dependents	1 or More Dependents	Row Total
EMPLOYMENT	16 17.4	13 29.5	29 21.3
TRAINING	5 5.4	6 13.6	11 8.1
NO CONTACT	71 77.2	25 56.8	96 70.6
Column Total	92 67.6	44 32.4	136 100.0

Chi-Square Value	DF	Significance
6.28460	2	.04318

Table E26 Relationship Between Number of Dependents
and File Closure Status

CLOSING STATUS	No Dependents	1 or More Dependents	Row Total
EMPLOYMENT	30 18.6	17 19.8	47 19.0
TRAINING	13 8.1	17 19.8	30 12.1
NO CONTACT	118 73.3	52 60.5	170 68.8
Column Total	161 65.2	86 34.8	247 100.0

Chi-Square Value	DF	Significance
7.68817	2	.02141

Table E27   Relationship Between Number of Dependents
             and File Closure Status

CLOSING STATUS	No Dependents	1 or More Dependents	Row Total
EMPLOYMENT	31 19.0	29 22.3	60 20.5
TRAINING	17 10.4	17 13.1	34 11.6
NO CONTACT	115 70.6	84 64.6	199 67.9
Column Total	163 55.6	130 44.4	293 100.0

Chi-Square Value	DF	Significance
1.19424	2	.55039

Table E28   Relationship Between Number of Dependents
             and File Closure Status

CLOSING STATUS	No Dependents	1 or More Dependents	Row Total
EMPLOYMENT	40 15.0	27 17.9	67 16.0
TRAINING	28 10.5	16 10.6	44 10.5
NO CONTACT	199 74.5	108 71.5	307 73.4
Column Total	267 63.9	151 36.1	418 100.0

Chi-Square Value	DF	Significance
.62587	2	.73130

Table E29   Relationship Between Number of Dependents
             and File Closure Status

CLOSING STATUS	No Dependents	1 or More Dependents	Row Total
EMPLOYMENT	56 22.7	28 18.8	84 21.2
TRAINING	11 4.5	10 6.7	21 5.3
NO CONTACT	180 72.9	111 74.5	291 73.5
Column Total	247 62.4	149 37.6	396 100.0

Chi-Square Value	DF	Significance
1.58641	2	.45239

Table E30   Relationship Between Number of Dependents
             and File Closure Status

CLOSING STATUS	No Dependents	1 or More Dependents	Row Total
EMPLOYMENT	19 6.3	22 12.7	41 8.6
TRAINING	48 15.9	36 20.8	84 17.7
NO CONTACT	234 77.7	115 66.5	349 73.6
Column Total	301 63.5	173 36.5	474 100.0

Chi-Square Value	DF	Significance
8.56922	2	.01378

Table E31   Relationship Between Source of Income and
             File Closure Status

CLOSING STATUS	Employment	Welfare	Row Total
EMPLOYMENT	14 41.2	15 14.7	29 21.3
TRAINING	3 8.8	8 7.8	11 8.1
NO CONTACT	17 50.0	79 77.5	96 70.6
Column Total	34 25.0	102 75.0	136 100.0

Chi-Square Value	DF	Significance
11.13184	2	.00383

Table E32   Relationship Between Source of Income and
             File Closure Status

CLOSING STATUS	Employment	Welfare	Row Total
EMPLOYMENT	19 28.8	28 15.5	47 19.0
TRAINING	7 10.6	23 12.7	30 12.1
NO CONTACT	40 60.6	130 71.8	170 68.8
Column Total	66 26.7	181 73.3	247 100.0

Chi-Square Value	DF	Significance
5.56834	2	.06178

Table E33   Relationship Between Source of Income and
             File Closure Status

CLOSING STATUS	Employment	Welfare	Row Total
EMPLOYMENT	16 23.9	44 19.5	60 20.5
TRAINING	8 11.9	26 11.5	34 11.6
NO CONTACT	43 64.2	156 69.0	199 67.9
Column Total	67 22.9	226 77.1	293 100.0

Chi-Square Value	DF	Significance
.67841	2	.71234

Table E34   Relationship Between Source of Income and
             File Closure Status

CLOSING STATUS	Employment	Welfare	Row Total
EMPLOYMENT	28 26.7	39 . 12.5	67 16.0
TRAINING	7 6.7	37 11.8	44 10.5
NO CONTACT	70 66.7	237 75.7	307 73.4
Column Total	105 25.1	313 74.9	41 100.0

Chi-Square Value	DF	Significance
12.76175	2	.00169

Table E35   Relationship Between Source of Income and
              File Closure Status

CLOSING STATUS	Employment	Welfare	Row Total
EMPLOYMENT	33	51	84
	27.0	18.6	21.2
TRAINING	6	15	21
	4.9	5.5	5.3
NO CONTACT	83	208	291
	68.0	75.9	73.5
Column Total	122	274	396
	30.8	69.2	100.0

Chi-Square Value	DF	Significance
3.59461	2	.16574

Table E36   Relationship Between Source of Income and
              File Closure Status

CLOSING STATUS	Employment	Welfare	Row Total
EMPLOYMENT	18	23	41
	16.8	6.3	8.6
TRAINING	19	65	84
	17.8	17.7	17.7
NO CONTACT	70	279	349
	65.4	76.0	73.6
Column Total	107	367	474
	22.6	77.4	100.0

Chi-Square Value	DF	Significance
11.93591	2	.00256

Table E37   Relationship Between Telephone and
                 File Closure Status

CLOSING STATUS	Has Phone	No Phone	Row Total
EMPLOYMENT	22	7	29
	22.0	19.4	21.3
TRAINING	10	1	11
	10.0	2.8	8.1
NO CONTACT	68	28	96
	68.0	77.8	70.6
Column Total	100	36	136
	73.5	26.5	100.0

Chi-Square Value	DF	Significance
2.14666	2	.34187

Table E38   Relationship Between Telephone and
                 File Closure Status

CLOSING STATUS	Has Phone	No Phone	Row Total
EMPLOYMENT	43	4	47
	22.3	7.4	19.0
TRAINING	26	4	30
	13.5	7.4	12.1
NO CONTACT	124	46	170
	64.2	85.2	68.8
Column Total	193	54	247
	78.1	21.9	100.0

