

# Canada/British Columbia Labour Market Agreement (LMA) and Strategic Training and Transition Fund (STTF)

## 3 Month Participant Outcomes Survey 2009/10 Program Year Report



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## Introduction

The Canada/BC Labour Market Agreement (LMA) began in April 2008. British Columbia will receive approximately \$394M over six years of the Agreement to invest in labour market programming. Working in cooperation with the Government of Canada, the Ministry of Advanced Education and Labour Market Development (ALMD) is responsible for oversight and management of the Agreement. The overall goal of the LMA is to support labour market participation for unemployed persons who do not qualify for assistance under Employment Insurance Act programs and improve the employment outcomes of low skilled workers. Section 10 of the LMA specifically identifies two groups of eligible beneficiaries:

- \* Unemployed individuals who are determined to be non-Employment Insurance clients, and;
- \* Employed individuals who are low skilled, in particular, individuals who do not have high school diploma, or a recognized certification or are lacking essential skills (i.e. literacy, numeracy, document use).

On January 27, 2009, as part of the Budget 2009: Canada's Economic Action Plan, the Government of Canada announced a national two-year \$500 million Strategic Training and Transition Fund (STTF). The fund's primary objective is to provide labour market programs and services that support sectors, occupations, or communities affected by the economic downturn.

The STTF is delivered through the Canada-British Columbia LMA. British Columbia's portion of the national funding is approximately \$25.6 million for 2009/10 and \$30.8 million for 2010/11, totaling \$56.4 million over two years. The purpose, objectives and principles that guide LMA investments also guide STTF investments. However, the eligibility criteria under the STTF are broader than the LMA, extending eligibility to all employed and unemployed individuals impacted by the economic downturn (no distinction between EI and non-EI participants).

A total of 26 LMA initiatives and 7 STTF initiatives were operational and serving participants in 2009/10.

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## Requirements for Reporting and Public Posting:

Performance measurement is a key component of the accountability framework for the LMA. Good performance data allows both the federal and provincial governments to assess progress towards achieving desired objectives:

- \* Increased labour market participation, particularly among underrepresented target groups
- \* Enhanced skill development opportunities for Canadians

**Section 25 and 26 of the LMA** contain the following requirements regarding performance measurement, data collection and reporting:

*25 (1) In order to measure performance of eligible programs, British Columbia agrees to collect and compile in accordance with Annex 2, the performance indicator information set out in Annex 2 about the eligible beneficiaries, the type of interventions provided under the eligible programs and the outcomes of the interventions. For clarification purposes, no personal information will be shared by British Columbia with Canada.  
(See Appendix 1 for Annex 2 - Canada/BC LMA).*

25 (2) British Columbia agrees to provide Canada the information referred to in subsection (1) which it has collected or compiled each fiscal year during the period of the Agreement no later than five months following the end of that fiscal year. The information shall be provided in the format and manner decided jointly by Canada and British Columbia.

26 (1) Canada and British Columbia agree on the importance of reporting to the public on results achieved through the use of taxpayers' money.

26 (2) By no later than October 1 following the end of each fiscal year during the period of the Agreement, British Columbia agrees to report to the people of British Columbia on the results of the eligible programs achieved in the fiscal year. The report shall show the results attributable to the funding provided by Canada under this Agreement based upon the performance indicators as outlined in Annex 2.

26 (3) Following the end of each fiscal year during the period of the Agreement, Canada will report annually to Canadians on the aggregate results of the labour market agreements with provinces and territories based on the performance indicator information set out in Annex 2 collected and compiled by all provinces and territories and provided to Canada.

**Sections 28.15 and 28.17 of the Omnibus Amending Agreement** contains the following requirements regarding performance measurement, data collection and reporting:

28.15 (1) In order to measure performance of the eligible programs funded under this Part, for programs providing assistance directly to eligible beneficiaries, British Columbia agrees to

(a) collect and compile, in the same manner as set out in Annex 2, the performance indicator information set out in Annex 2 about the eligible beneficiaries, the type of interventions provided under the eligible programs and the outcomes of the interventions funded under this Part in each fiscal year during the transitional period, and

(b) provide the information to Canada, in the format and manner agreed to jointly by Canada and British Columbia, no later than five months following the end of each fiscal year to which the information relates.

(2) Where there are activities supported under an eligible program during a fiscal year under this Part that do not involve providing assistance directly to eligible beneficiaries, British Columbia, agrees to

(a) prepare a narrative report describing the activities supported, the level of funding provided in support of those activities and the expected outcomes of the activities, and

(b) provide a copy of the report to Canada no later than five months following the end of each fiscal year to which the report relates.

28.17 British Columbia agrees to include its annual report to the people of British Columbia referred to in section 26 of this Agreement for each of fiscal years 2009/10 and 2010/11 the results attributable to the funding provided by Canada under this Part. The results shall be based on the performance indicators referred to in section 28.15.

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## Data Collection and Reporting Strategy for British Columbia

The LMA requires that data be collected at different times during the intervention – at intake, at exit and 3 and 12 months following the intervention. Data is collected via participant intake forms, participant exit forms, monthly activity reports and the 3/12 month client follow up survey. All data is keyed into a database that was developed in order to meet the accountability requirements. It should be noted that all data is collected within the provisions of Section 26 (c) of the *Freedom of Information and Protection of Privacy Act*, no individual participant data is shared, and all information is reported in aggregate only.

While the LMA provided an option to only complete 3/12 month survey follow up on a sampling of participants, British Columbia opted, at least initially, to attempt to survey 100 percent of LMA participants. As many planned LMA investments are new programs/services, the information collected will assist in evaluating whether individual service providers and programs met their intended objectives.

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### 3 and 12 Month Client Follow-up Strategy:

- \* Under the Canada/B.C. Labour Market Agreement, B.C. is required to capture the following data element for a representative sample of clients (or alternatively, for all clients) as the client leaves the intervention:
  - *proportion of clients satisfied with quality of intervention*
- \* In addition, B.C. is required to capture the following data element for a representative sample of clients (or alternatively, for all clients) 3 and 12 months after the client leaves the intervention:
  - *number of clients by employment status after leaving intervention*
  - *proportion of clients satisfied with relevance of intervention*
- \* The Ministry of Advanced Education and Labour Market Development (ALMD) contracted with BC Stats to develop and carry out the survey. BC Stats sub-contracted to a third party organization to survey respondents. The LMA survey was conducted in five cycles/waves (August-October 2009, November 2009-January 2010, March-April 2010, April-May 2010, and June-July 2010) and the STTF survey was conducted in one cycle/wave (June-July 2010).
- \* Appendix 2 provides the 2009/10 Reporting Templates for the Federal Government for performance indicators specific to the 3 and 12 month outcomes surveys.

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## Highlights of the 09/10 LMA 3 Month Participant Outcomes Survey

### General

- \* The 2009/2010 report includes survey results for participants who exited their program between April 1, 2009 and March 31, 2010.
- \* In 2009/2010, there were 13,186 participants served in LMA programs. While 13,186 participants were reported to have been served in 2009/10, a decision was made to use the number of **12,098 participants served** as this was the total number of participants entered into the ALMD database. Using the data from the ALMD database resulted in the most accurate reporting for the performance indicators. **3,217** clients were eligible to be surveyed (eligible cohort), with **1,316** respondents and a **response rate of 41 per cent**.
- \* **Survey Question:** Did you take the following LMA course or program? **83 per cent** of the respondents who answered the question said they completed their entire intervention.

### LMA Participants Receiving Credentials

- \* **Survey Question:** Did you receive a certification or credential such as a certificate or diploma from your program? **61 per cent** of the respondents who answered the question received a certification or credential.

### LMA Participant Satisfaction with Intervention

- \* **Survey Question:** How satisfied are you with the training or service you received from the program? **93 per cent** of the respondents who answered the question were satisfied with the training or service they received. **Note:** Includes "Very satisfied" and "Satisfied: (4-point scale).
- \* **Survey Question:** How well did the training or service you received in the program help prepare you for employment opportunities? **93 per cent** of the respondents who answered the question found the labour market intervention helpful. **Note:** Includes "Very well", "Well", and "Adequately" (5-point scale).

### LMA Participant Employment Status (post-intervention):

- \* **Survey Question:** Are you currently working? **53 per cent** of the respondents who answered the question were **employed** and **28 per cent** were **unemployed**.
- \* **Survey Question:** Are you looking for work? **19 per cent** of the respondents who answered the question were not in the labour force (not employed and not looking).

- \* **Survey Question:** Are you a paid worker employed by someone else or are you self-employed? **19 per cent** of the respondents who answered the question were self-employed. **Note:** Of the 53 per cent who were employed.
- \* **Survey Question:** Did you have the same job before or while you were attending or participating in the program? **54 per cent** of the respondents who answered the question had the same job before/during the program. **Note:** Of all those employed.

### **LMA Participant Status (post-intervention) – Further Education or Training:**

- \* **Survey Question:** Are you currently studying or attending training, school, or participating in another program or receiving services? **32 per cent** of the respondents who answered the question were in **school or other training**.
- \* **Survey Question:** You said you were studying or participating in another program or service, what type of training institution, school or service provider is it? **17 per cent** of the respondents who answered the question said they were studying or participating in a **career training/service provider**, **71 per cent** said with a post-secondary institution, and **14 per cent** said with a secondary **school/vocational school or other providers**.

### **LMA Participant Earnings (pre-and post-intervention):**

- \* **Survey Question:** What is your gross hourly wage? The **Mean hourly earnings** of respondents who answered the question **upon entering an intervention** were **\$19.68** and **3 months after completing an intervention** were **\$20.73**.

2009/10 LMA Service Types and Initiatives		2009/10 Performance Outcome Report Data		2009/10 3 Month Outcomes Survey Data Results						
Service Type	2009/10 Initiatives	Number of Participants Projected To Be Served	Number of Participants Served (Participant Intake Forms Received)	Cohort information					Satisfaction	
				Eligible cohort	Number of Respondents	Response Rate	Participant Indicated Completed entire intervention	Participant Indicated Received certification or credential	Participant Indicated Satisfaction with training or service - 1	Participant Indicated Intervention was helpful - 2
Employment Services for Unemployed or Low Skilled Employed Clients	Aboriginal Business and Entrepreneurial Skills Training (BEST)	125	161	150	59	39%	64%	48%	93%	98%
	BC Employment Program (BCEP)	2,000	3,445 (2,351)***	144	47	33%	98%	39%	94%	89%
	Employment Programming for Aboriginal Persons with Disabilities	60	0*	0*						
	Equipment and Assistive Technology Initiative	70	114	46	25	54%	88%	12%	96%	100%
	Northeast BC Community and Industry Integrated Immigrant Training	100	61	22	6	27%	83%	60%	100%	83%
	Skills Connect for Immigrants	215	90	0						
	Specialized Community Assistance Program	120	53	0						
	Women's Mentorship Program	78	80	17	6	35%	83%	17%	83%	100%
<b>Totals for Service Type</b>		<b>2,768</b>	<b>2,910</b>	<b>379</b>	<b>143</b>	<b>38%</b>	<b>81%</b>	<b>38%</b>	<b>94%</b>	<b>94%</b>
Skills Development and Upgrading Interventions for Unemployed Clients	Aboriginal Apprenticeship Strategy - Industry Training Authority (ITA)	300	239	88	40	45%	93%	89%	92%	87%
	Aboriginal Training and Employment Program (ATEP)	0**	0**	0**						
	Commercial Driver Training for Women	10	10	10	6	60%	100%	100%	83%	100%
	Employment Skills Access	933	1,121	243	95	39%	91%	80%	95%	97%
	Energy Efficiency Employment Development (EEED)	25	25	16	11	69%	100%	91%	100%	100%
	Environmental Monitoring Assistant Program (EMAP)	45	49	49	28	57%	100%	100%	100%	100%
	Flexible Learning in the Trades - Industry Training Authority (ITA)	80	11	0						
	Multiple Assessment Pathways - Industry Training Authority (ITA)	100	76	55	25	45%	80%	92%	87%	88%

