

**EMPLOYMENT  
ONTARIO**

Your job is out there, we'll help you find it



**Employment and Training Division  
Ministry of Training, Colleges and Universities**

# ES Snapshot

Prepared by: Transformation and Planning, Service Delivery Branch  
November 2011

# Purpose

---

- This presentation will:
  - provide an initial overview of some trends in the ES network's performance in 2010-11, and projected performance in 2011-12
  - compare 2010-11 and 2011-12 performance to date in several core measure areas
  - be the basis of discussions with community stakeholders as it is too early in the network's development to draw any definitive conclusions about the meaning, cause or long term trends associated with this data
  - highlight a growing concern regarding use of incorrect sites to enter ES performance data, and which may have future ramifications once LBS providers begin to use EOIS-CaMS in April 2012



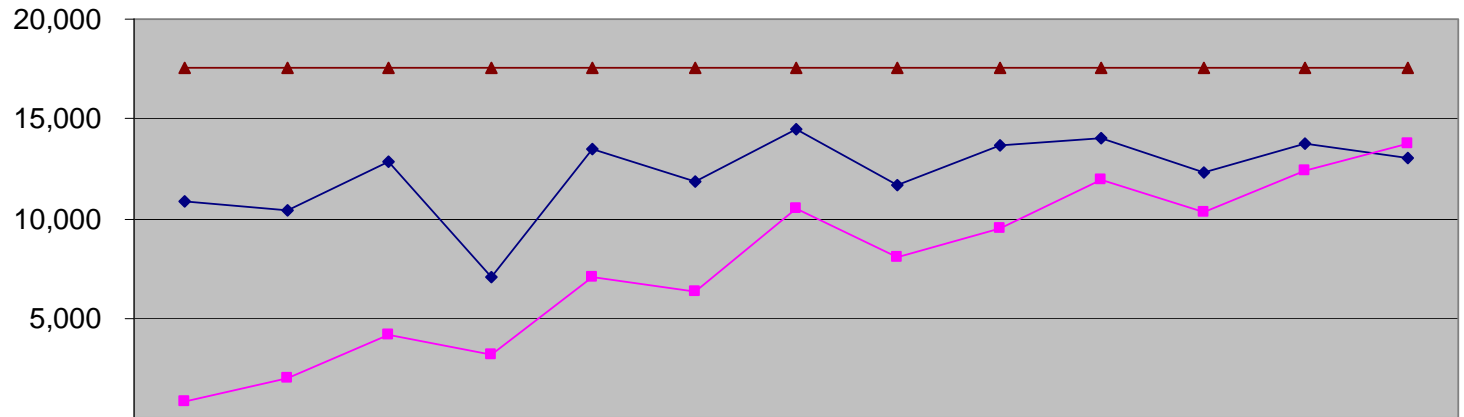
# Data Sources

- The data for this analysis was derived from EOIS-generated performance reports for the following dates:
  - 2010-11 reflects Aug 2010 – March 2011 data (i.e. 2010-2011 performance)
  - 2011-12 reflects April 2011 – Sept 2011 data (i.e. 2011-2012 performance to date)
- Any sites which have been incorrectly used to report ES data (see slides 17-18) have been factored out of this analysis
- A glossary of terms has been included as the last slide.



# Employment Service (ES)

## Provincial Monthly Activity



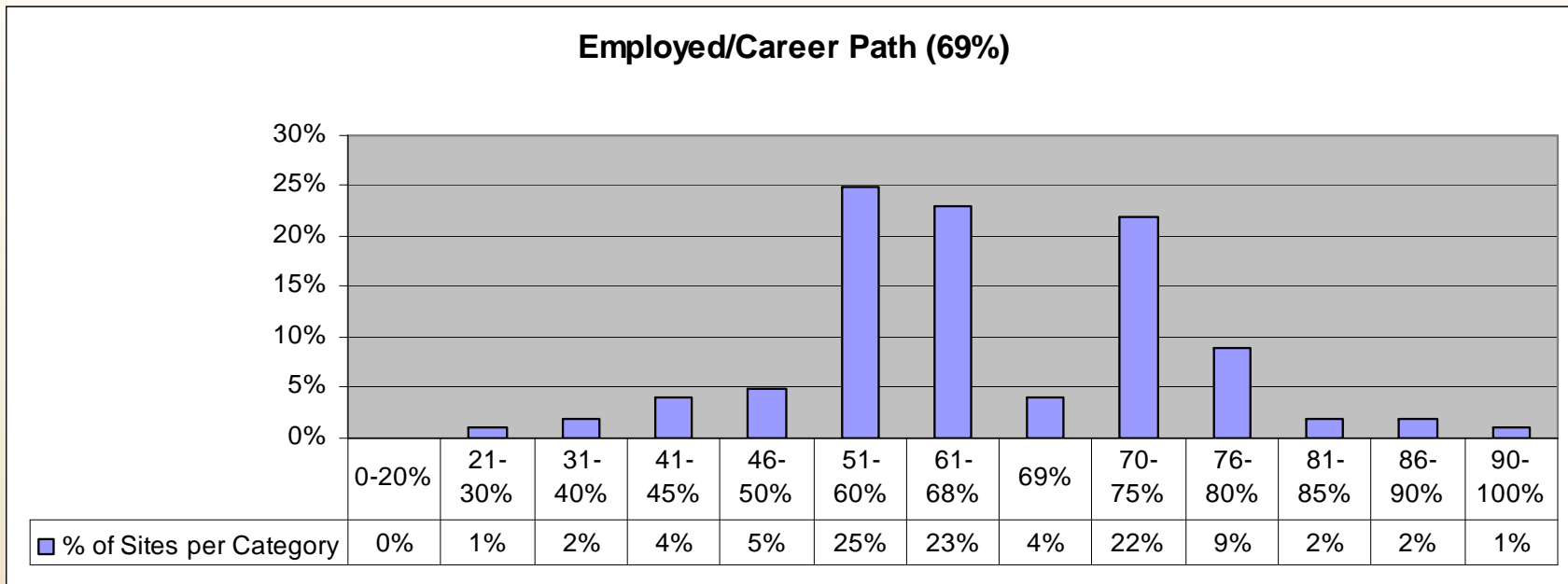
	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept
◆ # of Starts per month	10,885	10,430	12,823	7,025	13,488	11,834	14,453	11,671	13,706	14,060	12,307	13,778	13,037
◆ # of Exits per month	834	1,951	4,188	3,126	7,077	6,295	10,536	8,013	9,515	11,912	10,315	12,389	13,767
▲ Monthly Target	17,590	17,590	17,590	17,590	17,590	17,590	17,590	17,591	17,591	17,591	17,591	17,591	17,591