Chi-Square Value	DF	Significance
8.86948	2	.01186

Table E39   Relationship Between Telephone and
File Closure Status

CLOSING STATUS	Has Phone	No Phone	Row Total
EMPLOYMENT	53	7	60
	23.3	10.6	20.5
TRAINING	25	9	34
	11.0	13.6	11.6
NO CONTACT	149	50	199
	65.6	75.8	67.9
Column Total	227	66	293
	77.5	22.5	100.0

Chi-Square Value	DF	Significance
5.12813	2	.07699

Table E40   Relationship Between Telephone and
File Closure Status

CLOSING STATUS	Has Phone	No Phone	Row Total
EMPLOYMENT	58	9	67
	18.5	8.7	16.0
TRAINING	40	4	44
	12.7	3.8	10.5
NO CONTACT	216	91	307
	68.8	87.5	73.4
Column Total	314	104	418
	75.1	24.9	100.0

Chi-Square Value	DF	Significance
14.29068	2	.00079

Table E41   Relationship Between Telephone and
              File Closure Status

CLOSING STATUS	Has Phone	No Phone	Row Total
EMPLOYMENT	76 23.3	8 11.4	84 21.2
TRAINING	18 5.5	3 4.3	21 5.3
NO CONTACT	232 71.2	59 84.3	291 73.5
Column Total	326 82.3	70 17.7	396 100.0

Chi-Square Value	DF	Significance
5.35276	2	.06881

Table E42   Relationship Between Telephone and
              File Closure Status

CLOSING STATUS	Has Phone	No Phone	Row Total
EMPLOYMENT	39 10.1	2 2.2	41 8.6
TRAINING	76 19.7	8 9.0	84 17.7
NO CONTACT	270 70.1	79 88.8	349 73.6
Column Total	385 81.2	89 18.8	474 100.0

Chi-Square Value	DF	Significance
13.31740	2	.00128

Table E43   Relationship between Drivers Licence and File
               Closure Status

CLOSING STATUS	No Licence	Has Licence	Row Total
EMPLOYMENT	13 15.3	16 31.4	29 21.3
TRAINING	6 7.1	5 9.8	11 8.1
NO CONTACT	66 77.6	30 58.8	96 70.6
Column Total	85 62.5	51 37.5	136 100.0

Chi-Square Value	DF	Significance
5.76134	2	.05610

Table E44   Relationship between Drivers Licence and File
               Closure Status

CLOSING STATUS	No Licence	Has Licence	Row Total
EMPLOYMENT	33 20.4	14 16.5	47 19.0
TRAINING	19 11.7	11 12.9	30 12.1
NO CONTACT	110 67.9	60 70.6	170 68.8
Column Total	162 65.6	85 34.4	247 100.0

Chi-Square Value	DF	Significance
.57156	2	.75143

Table E45   <u>Relationship between Drivers Licence and</u>
              <u>Closure Status</u>

CLOSING STATUS	No Licence	Has Licence	Row Total
EMPLOYMENT	29 16.2	31 27.2	60 20.5
TRAINING	18 10.1	16 14.0	34 11.6
NO CONTACT	132 73.7	67 58.8	199 67.9
Column Total	179 61.1	114 38.9	293 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
7.35778	2	.02525

Table E46   <u>Relationship between Drivers Licence and File</u>
              <u>Closure Status</u>

CLOSING STATUS	No Licence	Has Licence	Row Total
EMPLOYMENT	25 9.5	42 26.9	67 16.0
TRAINING	32 12.2	12 7.7	44 10.5
NO CONTACT	205 78.2	102 65.4	307 73.4
Column Total	262 62.7	156 37.3	418 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
22.52979	2	.00001

Table E47   Relationship between Drivers Licence and File
             Closure Status

CLOSING STATUS	No Licence	Has Licence	Row Total
EMPLOYMENT	31 14.5	53 29.1	84 21.2
TRAINING	12 5.6	9 4.9	21 5.3
NO CONTACT	171 79.9	120 65.9	291 73.5
Column Total	214 54.0	182 46.0	396 100.0

Chi-Square Value	DF	Significance
12.62521	2	.00181

Table E48   Relationship between Drivers Licence and File
             Closure Status

CLOSING STATUS	No Licence	Has Licence	Row Total
EMPLOYMENT	16 5.9	25 12.3	41 8.6
TRAINING	42 5.6	42 20.6	84 17.7
NO CONTACT	212 78.5	137 67.2	349 73.6
Column Total	270 57.0	204 43.0	474 100.0

Chi-Square Value	DF	Significance
9.07924	2	.01068

Table E49   Relationship Between Length of Residence
             in Winnipeg and File Closure Status

CLOSING STATUS	Less than 1 year	Over 1 Year	Row Total
EMPLOYMENT	15 16.3	14 31.1	29 21.2
TRAINING	8 8.7	3 6.7	11 8.0
NO CONTACT	69 75.0	28 62.2	97 70.8
Column Total	92 67.2	45 32.8	137 100.0

Chi-Square Value	DF	Significance
3.98163	2	.13658

Table E50   Relationship Between Length of Residence
             in Winnipeg and File Closure Status

CLOSING STATUS	Less than 1 year	Over 1 Year	Row Total
EMPLOYMENT	6 10.03	41 21.7	47 19.0
TRAINING	4 6.9	26 13.8	30 12.1
NO CONTACT	48 82.8	122 64.6	170 68.8
Column Total	58 23.5	189 76.5	247 100.0

Chi-Square Value	DF	Significance
6.86114	2	.03237

Table E51   Relationship Between Length of Residence
in Winnipeg and File Closure Status

CLOSING STATUS	Less than 1 year	Over 1 Year	Row Total
EMPLOYMENT	21 21.4	39 20.0	60 20.5
TRAINING	7 7.1	27 13.8	34 11.6
NO CONTACT	70 71.4	129 66.2	199 67.9
Column Total	98 33.4	195 66.6	293 100.0

Chi-Square Value	DF	Significance
2.85775	2	.23958

Table E52   Relationship Between Length of Residence
Winnipeg and File Closure Status