2009/10 LMA Service Types and Initiatives		2009/10 Performance Outcome Report Data		2009/10 3 Month Outcomes Survey Data Results						
				Cohort information					Satisfaction	
Service Type	2009/10 Initiatives	Number of Participants Projected To Be Served	Number of Participants Served (Participant Intake Forms Received)	Eligible cohort	Number of Respondents	Response Rate	Participant Indicated Completed entire intervention	Participant Indicated Received certification or credential	Participant Indicated Satisfaction with training or service - 1	Participant Indicated Intervention was helpful - 2
Skills Development and Upgrading Interventions for Unemployed Clients	Petroleum Field Services Training for Entrepreneurs	14	14	14	12	86%	92%	75%	92%	100%
	Student Financial Aid (SFA) - Bursary for Students with Disabilities	1,250	1,100	471	246	52%	67%	43%	96%	92%
	Trades Training for Immigrants - Industry Training Authority (ITA)	350	471	103	15	15%	60%	18%	93%	87%
	Women in Trades Training Program - Industry Training Authority (ITA)	700	649	231	94	41%	82%	76%	85%	88%
<b>Totals for Service Type</b>		<b>3,807</b>	<b>3,765</b>	<b>1,280</b>	<b>572</b>	<b>45%</b>	<b>79%</b>	<b>72%</b>	<b>93%</b>	<b>92%</b>
Work Experience Interventions for Unemployed Clients	No current activity for this service type	TBD	TBD	0	0					
Interventions that Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Clients	BladeRunners Program	530	456	215	90	42%	98%	97%	97%	100%
	Individualized Employment Services - Specified Disabilities	120	152	12	2	17%	n/a	n/a	n/a	n/a
	Industrial Transition Programs	209	509	261	105	40%	86%	56%	96%	92%
	Return to Work Employability Programs	102	122	122	52	43%	79%	84%	90%	96%
	Small Business Skills Training	3,531	3,725	712	259	36%	88%	44%	90%	90%
<b>Totals for Service Type</b>		<b>4,696</b>	<b>4,949</b>	<b>1,322</b>	<b>508</b>	<b>38%</b>	<b>88%</b>	<b>60%</b>	<b>92%</b>	<b>93%</b>
Skills Development and Training for Low Skilled Employed Clients (Workplace Based)	Skills Plus	524	459	236	93	39%	84%	52%	94%	95%
<b>Totals for Service Type</b>		<b>524</b>	<b>459</b>	<b>236</b>	<b>93</b>	<b>39%</b>	<b>84%</b>	<b>52%</b>	<b>94%</b>	<b>95%</b>
<b>Totals for all initiatives and service types</b>		<b>11,591</b>	<b>13,186 (12,098) ****</b>	<b>3,217</b>	<b>1,316</b>	<b>41%</b>	<b>83%</b>	<b>61%</b>	<b>93%</b>	<b>93%</b>

**\*Note:** Program did not proceed as planned in 2009/10. **\*\*Note:** Initiative in development in 2009/10 and planned to start in 2010/11. **\*\*\* Note:** The Ministry of Housing and Social Development (HSD) reported 3,445 BCEP participants who started their intervention in 2009/10 according to data collected in the HSD database. Of the 3,445 participants served, 2,351 BCEP participants had a participant intake form entered into the ALMD database. **\*\*\*\* Note:** While 13,186 participants were served in 2009/10, a decision was made to use the number of 12,098 participants served as this was the total number entered into the ALMD database. Using the data from the ALMD database resulted in the most accurate reporting for the performance indicators. **"n/a"** indicates the data are not shown to preserve confidentiality. **Totals for all initiatives and service types** include suppressed data as indicated by "n/a". **1** – Includes "Very satisfied" and "Satisfied: (4-point scale). **2**– Includes "Very well", "Well", and "Adequately" (5-point scale).

2009/10 LMA Service Types and Initiatives		Employment Status - Post-Intervention									
		In the labour force - 3							Not in the labour force - 3		
Service Type	2009/10 Initiatives	Employed	Employed only	Employed and in school	Self-employed - 4	Unemployed	Unemployed only	Unemployed and in school	Not employed and not looking	Not in the labour force only	Not in the labour force and in school
Employment Services for Unemployed or Low Skilled Employed Clients	Aboriginal Business and Entrepreneurial Skills Training (BEST)	45%	38%	7%	38%	24%	19%	5%	31%	17%	14%
	BC Employment Program (BCEP)	33%	31%	2%	7%	52%	42%	9%	15%	11%	4%
	Employment Programming for Aboriginal Persons with Disabilities										
	Equipment and Assistive Technology Initiative	13%	9%	4%	n/a	13%	9%	4%	74%	65%	9%
	Northeast BC Community and Industry Integrated Immigrant Training	50%	17%	33%	n/a	17%	0%	17%	33%	0%	33%
	Skills Connect for Immigrants										
	Specialized Community Assistance Program										
	Women's Mentorship Program	50%	33%	17%	n/a	33%	33%	0%	17%	17%	0%
<b>Totals for Service Type</b>		<b>36%</b>	<b>30%</b>	<b>7%</b>	<b>26%</b>	<b>32%</b>	<b>25%</b>	<b>7%</b>	<b>32%</b>	<b>22%</b>	<b>10%</b>
Skills Development and Upgrading Interventions for Unemployed Clients	Aboriginal Apprenticeship Strategy - Industry Training Authority (ITA)	38%	35%	3%	7%	48%	33%	15%	15%	13%	3%
	Aboriginal Training and Employment Program (ATEP)										
	Commercial Driver Training for Women	83%	83%	0%	0%	0%	0%	0%	17%	17%	0%
	Employment Skills Access	39%	29%	10%	22%	53%	38%	14%	9%	2%	7%
	Energy Efficiency Employment Development (EEED)	64%	64%	0%	100%	36%	27%	9%	0%	0%	0%
	Environmental Monitoring Assistant Program (EMAP)	29%	14%	14%	13%	50%	18%	32%	21%	0%	21%
	Flexible Learning in the Trades - Industry Training Authority (ITA)										

2009/10 LMA Service Types and Initiatives		Employment Status - Post-Intervention									
		In the labour force - 3							Not in the labour force - 3		
Service Type	2009/10 Initiatives	Employed	Employed only	Employed and in school	Self-employed - 4	Unemployed	Unemployed only	Unemployed and in school	Not employed and not looking	Not in the labour force only	Not in the labour force and in school
Skills Development and Upgrading Interventions for Unemployed Clients	Multiple Assessment Pathways - Industry Training Authority (ITA)	80%	64%	16%	0%	12%	12%	0%	8%	8%	0%
	Petroleum Field Services Training for Entrepreneurs	82%	64%	18%	22%	9%	9%	0%	9%	0%	9%
	Student Financial Aid (SFA) - Bursary for Students with Disabilities	33%	12%	21%	10%	23%	8%	15%	44%	7%	37%
	Trades Training for Immigrants - Industry Training Authority (ITA)	73%	43%	29%	45%	20%	7%	14%	7%	0%	7%
	Women in Trades Training Program - Industry Training Authority (ITA)	40%	32%	8%	19%	38%	34%	4%	23%	12%	11%
<b>Totals for Service Type</b>		<b>40%</b>	<b>26%</b>	<b>15%</b>	<b>17%</b>	<b>32%</b>	<b>20%</b>	<b>13%</b>	<b>27%</b>	<b>7%</b>	<b>20%</b>
Work Experience Interventions for Unemployed Clients	No current activity for this service type										
Interventions that Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Clients	BladeRunners Program	48%	44%	3%	2%	40%	32%	8%	13%	9%	3%
	Individualized Employment Services - Specified Disabilities	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Industrial Transition Programs	80%	62%	18%	19%	15%	11%	4%	5%	1%	4%
	Return to Work Employability Programs	51%	43%	8%	8%	43%	27%	16%	6%	2%	4%
	Small Business Skills Training	71%	62%	9%	31%	20%	16%	5%	9%	5%	4%
<b>Totals for Service Type</b>		<b>67%</b>	<b>57%</b>	<b>10%</b>	<b>23%</b>	<b>25%</b>	<b>19%</b>	<b>6%</b>	<b>8%</b>	<b>5%</b>	<b>4%</b>
Skills Development and Training for Low Skilled Employed Clients (Workplace Based)	Skills Plus	84%	72%	12%	6%	10%	10%	0%	6%	4%	2%
<b>Totals for Service Type</b>		<b>84%</b>	<b>72%</b>	<b>12%</b>	<b>6%</b>	<b>10%</b>	<b>10%</b>	<b>0%</b>	<b>6%</b>	<b>4%</b>	<b>2%</b>
<b>Totals for all initiatives and service types</b>		<b>53%</b>	<b>42%</b>	<b>12%</b>	<b>19%</b>	<b>28%</b>	<b>19%</b>	<b>9%</b>	<b>19%</b>	<b>8%</b>	<b>12%</b>

“n/a” indicates the data are not shown to preserve confidentiality. **Totals for all initiatives and service types** include suppressed data as indicated by “n/a”. **3**- Of respondents who provided valid answers to the employment questions. **4**-Of all those employed.