### Highlights:

- The number of Assisted Service starts have levelled off since January 2011.
- This current level of activity means the Assisted Service Intake will not be achieved provincially in 2011-2012.
- The level of activity required to meet the calendarized monthly target has never been achieved



# Employed/Career Path (2011-12)

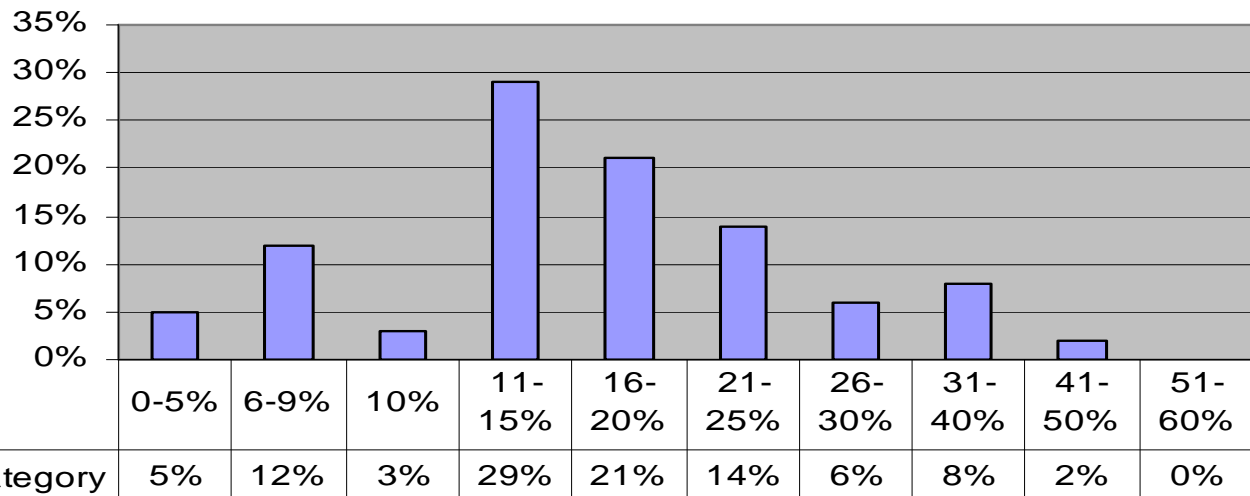


- The median for this measure is 65%
- The range for this measure is 21-92%
- The standard is 69%.
- 40% of sites are meeting or exceeding the standard of 69%.
- 7% of sites (21) have outcomes below 46%
- 5% of sites (17) have outcomes above 80%



# Training/Education (2011-12)

Training/Education (10%)

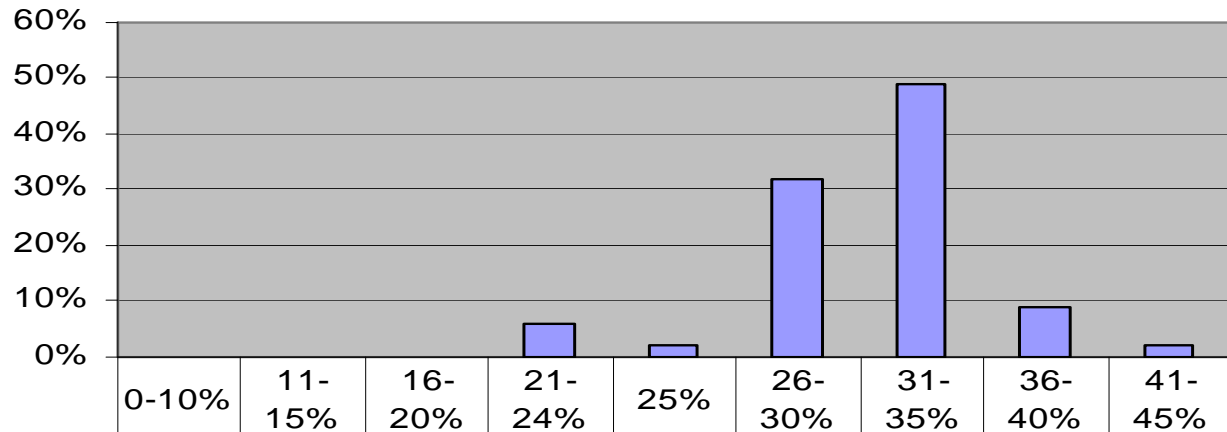


- The median for this measure is 16%
- The range for this measure is 0-52%
- The standard is 10%
- 5% of sites (15) have outcomes of less than 6%
- 10% of sites (33) have outcomes above 30%.
- There is 1 site (.31%) above 50%



# Suitability (2011-12)

Suitability (25%)