CLOSING STATUS	Less than 1 year	Over 1 Year	Row Total
EMPLOYMENT	12 8.9	55 19.4	67 16.0
TRAINING	18 13.3	26 9.2	44 10.5
NO CONTACT	105 77.8	202 71.4	307 73.4
Column Total	135 32.3	283 67.7	418 100.0

Chi-Square Value	DF	Significance
8.34387	2	.01542

Table E53   Relationship Between Length of Residence
             in Winnipeg and File Closure Status

CLOSING STATUS	Less than 1 year	Over 1 Year	Row Total
EMPLOYMENT	20 18.9	64 22.1	84 1.2
TRAINING	6 5.7	15 5.2	21 5.3
NO CONTACT	80 75.5	211 72.8	291 73.5
Column Total	106 26.8	290 73.2	396 100.0

Chi-Square Value	DF	Significance
.48759	2	.78365

Table E54   Relationship Between Length of Residence
             in Winnipeg and File Closure Status

CLOSING STATUS	Less than 1 year	Over 1 Year	Row Total
EMPLOYMENT	10 10.1	31 8.3	41 8.6
TRAINING	12 12.1	72 19.2	84 17.7
NO CONTACT	77 77.8	272 72.5	349 73.6
COLUMN TOTAL	99 20.9	375 79.1	474 100.0

Chi-Square Value	DF	Significance
2.81191	2	.24513

Table E55   Relationship between Previous Residence
            Type and File Closure Status

CLOSING STATUS	City	Town	Reserve Metis	Row Total
EMPLOYMENT	16 23.2	8 23.5	5 15.2	29 1.3
TRAINING	6 8.7	2 5.9	3 9.1	11 8.1
NO CONTACT	47 68.1	24 70.6	25 75.8	96 70.6
Column	69	34	33	136
Total	50.7	25.0	24.3	100.0

Chi-Square Value	DF	Significance
1.24137	4	.87124

Table E56   Relationship between Previous Residence Type
            and File Closure Status

CLOSING STATUS	City	Town	Reserve Metis	Row Total
EMPLOYMENT	16 20.0	20 18.2	11 19.3	47 19.0
TRAINING	17 21.3	13 11.8		30 12.1
NO CONTACT	47 58.8	77 70.0	46 80.7	170 68.8
Column Total	80 32.4	110 44.5	57 23.1	247 100.0

Chi-Square Value	DF	Significance
14.84573	4	.00503

Table E57   Relationship between Previous Residence Type
             and File Closure Status

CLOSING STATUS	City	Town	Reserve Metis	Row Total
EMPLOYMENT	29 20.0	20 22.5	11 18.6	60 20.5
TRAINING	18 12.4	9 10.1	7 11.9	34 11.6
NO CONTACT	98 67.6	60 67.4	41 69.5	199 67.9
Column Total	145 49.5	89 30.4	59 20.1	293 100.0

Chi-Square Value	DF	Significance
.56908	4	.96644

Table E58   Relationship between Previous Residence Type
             and File Closure Status

CLOSING STATUS	City	Town	Reserve Metis	Row Total
EMPLOYMENT	28 15.6	24 19.4	15 13.0	67 16.7
TRAINING	27 15.1	5 4.0	12 10.4	44 10.5
NO CONTACT	124 69.3	95 76.6	88 76.5	307 73.4
Column Total	179 42.8	124 29.7	115 27.5	418 100.0

Chi-Square Value	DF	Significance
10.75453	4	.02947

Table E59   Relationship between Previous Residence type and File Closure Status

CLOSING STATUS	City	Town	Reserve Metis	Row Total
EMPLOYMENT	36 20.2	31 25.4	17 17.7	84 21.2
TRAINING	6 3.4	9 7.4	6 6.3	21 5.3
NO CONTACT	136 76.4	82 67.2	73 76.0	291 73.5
Column Total	178 44.9	122 30.8	96 24.2	396 100.0

Chi-Square Value	DF	Significance
5.00092	4	.28720

Table E60   Relationship between Previous Residence Type and File Closure Status

CLOSING STATUS	City	Town	Reserve Metis	Row Total
EMPLOYMENT	21 10.6	13 7.5	7 6.8	41 8.6
TRAINING	37 18.7	34 19.7	13 12.6	84 17.7
NO CONTACT	140 70.7	126 72.8	83 80.6	349 73.6
Column Total	198 41.8	173 36.5	103 21.7	474 100.0

Chi-Square Value	DF	Significance
4.44410	4	.34923

Table E61   Relationship between Secondary Education
             Level and File Closure Status

CLOSING STATUS	Less than Grade 10	Grade 10/11	Grade 12	Row Total
EMPLOYMENT	13	7	9	29
	22.0	16.3	26.5	21.3
TRAINING	1	7	3	11
	1.7	16.3	8.8	8.1
NO CONTACT	45	29	22	96
	76.3	67.4	67.4	70.6
Column Total	59	43	34	136
	43.4	31.6	25.0	100.0

Chi-Square Value	DF	Significance
8.01751	4	.09094

Table E62   Relationship between Secondary Education
             Level and File Closure Status

CLOSING STATUS	Less than Grade 10	Grade 10/11	Grade 12	Row Total
EMPLOYMENT	12	11	24	47
	12.2	14.7	32.4	19.0
TRAINING	13	8	9	30
	13.3	10.7	12.2	12.1
NO CONTACT	73	56	41	170
	74.5	74.7	55.4	68.8
Column Total	98	75	74	247
	39.7	30.4	35.0	100.0

Chi-Square Value	DF	Significance
8.01751	4	.09094

Table E63   Relationship between Secondary Education
               Level and File Closure Status

CLOSING STATUS	Less than Grade 10	Grade 10/11	Grade 12	Row Total
EMPLOYMENT	9 8.5	15 17.6	36 35.3	60 20.5
TRAINING	19 17.9	10 11.8	5 4.9	34 11.6
NO CONTACT	78 73.6	60 70.6	61 59.8	199 67.9
Column Total	106 36.2	85 29.0	102 34.8	293 100.0

Chi-Square Value	DF	Significance
27.883691	4	.00001

Table E64   Relationship between Secondary Education
               Level and File Closure Status

