

Canada/British Columbia Labour Market Agreement

12 Month Participant Outcomes Survey 2008/09 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).

The LMA began in April 2008, but for many initiatives 08/09 was devoted to stakeholder consultation, program design and development. As a result, many initiatives began late in the fiscal year. A total of 25 initiatives were under development in the first year of the LMA, and 10 were operational and serving clients in 2008/09. In 2009/10, 11,500 LMA clients were projected to be served.

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.

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.

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 survey was conducted in two cycles/waves (March/ April 2010 and June 2010). It should be noted that 41% of respondents completed the survey between 14 and 16 months after their intervention.
- * Appendix 2 provides the 2008/09 Reporting Template for the Federal Government for performance indicators specific to the 3 and 12 month outcomes surveys.

Highlights of the 08/09 12 Month Participant Outcomes Survey:

General:

- * In 2008/2009, there were 1058 clients served (participant intake forms received) in LMA programs. Of those 1058 clients, 909 clients were eligible to be surveyed (eligible cohort), with **383 respondents and a response rate of 42 per cent**. The number for clients served (participant intake forms received) of 1058 is **different** from the eligible cohort number of 909 because not all participants had exited their programs at the time of the survey.
- * **Survey Question:** Did you take the following LMA course or program? **61 per cent of the respondents who answered the question said** they completed their entire intervention.

Participants Receiving Credentials:

- * **Survey Question:** Did you receive a certification or credential such as a certificate or diploma from your program? **44 per cent of the respondents who answered the question** received a certification or credential.

Participant Satisfaction with Intervention:

- * **Survey Question:** How satisfied are you with the training or service you received from the program? **94 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? **92 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).

Participant Employment Status (post-intervention):

- * **Survey Question:** Are you currently working? **39 per cent of the respondents who answered the question** were **employed** and **27 per cent** were **unemployed**.
- * **Survey Question:** Are you looking for work? **33 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 39 per cent who were employed.
- * **Survey Question:** Did you have the same job before or while you were attending or participating in the program? **38 per cent of the respondents who answered the question** had the same job before/during the program. **Note:** Of all those employed.

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? **45 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? **7 per cent of the respondents who answered the question** said they were studying or participating in a **career training/service provider**, **89 per cent** said with a **post-secondary institution**, and **4 per cent** said with a **secondary school/vocational school or other providers**.

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 **\$16.40** and **12 months after completing an intervention** were **\$14.93**.

2008/09 LMA Service Types and Initiatives		2008/09 Performance Outcome Report Data		2008/09 3 Month Outcomes Survey Data Results Cohort Information					Satisfaction	
Service Type	2008/09 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
Employment Services for Unemployed or Low Skilled Employed Clients	Northeast BC Community and Industry Integrated Immigrant Training	20	10	7	2	29%	n/a	n/a	n/a	n/a
	Expansion of Aboriginal business Entrepreneurship Strategy – BEST	324	0*	0						
Totals for Service Type		344	10	7	2	29%	n/a	n/a	n/a	n/a
Skills Development and Upgrading Interventions for Unemployed Clients	Energy Efficiency Employment Development (EEED)	50	25	25	15	60%	100%	100%	87%	85%
	Trades Training for Immigrants – Industry Training Authority (ITA)	66	45	11	2	18%	n/a	n/a	n/a	n/a
	Aboriginal Apprenticeship Strategy – Industry Training Authority (ITA)	166	111	87	25	29%	76%	73%	100%	95%
	Empowering Women in the Trades program – Industry Training Authority (ITA)	98	65	41	12	29%	75%	75%	92%	100%
	Student Financial Aid (SFA) – Bursary for Students with Disabilities	647	632	602	262	44%	52%	23%	95%	90%
	Student Financial Aid (SFA) – Bursary for Students with Disabilities PRIVATE	2	1	2	1	50%	n/a	n/a	n/a	n/a
	Student Financial Aid (SFA) – Learning Disability Assessment Bursary	10	10	10	5	50%	60%	n/a	80%	100%
	Totals for Service Type		1039	889	778	322	41%	57%	35%	94%
Work Experience Interventions for Unemployed Clients	No current activity for this service type	TBD	TBD	0						
Interventions that Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Clients	Bladerunners	48	0*	0						
	Return to Work Employability Programs	103	122	122	57	47%	84%	85%	96%	98%
	Industrial Transition Programs – MPB/forestry	0**	37	2	2	100%	n/a	n/a	n/a	n/a
Totals for Service Type		151	159	124	59	48%	85%	84%	95%	96%
Skills Development and Training for Low Skilled Employed Clients (Workplace Based)	No current activity for this service type	TBD	TBD	0						
Totals for all initiatives and service types		1534	1058	909	383	42%	61%	44%	94%	92%

