



MEMORANDUM TO: Employment Service (ES) providers

FROM: Program Delivery Support Branch

DATE: October 15, 2015

SUBJECT: **Revised ES Service Quality Standard (SQS)**

OBJECTIVE:

The purpose of this bulletin is to advise the Employment Service delivery network that the ES SQS will increase and become effective April 1, 2016. The ES guidelines will be updated accordingly and will be posted on the EOPG.

WHAT IS HAPPENING:

As of year-end 2014/15, the Service Quality Standard was achieved by almost the entire ES delivery network. As part of continuous improvement, TCU has made an increase in the standard. The ultimate goal of continuous improvement is to improve service provider performance and program outcomes to better meet client needs.

The minimum provincial standard for Service Coordination was increased from 30% to 34% and for Participant Suitability from 28% to 31%. As a result, the Service Quality Standard goes up from 5.25 to 5.40. Changes are highlighted in grey in the table below.

Provincial Service Quality Standard

DIMENSION	MEASURE	MINIMUM PROVINCIAL STANDARD	WEIGHT	SQS VALUE	MAXIMUM VALUE
Customer Service (40%)	1. Customer Satisfaction (client/participant/employer)	90%	15%	1.35	1.5
	2. Service Coordination	34%	25%	0.85	2.5
Effectiveness (50%)	3. Service Impact - Employed/Career Path	69%	25%	1.73	2.5
	- Training/Education	10%	10%	0.10	1.0
	4. Participant Suitability	31%	15%	0.47	1.5
Efficiency (10%)	5. Funded Intake and Activity Intake in assisted services	90%	5%	0.45	0.5
	Workshop Activities/Information Sessions	90%	5%	0.45	0.5
Service Quality Standard				5.40	10.0

If you have any questions, please contact your ETC.