CLOSING STATUS	Less than Grade 10	Grade 10/11	Grade 12	Row Total
EMPLOYMENT	13 8.3	27 18.9	27 22.7	67 16.0
TRAINING	25 16.0	7 4.9	12 10.1	44 10.5
NO CONTACT	118 75.6	109 76.2	80 67.2	307 73.4
Column Total	156 37.3	143 34.2	119 38.5	418 100.0

Chi-Square Value	DF	Significance
19.47395	4	.00063

Table E65   Relationship between Secondary Education
             Level and File Closure Status

CLOSING STATUS	Less than Grade 10	Grade 10/11	Grade 12	Row Total
EMPLOYMENT	17	27	40	84
	13.4	18.0	33.6	21.2
TRAINING	4	12	5	21
	3.1	8.0	4.2	10.5
NO CONTACT	106	111	74	291
	83.5	72.0	62.2	73.5
Column Total	127	150	119	396
	32.1	37.9	30.1	100.0

Chi-Square Value	DF	Significance
20.25915	4	.00044

Table E66   Relationship between Secondary Education
             Level and File Closure Status

CLOSING STATUS	Less than Grade 10	Grade 10/11	Grade 12	Row Total
EMPLOYMENT	13	12	16	41
	6.7	7.9	12.5	8.6
TRAINING	31	30	23	84
	16.0	19.7	18.0	17.7
NO CONTACT	150	110	89	349
	77.3	72.4	69.5	73.6
Column Total	194	152	128	474
	40.9	32.1	27.0	100.0

Chi-Square Value	DF	Significance
4.51424	4	.34086

Table E67   Relationship Between Post Secondary Education Level and File Closure Status

CLOSING STATUS	No Post Second	Univ Com	Univ Inc	Tech Com	Tech Inc	Oth Com	Oth Inc	Row Total
EMPLOYMENT	9	4	6	2	2	4	2	29
	19.1	66.7	40.0	16.7	28.6	11.8	13.3	21.3
TRAINING	3		1		1	4	2	11
	6.4		6.7		14.3	11.8	13.3	8.1
NO CONTACT	35	2	8	10	4	26	11	96
	74.5	33.3	53.3	83.3	57.1	76.5	73.3	70.6
Column Total	47	6	15	12	7	34	15	136
	74.5	33.2	11.0	8.8	5.7	25.0	11.0	100.0

Chi-Square Value	DF	Significance
16.16746	12	.18369

Table E68   Relationship Between Post Secondary Education Level and File Closure Status

CLOSING STATUS	No Post Second	Univ Com	Univ Inc	Tech Com	Tech Inc	Oth Com	Oth Inc	Row Total
EMPLOYMENT	13	3	2	10	1	14	4	47
	15.5	42.9	12.5	35.7	9.1	20.9	11.8	19.0
TRAINING	7	1	1	4	3	11	3	30
	8.3	14.3	6.3	14.3	27.3	16.4	8.8	12.1
NO CONTACT	64	3	13	14	7	42	27	170
	76.2	42.9	81.3	50.0	63.6	62.7	79.4	68.8
Column Total	84	7	16	28	11	67	34	247
	34.0	2.8	6.5	11.3	4.5	27.1	13.8	100.0

Chi-Square Value	DF	Significance
17.83277	12	.12086

Table E69   Relationship Between Post Secondary
             Education Level and File Closure Status

CLOSING STATUS	No Post Second	Univ Com	Univ Inc	Tech Com	Tech Inc	Oth Com	Oth Inc	Row Total
EMPLOYMENT	20	7	7	10	2	11	3	60
	21.3	63.6	26.9	27.0	11.1	15.1	8.8	20.5
TRAINING	8		3	8		9	6	34
	8.5		11.5	21.6		12.3	17.6	11.6
NO CONTACT	66	4	16	19	16	53	25	199
	70.2	36.4	61.5	51.4	88.9	72.6	73.5	67.9
Column Total	94	11	26	37	18	73	34	293
	32.1	3.8	8.9	12.6	6.1	24.9	11.6	100.0

Chi-Square Value	DF	Significance
28.74535	12	.00430

Table E70   Relationship Between Post Secondary Education
             Level and File Closure Status

CLOSING STATUS	No Post Second	Univ Com	Univ Inc	Tech Com	Tech Inc	Oth Com	Oth Inc	Row Total
EMPLOYMENT	14	5	5	12	6	18	7	67
	10.1	38.5	13.2	22.2	21.4	18.8	13.7	16.0
TRAINING	20	1	2	4	1	9	7	44
	14.5	7.7	5.3	7.4	3.6	9.4	13.7	10.5
NO CONTACT	104	7	31	38	21	69	37	307
	75.4	53.8	81.6	70.4	75.0	71.9	72.5	73.4
Column Total	138	13	38	54	28	96	51	418
	33.0	3.1	9.1	12.9	6.7	23.0	12.2	100.0

Chi-Square Value	DF	Significance
28.74535	12	.00430

Table E71   <u>Relationship Between Post Secondary Education</u>
              <u>Level and File Closure Status</u>

CLOSING STATUS	No Post Second	Univ Com	Univ Inc	Tech Com	Tech Inc	Oth Com	Oth Inc	Row Total
EMPLOYMENT	19	5	19	16	8	14	3	84
	14.6	45.5	39.6	30.2	21.6	17.1	8.6	21.2
TRAINING	5		2	7		6	1	21
	3.8		4.2	13.2		7.3	2.9	5.3
NO CONTACT	106	6	27	30	29	62	31	291
	81.5	54.5	56.3	56.6	78.4	75.6	88.6	73.5
Column Total	130	11	48	53	37	82	35	396
	32.8	2.8	12.1	13.4	9.3	20.7	8.8	100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
36.05096	12	.00032

Table E72   <u>Relationship Between Post Secondary Education</u>
              <u>Level and File Closure Status</u>

