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MEMORANDUM TO: ES Service Providers

FROM: Director

DATE: October 28, 2011

SUBJECT: **Definition of Resource & Information (R&I) Turnstile Counts; Customer Satisfaction Calculation and Reporting R&I Individual information per Service Delivery Site (SDS)**

OBJECTIVE:

The purpose of this bulletin is to provide clarification to the following two issues:

- Definition of R&I "Turnstile" counts
- Customer Satisfaction Calculation

BACKGROUND:

- Local offices have been requesting a definition for Resource and Information turnstile counts. It is believed that there is no consistent service provider approach of capturing these counts.
- There has been confusion around how the RI data is used in the Customer Satisfaction Calcuations. In some cases the appropriate counts are being included in the calculation, and in others they are not.

CLARIFICATION:

Definition of "Resource & Information" Turnstile Counts

- The turnstile count is based on one visit per day per client. This would include Individual, workshop or Employer clients. It is possible for an individual client to be counted multiple times but only once per day. For example, if a client visits an office in the morning, leaves for lunch and returns in the afternoon there will be only one count taken as the leaving and returning occurred all in the same day.

Customer Satisfaction Calculation (RI Data)

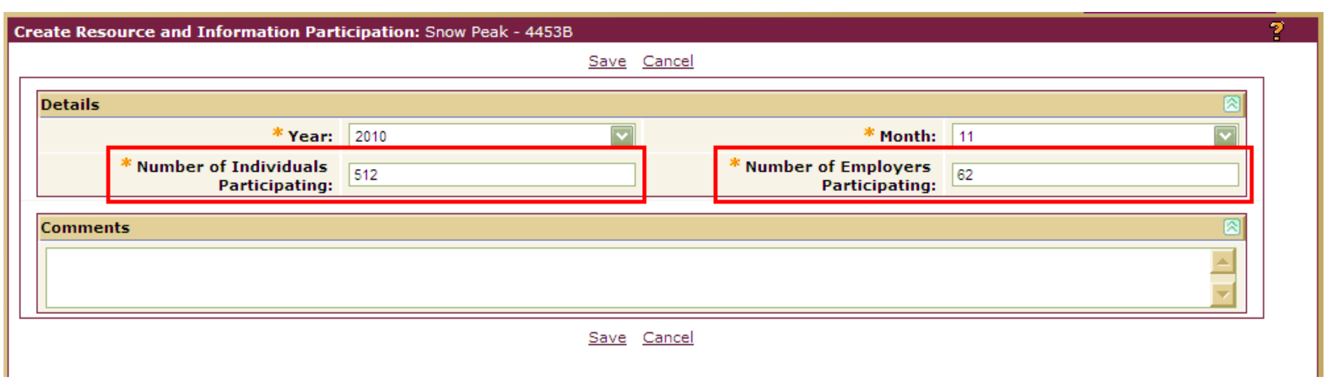
The RI data in the Detailed Service Quality report is pulled from the three links within the Resource and Information folder on the Service Delivery Site home page (see screen shot below):

Participation

This section is where the total number of individuals and total number of employers participating in Resource and Information are counted. These are aggregate counts recorded by the service delivery site each month (see screen shot below for where the data is entered).

The turnstile count would be used as the ‘Number of Individuals Participating’. This count is meant to capture all participants whether they attend workshops or avail themselves of any other aspects of RI. The same would hold true for the ‘Number of Employers Participating’.

The response rate is based on those who responded 1-5 out of the total number of individuals and employers served (‘Number of Individuals Participating’ and ‘Number of Employers Participating’) for the reporting period.