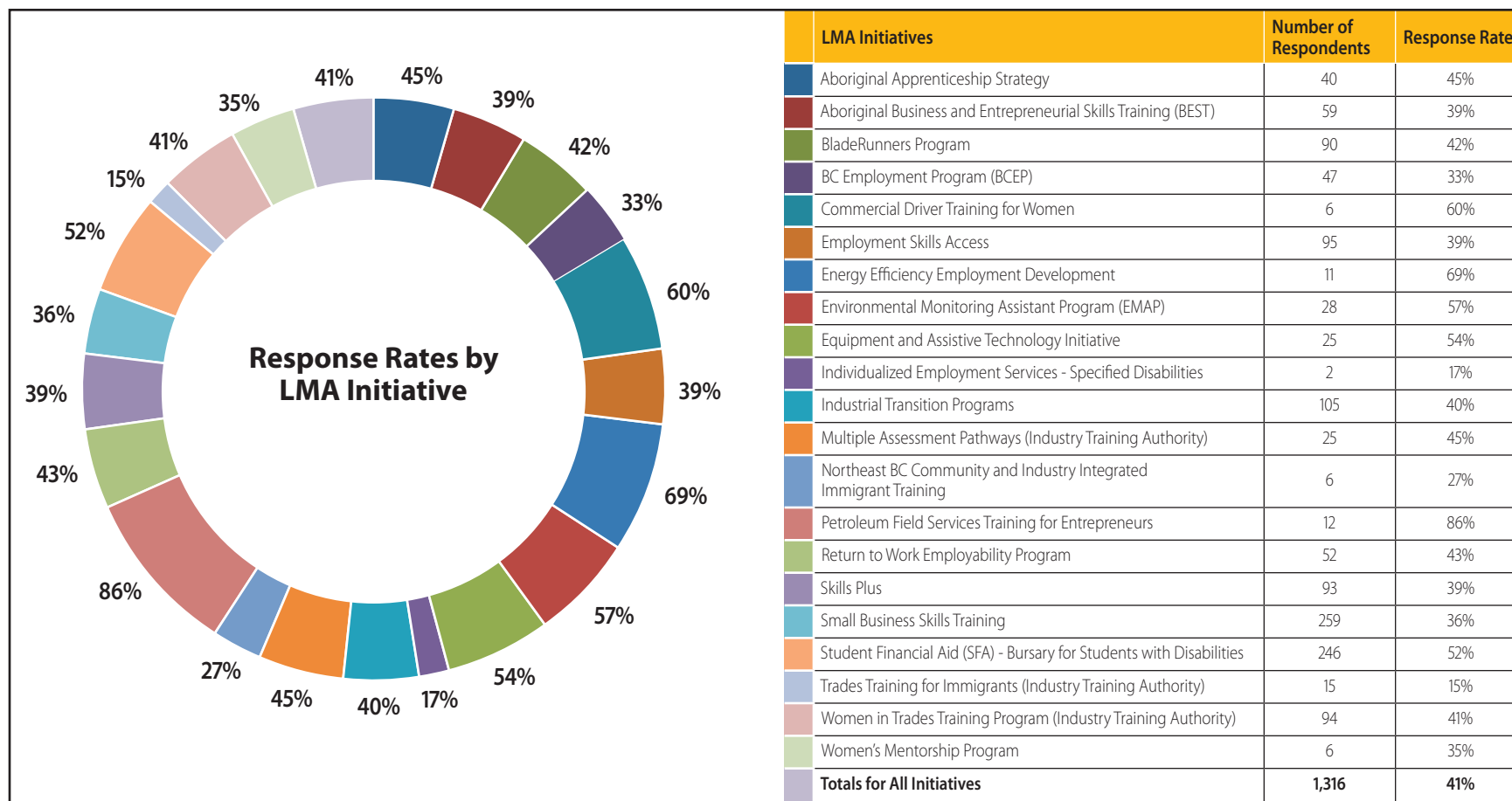
2009/10 LMA Service Types and Initiatives		Further education or training					Earnings	
		In school or other training	Type of training or education provider			Mean hourly earnings - 5		
Service Type	2009/10 Initiatives			Career training/ service provider	Post-secondary	Secondary/ vocational other	In another intervention - 6	Entering intervention
Employment Services for Unemployed or Low Skilled Employed Clients	Aboriginal Business and Entrepreneurial Skills Training (BEST)	25%	13%	73%	13%	3%	\$17.77	19.71
	BC Employment Program (BCEP)	17%	57%	29%	14%	9%	\$14.28	\$13.38
	Employment Programming for Aboriginal Persons with Disabilities							
	Equipment and Assistive Technology Initiative	16%	n/a	n/a	n/a	4%	n/a	Same
	Northeast BC Community and Industry Integrated Immigrant Training	83%	20%	20%	60%	17%	\$28.76	Lower
	Skills Connect for Immigrants							
	Specialized Community Assistance Program							
	Women's Mentorship Program	17%	n/a	n/a	n/a	17%	n/a	Higher
<b>Totals for Service Type</b>		<b>23%</b>	<b>28%</b>	<b>50%</b>	<b>22%</b>	<b>6%</b>	<b>\$16.97</b>	<b>\$16.95</b>
Skills Development and Upgrading Interventions for Unemployed Clients	Aboriginal Apprenticeship Strategy - Industry Training Authority (ITA)	20%	50%	38%	13%	10%	\$16.01	\$15.15
	Aboriginal Training and Employment Program (ATEP)							
	Commercial Driver Training for Women	0%				0%	n/a	Higher
	Employment Skills Access	30%	21%	61%	25%	6%	\$14.95	\$17.95
	Energy Efficiency Employment Development (EEED)	9%	n/a	n/a	n/a	0%	\$28.70	Lower
	Environmental Monitoring Assistant Program (EMAP)	68%	21%	58%	21%	14%	\$11.45	\$12.95
	Flexible Learning in the Trades - Industry Training Authority (ITA)							
	Multiple Assessment Pathways - Industry Training Authority (ITA)	16%	n/a	n/a	n/a	4%	\$17.48	\$18.24
	Petroleum Field Services Training for Entrepreneurs	25%	n/a	n/a	n/a	0%	\$12.94	\$16.31
Student Financial Aid (SFA) - Bursary for Students with Disabilities	73%	2%	97%	2%	2%	\$12.50	\$13.48	

2009/10 LMA Service Types and Initiatives		Further education or training					Earnings	
		In school or other training	Type of training or education provider			Mean hourly earnings - 5		
Service Type	2009/10 Initiatives			Career training/ service provider	Post-secondary	Secondary/ vocational other	In another intervention - 6	Entering intervention
Skills Development and Upgrading Interventions for Unemployed Clients	Trades Training for Immigrants - Industry Training Authority (ITA)	50%	14%	57%	29%	7%	\$17.46	\$19.71
	Women in Trades Training Program - Industry Training Authority (ITA)	22%	10%	62%	29%	2%	\$14.53	\$16.22
<b>Totals for Service Type</b>		<b>47%</b>	<b>8%</b>	<b>84%</b>	<b>9%</b>	<b>4%</b>	<b>\$15.02</b>	<b>\$15.62</b>
Work Experience Interventions for Unemployed Clients	No current activity for this service type							
Interventions that Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Clients	BladeRunners Program	16%	8%	42%	58%	1%	\$11.65	\$11.47
	Individualized Employment Services - Specified Disabilities	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Industrial Transition Programs	26%	33%	44%	26%	9%	\$26.27	\$27.98
	Return to Work Employability Programs	31%	29%	64%	7%	8%	\$13.20	\$13.64
	Small Business Skills Training	17%	42%	40%	18%	7%	\$27.31	\$27.96
<b>Totals for Service Type</b>		<b>20%</b>	<b>34%</b>	<b>45%</b>	<b>23%</b>	<b>7%</b>	<b>\$23.66</b>	<b>\$24.54</b>
Skills Development and Training for Low Skilled Employed Clients (Workplace Based)	Skills Plus	14%	38%	46%	15%	5%	\$18.91	\$21.42
<b>Totals for Service Type</b>		<b>14%</b>	<b>38%</b>	<b>46%</b>	<b>15%</b>	<b>5%</b>	<b>\$18.91</b>	<b>\$21.42</b>
<b>Totals for all initiatives and service types</b>		<b>32%</b>	<b>17%</b>	<b>71%</b>	<b>14%</b>	<b>5%</b>	<b>\$19.68</b>	<b>\$20.73</b>

"n/a" indicates the data are not shown to preserve confidentiality. **Totals for all initiatives and service types** include suppressed data as indicated by "n/a". **5**- Includes earnings from only one/main job. **6**-Excludes those taking further education.

### Number of Respondents and Response Rate for LMA 3 Month Participant Outcomes Survey 2009/10

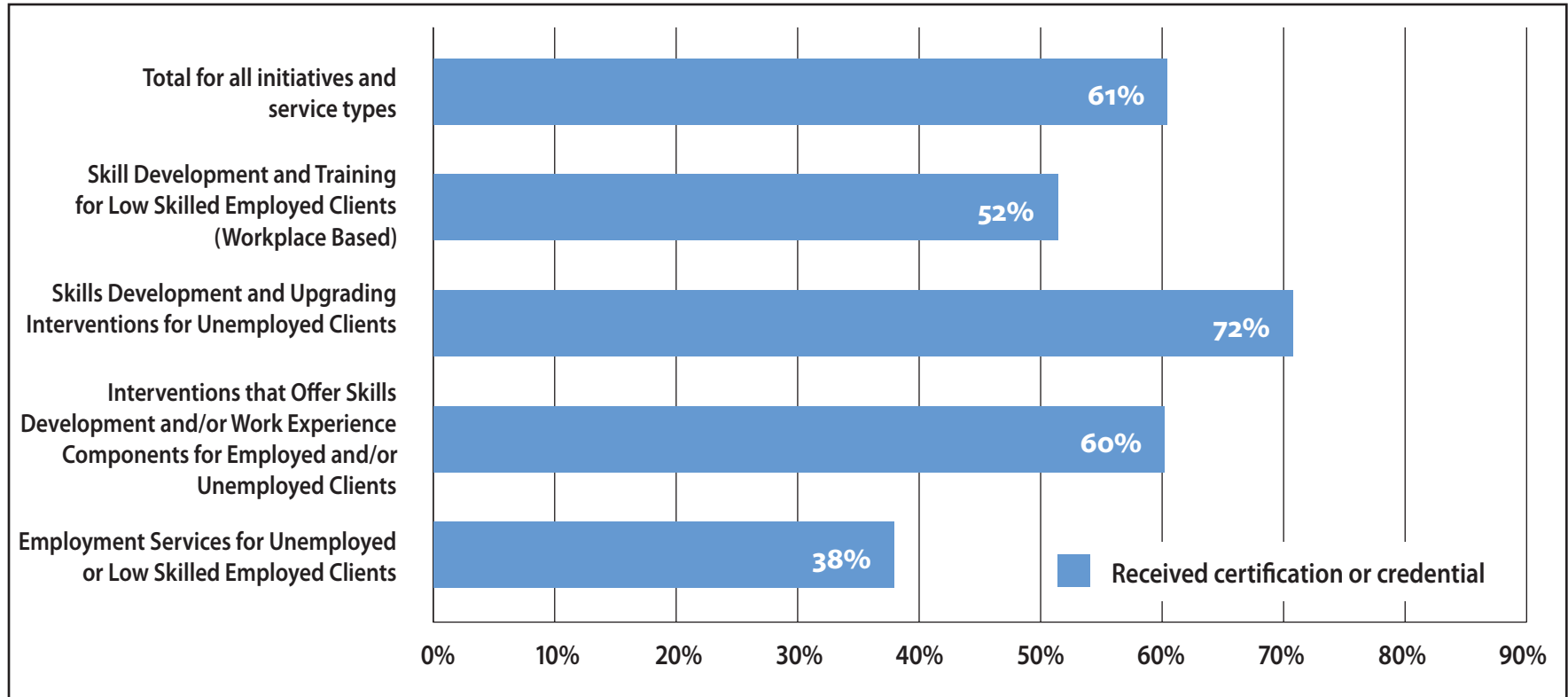
The following chart provides the number of respondents and response rates by LMA initiative.



**Note:** Not all 2009/10 LMA initiatives were included in the eligible cohort for surveying and as a result only 21 LMA initiatives are being reported.