CLOSING STATUS	No Post Second	Univ Com	Univ Inc	Tech Com	Tech Inc	Oth Com	Oth Inc	Row Total
EMPLOYMENT	7	1	5	10	5	8	5	41
	4.5	7.7	15.6	14.1	10.4	8.2	8.8	8.6
TRAINING	34	1	5	10	6	20	8	84
	21.9	7.7	15.6	14.1	12.5	20.4	14.0	17.7
NO CONTACT	114	11	22	51	37	70	44	349
	73.5	84.6	68.8	71.8	77.1	71.4	77.2	73.6
Column Total	155	13	32	71	48	98	57	474
	32.7	2.7	6.8	15.0	10.1	20.7	12.0	100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
12.56464	12	.40146

Table E73   Relationship between Post Secondary Education and File Closure Status

CLOSING STATUS	Post Secondary	Complete	In-Complete	Row Total
EMPLOYMENT	9 19.1	10 19.2	10 27.0	29 21.3
TRAINING	3 6.4	4 7.7	4 10.8	11 8.1
NO CONTACT	35 74.5	38 73.1	23 62.2	96 70.6
Column Total	47 34.6	52 38.2	37 27.2	136 100.0

Chi-Square Value	DF	Significance
1.81163	4	.77035

Table E74   Relationship between Post Secondary Education and File Closure Status

CLOSING STATUS	Post Secondary	Complete	In-Complete	Row Total
EMPLOYMENT	13 15.5	27 26.5	7 11.5	47 19.0
TRAINING	7 8.3	16 15.7	7 11.5	30 12.1
NO CONTACT	64 76.2	59 57.8	47 77.0	170 68.8
Column Total	84 34.0	102 41.3	61 24.7	247 100.0

Chi-Square Value	DF	Significance
10.48414	4	.03302

Table E75   Relationship between Post Secondary Education
            and File Closure Status

CLOSING STATUS	Post Secondary	Complete	In-Complete	Row Total
EMPLOYMENT	20 21.3	28 23.1	12 15.4	60 20.5
TRAINING	8 8.5	17 14.0	9 11.5	34 11.6
NO CONTACT	66 70.2	76 62.8	57 73.1	199 67.9
Column Total	94 32.1	121 41.3	78 26.6	293 100.0

Chi-Square Value	DF	Significance
3.67876	4	.45122

Table E76   Relationship between Post Secondary Education
            and File Closure Status

CLOSING STATUS	Post Secondary	Complete	In-Complete	Row Total
EMPLOYMENT	14 10.1	35 21.5	18 15.4	67 16.0
TRAINING	20 14.5	14 8.6	10 8.5	44 10.5
NO CONTACT	104 75.4	114 69.9	89 76.1	307 73.4
Column Total	138 33.0	163 39.0	117 28.0	418 100.0

Chi-Square Value	DF	Significance
9.55510	4	.04863

Table E77   Relationship Between Post Secondary Education
             and File Closure Status

CLOSING STATUS	Post Secondary	Complete	In-Complete	Row Total
EMPLOYMENT	19 14.6	35 24.0	30 25.0	84 21.2
TRAINING	5 3.8	13 8.9	3 2.5	21 5.3
NO CONTACT	106 81.5	98 67.1	87 72.5	291 73.5
Column Total	130 32.8	146 36.9	120 30.3	396 100.0

Chi-Square Value	DF	Significance
11.83891	4	.01859

Table E78   Relationship Between Post Secondary Education
             and File Closure Status

CLOSING STATUS	Post Secondary	Complete	In-Complete	Row Total
EMPLOYMENT	7 4.5	19 10.4	15 10.9	41 8.6
TRAINING	34 21.9	31 17.0	19 13.9	84 17.7
NO CONTACT	114 73.5	132 72.5	103 75.2	349 73.6
Column Total	155 32.7	182 38.4	137 28.9	474 100.0

Chi-Square Value	DF	Significance
7.39764	4	.11631

Table E79   Relationship between Work Experience and File
             Closure Status

CLOSING STATUS	None	1-2 Yrs.	2 or Over	Row Total
EMPLOYMENT	6 12.8	4 12.9	19 32.2	29 21.2
TRAINING	3 6.4	4 12.9	4 6.8	11 8.0
NO CONTACT	38 80.9	23 74.2	36 61.0	97 70.8
Column Total	47 34.3	31 22.6	59 43.1	137 100.0

Chi-Square Value	DF	Significance
8.67121	4	.06986

Table E80   Relationship between Work Experience and File
             Closure Status

CLOSING STATUS	None	1-2 Yrs.	2 or Over	Row Total
EMPLOYMENT	10 12.5	15 24.2	22 21.0	47 19.0
TRAINING	6 7.5	11 17.7	13 12.4	30 12.1
NO CONTACT	64 80.0	36 58.1	70 66.7	170 68.8
Column Total	87 32.4	62 25.1	105 42.5	247 100.0

Chi-Square Value	DF	Significance
8.45608	4	.07623

Table E81   Relationship between Work Experience and File
             Closure Status

CLOSING STATUS	None	1-2 Yrs.	2 or Over	Row Total
EMPLOYMENT	17	7	36	60
	18.5	13.0	24.5	20.5
TRAINING	8	6	20	34
	8.7	11.1	13.6	11.6
NO CONTACT	67	41	91	199
	72.8	75.9	61.9	67.9
Column Total	92	54	147	293
	31.4	18.4	50.2	100.0

Chi-Square Value	DF	Significance
5.63241	4	.22833

Table E82   Relationship between Work Experience and File
             Closure Status

CLOSING STATUS	None	1-2 Yrs.	2 or Over	Row Total
EMPLOYMENT	10	17	40	67
	8.8	17.5	19.3	16.0
TRAINING	14	8	22	44
	12.3	8.2	10.6	10.5
NO CONTACT	90	72	145	307
	78.9	74.2	70.0	73.4
Column Total	114	97	207	418
	27.3	23.2	49.5	100.0

Chi-Square Value	DF	Significance
6.90020	4	.14126

Table E83   Relationship between Work Experience and File Closure Status

CLOSING STATUS	None	1-2 Yrs.	2 or Over	Row Total
EMPLOYMENT	20 16.4	16 18.8	48 25.4	84 21.2
TRAINING	4 3.3	5 5.9	12 6.3	21 5.3
NO CONTACT	98 80.3	64 75.3	129 68.3	291 73.5
Column Total	122 30.8	85 21.5	189 47.7	396 100.0

