

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

2009/10 Performance Outcome Report



Contents

1.0 Introduction	1	7.0 09/10 STTF Initiatives	16
2.0 Requirements for Reporting and Public Posting	2	8.0 2009/10 STTF Performance Outcome Reports	17
3.0 Data Collection and Reporting Strategy for British Columbia	3	<i>STTF Participants Projected to be Served by Initiative</i>	18
4.0 British Columbia Definitions	3	<i>STTF Participants Served by Initiative</i>	18
5.0 09/10 LMA Initiatives	3	<i>STTF Participants Served by Target Group</i>	19
6.0 2009/10 LMA Performance Outcome Reports	6	<i>STTF Participants Served by Education Level</i>	20
<i>Funded LMA Initiatives by Service Type</i>	7	<i>STTF Participants Served by Employment Status</i>	21
<i>Funded LMA Initiatives by Participants Projected to be Served vs. Actually Served</i>	8	<i>STTF Participant Wage Level in Most Recent Job as Reported at Intake</i>	22
<i>LMA Participants Projected to be Served by Service Type</i>	9	<i>STTF Participants Served by Development Region</i>	23
<i>Funded LMA Initiatives for Unemployed Non-EI Individuals vs. Employed Low-Skilled Individuals</i>	9	<i>STTF Participant Employment Status As Reported At Exit of Intervention</i>	24
<i>LMA Participants Served by Service Type</i>	10	<i>STTF Participant Completion Rate As Reported At Exit of Intervention</i>	24
<i>Number of LMA Initiatives by Target Group</i>	10	<i>STTF Participants Who Received Credentials During Intervention</i>	24
<i>LMA Participants Served by Target Group</i>	11	<i>STTF Participants Satisfied with Intervention – (Met Participant's Needs)</i>	24
<i>LMA Participants Served by Education Level</i>	12	9.0 Canada/British Columbia Labour Market Agreement (LMA) and Strategic Training and Transition Fund (STTF) Success Stories	25
<i>LMA Participants Served by Employment Status</i>	12	Appendix 1: Annex 2 – Canada/BC Labour Market Agreement – Performance indicator information (section 25)	36
<i>LMA Participant Wage Level in Most Recent Job as Reported at Intake</i>	13	Appendix 2: British Columbia Definitions for LMA Annual Performance Outcome Reporting	38
<i>LMA Participants Served by Development Region</i>	14	Appendix 3: 09/10 Reporting Templates for the Federal Government	41
<i>LMA Participant Employment Status As Reported At Exit of Intervention</i>	15		
<i>LMA Participant Completion Rate As Reported At Exit of Intervention</i>	15		
<i>LMA Participants Who Received Credentials During Intervention</i>	15		
<i>LMA Participants Satisfied with Intervention – (Met Participant's Needs)</i>	15		

1.0 Introduction:

The Canada/BC Labour Market Agreement 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 participants, 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).

Investments made under the Agreement are guided by the following principles:

- * **Accessibility** – access to comparable programs for Employment Insurance (EI)-eligible and non-EI eligible individuals to enhance the labour market participation of all Canadians, particularly low-skilled workers and under-represented groups;
- * **Effectiveness** – effective programs that draw on best practices from within Canada and abroad, respond to the needs of employers, and reflect local labour market conditions; and,

- * **Quality, Participant-Centred Delivery** – a coherent “no wrong door” approach to providing participant-centered programs.
- * **Fairness** – fair treatment of all Canadians through principle-based arrangements with provinces and territories, respecting primary provincial responsibility for design and delivery of labour market programming to individuals; and
- * **Efficiency** – improving the efficiency of the national labour market and strengthening the economic union by facilitating adjustment and removing barriers to mobility.

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).

2.0 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 under-represented target groups
- * Enhanced skill development opportunities for Canadians

Section 25 and 26 of the LMA contains 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.