Note: The difference between the **Number of Participants Projected to be Served and the Number of Participants Served (Participant Intake Forms Received)** is that some clients began their intervention in 2008/2009 and were not completing until 2009/2010 and not all participant intake forms were received.

Note: The number for **Number of Participants Served (Participant Intake Forms Received)** is **different** from the **Eligible cohort number** due to the difference in the data cut off date for the Eligible cohort and because not all participants had exited their programs.

Note:** Data not received. *Note:** Number of participants projected to be served was not yet determined at time of report.

Note: For this initial 12 Month Outcomes Survey, 41% of respondents completed the survey between 14 and 16 months after their intervention. As 2008/09 was the first year of the LMA, the survey could not be completed until the data collection was finalized and the database was in place.

“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).

2008/09 LMA Service Types and Initiatives		Employment Status – Post-Intervention In the labour force – 3							Not in the labour force – 3		
Service Type	2008/09 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	Northeast BC Community and Industry Integrated Immigrant Training	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Expansion of Aboriginal business Entrepreneurship Strategy – BEST										
Totals for Service Type		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Skills Development and Upgrading Interventions for Unemployed Clients	Energy Efficiency Employment Development (EEED)	67%	60%	7%	50%	27%	27%	0%	7%	7%	0%
	Trades Training for Immigrants – Industry Training Authority (ITA)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Aboriginal Apprenticeship Strategy – Industry Training Authority (ITA)	48%	44%	4%	0%	12%	12%	0%	40%	16%	24%
	Empowering Women in the Trades program – Industry Training Authority (ITA)	33%	33%	0%	n/a	33%	25%	8%	33%	8%	25%
	Student Financial Aid (SFA) – Bursary for Students with Disabilities	33%	19%	15%	17%	26%	16%	10%	41%	12%	29%
	Student Financial Aid (SFA) – Bursary for Students with Disabilities PRIVATE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Student Financial Aid (SFA) – Learning Disability Assessment Bursary	80%	20%	60%	n/a	20%	0%	20%	0%	0%	0%
Totals for Service Type		37%	23%	13%	18%	25%	16%	9%	38%	11%	27%
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										
	Return to Work Employability Programs	49%	44%	5%	25%	40%	32%	9%	11%	7%	4%
	Industrial Transition Programs – MPB/forestry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Totals for Service Type		51%	46%	5%	23%	39%	31%	8%	10%	7%	3%
Skills Development and Training for Low Skilled Employed Clients (Workplace Based)	No current activity for this service type										
Totals for all initiatives and service types		39%	27%	12%	19%	27%	18%	9%	33%	11%	23%

Note: For this initial 12 Month Outcomes Survey, 41% of respondents completed the survey between 14 and 16 months after their intervention. As 2008/09 was the first year of the LMA, the survey could not be completed until the data collection was finalized and the database was in place.

“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.