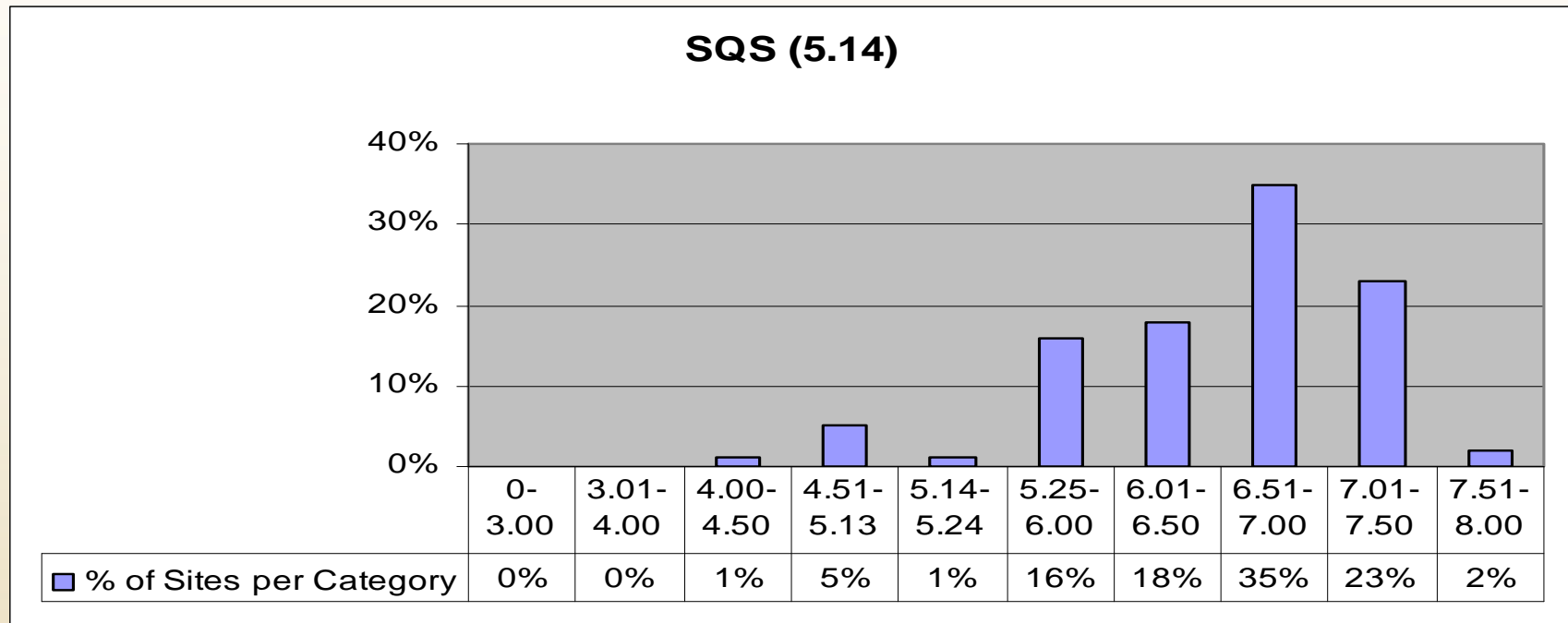


- The median for this measure is 31%
- The range for this measure is 16-45%
- The standard is 25%
- There is only one site whose suitability value is less than 21%
- 11% of sites (35) have a suitability value over 35%

Suitability means serving clients who, on average, are experiencing at least 25% of identified suitability indicators e.g. job search skills needs development, <20 years of age, >26 weeks out of school/work etc. In order to achieve the 25% standard the average number of indicators per closed service plan/exited client, must be 3.5 or greater.



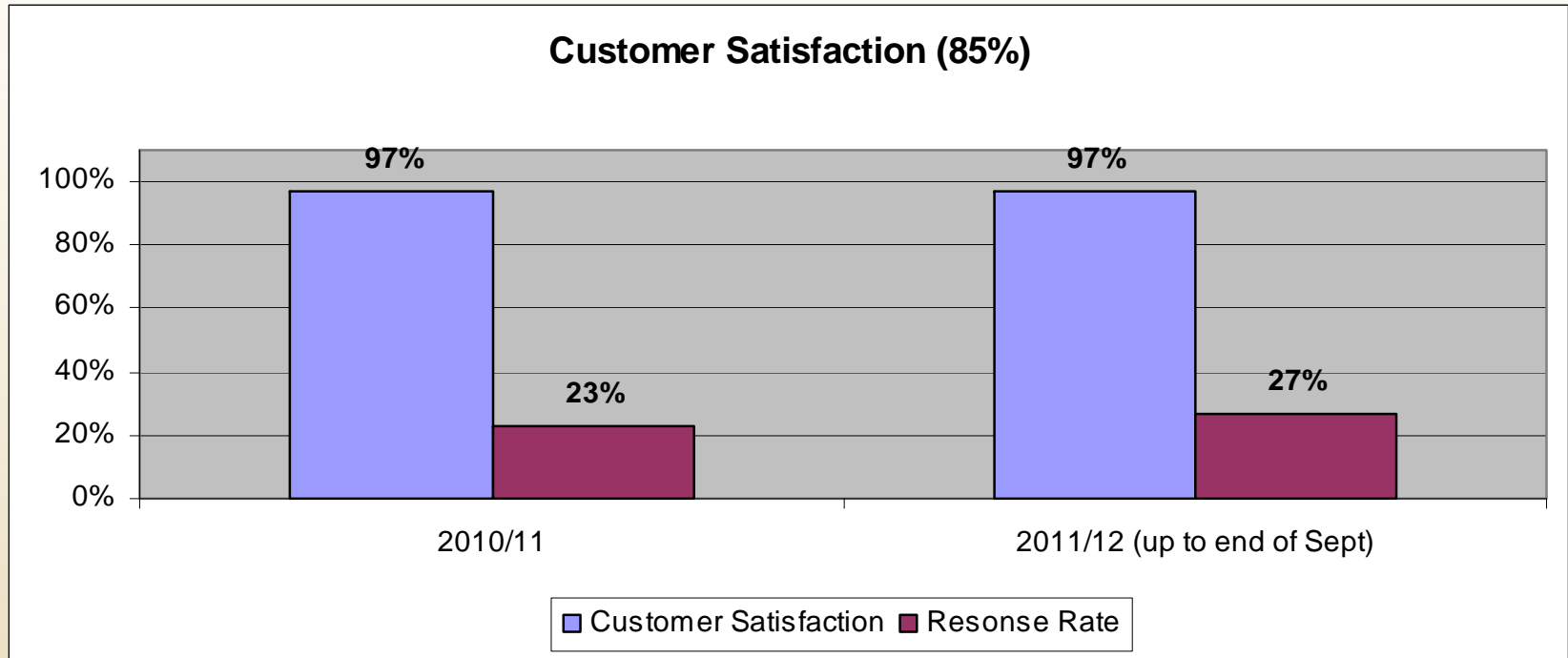
# SQS (2011-12)



- The median for the SQS is 6.69
- The Range is 4.05-7.89
- The standard value is 5.14
- 1% of sites (2) have an SQS below 4.51
- 2% of sites (5) have an SQS above 7.50