3.0 Data Collection and Reporting Strategy for British Columbia:

The LMA and STTF 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 participant 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* and no individual data is shared, all information is reported in aggregate only.

While the LMA provided an option to only do 3/12 month 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.

The 2009/2010 report includes results for participants who exited their program between April 1, 2009 and March 31, 2010.

4.0 British Columbia Definitions:

British Columbia is required to provide definitions being used within the framework of data collection and reporting. Appendix 2 of this report provides the British Columbia definitions for:

- * Target groups
- * Employment status
- * Education level
- * Participant outcome
- * Credentials/certification
- * Hourly wages
- * Participant satisfaction

5.0 09/10 LMA Initiatives

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, with a total of 10 initiatives being operational and serving participants in 2008/09. The public report for 08/09 fiscal year is reported in the Canada/British Columbia Labour Market Agreement 2008/09 Performance Outcome

Report at http://www.aved.gov.bc.ca/labourmarketagreement/docs/canadabc_labourmarketagreement_por.pdf

A total of 26 LMA initiatives were operational and serving participants in 2009/10. The table below provides a list of the initiatives for 2009/10, a description of the service, and target numbers of participants to be served.

Initiative	Description	Projected to be Served
Aboriginal Apprenticeship Strategy (Industry Training Authority)	Projects help prepare Aboriginal people for success in industry training programs in B.C.	300
Aboriginal Business and Entrepreneurial Skills Training (BEST)	Self-employment training series for Aboriginal people.	125
Aboriginal Training and Employment Program (ATEP)	Helps unemployed/under-employed Aboriginal people transition to sustainable employment through job-related training and support services	0*
BladeRunners Program	Provides unemployed youth who have barriers to employment with job readiness skills, work experience/on-the-job training and ongoing support	530
BC Employment Program (BCEP)	Helps Income Assistance (IA) participants to increase job and life skills, enhance employability and become employed and independent.	2,000
Commercial Driver Training for Women	Professional driving training pilot in oil & gas sector.	10
Employment Programming for Aboriginal Persons with Disabilities	Culturally-specific training initiatives to reduce gaps in skills levels between Aboriginal & non-Aboriginal people.	60
Employment Skills Access	Provides free access to skills training at public post-secondary institutions for entry/re-entry into the job market.	933
Energy Efficiency Employment Development	Pilot training programs to support workforce competencies & information for development of residential and commercial energy evaluators.	25
Environmental Monitoring Assistant Program (EMAP)	Provides skills training for entry-level employment in the mineral exploration and mining industry.	45
Equipment and Assistive Technology Initiative	Purchase / lease of assistive technology to support employment for persons with disabilities.	70
Flexible Learning in the Trades (Industry Training Authority)	Provides apprenticeship technical training in flexible formats.	80
Individualized Employment Services - Specified Disabilities	Formerly "Expansion of Return to Work Programs for Persons with Disabilities" with a focus on developmental, cognitive and mental disabilities.	120
Industrial Transition Programs	Pilot program providing employment services, small business support and computer technology training for displaced forestry workers and others in Mountain Pine Beetle impacted communities (Omineca Region)	209
Multiple Assessment Pathways (Industry Training Authority)	Recognizes people's existing competencies in their current trades to enable better access to industry employment.	100