2008/09 LMA Service Types and Initiatives		Further education or training Type of training or education provider					Earnings Mean hourly earnings – 5	
Service Type	2008/09 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
Employment Services for Unemployed or Low Skilled Employed Clients	Northeast BC Community and Industry Integrated Immigrant Training	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Expansion of Aboriginal business Entrepreneurship Strategy – BEST							
Total for Service Type		n/a	n/a	n/a	n/a	n/a	n/a	n/a
Skills Development and Upgrading Interventions for Unemployed Clients	Energy Efficiency Employment Development (EEED)	7%	n/a	n/a	n/a	0%	\$34.62	\$22.12
	Trades Training for Immigrants – Industry Training Authority (ITA)	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Aboriginal Apprenticeship Strategy – Industry Training Authority (ITA)	28%	14%	43%	43%	4%	\$13.34	\$14.89
	Empowering Women in the Trades program – Industry Training Authority (ITA)	33%	n/a	n/a	n/a	0%	\$13.97	Higher
	Student Financial Aid (SFA) – Bursary for Students with Disabilities	54%	6%	93%	1%	3%	\$13.97	\$13.75
	Student Financial Aid (SFA) – Bursary for Students with Disabilities PRIVATE	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Student Financial Aid (SFA) – Learning Disability Assessment Bursary	80%	n/a	n/a	n/a	0%	n/a	Higher
Totals for Service Type		50%	6%	89%	4%	3%	\$15.18	\$14.60
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							
	Return to Work Employability Programs	18%	20%	80%	0%	4%	\$17.36	\$14.46
	Industrial Transition Programs – MPB/forestry	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Totals for Service Type		17%	20%	80%	0%	3%	\$17.84	\$15.78
Skills Development and Training for Low Skilled Employed Clients (Workplace Based)	No current activity for this service type							
Totals for all initiatives and service types		45%	7%	89%	4%	3%	\$16.40	\$14.93

Note: For this initial 12 Month Outcomes Survey, 41% of respondents completed the survey between 14 and 16 months after their intervention. As 2008/09 was the first year of the LMA, the survey could not be completed until the data collection was finalized and the database was in place.

“n/a” indicates the data are not shown to preserve confidentiality.

“Higher” indicates the hourly earnings were higher than at entering intervention but the dollar amount could not be given in order to preserve confidentiality.

Totals for all initiatives and service types include suppressed data as indicated by “n/a”.

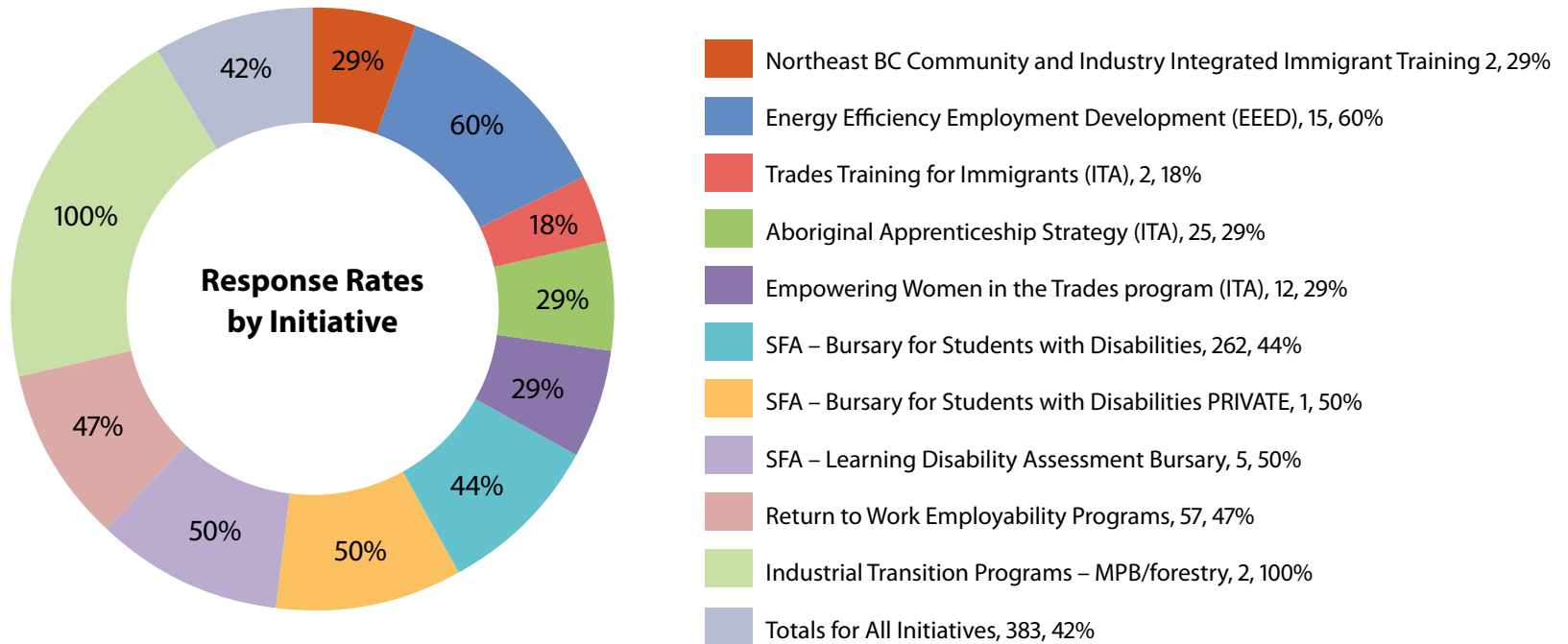
5 – Includes earnings from only one/main job.