### Percentage of Respondents Who Received Certification or Credential by LMA Service Type.

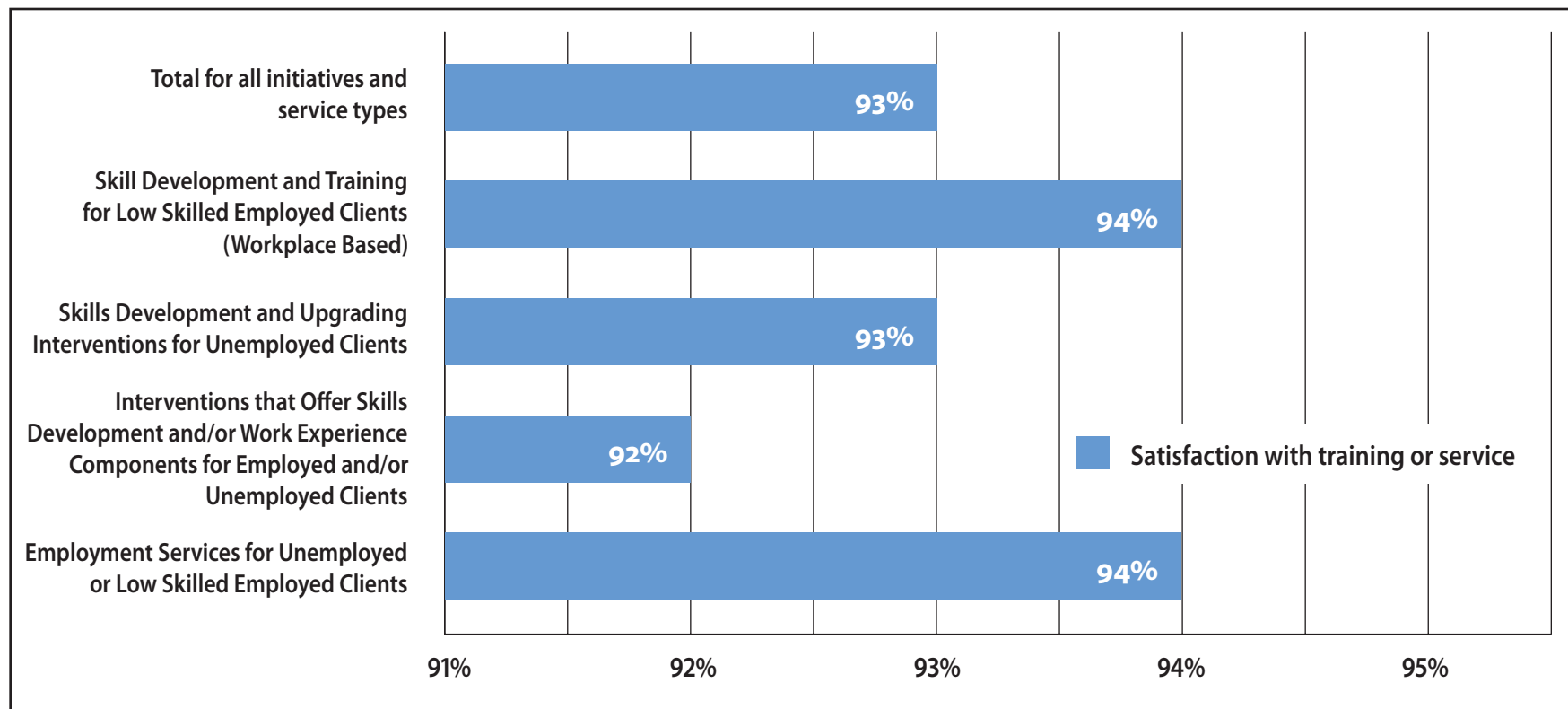
The following chart provides the percentage of respondents who answered the question and who received certification or credential and by service type.



**Note:** Not all 2009/10 LMA initiatives were included in the eligible cohort for surveying. As a result only four service types are being reported.

## Percentage of Respondents who were satisfied with LMA training or service

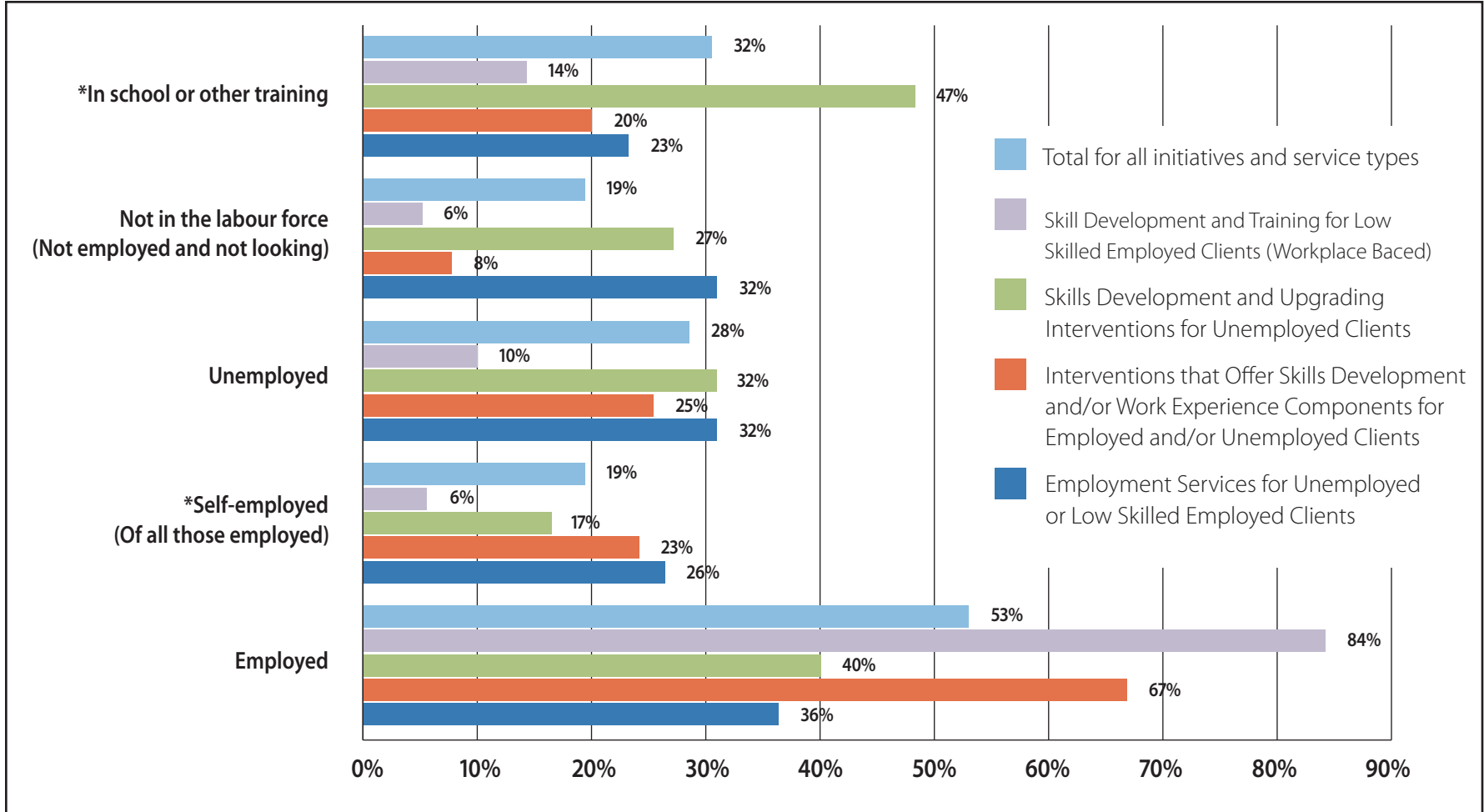
The following chart provides the percentage of respondents who answered the question and who were satisfied with the training or service provided and by service type.



**Note:** Not all 2009/10 LMA initiatives were included in the eligible cohort for surveying. As a result only four service types are being reported.

### Percentage of Respondents by Employment Status (Post-Intervention) by LMA Service Type

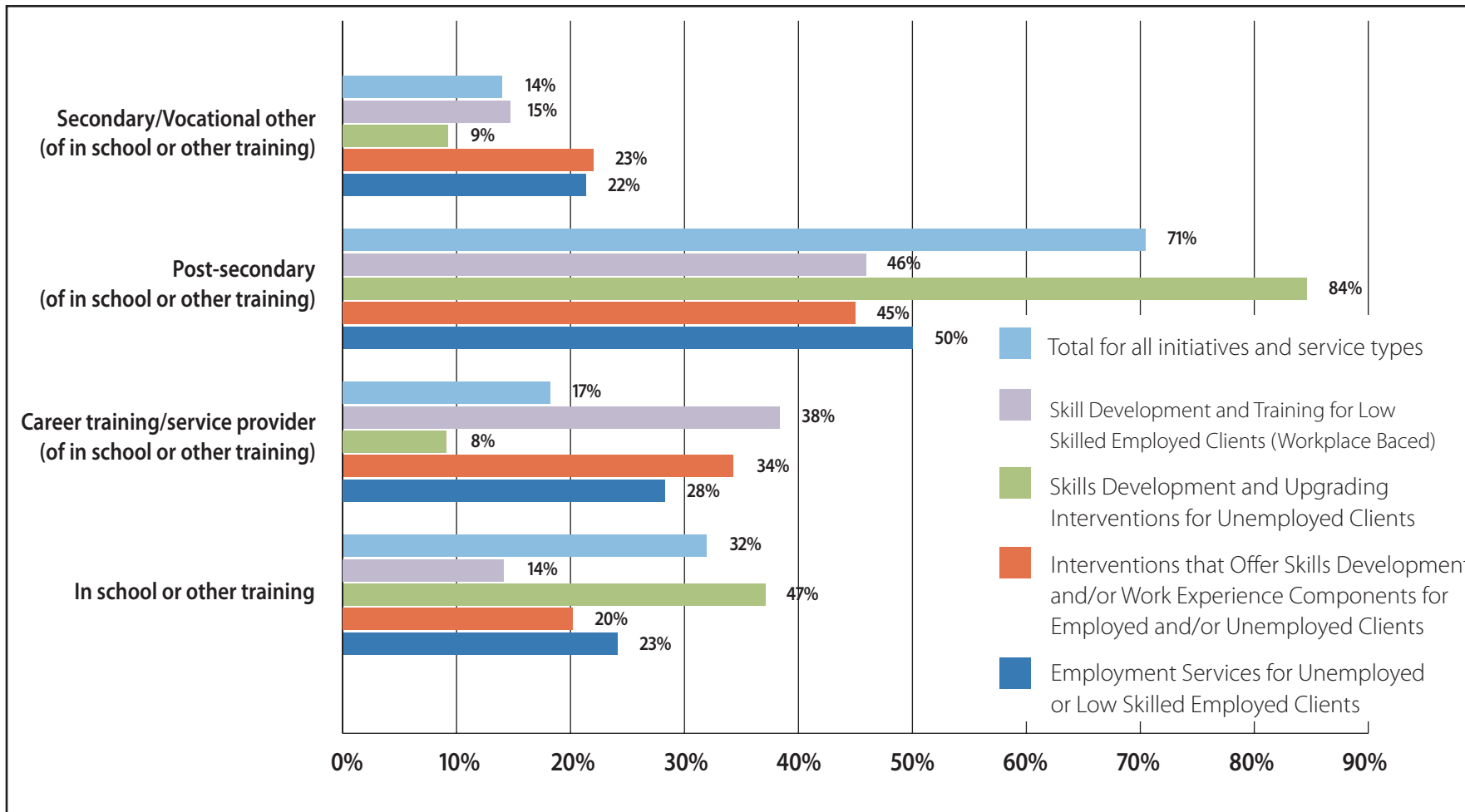
The following chart provides the percentage of respondents who answered the question as to their employment status (post-intervention) and by service type.



**Note:** Not all 2009/10 LMA initiatives were included in the eligible cohort for surveying. As a result only four service types are being reported.  
 \*These categories are not mutually exclusive of the other categories.