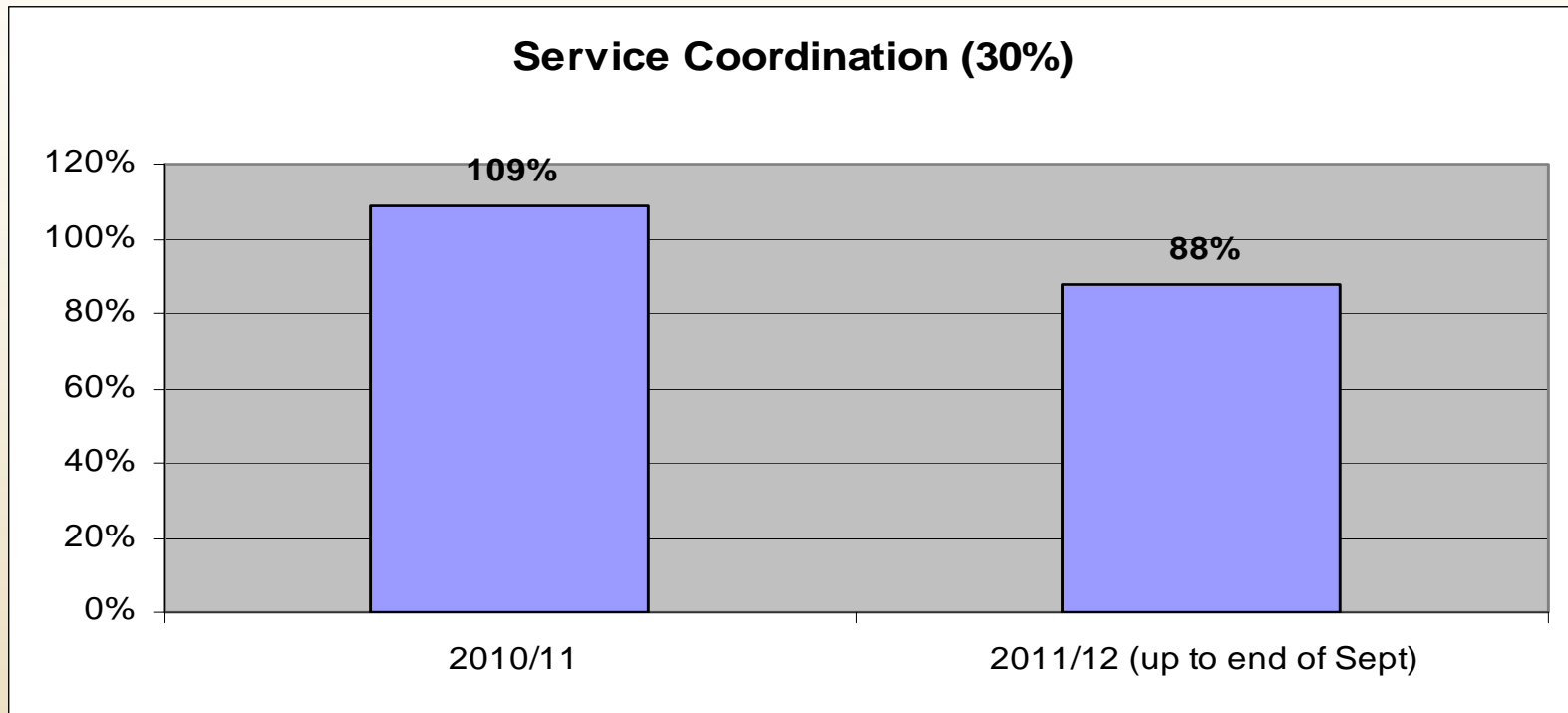
# Comparison of Customer Satisfaction Values over Fiscal Years



- This standard has been exceeded provincially from the beginning of the program up to this point
- The provincial response rate has exceeded the 15% requirement
- 98% of sites are meeting the 85% standard for 2011-12 (as of September data)



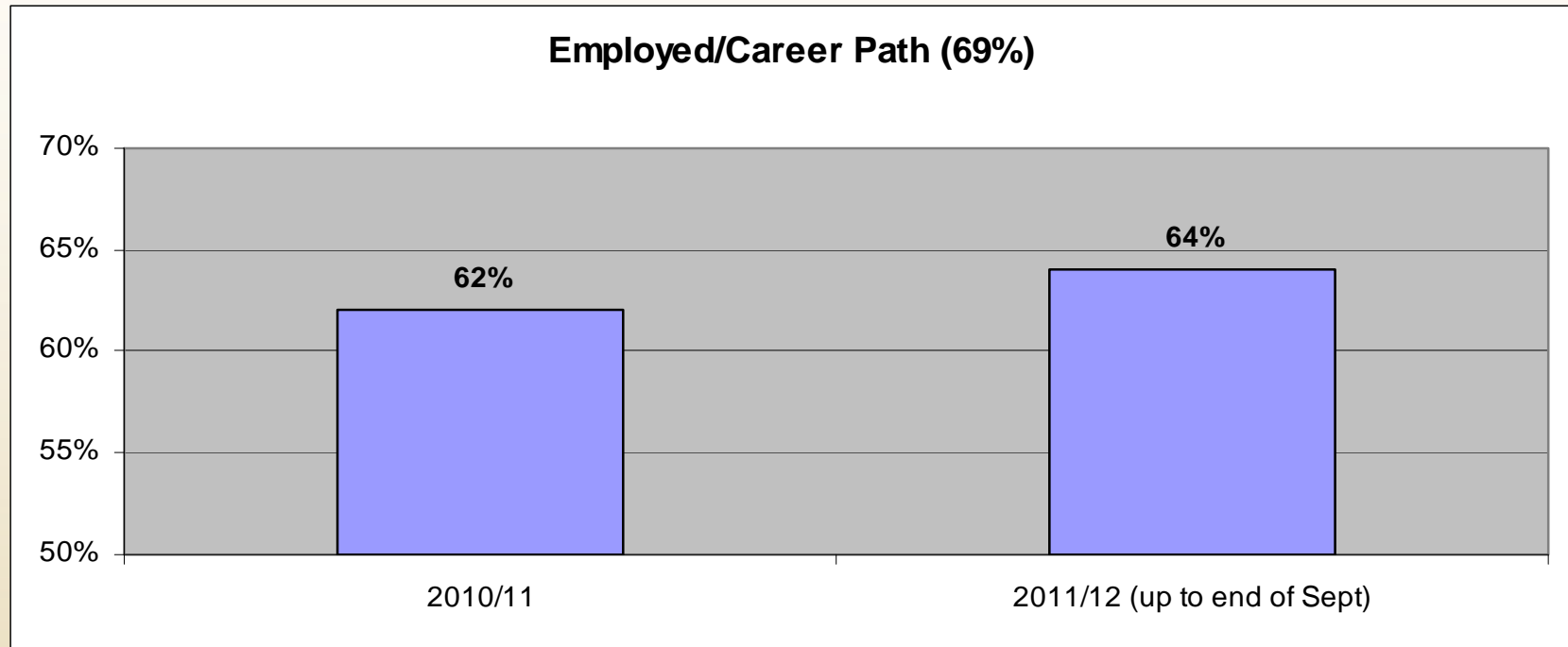
# Comparison of Service Coordination Values over Fiscal Years