Initiative	Description	Projected to be Served
Northeast BC Community and Industry Integrated Immigrant Training	Provides immigrants with assistance to access employment in B.C.'s Northeast Region.	100
Petroleum Field Services Training for Entrepreneurs	Pilot program for potential entrepreneurs to provide skills to start new businesses providing services in the energy sector.	14
Return to Work Employability Program	Pilot program for employed low-skilled and unemployed non EI eligible participants. The pilot provided employment assistance activities such as assessment, counselling, resume writing, interview techniques and job finding clubs. In addition, projects included basic skills upgrading, certification, preparation for self-employment, work experience, direct marketing to employers, training allowances, work experience placements and post-project follow-up and mentoring.	102
Skills Connect for Immigrants	Employment bridging to help skilled and lesser-skilled immigrants to obtain jobs that fully use their foreign qualifications and work experience.	215
Skills Plus	Supports small and mid-sized businesses to enhance the essential skills of current employees.	524
Small Business Skills Training	Pilot programs range from addressing the needs of small businesses across sectors, to providing training targeted to specific industries.	3,531
Specialized Community Assistance Program	Long term case management for chronically homeless individuals to ensure housing is maintained and supports are in place to assist individuals towards employment and more self-sufficiency.	120
Student Financial Assistance for Persons with Disabilities	Provides bursaries for students with a permanent disability studying full time or part time.	1,250
Trades Training for Immigrants (Industry Training Authority)	Projects help immigrants access trades training and apprenticeship programs in high demand occupations and sectors of the B.C. economy.	350
Women in Trades Training Program (Industry Training Authority)	Projects increase the participation of women in industry training programs in B.C.	700
Women's Mentorship Program	Provides mentorship to assist women to enter or re-enter the workforce.	78
Total Clients Projected to be Served		11,591**

*Note: Initiative started in 2009/10 and no participants were served.

**Note: Target number increased from the target number of 11,500 in the original annual plan for 2009/10.

6.0 2009/10 LMA Performance Outcome Reports

Human Resource and Social Development Canada (HRSDC) provided the following broad categories of service types. It was recommended that, wherever possible, provinces use these categories, as it is intended that data from all provinces be rolled up and reported at the national level.

Definitions for Service Types:

- * Employment Services for Unemployed or Low Skilled Employed Participants
 - *(e.g., labour market information, service needs determination, Prior Learning Assessment and Recognition, employment assessment, counselling and referral, resumé-writing and job interview assistance, other one-on-one coaching sessions or short group workshops), for unemployed or low-skilled employed participants. This grouping includes generic employment information and assistance services that are not related to a specific job. It also includes employment services for non-Employment Insurance eligible workers who have been, or are about to be, laid off, to facilitate their adjustment.*
- * Skills Development and Upgrading Interventions for Unemployed Participants
 - *(e.g., wage subsidies, earnings supplements, job placements, and project based job creation.) Includes all types of formal training provided by public, private, community, and project-based trainers, usually in a classroom setting, where there is an instructor/pupil relationship and a set curriculum. Also includes e-learning.*
- * Work Experience Interventions for Unemployed Participants
 - *(e.g. wage subsidies, earnings supplements, job placements, and project-based job creation). Includes on-the-job employment supports for persons with disabilities. The principal focus of this grouping is employment; however, the intervention may also include a short training component that is a prerequisite for the job in question.*
- * Interventions That Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Participants
 - *Includes interventions such as integrated projects for youth at risk, persons with disabilities, or non-Employment Insurance eligible workers who have been or are about to be laid off.*
- * Skill Development and Training for Low Skilled Employed Participants (Workplace Based)
 - *Includes training offered by the employer to their employees, either in the workplace or off-site.*

Funded LMA Initiatives by Service Type:

The table below shows the LMA initiatives that were operational in 09/10 and the corresponding service type:

Funded Initiatives by Service Type:	
Service Type	09/10 Initiatives
Employment Services for Unemployed or Low Skilled Employed Participants	<ul style="list-style-type: none"> ▪ Aboriginal Business and Entrepreneurial Skills Training (BEST) ▪ BC Employment Program (BCEP) ▪ Employment Programming for Aboriginal Persons with Disabilities ▪ Equipment and Assistive Technology Initiative ▪ Northeast BC Community and Industry Integrated Immigrant Training ▪ Skills Connect for Immigrants ▪ Specialized Community Assistance Program ▪ Women's Mentorship Program
Skills Development and Upgrading Interventions for Unemployed Participants	<ul style="list-style-type: none"> ▪ Aboriginal Training and Employment Program (ATEP) ▪ Commercial Driver Training for Women ▪ Employment Skills Access ▪ Energy Efficiency Employment Development ▪ Environmental Monitoring Assistant Program (EMAP) ▪ Flexible Learning in the Trades (Industry Training Authority) ▪ Multiple Assessment Pathways (Industry Training Authority) ▪ Petroleum Field Services Training for Entrepreneurs ▪ Trades Training for Immigrants ▪ Aboriginal Apprenticeship Strategy (Industry Training Authority) ▪ Student Financial Assistance for Persons with Disabilities ▪ Women in Trades Training Program (Industry Training Authority)
Work Experience Interventions for Unemployed Participants	<ul style="list-style-type: none"> ▪ No current activity
Interventions That Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Participants	<ul style="list-style-type: none"> ▪ BladeRunners Program ▪ Individualized Employment Services - Specified Disabilities ▪ Industrial Transition Programs ▪ Return to Work Employability Program ▪ Small Business Skills Training
Skill Development and Training for Low Skilled Employed Participants (Workplace Based)	<ul style="list-style-type: none"> ▪ Skills Plus

Funded LMA Initiatives by Participants Projected to be Served vs. Actually Served:

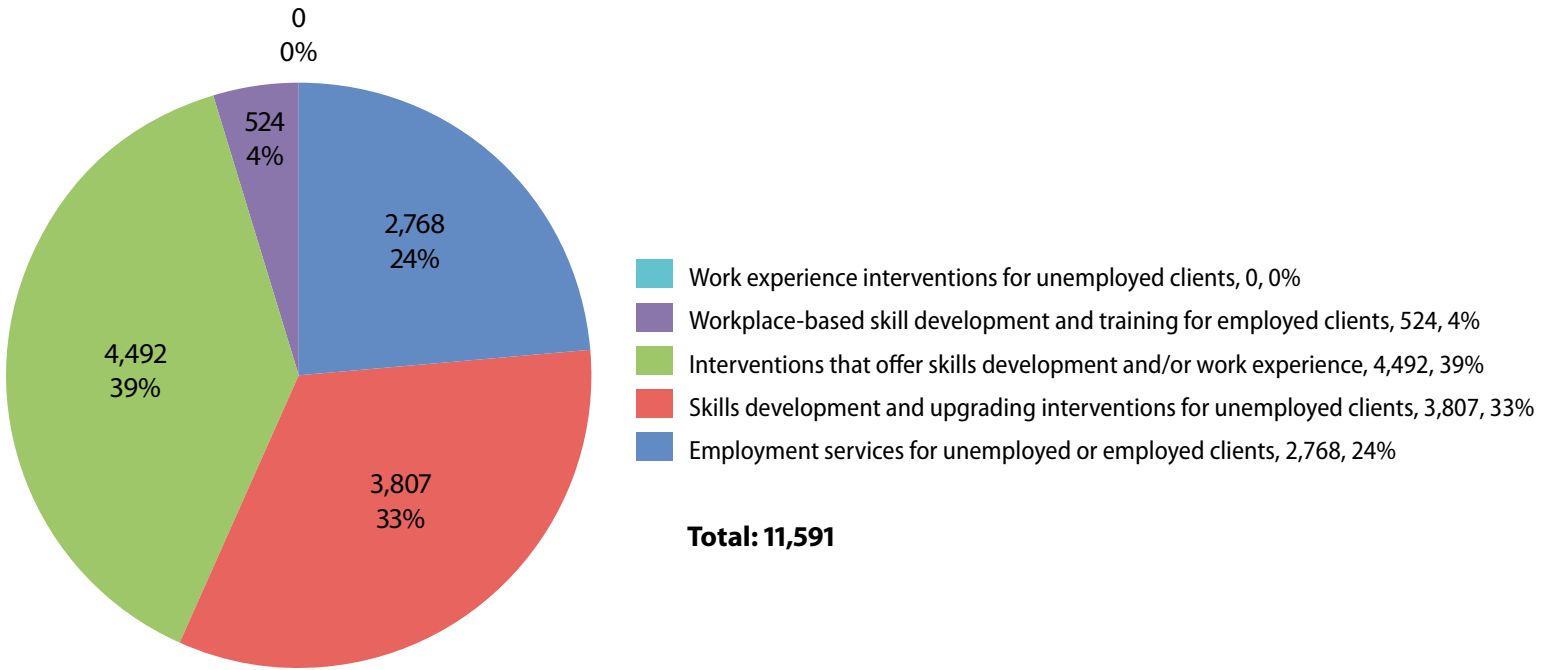
The table below lists the initiatives that were operational, target numbers of participants to be served, and the actual number of participants served.