### Type of Training or Education Provider by LMA Service Type

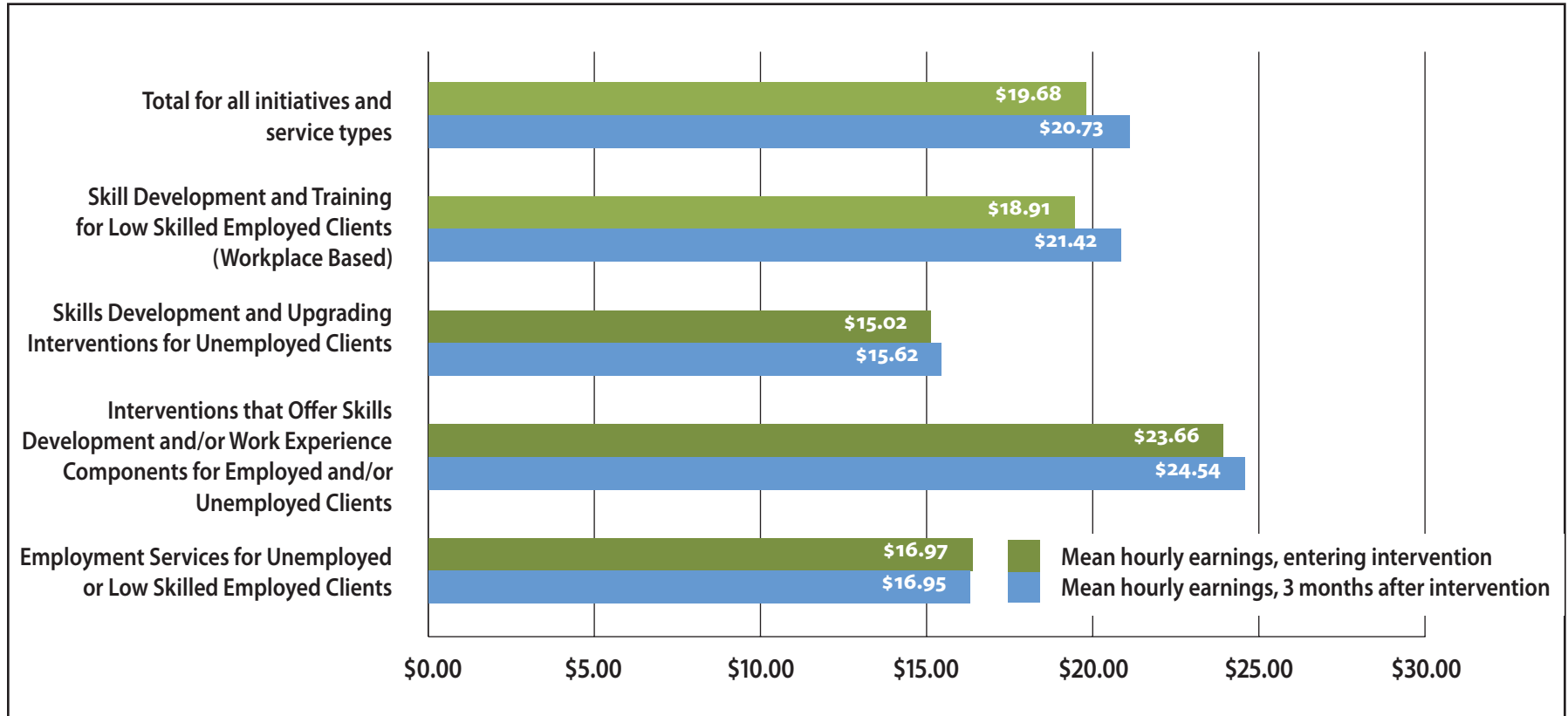
The following chart provides the type of training or education provider for those respondents who indicated they were participating in further education or training, who answered the questions, and by service type.



**Note:** Not all 2009/10 LMA initiatives were included in the eligible cohort for surveying. As a result only four service types are being reported.

### Mean Hourly Earnings, Entering intervention and 3 Months after Intervention by LMA Service Type

The following chart provides the mean hourly earnings, entering intervention and 3 months after intervention, for respondents who answered the question and by service type.



**Note:** Not all 2009/10 LMA initiatives were included in the eligible cohort for surveying. As a result only four service types are being reported.

## Highlights of the 09/10 STTF 3 Month Participant Outcomes Survey

### General

- \* In 2009/2010, there were 12,329 participants served in STTF programs. 992 clients were eligible to be surveyed (eligible cohort), with 424 respondents and a response rate of 43 per cent. The 2009/2010 report includes results for participants who exited their program between April 1, 2009 and March 31, 2010.
- \* **Survey Question:** Did you take the following LMA course or program? **97 per cent** of the respondents who answered the question said they completed their entire intervention.

### STTF Participants Receiving Credentials

- \* **Survey Question:** Did you receive a certification or credential such as a certificate or diploma from your program? **49 per cent** of the respondents who answered the question received a certification or credential.

### STTF Participant Satisfaction with Intervention

- \* **Survey Question:** How satisfied are you with the training or service you received from the program? **95 per cent** of the respondents who answered the question were satisfied with the training or service they received. **Note:** Includes "Very satisfied" and "Satisfied: (4-point scale).
- \* **Survey Question:** How well did the training or service you received in the program help prepare you for employment opportunities? **93 per cent** of the respondents who answered the question found the labour market intervention helpful. **Note:** Includes "Very well", "Well", and "Adequately" (5-point scale).

### STTF Participant Employment Status (post-intervention)

- \* **Survey Question:** Are you currently working? **68 per cent** of the respondents who answered the question were **employed** and **28 per cent** were **unemployed**.
- \* **Survey Question:** Are you looking for work? **4 per cent** of the respondents who answered the question were not in the labour force (not employed and not looking).
- \* **Survey Question:** Are you a paid worker employed by someone else or are you self-employed? **16 per cent** of the respondents who answered the question were **self-employed**. **Note:** Of the 68 per cent who were employed.
- \* **Survey Question:** Did you have the same job before or while you were attending or participating in the program? **80 per cent** of the respondents who answered the question had the same job before/during the program. **Note:** Of all those employed.

### STTF Participant Status (post-intervention) – Further Education or Training

- \* **Survey Question:** Are you currently studying or attending training, school, or participating in another program or receiving services? **8 per cent** of the respondents who answered the question were **in school or other training**.
- \* **Survey Question:** You said you were studying or participating in another program or service, what type of training institution, school or service provider is it? **53 per cent** of the respondents who answered the question said they were studying or participating in a **career training/service provider**, **35 per cent** said with a **post-secondary institution**, and **12 per cent** said with a **secondary school/vocational school or other providers**.

### STTF Participant Earnings (pre-and post-intervention)

- \* **Survey Question:** What is your gross hourly wage? The **Mean hourly earnings** of respondents who answered the question **upon entering an intervention** were **\$24.97** and **3 months after completing an intervention** were **\$24.24**.

2009/10 STTF Initiatives	2009/10 Performance Outcome Report Data		2009/10 3 Month Outcomes Survey Data Results							
			Cohort information					Satisfaction		
2009/10 Initiatives	Number of Participants Projected To Be Served	Number of Participants Served (Participant Intake Forms Received)	Eligible cohort***	Number of Respondents	Response Rate	Participant Indicated Completed entire intervention	Participant Indicated Received certification or credential	Participant Indicated Satisfaction with training or service - 1	Participant Indicated Intervention was helpful - 2	
Asia Pacific Gateway Skills Table	200	0*	0							
BC Employment Program (BCEP)	10,000	10,701**	307	103	34%	98%	43%	89%	85%	
BC Technology Industry Association	150	0*	0							
Economic Recovery Training Pilot Program	367	126	25	11	44%	100%	91%	100%	100%	
Job Opportunities Program	180	201	181	100	55%	93%	53%	96%	91%	
Women's Mentorship Program	131	127	69	40	58%	98%	34%	97%	87%	
Workplace Training for Innovation Program	3,000	1,174	410	170	41%	99%	50%	98%	99%	
<b>Totals for all Initiatives</b>	<b>14,028</b>	<b>12,329</b>	<b>992</b>	<b>424</b>	<b>43%</b>	<b>97%</b>	<b>49%</b>	<b>95%</b>	<b>93%</b>	

**\*Note:** Program started in 2009/10 but no participants to start until 2010/11. **\*\*Note:** The Ministry of Housing and Social Development (HSD) reported 10,701 BCEP participants who started their intervention in 2009/10 according to data collected in the HSD database. **1** – Includes “Very satisfied” and “Satisfied” (4-point scale). **2** – Includes “Very well”, “Well”, and “Adequately” (5-point scale).

2009/10 STTF Initiatives	Employment Status - Post-Intervention									
	In the labour force - 3							Not in the labour force - 3		
2009/10 Initiatives	Employed	Employed only	Employed and in school	Self-employed-4	Unemployed	Unemployed only	Unemployed and in school	Not employed and not looking	Not in the labour force only	Not in the labour force and in school
Asia Pacific Gateway Skills Table										
BC Employment Program (BCEP)	29%	26%	3%	7%	62%	59%	3%	9%	9%	0%
BC Technology Industry Association										
Economic Recovery Training Pilot Program	73%	73%	0%	50%	27%	27%	0%	0%	0%	0%
Job Opportunities Program	47%	45%	2%	4%	48%	46%	2%	5%	4%	1%
Women's Mentorship Program	90%	70%	20%	86%	8%	5%	3%	3%	3%	0%
Workplace Training for Innovation Program	97%	89%	8%	4%	2%	1%	1%	1%	1%	0%
<b>Totals for all Initiatives</b>	<b>68%</b>	<b>61%</b>	<b>6%</b>	<b>16%</b>	<b>28%</b>	<b>27%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>0%</b>

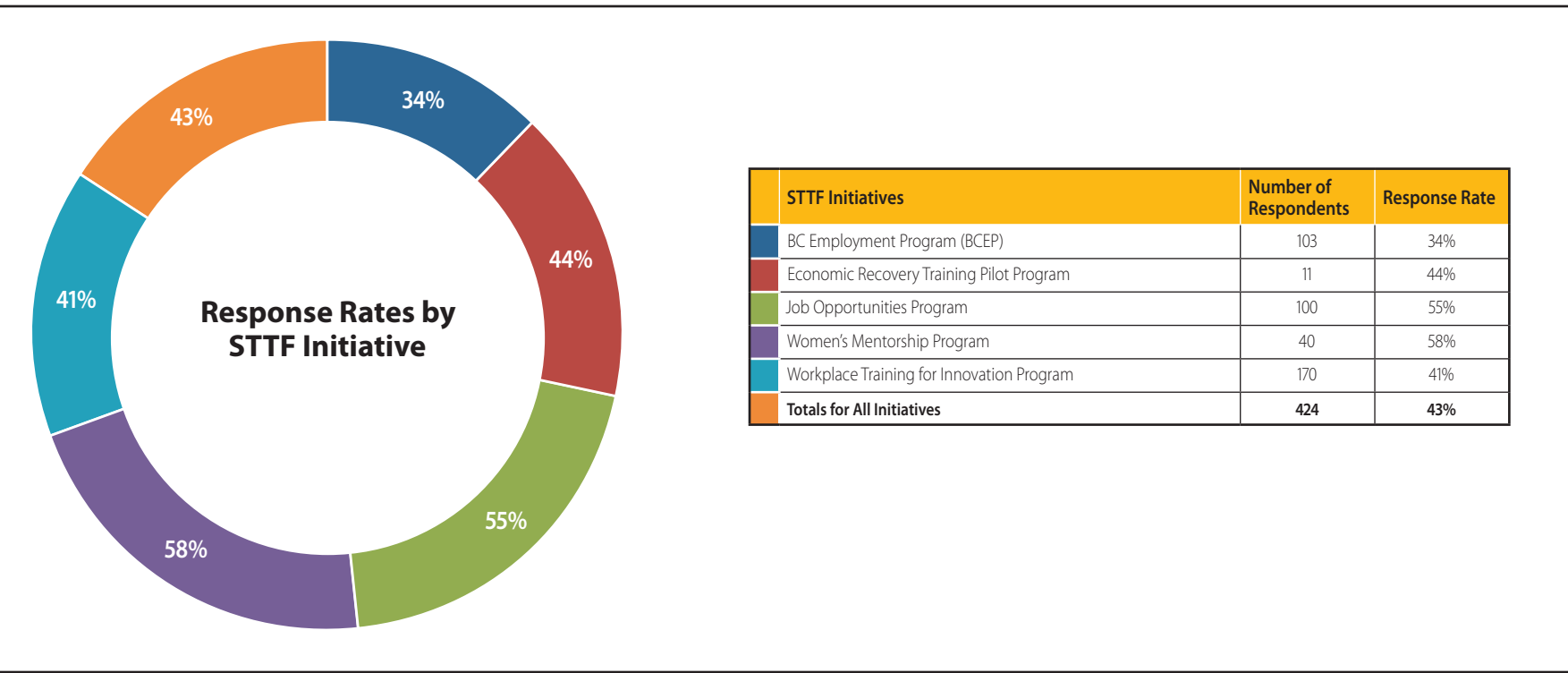
**3** – Of respondents who provided valid answers to the employment questions. **4** – Of all those employed.