- This standard has been exceeded provincially from the beginning of the program up to this point
- For 2011/12 the highest indicator for this measure was Referred In.
- 94% of sites are meeting or exceeding the standard of 30%
- Trend downward was expected given clarification provided to SP's for this measure
- Calculation error identified for this measure will likely mean further decreases in 2012/13



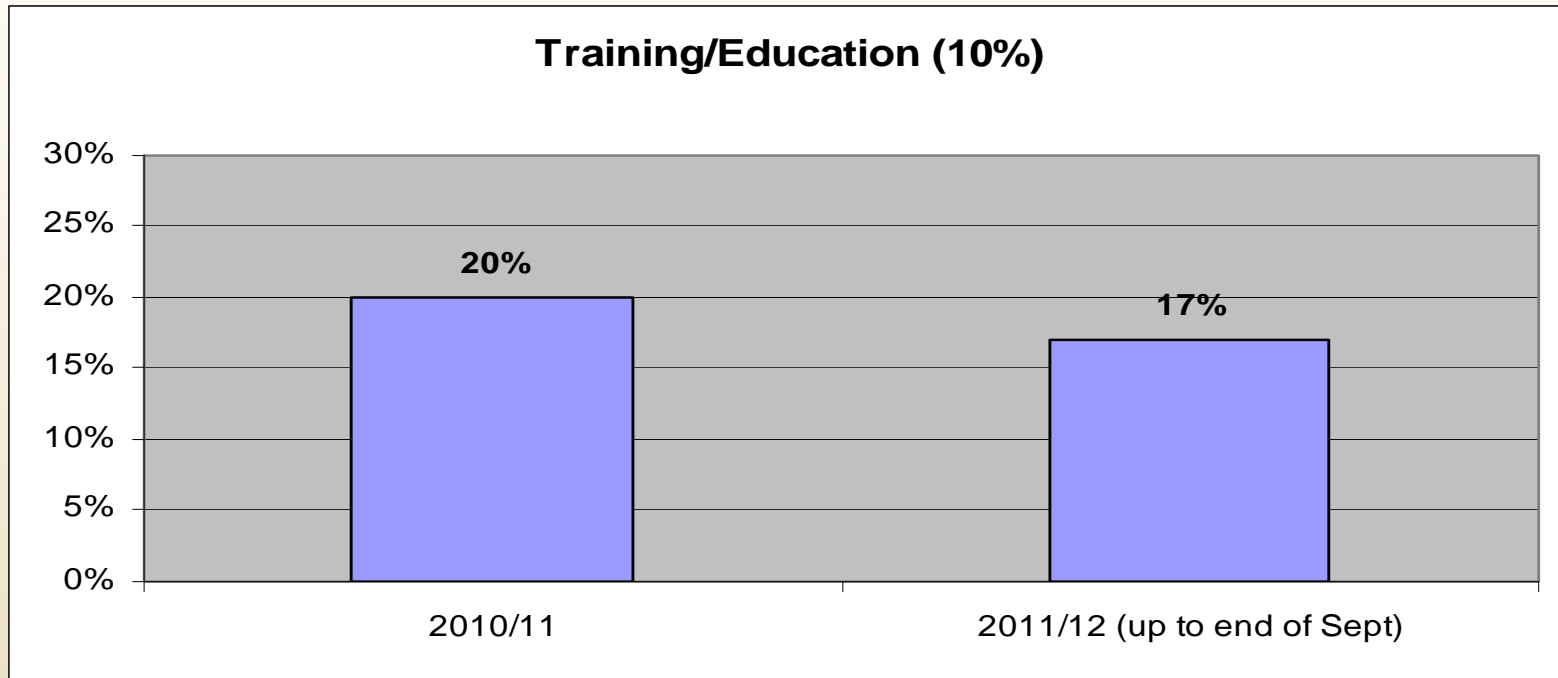
# Comparison of Employed/Career Path Values over Fiscal Years



- The Employed/Career Path measure has not been met provincially
- For 2011/12 the highest indicator for this measure was Employed.
- 40% of sites are meeting or exceeding the 69% standard for fiscal year 2011/12 (September data)



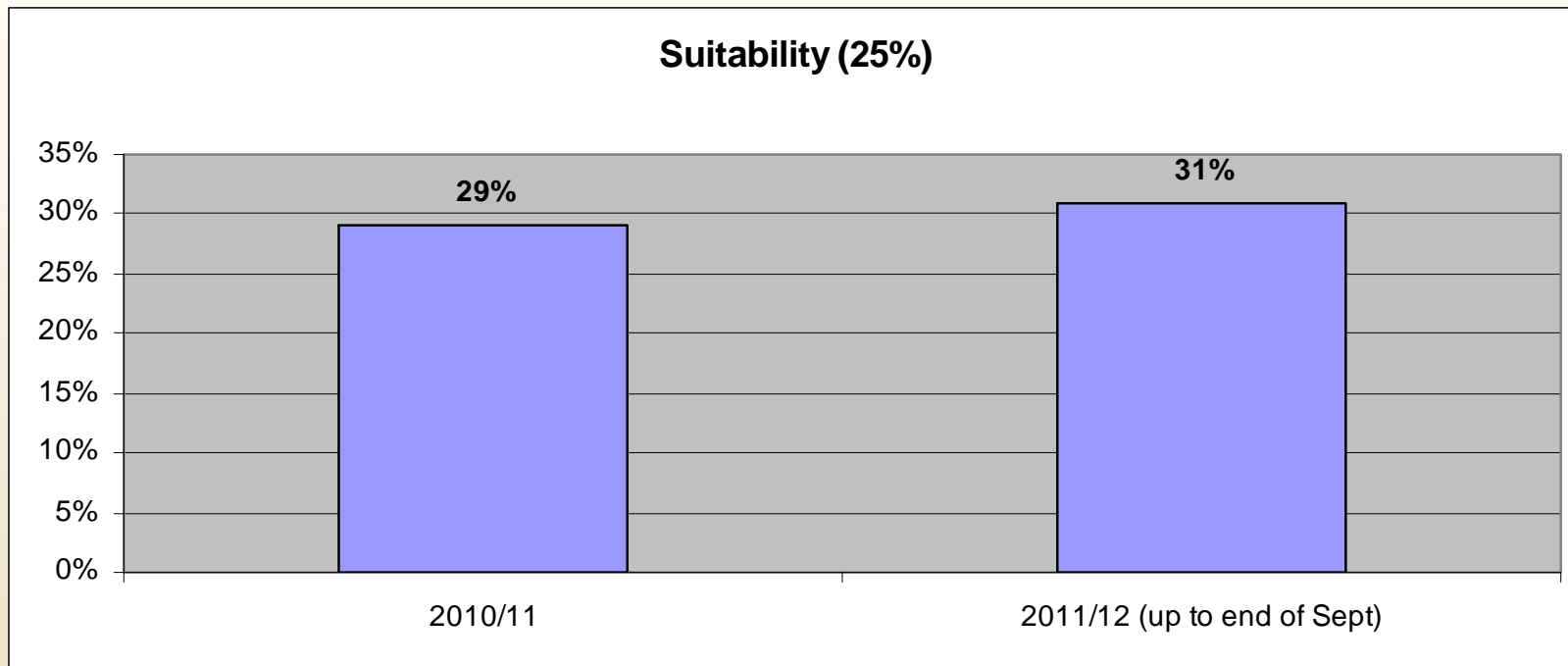
# Comparison of Training/Education Values over Fiscal Years