6 – Excludes those taking further education.

Number of Respondents and Response Rate by Initiative for the 12 Month Participant Outcomes Survey 2008/09

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

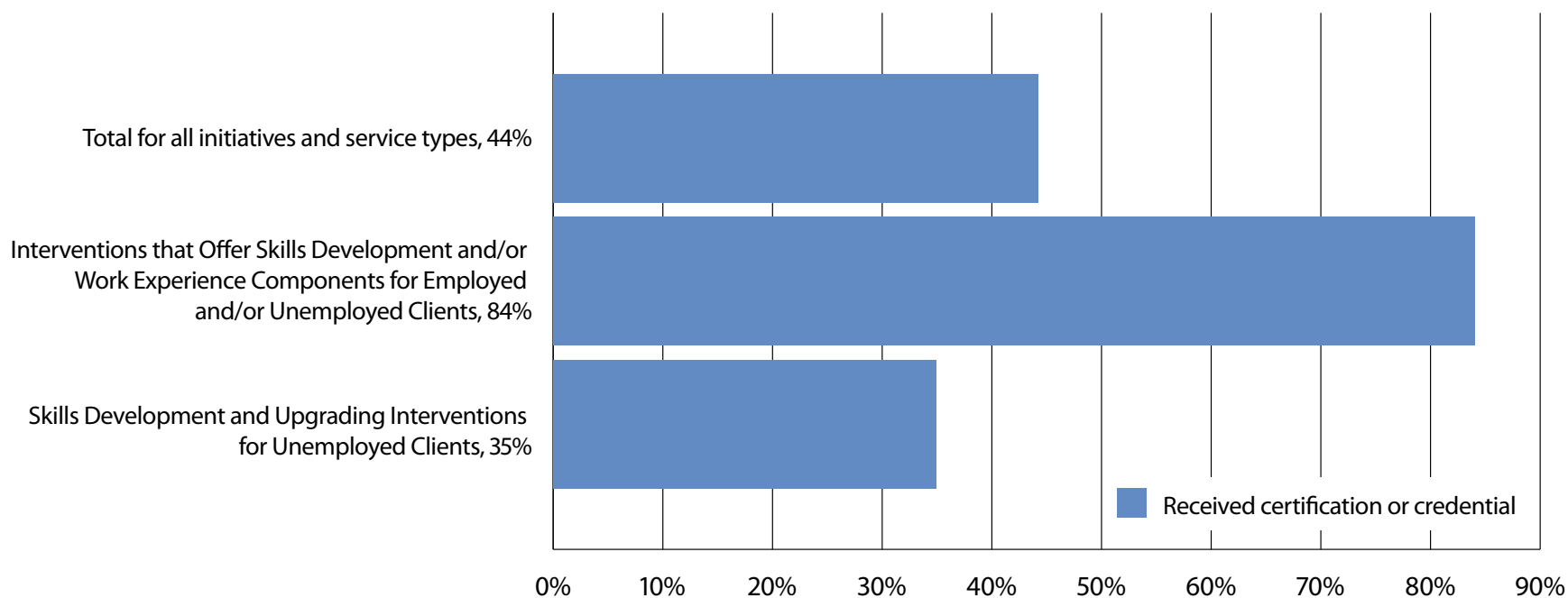
Number of Respondents and Response Rate for 12 Month Participant Outcomes Survey 2008/09 Results