2009/10 STTF Initiatives	Further education or training					Earnings	
	Type of training or education provider					Mean hourly earnings - 5	
2009/10 Initiatives	In school or other training	Career training/service provider	Post-secondary	Secondary/vocational other	In another intervention - 6	Entering intervention	3 months after intervention
Asia Pacific Gateway Skills Table							
BC Employment Program (BCEP)	6%	83%	0%	17%	5%	\$16.76	\$17.14
BC Technology Industry Association							
Economic Recovery Training Pilot Program	0%				0%	\$22.22	\$27.10
Job Opportunities Program	5%	40%	60%	0%	2%	\$28.54	\$22.11
Women's Mentorship Program	23%	56%	33%	11%	13%	\$30.37	\$38.39
Workplace Training for Innovation Program	9%	43%	43%	14%	4%	\$25.09	\$24.42
<b>Totals for all Initiatives</b>	<b>8%</b>	<b>53%</b>	<b>35%</b>	<b>12%</b>	<b>4%</b>	<b>\$24.97</b>	<b>\$24.24</b>

5 – Includes earnings from only one/main job. 6 – Excludes those taking further education.

### Number of Respondents and Response Rate for STTF 3 Month Participant Outcomes Survey 2009/10

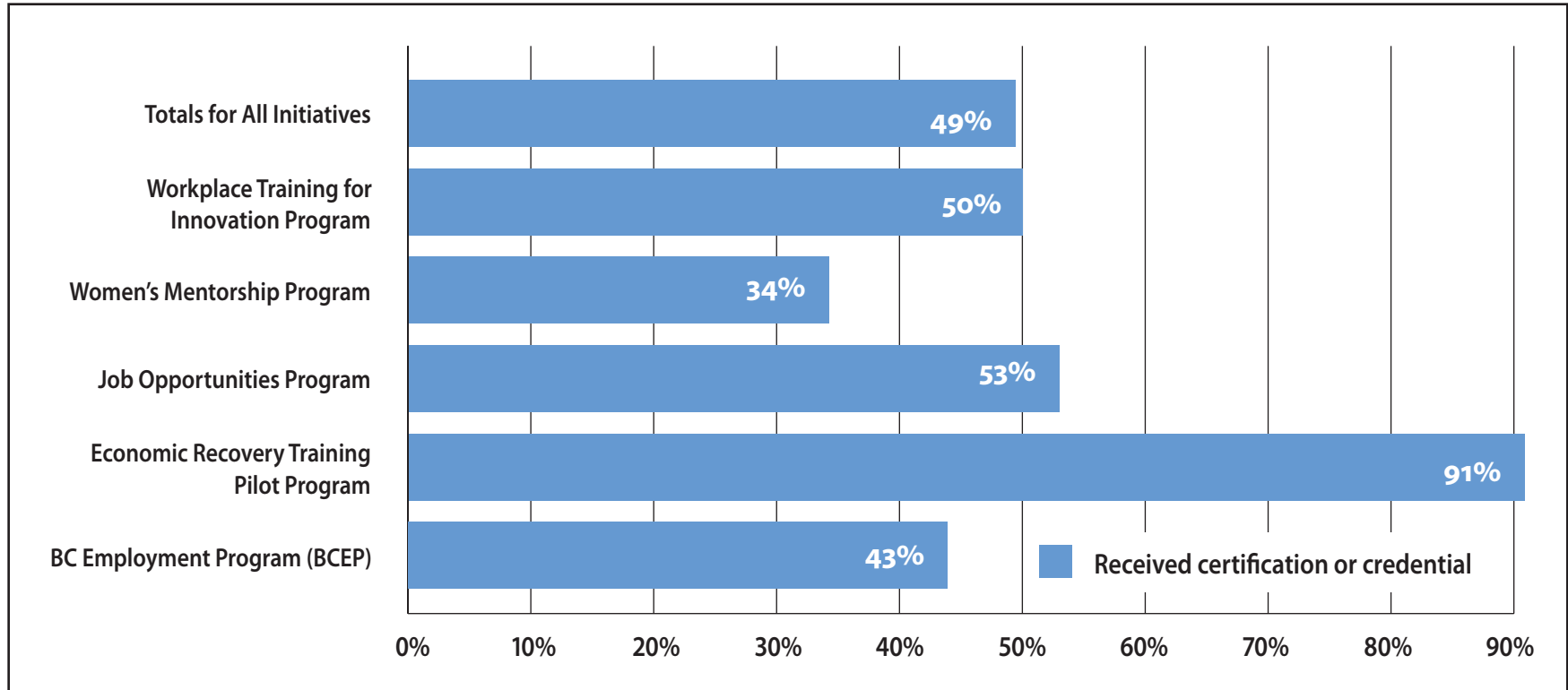
The following chart provides the number of respondents and response rates by STTF initiative.



Note: Not all 2009/10 STTF initiatives were included in the eligible cohort for surveying. As a result only five initiatives are being reported.

## Percentage of Respondents Who Received Certification or Credential by STTF Initiative

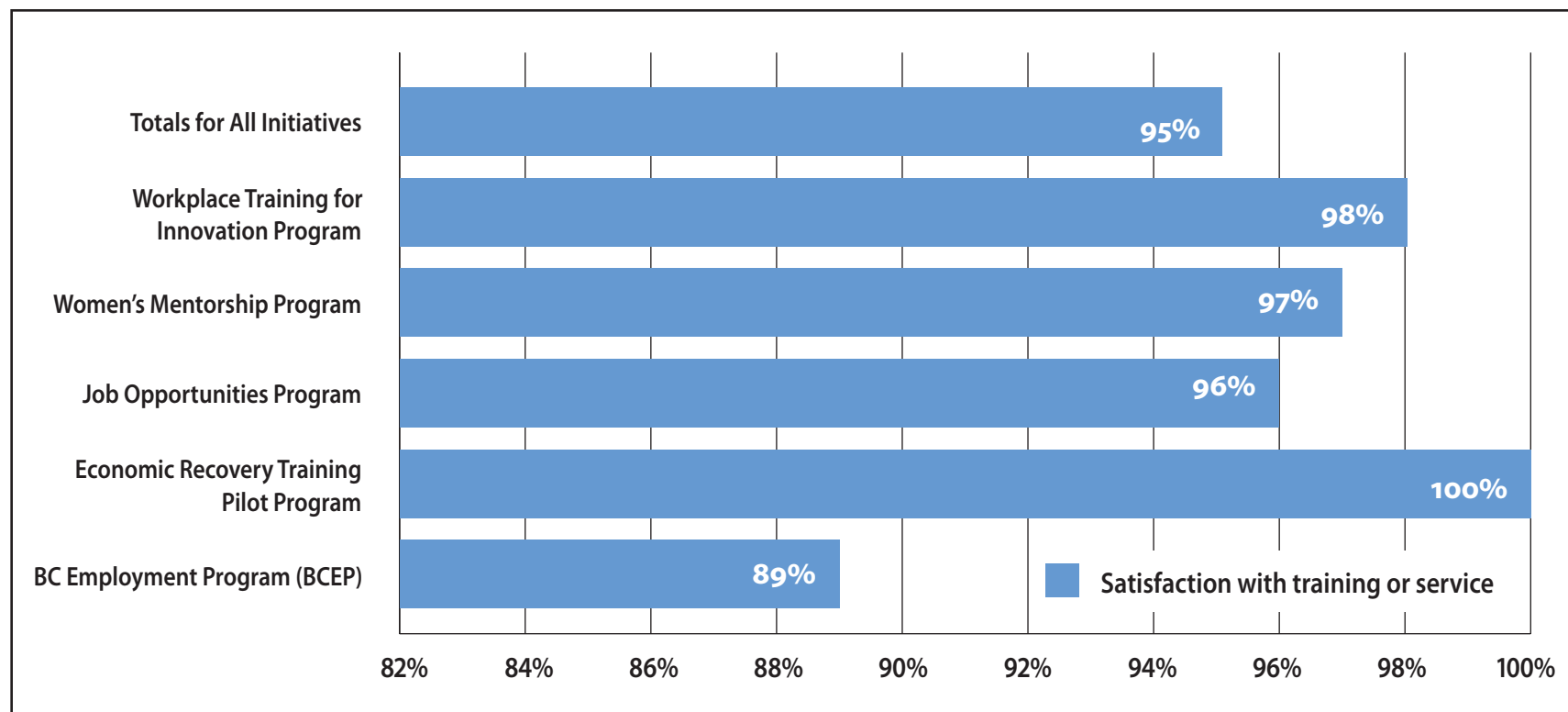
The following chart provides the percentage of respondents who answered the question and who received certification or credential and by initiative.



**Note:** Not all 2009/10 STTF initiatives were included in the eligible cohort for surveying. As a result only five initiatives are being reported.

## Percentage of Respondents who were satisfied with STTF Training or Service

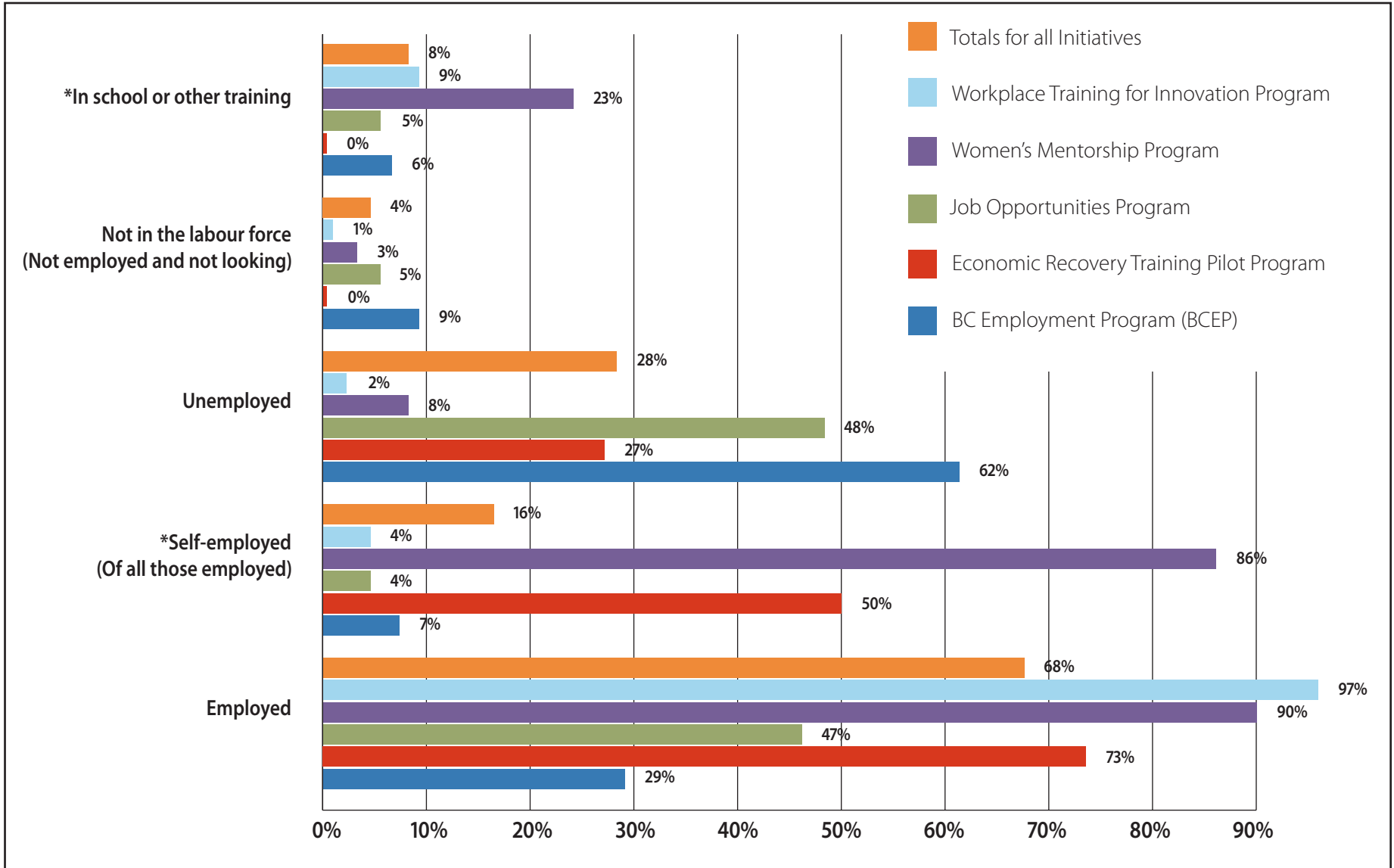
The following chart provides the percentage of respondents who answered the question and who were satisfied with the training or service provided and by initiative.