Chi-Square Value	DF	Significance
6.03005	4	.19692

Table E84   Relationship between Work Experience and File Closure Status

CLOSING STATUS	None	1-2 Yrs.	2 or Over	Row Total
EMPLOYMENT	6 3.3	3 3.3	32 15.7	41 8.6
TRAINING	28 15.6	23 25.6	33 16.2	84 17.7
NO CONTACT	146 81.1	64 71.1	139 68.1	349 73.6
Column Total	180 38.0	90 19.0	204 43.0	474 100.0

Chi-Square Value	DF	Significance
7.785	4	.00002

APPENDIX F

Service Variables

Table F1   <u>Relationship Between Registration Purpose and</u>
<u>File Closure Status</u>

CLOSING STATUS	Employ	Job Prep	Train	Row Total
EMPLOYMENT	9 23.1	17 20.7	3 20.0	29 21.3
TRAINING	4 10.3	5 6.1	2 13.3	11 8.1
NO CONTACT	26 66.7	60 73.2	10 66.7	96 70.6
Column Total	39 28.7	82 60.3	15 11.0	136 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
1.41577	4	.84145

Table F2   <u>Relationship Between Registration Purpose and</u>
<u>File Closure Status</u>

CLOSING STATUS	Employ	Job Prep	Train	Row Total
EMPLOYMENT	31 20.9	8 20.0	8 13.6	47 19.0
TRAINING	21 14.2	2 5.0	7 11.9	30 12.1
NO CONTACT	96 64.9	30 75.0	44 74.6	170 68.8
Column Total	148 59.9	40 16.2	59 23.9	247 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
4.26994	4	.37070

Table F3   Relationship Between Registration Purpose and File Closure Status

CLOSING STATUS	Employ	Job Prep	Train	Row Total
EMPLOYMENT	51 25.2	5 11.1	4 8.7	60 20.5
TRAINING	22 10.9	2 4.4	10 21.7	34 11.6
NO CONTACT	129 63.9	38 84.4	32 69.6	199 67.9
Column Total	202 68.9	45 15.4	46 15.7	293 100.0

Chi-Square Value	DF	Significance
15.75615	4	.00336

Table F4   Relationship Between Registration Purpose and File Closure Status

CLOSING STATUS	Employ	Job Prep	Train	Row Total
EMPLOYMENT	58 20.0	5 16.1	4 4.1	67 16.0
TRAINING	21 7.2	6 19.4	17 17.5	44 10.5
NO CONTACT	211 72.8	20 64.5	76 78.4	307 73.4
Column Total	290 69.4	31 7.4	97 23.2	418 100.0

Chi-Square Value	DF	Significance
21.88638	4	.00021

Table F5   Relationship Between Registration Purpose and
            File Closure Status

CLOSING STATUS	Employ	Job Prep	Train	Row Total
EMPLOYMENT	7 25.0	74 25.6	3 3.8	84 21.2
TRAINING	2 7.1	16 5.5	3 3.8	21 5.3
NO CONTACT	19 67.9	199 68.9	73 92.4	291 73.5
Column Total	28 7.1	289 73.0	79 19.9	396 100.0

Chi-Square Value	DF	Significance
19.47084	4	.00064

Table F6   Relationship Between Registration Purpose and
            File Closure Status

CLOSING STATUS	Employ	Job Prep	Train	Row Total
EMPLOYMENT	4 7.8	33 9.9	4 4.5	41 8.6
TRAINING	12 23.5	57 17.1	15 16.9	84 17.7
NO CONTACT	35 68.6	244 73.1	70 78.7	349 73.6
Column Total	51 10.8	334 70.5	89 18.8	474 100.0

Chi-Square Value	DF	Significance
3.98246	4	.40839

Table F7   Relationship Between Individual Counselling and File Closure Status

CLOSING STATUS	No Contact	One Session	Two or More	Row Total
EMPLOYMENT	14 30.4	9 11.7	6 46.2	29 21.3
TRAINING	4 8.7	6 7.8	1 7.7	11 8.1
NO CONTACT	28 60.9	62 80.5	6 46.2	96 70.6
Column Total	46 33.8	77 56.6	13 9.6	136 100.0

Chi-Square Value	DF	Significance
11.72481	4	.01952

Table F8   Relationship Between Individual Counselling and File Closure Status

CLOSING STATUS	No Contact	One Session	Two or More	Row Total
EMPLOYMENT	20 18.5	14 13.1	13 40.6	47 19.0
TRAINING	9 8.3	16 15.0	5 15.6	30 12.1
NO CONTACT	79 73.1	77 72.0	14 43.8	170 68.8
Column Total	108 43.7	107 43.3	32 13.0	247 100.0

Chi-Square Value	DF	Significance
15.52076	4	.00373

Table F9   Relationship Between Individual Counselling and
            File Closure Status

CLOSING STATUS	No Contact	One Session	Two or More	Row Total
EMPLOYMENT	22	19	19	60
	11.2	32.2	51.4	20.5
TRAINING	17	5	12	34
	8.6	8.5	32.4	11.6
NO CONTACT	158	35	6	199
	80.2	59.3	16.2	67.9
Column Total	197	59	37	293
	67.2	20.1	12.6	100.0

Chi-Square Value	DF	Significance
64.93681	4	.00000

Table F10   Relationship Between Individual Counselling and
             File Closure Status

CLOSING STATUS	No Contact	One Session	Two or More	Row Total
EMPLOYMENT	34	17	16	67
	12.3	17.3	37.2	16.0
TRAINING	22	17	5	44
	7.9	17.3	11.6	10.5
NO CONTACT	221	64	22	307
	79.8	65.3	51.2	73.4
Column Total	277	98	43	418
	66.3	23.4	10.3	100.0

Chi-Square Value	DF	Significance
26.02088	4	.00003

Table F11   Relationship Between Individual Counselling and
             File Closure Status

CLOSING STATUS	No Contact	One Session	Two or More	Row Total
EMPLOYMENT	31 11.4	39 41.1	14 46.7	84 21.2
TRAINING	8 3.0	6 6.3	7 23.3	21 5.3
NO CONTACT	232 85.6	50 52.6	9 30.0	291 73.5
Column Total	271 68.4	95 24.0	30 7.6	396 100.0