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

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

Received certification or credential by Service Type

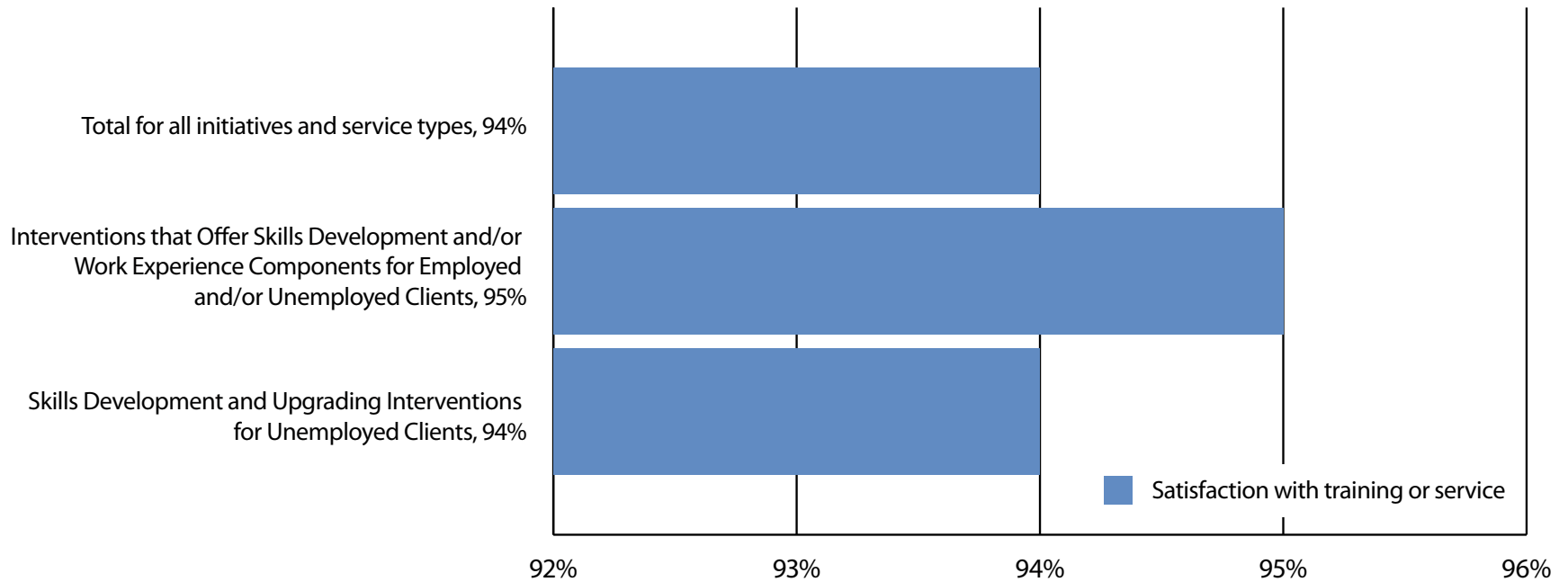


Note: Not all 2008/09 LMA initiatives reported were included in this chart as some of the data was required to be suppressed in order to protect confidentiality. As a result, only two service types are able to be reported.

Percentage of Respondents who were satisfied with 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.