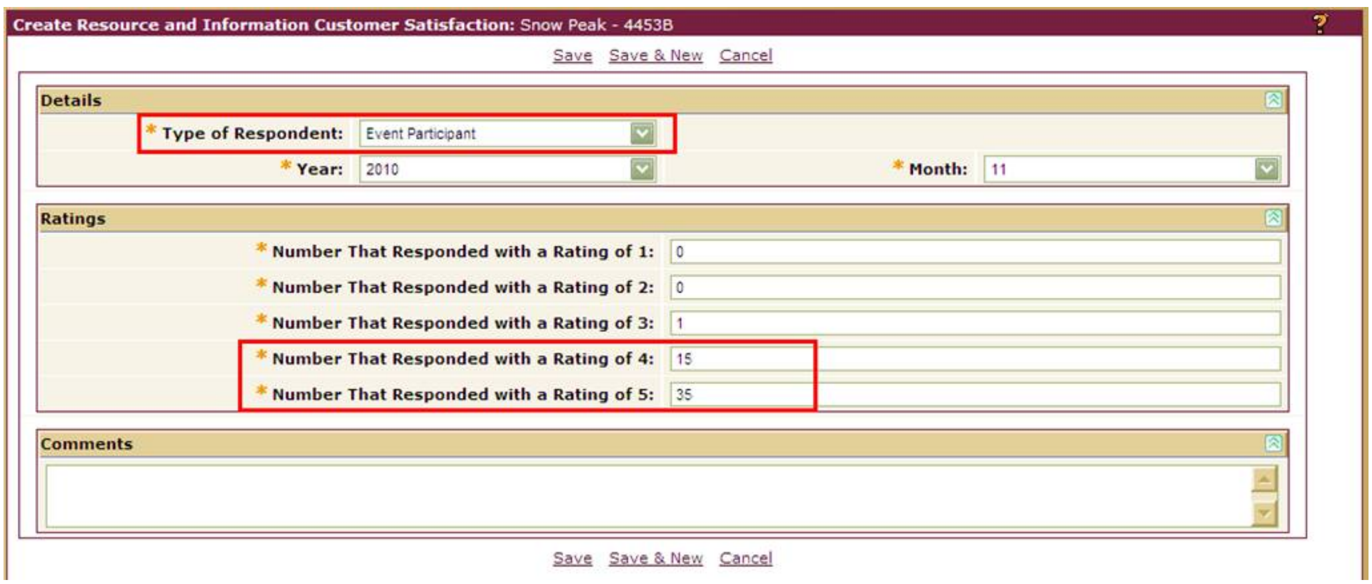
Customer Satisfaction

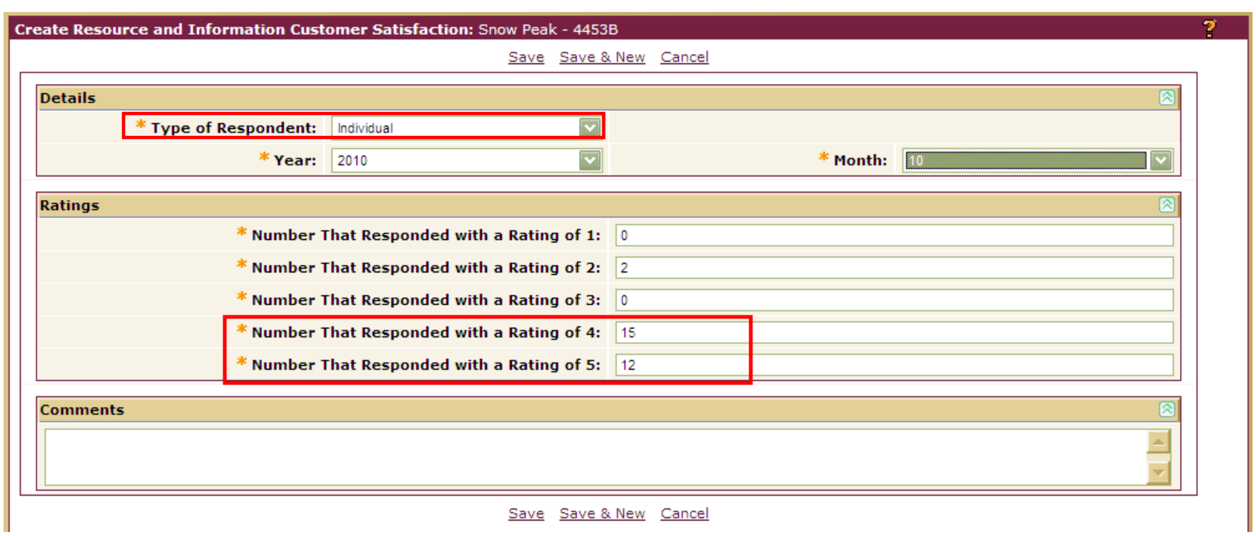
Customer Satisfaction rating for RI participants and RI employers is drawn from the Resource and Information Customer Satisfaction page (see screen shots below).

Customer Satisfaction for RI participants is drawn from the ratings related to Event Participants and Individuals in the 'Type of Respondent' section (see both screen shots below).