Chi-Square Value	DF	Significance
79.15713	4	.00000

Table F12   Relationship Between Individual Counselling and
             File Closure Status

CLOSING STATUS	No Contact	One Session	Two or More	Row Total
EMPLOYMENT	18 5.5	16 15.5	7 15.6	41 8.6
TRAINING	34 10.4	29 28.2	21 46.7	84 17.7
NO CONTACT	274 84.0	58 56.3	17 37.8	349 73.6
Column Total	326 68.8	103 21.7	45 9.5	474 100.0

Chi-Square Value	DF	Significance
66.05518	4	.00000

Table F13   Relationship Between Telephone Contact and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	26 20.6	3 30.0	29 21.3
TRAINING	8 6.3	3 30.0	11 8.1
NO CONTACT	92 73.0	4 40.0	96 70.6
Column Total	126 92.6	10 7.4	136 100.0

Chi-Square Value	DF	Significance
8.21896	2	.01642

Table F14   Relationship Between Telephone Contact and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	25 12.8	22 42.3	47 19.0
TRAINING	16 8.2	14 26.9	30 12.1
NO CONTACT	154 79.0	16 30.8	170 68.8
Column Total	195 78.9	52 21.1	247 100.0

Chi-Square Value	DF	Significance
44.46148	2	.00000

Table F15   Relationship Between Telephone Contact and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	29	31	60
	13.4	40.8	20.5
TRAINING	16	18	34
	7.4	23.7	11.6
NO CONTACT	172	27	199
	79.3	35.5	67.9
Column Total	217	76	293
	74.1	25.9	100.0

Chi-Square Value	DF	Significance
49.43181	2	.00000

Table F16   Relationship Between Telephone Contact and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	32	35	67
	10.8	28.9	16.0
TRAINING	27	17	44
	9.1	14.0	10.5
NO CONTACT	238	69	307
	80.1	57.0	73.4
Column Total	297	121	418
	71.1	28.9	100.0

Chi-Square Value	DF	Significance
25.93167	2	.00000

Table F17   Relationship Between Telephone Contact and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	48 14.6	36 52.9	84 21.2
TRAINING	13 4.0	8 11.8	21 5.3
NO CONTACT	267 81.4	24 35.3	291 73.5
Column Total	328 82.8	68 17.2	396 100.0

Chi-Square Value	DF	Significance
61.72243	2	.00000

Table F18   Relationship Between Telephone Contact and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	15 4.0	26 25.2	41 8.6
TRAINING	51 13.7	33 32.0	84 17.7
NO CONTACT	305 82.2	44 42.7	349 73.6
Column Total	371 78.3	103 21.7	474 100.0

Chi-Square Value	DF	Significance
74.18554	2	.00000

Table F19   Relationship Between Missed Appointments and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	28 21.7	1 14.3	29 21.3
TRAINING	10 7.8	1 14.3	11 8.1
NO CONTACT	91 70.5	5 71.4	96 70.6
Column Total	129 94.9	7 5.1	136 100.0

Chi-Square Value	DF	Significance
.52261	2	.77005

Table F20   Relationship Between Missed Appointments and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	13 14.1	34 21.9	47 19.0
TRAINING	6 6.5	24 15.5	30 12.1
NO CONTACT	73 79.3	97 62.6	170 68.8
Column Total	92 37.2	155 62.8	247 100.0

Chi-Square Value	DF	Significance
8.02442	2	.01809

Table F21   Relationship Between Missed Appointments and
            File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	52 19.9	8 25.0	60 20.5
TRAINING	30 11.5	4 12.5	34 11.6
NO CONTACT	179 68.6	20 62.5	199 67.9
Column Total	261 89.1	32 10.9	293 100.0

Chi-Square Value	DF	Significance
.53887	2	.76381

Table F22   Relationship Between Missed Appointments and
            File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	62 15.6	5 25.0	67 16.0
TRAINING	42 10.6	2 10.0	44 10.5
NO CONTACT	294 73.9	13 65.0	307 73.4
Column Total	398 95.2	20 4.8	418 100.0

Chi-Square Value	DF	Significance
1.26421	2	.53147

Table F23   Relationship Between Missed Appointments and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	80	4	84
	21.6	15.4	21.2
TRAINING	18	3	21
	4.9	11.5	5.3
NO CONTACT	272	19	291
	73.5	73.1	73.5
Column Total	370	26	396
	93.4	6.6	100.0

Chi-Square Value	DF	Significance
2.48634	2	.28847

Table F24   Relationship Between Missed Appointments and
             File Closure Status

CLOSING STATUS	No Contact	One or More	Row Total
EMPLOYMENT	36	5	41
	8.4	11.4	8.6
TRAINING	76	8	84
	17.7	18.2	17.7
NO CONTACT	318	31	349
	74.0	70.5	73.6
Column Total	430	44	474
	90.7	9.3	100.0

Chi-Square Value	DF	Significance
.48515	2	.78461

Table F25　　Relationship Between Workshops and File Closure Status

CLOSING STATUS	Not Referred	Referred	Row Total
EMPLOYMENT	24 26.7	5 10.9	29 21.3
TRAINING	9 10.0	2 4.3	11 8.1
NO CONTACT	57 63.3	39 84.8	96 70.6
Column Total	90 66.2	46 33.8	136 100.0

Chi-Square Value	DF	Significance
6.74895	2	.03424

Table F26　　Relationship Between Workshops and File Closure Status

CLOSING STATUS	Not Referred	Referred	Row Total
EMPLOYMENT	39 19.9	8 15.7	47 19.0
TRAINING	23 11.7	7 13.7	30 12.1
NO CONTACT	134 68.4	36 70.6	170 68.8
Column Total	196 79.4	51 20.6	247 100.0

Chi-Square Value	DF	Significance
.53832	2	.76402

Table F27   Relationship Between Workshops and File
             Closure Status

CLOSING STATUS	Not Referred	Referred	Row Total
EMPLOYMENT	53 20.5	7 20.6	60 20.5
TRAINING	29 11.2	5 14.7	34 11.6
NO CONTACT	177 68.3	22 64.7	199 67.9
Column Total	259 88.4	34 11.6	293 100.0