**Note:** Not all 2009/10 STTF initiatives were included in the eligible cohort for surveying. As a result only five initiatives are being reported.

### Percentage of Respondents by Employment Status (Post-Intervention) by STTF Initiative

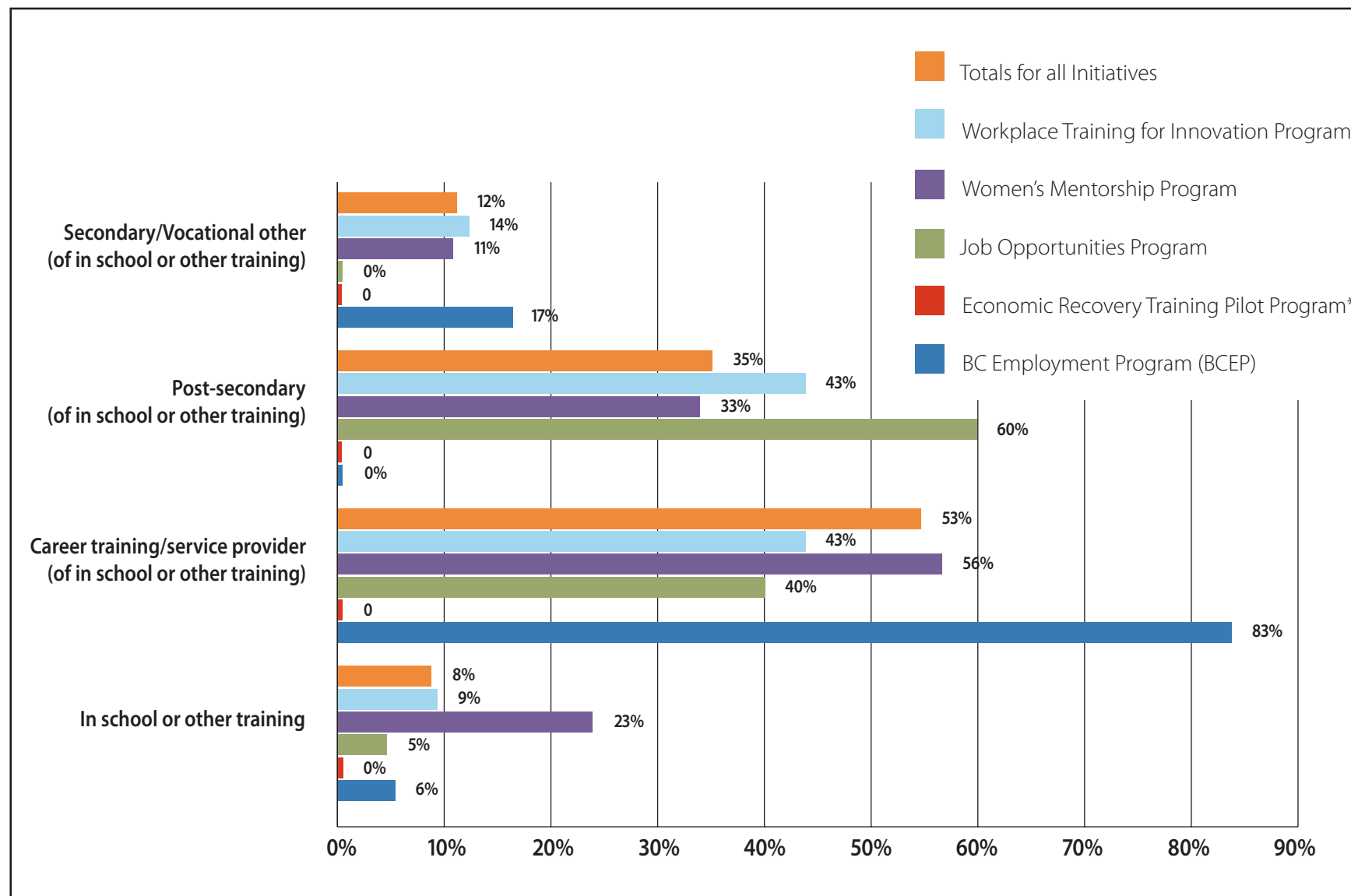
The following chart provides the percentage of respondents who answered the question as to their employment status (post-intervention) and by initiative.



**Note:** Not all 2009/10 STTF initiatives were included in the eligible cohort for surveying. As a result only five initiatives are being reported.  
 \*These categories are not mutually exclusive of the other categories.

### Type of Training or Education Provider by STTF Initiative

The following chart provides the type of training or education provider for those respondents who indicated they were participating in further education or training, who answered the questions, and by initiative.

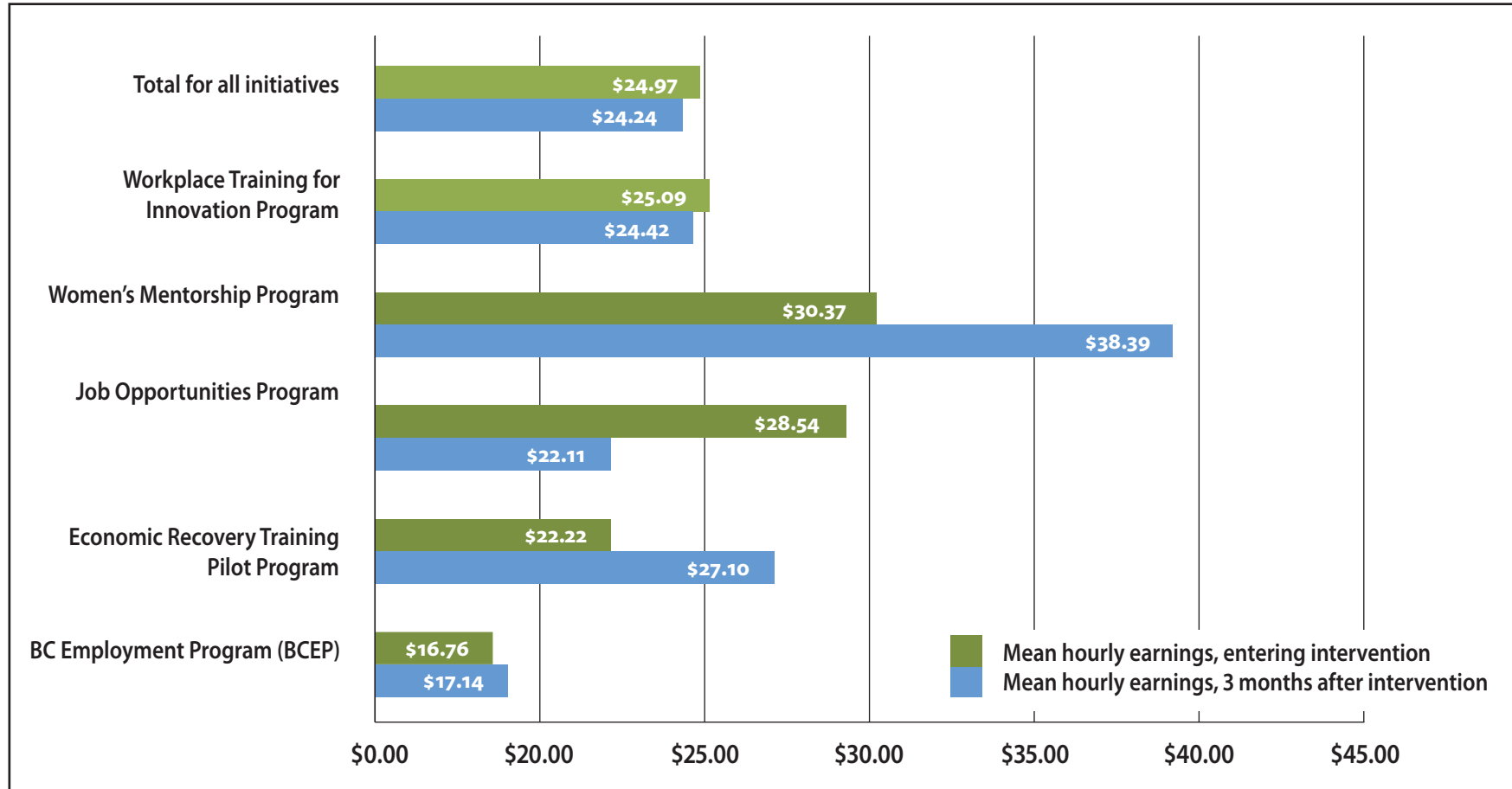


**Note:** Not all 2009/10 STTF initiatives were included in the eligible cohort for surveying. As a result only five initiatives are being reported.

\*No data was reported for the Economic Recovery Training Pilot Program for Career training/service provider, Post-secondary, and Secondary/vocational other.

## Mean Hourly Earnings, Entering intervention and 3 Months after Intervention by STTF Initiative

The following chart provides the mean hourly earnings, entering intervention and 3 months after intervention, for respondents who answered the question and by initiative.



**Note:** Not all 2009/10 STTF initiatives were included in the eligible cohort for surveying. As a result only five initiatives are being reported.

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## Appendix 1: Annex 2 – Canada/BC Labour Market Agreement

### Performance indicator information (section 25)

1. British Columbia and Canada recognize the importance of reporting to the public on results achieved from public monies invested by each order of the government. To that end, an accountability framework has been created in the Canada-British Columbia Labour Market Agreement that provides for the establishment of performance indicators relative to British Columbia programs that fall under this Agreement. The purpose of this Annex is to set out those performance indicators.
2. Subject to sections 6, 7 and 8 British Columbia agrees to:
  - a. Collect and compile the information set out in sections 3, 4 and 5 below about the eligible beneficiaries, the services provided under the eligible programs and the outcomes of the services for measuring the performance of the eligible programs, and
  - b. Provide Canada, in a format and manner decided jointly by Canada and British Columbia, with the aggregate information set out below by no later than five months following the end of each fiscal year:
3. Eligible Beneficiary indicators consist of:
  - a. Total number of eligible beneficiaries served/in program or service by employment status (i.e., employed, unemployed, self employed);
  - b. Education level of eligible beneficiaries prior to program service, i.e.
    - i. Number of eligible beneficiaries served with less than high school
    - ii. Number of eligible beneficiaries served with high school diploma
    - iii. Number of eligible beneficiaries served with post-secondary education; and
  - c. Number and proportion in a program or service by designated client group (i.e., Aboriginal Canadians, persons with disabilities, immigrants, older workers, youth, women).
4. Service Delivery Indicators consist of:
  - a. Number of eligible beneficiaries participating in programs or services by service type; and
  - b. Proportion of total eligible beneficiaries “satisfied” with programs and services received.