- This standard has been exceeded provincially from the beginning of the program up to this point
- For 2011/12 the highest indicator for this measure was Second Career.
- 83% of sites are meeting or exceeding the 10% standard for fiscal year 2011/12 (September data)



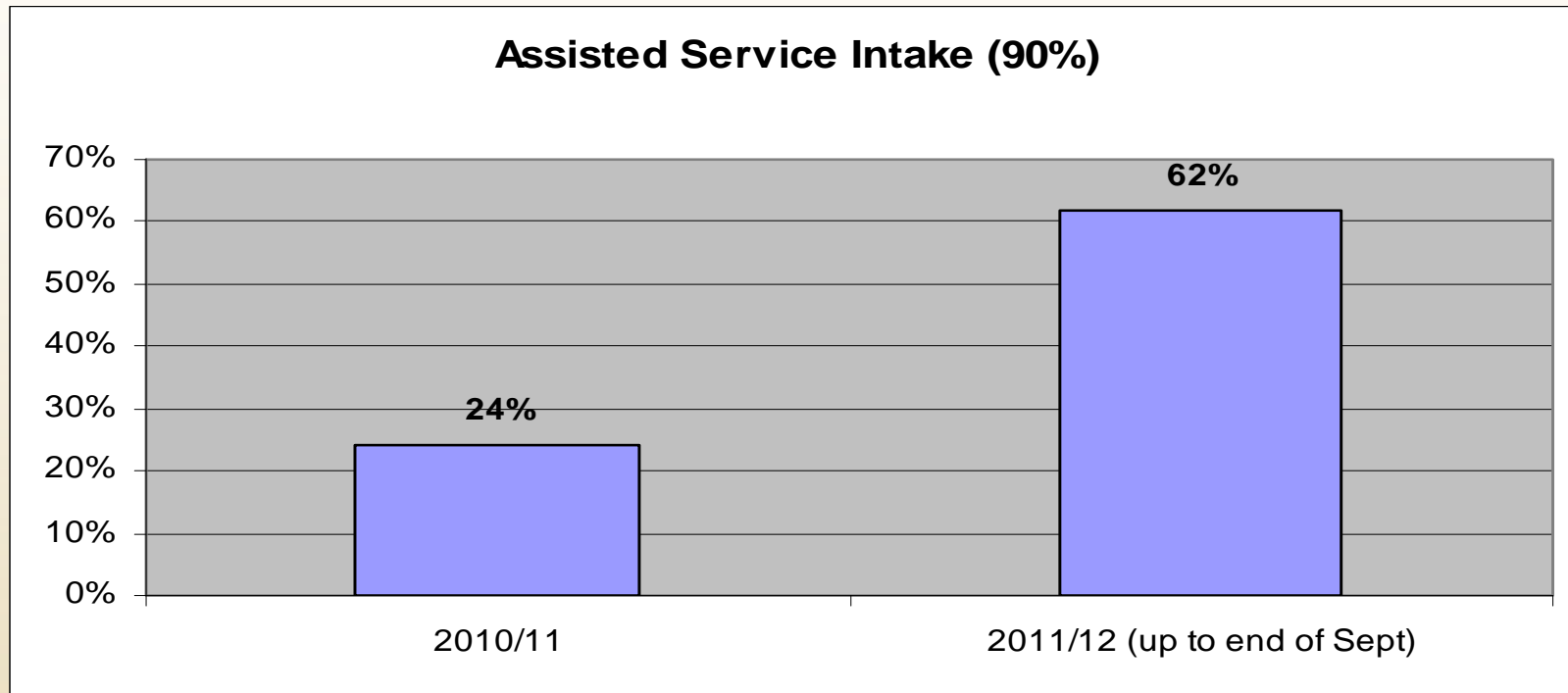
# Comparison of Suitability Values over Fiscal Years



- This standard has been exceeded provincially from the beginning of the program up to this point
- For 2011/12 the highest indicators for this measure were Source of Income and Job Search Skills.
- 94% of sites are meeting or exceeding the 25% standard for fiscal year 2011/12 (September data)