Chi-Square Value	DF	Significance
.37757	2	.82797

Table F28   Relationship Between Workshops and File
             Closure Status

CLOSING STATUS	Not Referred	Referred	Row Total
EMPLOYMENT	59 15.4	8 23.5	67 16.0
TRAINING	39 10.2	5 14.7	44 10.5
NO CONTACT	286 74.5	21 61.8	307 73.4
Column Total	384 91.9	34 8.1	418 100.0

Chi-Square Value	DF	Significance
2.60075	2	.27243

Table F29   Relationship Between Workshops and File
             Closure Status

CLOSING STATUS	Not Referred	Referred	Row Total
EMPLOYMENT	70 19.7	14 35.0	84 21.2
TRAINING	18 5.1	3 7.5	21 5.3
NO CONTACT	268 75.3	23 57.5	291 73.5
Column Total	356 89.9	40 10.1	396 100.0

Chi-Square Value	DF	Significance
5.93974	2	.05131

Table F30   Relationship Between Workshops and File
             Closure Status

CLOSING STATUS	Not Referred	Referred	Row Total
EMPLOYMENT	39 9.0	2 4.7	41 8.6
TRAINING	70 16.2	14 32.6	84 17.7
NO CONTACT	322 74.7	27 62.8	349 73.6
Column Total	431 90.9	43 9.1	474 100.0

Chi-Square Value	DF	Significance
7.50264	2	.02349

Table F31   Relationship between Job Referrals and File
             Closure Status

CLOSING STATUS	No Referrals	1 or more Referrals	Row Total
EMPLOYMENT	31 14.5	16 48.5	29 21.3
TRAINING	24 11.2	6 18.2	11 8.1
NO CONTACT	159 74.3	11 33.3	96
Column Total	115 84.6	21 15.4	136 100.0

Chi-Square Value	DF	Significance
25.48233	4	.00000

Table F32   Relationship between Job Referrals and File
             Closure Status

CLOSING STATUS	No Referrals	1 or more Referrals	Row Total
EMPLOYMENT	31 14.5	16 48.5	47 19.0
TRAINING	24 11.2	6 18.2	30 12.1
NO CONTACT	159 74.3	11 33.3	170 68.8
Column Total	214 86.6	33 13.4	247 100.0

Chi-Square Value	DF	Significance
25.48233	4	.00000

Table F33   Relationship between Job Referrals and File
             Closure Status

CLOSING STATUS	No Referrals	1 or more Referrals	Row Total
EMPLOYMENT	31	29	60
	12.4	67.4	20.5
TRAINING	27	7	34
	10.8	16.3	11.6
NO CONTACT	192	7	199
	76.8	16.3	67.9
Column Total	250	43	293
	85.3	14.7	100.0

Chi-Square Value	DF	Significance
75.01600	4	.00000

Table F34   Relationship between Job Referrals and File
             Closure Status

CLOSING STATUS	No Referrals	1 or more Referrals	Row Total
EMPLOYMENT	40	27	67
	11.0	50.0	16.0
TRAINING	37	7	44
	10.2	13.0	10.5
NO CONTACT	287	20	307
	78.8	37.0	73.4
Column Total	364	54	418
	87.1	12.9	100.0

Chi-Square Value	DF	Significance
56.18874	2	.00000

Table F35   Relationship between Job Referrals and File Closure Status

CLOSING STATUS	No Referrals	1 or more Referrals	Row Total
EMPLOYMENT	50 14.7	34 61.8	84 21.2
TRAINING	17 5.0	4 7.3	21 5.3
NO CONTACT	274 80.4	17 30.9	291 73.5
Column Total	341 86.1	55 13.9	396 100.0

Chi-Square Value	DF	Significance
65.87064	2	.00000

Table F36   Relationship between Job Referrals and File Closure Status

CLOSING STATUS	No Referrals	1 or more Referrals	Row Total
EMPLOYMENT	29 6.7	12 31.6	41 8.6
TRAINING	75 17.2	9 23.7	84 17.7
NO CONTACT	332 76.1	17 44.7	349 73.6
Column Total	436 92.0	38 8.0	474 100.0

Chi-Square Value	DF	Significance
30.62238	2	.00000

Table F37   <u>Relationship Between Referrals to Training and</u>
                     <u>File Closure Status</u>

CLOSING STATUS	No Referrals	One or More	Row Total
EMPLOYMENT	23 22.1	6 18.8	29 21.3
TRAINING	6 5.8	5 15.6	11 8.1
NO CONTACT	75 72.1	21 65.6	96 70.6
Column Total	104 76.5	32 23.5	136 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
3.21482	2	.20041

Table F38   <u>Relationship Between Referrals to Training and</u>
                     <u>File Closure Status</u>

CLOSING STATUS	No Referrals	One or More	Row Total
EMPLOYMENT	42 20.6	5 11.6	47 19.0
TRAINING	19 9.3	11 25.6	30 12.1
NO CONTACT	143 70.1	27 62.8	170 68.8
Column Total	204 82.6	43 17.4	247 100.0

<u>Chi-Square Value</u>	<u>DF</u>	<u>Significance</u>
9.51199	2	.00860

Table F39   Relationship Between Referrals to Training and File Closure Status

CLOSING STATUS	No Referrals	One or More	Row Total
EMPLOYMENT	40 16.8	20 36.4	60 20.5
TRAINING	14 5.9	20 36.4	34 11.6
NO CONTACT	184 77.3	15 27.3	199 67.9
Column Total	238 81.2	55 18.8	293 100.0

Chi-Square Value	DF	Significance
60.58483	2	.00000

Table F40   Relationship Between Referrals to Training and File Closure Status

CLOSING STATUS	No Referrals	One or More	Row Total
EMPLOYMENT	53 14.8	14 23.3	67 16.0
TRAINING	28 7.8	16 26.7	44 10.5
NO CONTACT	277 77.4	30 50.0	307 73.4
Column Total	358 85.6	60 14.4	418 100.0

Chi-Square Value	DF	Significance
24.91290	2	.00000