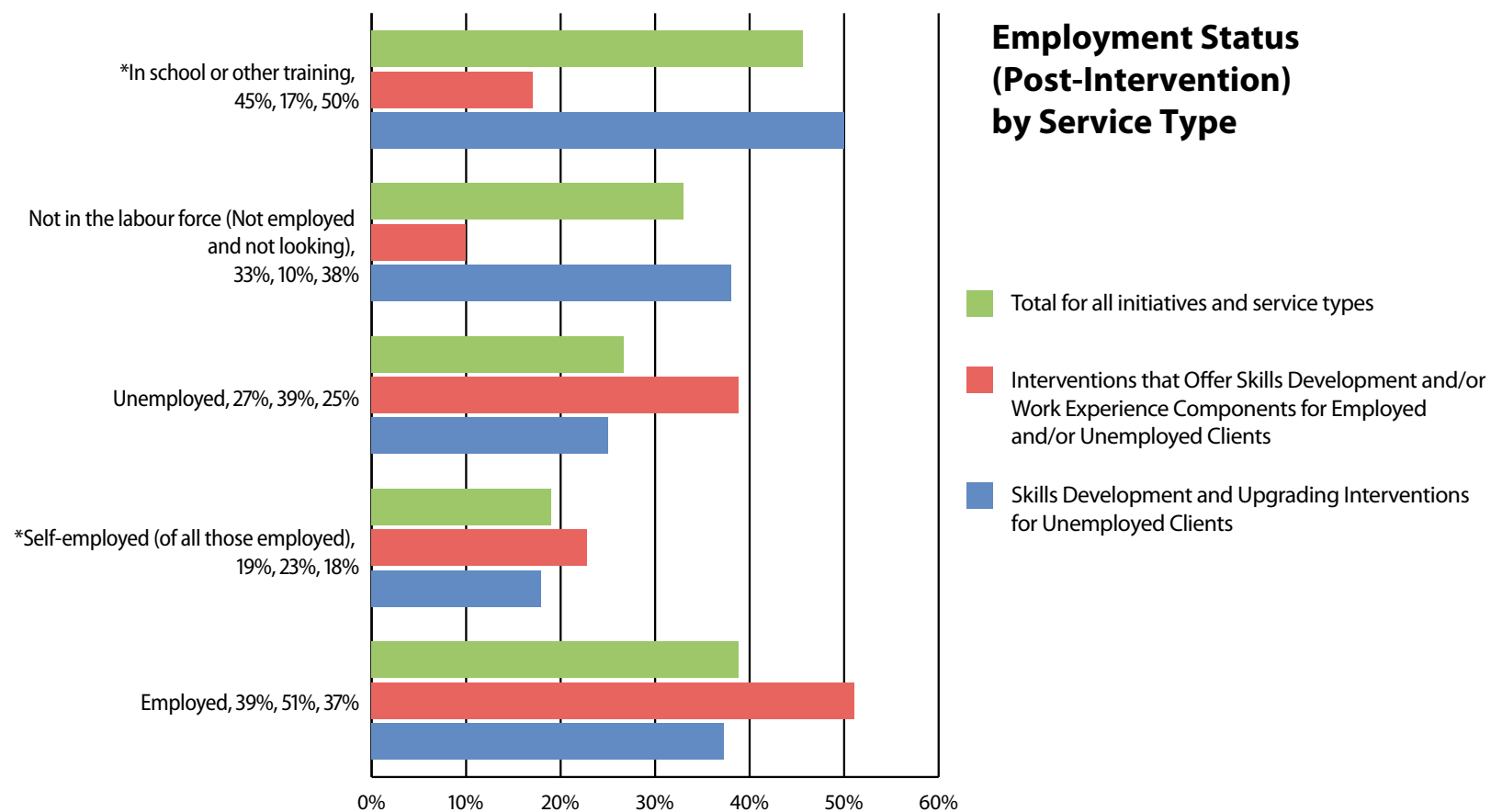
Satisfaction with training or service



Note: Not all 2008/09 LMA initiatives reported were included in this chart as some of the data was required to be suppressed in order to protect confidentiality. As a result, only two service types are able to be reported.

Percentage of Respondents by Employment Status (Post-Intervention)