5. Eligible Beneficiary Outcome and Impact Indicators consist of:
  - a. Proportion of eligible beneficiaries completing programs and services, by service type, in the previous year;
  - b. Proportion of eligible beneficiaries who, 3 months and 12 months after leaving the program or service are (a) employed (b) unemployed OR (c) in further intervention;
  - c. Proportion of eligible beneficiaries who, 3 months and 12 months after leaving the program or service indicate their training helped prepare them for future employment;
  - d. Number of eligible beneficiaries who have earned credentials or certification through participating in programs or services; and
  - e. Average hourly earnings earned by eligible beneficiaries following program or service.
6. The parties agree to work together during the period between the date of signature of this Agreement and April 1, 2008 to make any necessary refinements or adjustments to the descriptions of the performance indicators to address any issues that may arise during that period with respect to their meaning, scope or application. These issues will be referred to the Joint Committee for discussion. Any agreed change to the wording of the description of a performance indicator will be made by way of an amendment to section 3, 4 or 5, as the case may be, of this Annex in accordance with subsection 35 (2) of this Agreement.
7. The parties acknowledge that British Columbia does not currently have the systems developed to fully report the Eligible Beneficiary Outcome and Impact Indicator information referred to in paragraphs 5(b), (d) and (e).

However, British Columbia agrees to take all reasonable measures to enable it to collect and compile information on 5(b) by no later than April 1, 2009 and information on 5(d) and (e) by no later than April 1, 2010, or by such later date as may be mutually agreed to by the Designated Officials.

8. British Columbia will develop metrics for the performance indicators through a variety of methods, including use of client level data, sampling and surveys of clients, as appropriate, feasible, cost-effective and practicable. Data compiled for performance indicator purposes will be subject to the British Columbia's ***Freedom of Information and Protection of Privacy Act***.

## Appendix 2: 2009/10 Reporting Templates for the Federal Government:

### Canada-[P/T] Labour Market Agreement (LMA) Performance Indicators:

#### 3) Client Outcome and Impact Indicators

**Note:** Indicator 3.1, Proportion of eligible clients who completed their intervention during the reporting month or fiscal year (vs. left for other reasons) was reported on page 42 of the **Canada/British Columbia Labour Market Agreement (LMA) and Strategic Training and Transition Fund (STTF) 2009/10 Performance Outcome Report**. In October 2010, ALMD posted the 2009/10 Performance Outcome Report on its website at <http://www.aved.gov.bc.ca/labourmarketagreement>

“n/a” - The **12 Month Participant Outcomes Survey 2009/10** has just begun and it is anticipated that the survey report will be available by Oct. 1, 2011.

#### 3.2 Proportion of clients who, 3 months and 12 months after leaving the intervention, are:

- a) employed
- b) unemployed
- c) in another intervention

This indicator captures the client’s post-intervention employment status. The LMAs signed to date include the above three categories only; P/Ts may wish to consider adding a fourth category: **in school or other training**. If P/Ts decide to stay with the agreed three categories instead of four, then those clients who are in school or training would be counted as “unemployed”. Similarly, to facilitate pre- and post-intervention comparisons, it is recommended that **self-employed** and **not in the labour force/none of the above** be added to the above list. If not, then “self-employed” would be counted with “employed”, and “not in the labour force” with “unemployed”. For definitions of “employed”, “self-employed”, “unemployed”, and “not in the labour force”, see section 1.1 above. “In another intervention” may include programs and services funded under the LMA, LMDA, or other P/T initiatives. The decision on whether or not to add to the list of categories rests with P/Ts.

At a minimum, these data would be captured in a sample survey of clients 3 and 12 months after they leave the intervention. P/Ts will need to determine what survey methodology will be used – for example, will all clients be surveyed, or just a sample? Will the same group of clients be surveyed at 3 and 12 months, or a different group? How will clients who have left the intervention (i.e. in section 3.1 have been reported as either “complete” or “incomplete”) be randomly selected for survey? In order to assure that the follow-up is done in a timely way (i.e. in the 3- and 12-month windows), P/Ts will need to establish a process that allows for continuous survey “intakes”.

(Reporting starts in 2010)	3.2(3) Proportion of eligible clients who, 3 months after leaving their intervention, were (total for all intervention types)	3.2(12) Proportion of eligible clients who, 12 months after leaving their intervention, were (total for all intervention types)
<b>Employed</b>	53%	n/a
<b>Self-employed</b> (of all those employed)	19%	n/a
<b>In school or other training</b>	32%	n/a
<b>In another intervention</b> (excludes those taking further education)	5%	n/a
<b>Unemployed</b>	28%	n/a
<b>Not in the labour force</b> (not employed and not looking)	19%	n/a

### 3.3 Proportion of Eligible Clients who, 3 months and 12 months after leaving the intervention, indicate their training helped prepare them for future employment.

This indicator measures the client's satisfaction with the relevance of the intervention in terms of the client's original objective upon entering the intervention, their employment already obtained following the intervention, or their future employment prospects. For low-skilled employed clients, the intervention would be considered relevant or a success if it helped them maintain their existing employment; "future employment" in this context does not imply that the client would have changed jobs. P/Ts will need to seek clients' input on the relevance (or not) of the intervention, and then roll up and report to HRSDC what proportion (percentage) of clients gave a positive response.

(Reporting starts in 2010)	3.3(3) Proportion of eligible clients who, 3 months after leaving their intervention, indicated the intervention helped prepare them for future employment; total for all intervention types	3.3(12) Proportion of eligible clients who, 12 months after leaving their intervention, indicated the intervention helped prepare them for future employment; total for all intervention types
<b>Intervention was helpful</b>	93%	n/a

### 3.4 Number of clients who have earned credentials or certification through participation in the intervention.

#### Preliminary Definitions:

**Credential:** Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Degrees, diplomas, certificates, and licences are examples.

**Certification:** Documented recognition by a governing body that a person has attained occupational proficiency.

(Definitions taken from the Canadian Information Centre for International Credentials, CMEC

<http://www.cicic.ca/en/Guide.aspx?sortcode=2.17.17.>)

(Reporting starts in 2011)

### 3.4 Number of clients who have earned credentials or certification through participation in the intervention.

61% received certification or credential\*

\*Note: The proportion (percentage) was reported for all responses for the 3 month participant outcomes survey 2009/10.

### 3.5 Average hourly earnings of clients following the intervention.

#### Preliminary Definitions:

**Hourly earnings:** Gross wage/salary (before taxes and other deductions), including tips and commissions. Hourly wages/salary are calculated based on usual paid work hours per week.

(Definition based on Statistics Canada's Labour Force Survey --

<http://www.statcan.ca/english/freepub/71-543-GIE/71-543-GIE2007001.pdf>)

(Reporting starts in 2011)

### 3.5 Average hourly earnings of clients prior to entering an intervention and at 3 and 12 months after leaving the intervention.

Mean average hourly earnings of clients entering an intervention: \$19.68

Mean average hourly earnings of clients 3 months after leaving an intervention: \$20.73

Mean average hourly earnings of clients 12 months after leaving an intervention: n/a

## Strategic Training and Transition Fund (STTF) Performance Indicators:

### 3) Client Outcome and Impact Indicators

**Note:** Indicator 3.1, Proportion of eligible clients who completed their intervention during the reporting month or fiscal year (vs. left for other reasons) was reported on page 43 of the **Canada/British Columbia Labour Market Agreement (LMA) and Strategic Training and Transition Fund (STTF) 2009/10 Performance Outcome Report**. In October 2010, ALMD posted the 2009/10 Performance Outcome Report on its website at <http://www.aved.gov.bc.ca/labourmarketagreement>

**“n/a”** - The **12 Month Participant Outcomes Survey 2009/10** has just begun and it is anticipated that the survey report will be available by Oct. 1, 2011.

#### 3.2 Proportion of clients who, 3 months and 12 months after leaving the intervention, are:

- a) employed
- b) unemployed
- c) in another intervention

This indicator captures the client’s post-intervention employment status. The LMAs signed to date include the above three categories only; P/Ts may wish to consider adding a fourth category: **in school or other training**. If P/Ts decide to stay with the agreed three categories instead of four, then those clients who are in school or training would be counted as “unemployed”. Similarly, to facilitate pre- and post-intervention comparisons, it is recommended that **self-employed** and **not in the labour force/none of the above** be added to the above list. If not, then “self-employed” would be counted with “employed”, and “not in the labour force” with “unemployed”. For definitions of “employed”, “self-employed”, “unemployed”, and “not in the labour force”, see section 1.1 above. “In another intervention” may include programs and services funded under the LMA, LMDA, or other P/T initiatives. The decision on whether or not to add to the list of categories rests with P/Ts.

At a minimum, these data would be captured in a sample survey of clients 3 and 12 months after they leave the intervention. P/Ts will need to determine what survey methodology will be used – for example, will all clients be surveyed, or just a sample? Will the same group of clients be surveyed at 3 and 12 months, or a different group? How will clients who have left the intervention (i.e. in section 3.1 have been reported as either “complete” or “incomplete”) be randomly selected for survey? In order to assure that the follow-up is done in a timely way (i.e. in the 3- and 12-month windows), P/Ts will need to establish a process that allows for continuous survey “intakes”.

(Reporting starts in 2010)	3.2(3) Proportion of eligible clients who, 3 months after leaving their intervention, were (total for all intervention types)	3.2(12) Proportion of eligible clients who, 12 months after leaving their intervention, were (total for all intervention types)
Employed	68%	n/a
Self-employed (of all those employed)	16%	n/a
In school or other training	8%	n/a
In another intervention (excludes those taking further education)	4%	n/a
Unemployed	28%	n/a
Not in the labour force (not employed and not looking)	4%	n/a

### 3.3 Proportion of Eligible Clients who, 3 months and 12 months after leaving the intervention, indicate their training helped prepare them for future employment.

This indicator measures the client's satisfaction with the relevance of the intervention in terms of the client's original objective upon entering the intervention, their employment already obtained following the intervention, or their future employment prospects. For low-skilled employed clients, the intervention would be considered relevant or a success if it helped them maintain their existing employment; "future employment" in this context does not imply that the client would have changed jobs. P/Ts will need to seek clients' input on the relevance (or not) of the intervention, and then roll up and report to HRSDC what proportion (percentage) of clients gave a positive response.

Reporting starts in 2010	3.3(3) Proportion of eligible clients who, 3 months after leaving their intervention, indicated the intervention helped prepare them for future employment; total for all intervention types	3.3(12) Proportion of eligible clients who, 12 months after leaving their intervention, indicated the intervention helped prepare them for future employment; total for all intervention types
Intervention was helpful	93%	n/a

### 3.4 Number of clients who have earned credentials or certification through participation in the intervention.

#### Preliminary Definitions:

**Credential:** Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Degrees, diplomas, certificates, and licences are examples.

**Certification:** Documented recognition by a governing body that a person has attained occupational proficiency.

(Definitions taken from the Canadian Information Centre for International Credentials, CMEC

<http://www.cicic.ca/en/Guide.aspx?sortcode=2.17.17.>)

(Reporting starts in 2011)

3.4 Number of clients who have earned credentials or certification through participation in the intervention.
49% received certification or credential*

**Note:** The proportion (percentage) was reported for all responses for the 3 month participant outcomes survey 2009/10.

### 3.5 Average hourly earnings of clients following the intervention.

#### Preliminary Definitions:

**Hourly earnings:** Gross wage/salary (before taxes and other deductions), including tips and commissions. Hourly wages/salary are calculated based on usual paid work hours per week.

(Definition based on Statistics Canada's Labour Force Survey --

<http://www.statcan.ca/english/freepub/71-543-GIE/71-543-GIE2007001.pdf>)

(Reporting starts in 2011)

#### 3.5 Average hourly earnings of clients prior to entering an intervention and at 3 and 12 months after leaving the intervention.

Mean average hourly earnings of clients entering an intervention: \$24.97

Mean average hourly earnings of clients 3 months after leaving an intervention: \$24.24

Mean average hourly earnings of clients 12 months after leaving an intervention: n/a





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