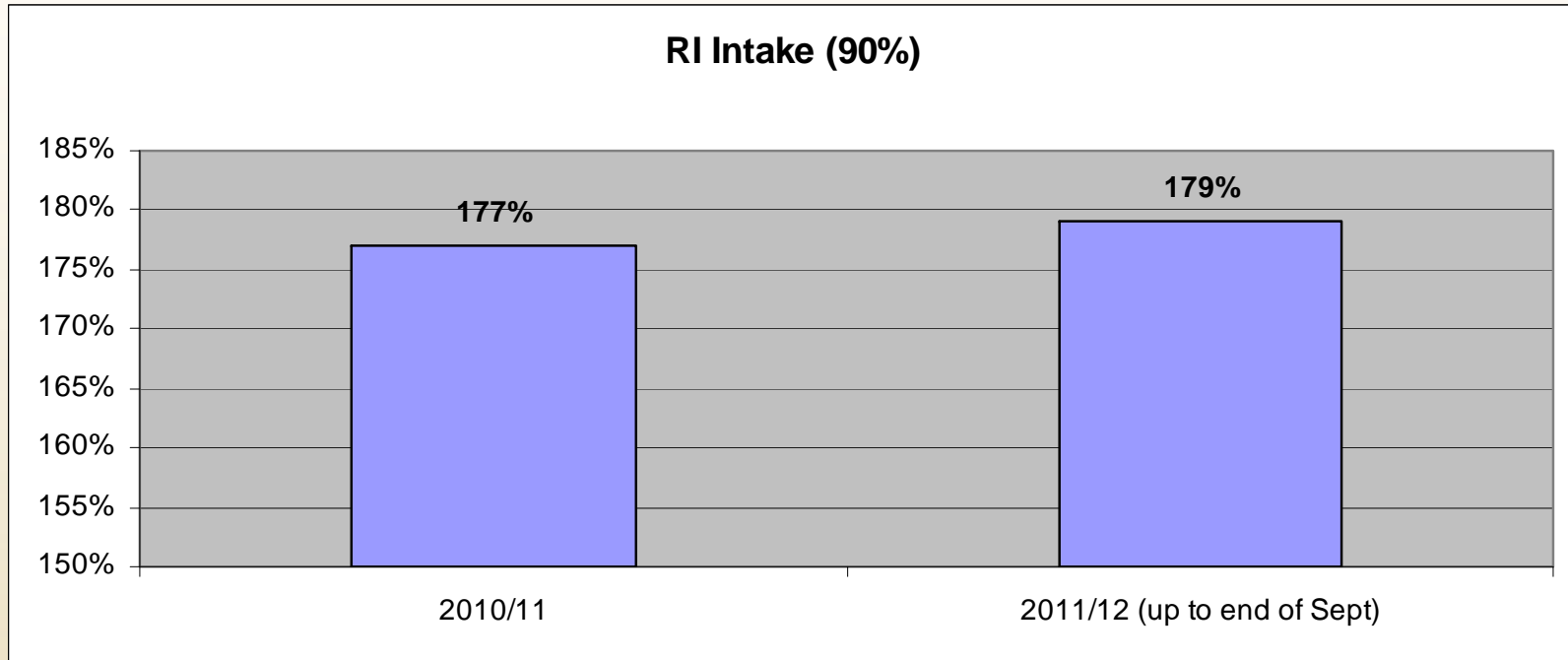
# Comparison of Assisted Service Intake over Fiscal Years



- This is one of the two core measure that is currently not projected to meet target by fiscal year end
- Only 20% of sites are projected to achieve the 90% standard by year end
- In Sept. 2011 network met 74% of assisted service target for that month



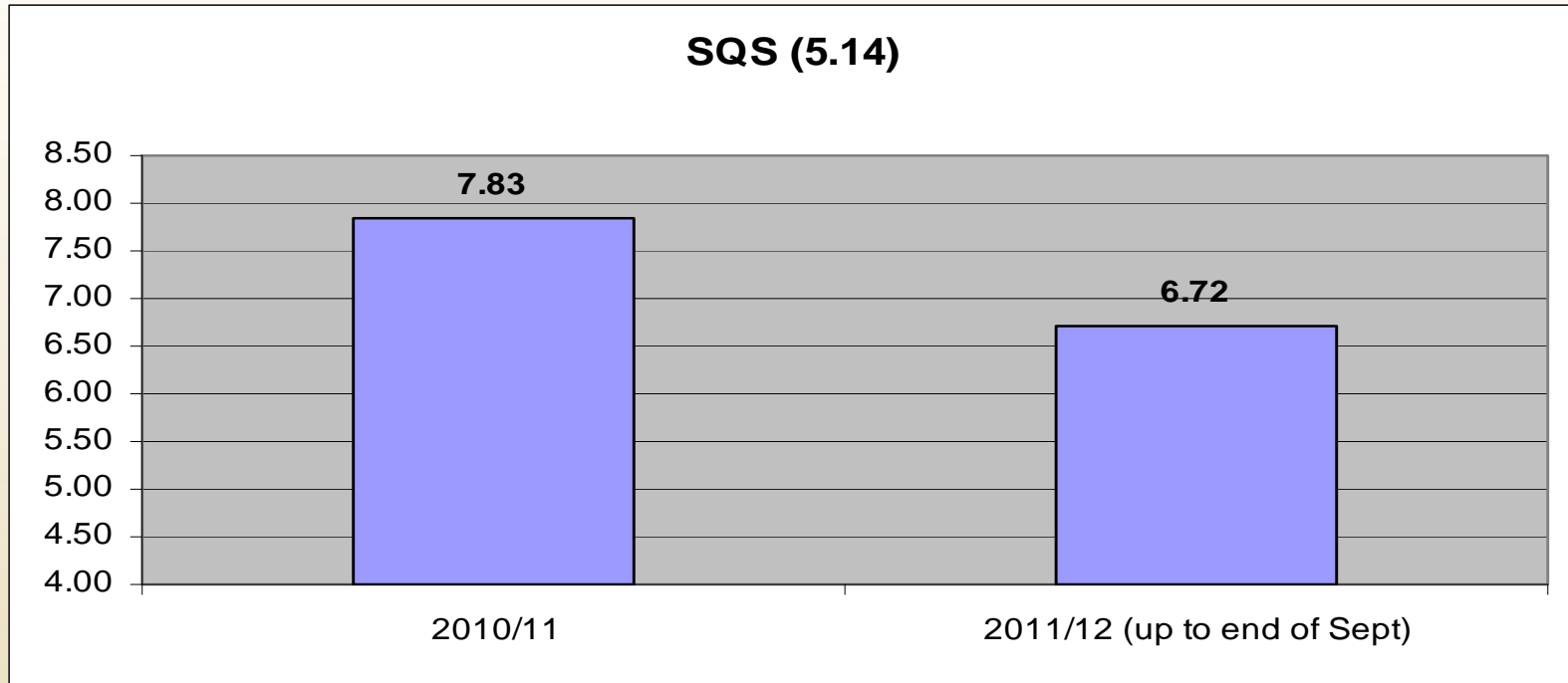
# Comparison of RI Intake over Fiscal Years



- This standard has been exceeded provincially from the beginning of the program up to this point
- 83% of sites are meeting or exceeding the 90% standard for fiscal year 2011/12 (September data).