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

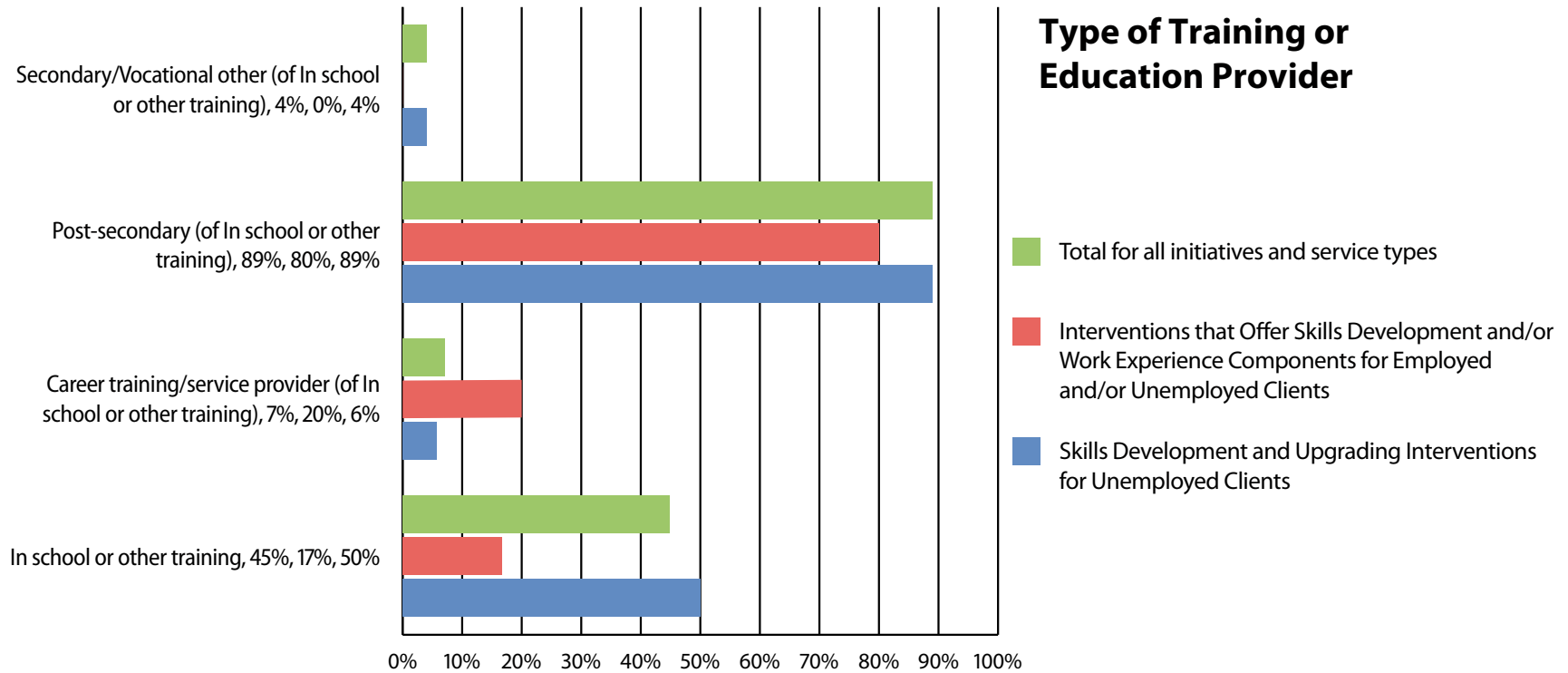


Note: Not all 2008/09 LMA initiatives reported were included in this chart as some of the data was required to be suppressed in order to protect confidentiality. As a result, only two service types are able to be reported.

*These categories are not mutually exclusive of the other categories.

