

Memorandum

To: Supported Employment Service Providers

From: Santina Macri, Acting Director - Program Delivery Support Branch (PDSB), Employment & Training Division

Date: July 6, 2022

Subject: Supported Employment - Changes to the Detailed Service Quality Report (DSQR) Calculation Methodology for Service Coordination and Suitability Indicators

The purpose of this memorandum is to advise Supported Employment (SE) service providers of changes to the calculation methodology of the Service Coordination and Suitability indicators in the SE DSQR Report.

Prior to 2021-2022 fiscal year, the Suitability and Service Coordination indicators calculations erroneously excluded carryover clients in their denominator. The calculation methodology changed in the Spring of 2021 and as a result, the carryover client counts started being included for both indicators.

After review, and to keep with the original intent and design of the SE program, the calculations are now adjusted as follows, and will be reflected in the May 2022 DSQR:

- For the **Suitability Indicator**, the carryover clients will be excluded from the calculation.
- For the **Service Coordination Indicator**, the carryover clients will continue to be included in the calculations.

The May and June 2022 DSQR were released and available for your use on **June 17th, 2022**.

If service providers require additional information or support, please contact your local office representative.

Thank you,

Santina Macri
Acting Director, Program Delivery Support Branch

cc:

Charles Bongomin, Central Region – A/Regional Director
Heather Cross, Western Region – Regional Director
Luc Desbiens, Northern Region – A/Regional Director
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Gladys Ahovi, Director, Strategic Workforce Policy and Programs Branch