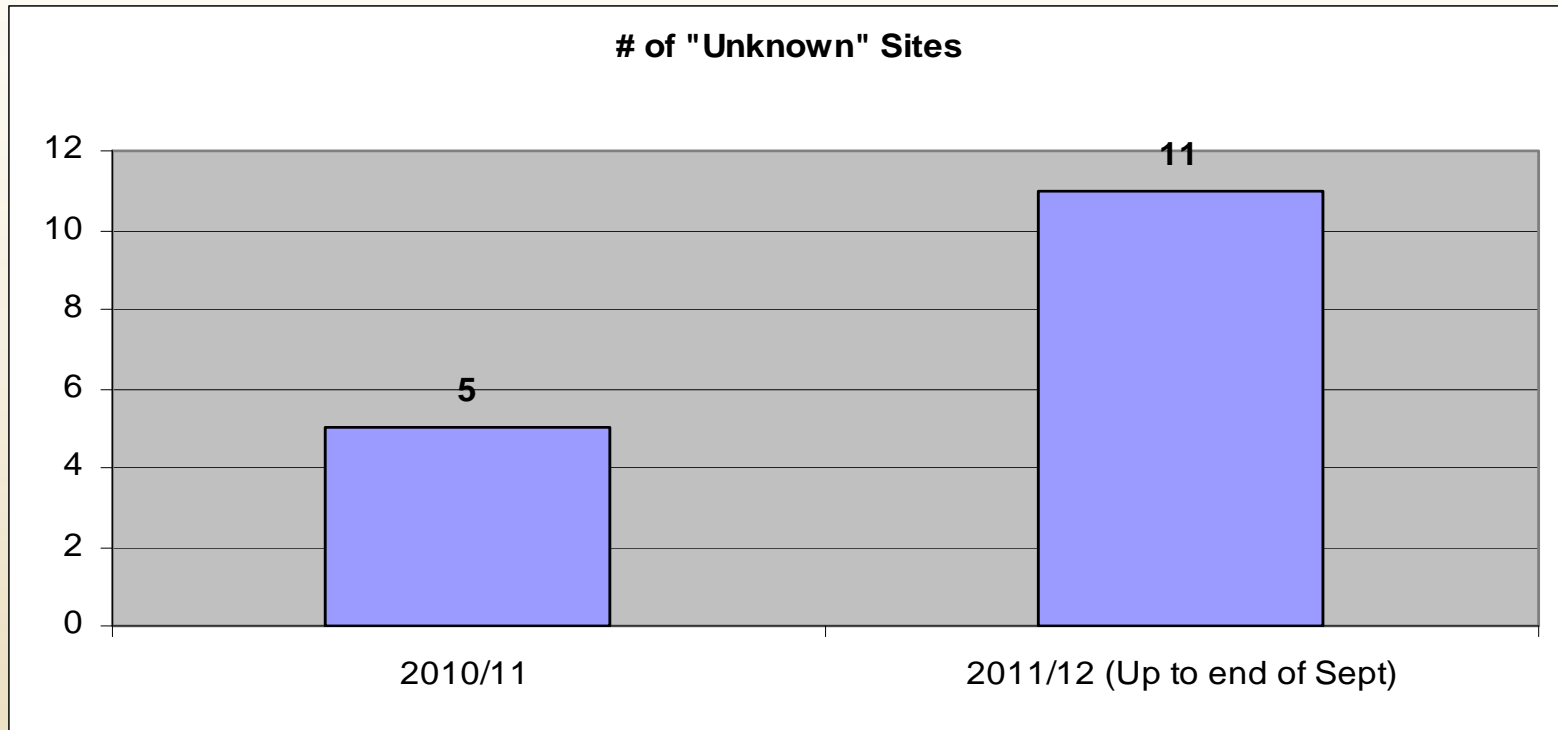
# Comparison of SQS over Fiscal Years



- This standard has been exceeded provincially from the beginning of the program up to this point
- 94% of sites are meeting or exceeding the 5.14 standard for fiscal year 2011/12 (September data)



# “Unknown” Sites



- “Unknown” sites are those sites that are generating ES performance reports but do not have ES targets



# “Unknown” Sites con’t

- It is suspected an ES SDS is entering data into another of their organization’s sites. This other site is not delivering ES services e.g. the ES data is being entered against an LBS site.
- Once the first service plan closes for any incorrectly entered ES data against a non-ES site, this data will begin to filter into ES performance reports generated by EOIS.
- The number of “unknown” sites appears to be growing as an issue.
- Service Providers should check their roster of CaMS-registered service delivery sites and note whether they are, or are not, delivering ES – and thus whether those sites should have ES data being reported against them.
- If any non-ES sites are discovered to have ES data reported against them, service providers should connect with their ETC for resolution. The ETC may be required to escalate the issue to the EOIS- Help Desk.
- This issue also requires prompt attention as LBS providers will begin to use EOIS-CaMS in April 2012. Unless service providers address data-entry irregularities, this may become a larger multi-program concern for data integrity and results tracking for 2012/13.



# Summary

- **The Customer Satisfaction, Suitability and Service Quality standards have been exceeded provincially. These measures also have a high level of SDS achievement.**
- **Many of the Core Measure ranges noted in this presentation are large. These ranges must stabilize before any changes to the performance management framework can be considered.**
- **The Assisted Service Intake Target is not projected to be met for 2011/12.**
- **The level of starts and exits are now roughly equal. Highest level of starts recorded was for March 2011 where 14,453 clients started the program. Monthly target of starts for the network is 17,591.**
- **While Employed/Career Path standard is also not projected to be achieved for 2011/12 percentage difference between actual achievement (62%) and target (69%) is not as large. This number also appears to be slowly trending up.**



# Glossary of Terms

- **Median** – a value in an ordered set of values below and above which there is an equal number of values. This provides more detail than the average, which can be skewed by larger or smaller values.
- **Range** – provides the core measure's values from lowest to highest. This provides a sense of whether the SDSs as a group are meeting the standards. The greater the range, the less reliability of the results for analysis purposes.
- **Standard** – the minimum level of achievement on a core measure that MTCU requires a funded service delivery site to achieve.
- **Weighting** – this is the value of the impact of the core measure against overall service quality. MTCU sets these weightings for each measure.