Type of Training or Education Provider

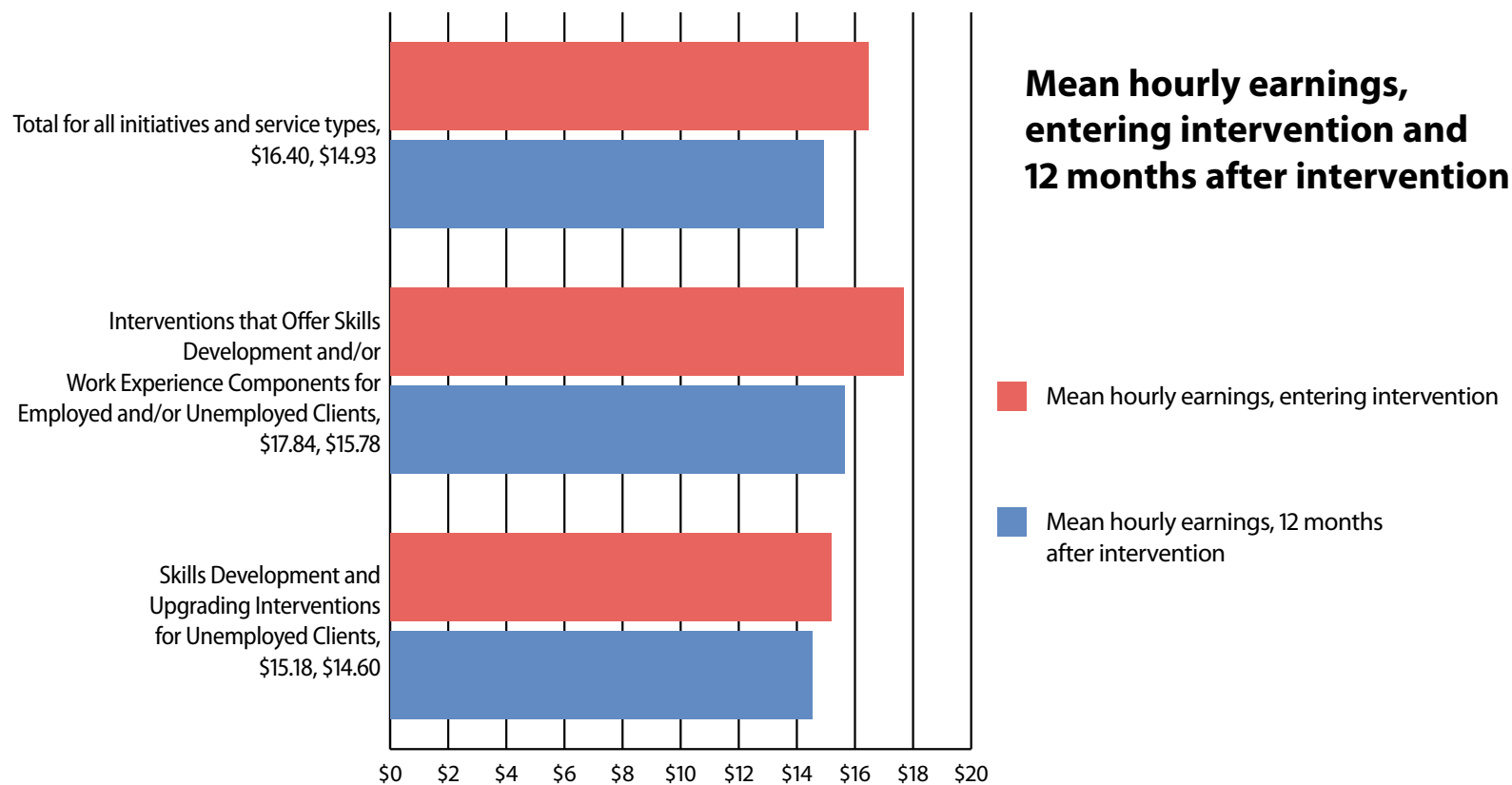
The following chart provides the type of training or education provider for those respondents who indicated they were participating in further education or training, who answered the questions, and by service type.



Note: Not all 2008/09 LMA initiatives reported were included in this chart as some of the data was required to be suppressed in order to protect confidentiality. As a result, only two service types are able to be reported.

Mean Hourly Earnings, Entering intervention and 12 Months after Intervention

The following chart provides the mean hourly earnings, entering intervention and 12 months after intervention, for respondents who answered the question and by service type.



Note: Not all 2008/09 LMA initiatives reported were included in this chart as some of the data was required to be suppressed in order to protect confidentiality. As a result, only two service types are able to be reported.

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: 2008/09 Reporting Template for the Federal Government:

Canada-[P/T] Labour Market Agreement 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 21 of the **Canada/British Columbia Labour Market Agreement 2008/09 Performance Outcome Report**. In February 2010, ALMD posted the 2008/2009 Performance Outcome Report on its website at <http://www.aved.gov.bc.ca/labourmarketagreement/>

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	37%	39%
Self-employed (of all those employed)	18%	19%
In school or other training	59%	45%
In another intervention (excludes those taking further education)	4%	3%
Unemployed	24%	27%
Not in the labour force (not employed and not looking)	40%	33%

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%	92%

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.

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

3 months post-intervention: 40% received certification or credential

12 months post-intervention: 44% received certification or credential

Note: The proportion (percentage) was reported for all responses for the 3 and 12 month outcomes surveys for 2008/09.

3.5 Average hourly earnings of clients following the intervention.

Preliminary Definition:

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: \$15.50 (as reported on the 3 month outcome survey); \$16.40 (as reported on the 12 month outcome survey).

Mean average hourly earnings of clients 3 months after leaving an intervention: \$15.43

Mean average hourly earnings of clients 12 months after leaving an intervention: \$14.93



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