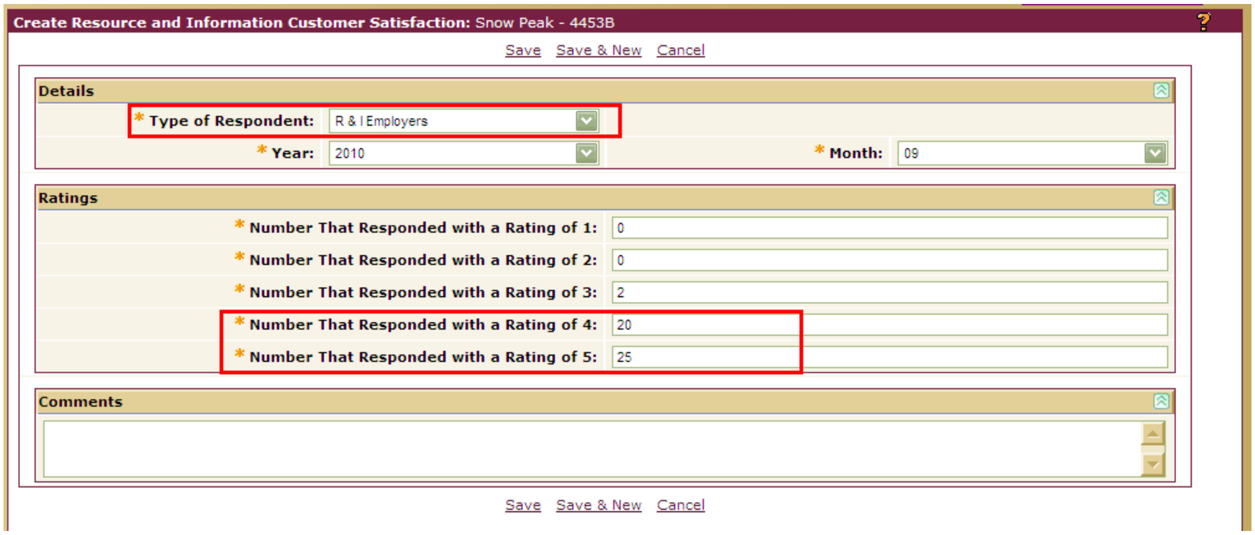
Calculation of the Customer Satisfaction for RI participants: the total of the 4 and 5 ratings are divided by the total of the 1-5 ratings. If there is no response or if the individual was not surveyed that individual's data would not be included here. They would form part of the individuals counted on the Participation page.

One of the key changes to the customer satisfaction calculations for this fiscal year was moving away from collecting "placement employer satisfaction under RI" to the "placement plan item."





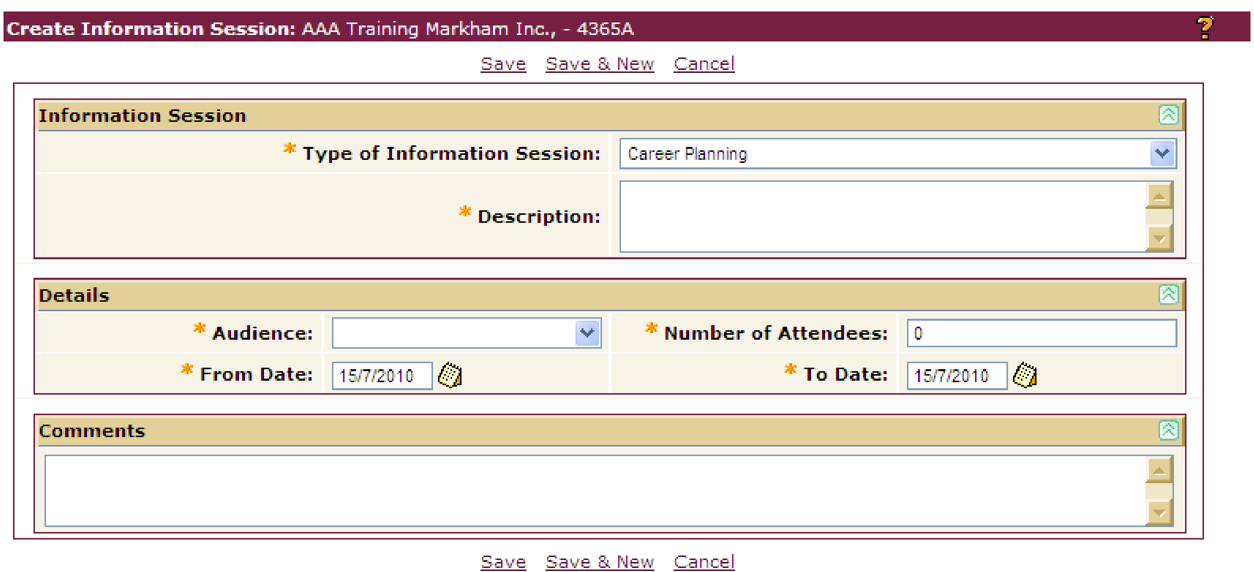
The RI employer (see below) customer satisfaction rate is determined in the same manner as it is for individuals.



Information Sessions

RI Intake count is taken from the Information Session page through the total Number of Attendees for all "information sessions" for the reporting period.

This number is not used in the calculation of Response Rate nor Customer Satisfaction. It is assumed that the service delivery site has already counted these attendees as part of their 'Number of Individuals/Employers Participating' count used to determine the response rate. As well if these attendees had responded to the survey this would also be already incorporated into the Customer Satisfaction page results.



The above information can also be found in the following tools and User Guides located on the EOPG.ca website. Please continue to use these documents to support your understanding of RI data including how the service delivery sites should be entering data into EOIS-CaMS and how the posted reports are reporting this data.

EOIS Case Management System – Service Provider User Guide

EOIS Case Management System – Service Provider User Guide: Reporting

Employment Service – Service Quality Measures and Indicators – 2010-2012

ES Detailed Service Quality Reporting User Guide:
http://www.tcu.gov.on.ca/eng/eopg/eotransformation/cams_reporting/eois-cams_reporting_es_quality_service.pdf

If you should require further information please feel free to contact your local Employment Training Consultant (ETC).