Initiative	Projected to be Served	Served
Aboriginal Apprenticeship Strategy (Industry Training Authority)	300	239
Aboriginal Business and Entrepreneurial Skills Training (BEST)	125	161
Aboriginal Training and Employment Program (ATEP)	0*	0*
BladeRunners Program	530	456
BC Employment Program (BCEP)	2,000	3,445 (2,351)**
Commercial Driver Training for Women	10	10
Employment Programming for Aboriginal Persons with Disabilities	60	0***
Employment Skills Access	933	1,121
Energy Efficiency Employment Development	25	25
Environmental Monitoring Assistant Program (EMAP)	45	49
Equipment and Assistive Technology Initiative	70	114
Flexible Learning in the Trades (Industry Training Authority)	80	11
Individualized Employment Services - Specified Disabilities	120	152
Industrial Transition Programs	209	509
Multiple Assessment Pathways (Industry Training Authority)	100	76
Northeast BC Community and Industry Integrated Immigrant Training	100	61
Petroleum Field Services Training for Entrepreneurs	14	14
Return to Work Employability Program	102	122
Skills Connect for Immigrants	215	90
Skills Plus	524	459
Small Business Skills Training	3,531	3,725
Specialized Community Assistance Program	120	53
Student Financial Assistance for Persons with Disabilities	1,250	1,100
Trades Training for Immigrants (Industry Training Authority)	350	471
Women in Trades Training Program (Industry Training Authority)	700	649
Women's Mentorship Program	78	80
Total	11,591****	13,186(12,098)*****

Note: In some instances, the difference between projected to be served and participants served is that some participants began their intervention in 2009/2010 and are not completing until 2010/2011. In other instances, the difference is that more or less participants were actually served. ***Note:** Initiative started in 2009/10 and no participants were served. ****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:** Program did not proceed as planned in 2009/10. ******Note:** Target number increased from the target number of 11,500 in the original annual plan for 2009/10. *******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 of participants entered into the ALMD database. As the participant intake form data collected and entered into the ALMD database provides the most complete and detailed breakdown in terms of reporting on participants served by target group, education level, employment status, development region, and average hourly wages, a decision was made to use the data from the ALMD database to report on LMA participants at the start of intervention.

2009/10 LMA Participants Projected to be Served by Service Type:

In 2009/10, **11,591** participants were projected to be served. The following chart provides a breakdown of participants that were projected to be served by service type:

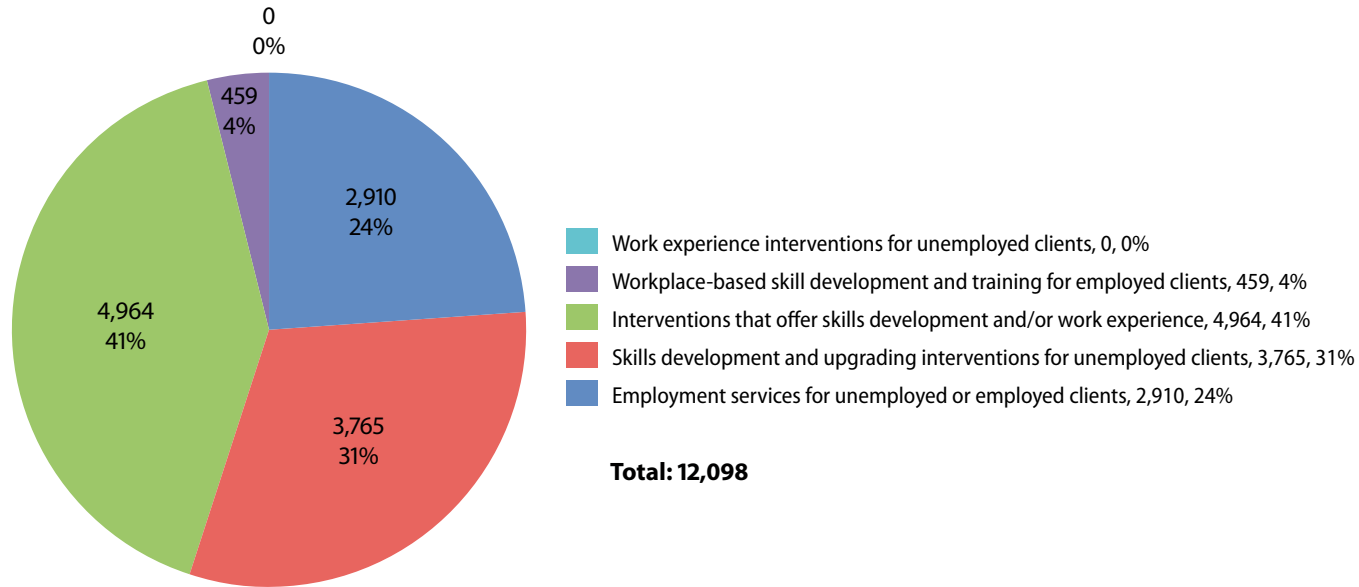


Funded LMA Initiatives for Unemployed Non-EI Individuals vs. Employed Low-Skilled Individuals:

In 2009/10, of the total number of funded initiatives, **19 or 73** per cent were targeted to unemployed non-employment insurance individuals as opposed to **7 or 27** per cent targeted to employed low skilled individuals.

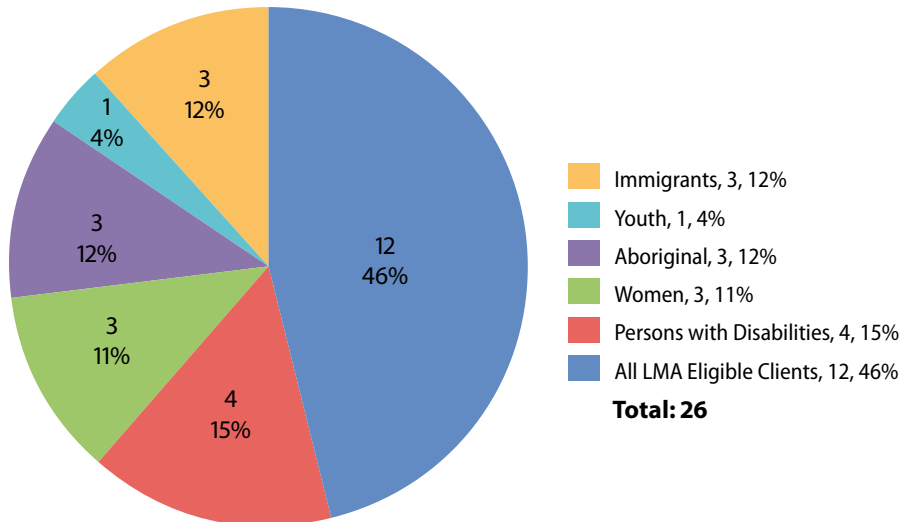
2009/10 LMA Participants Served by Service Type:

Of the 11,591 participants that were projected to be served, 12,098 were served in the following service types.



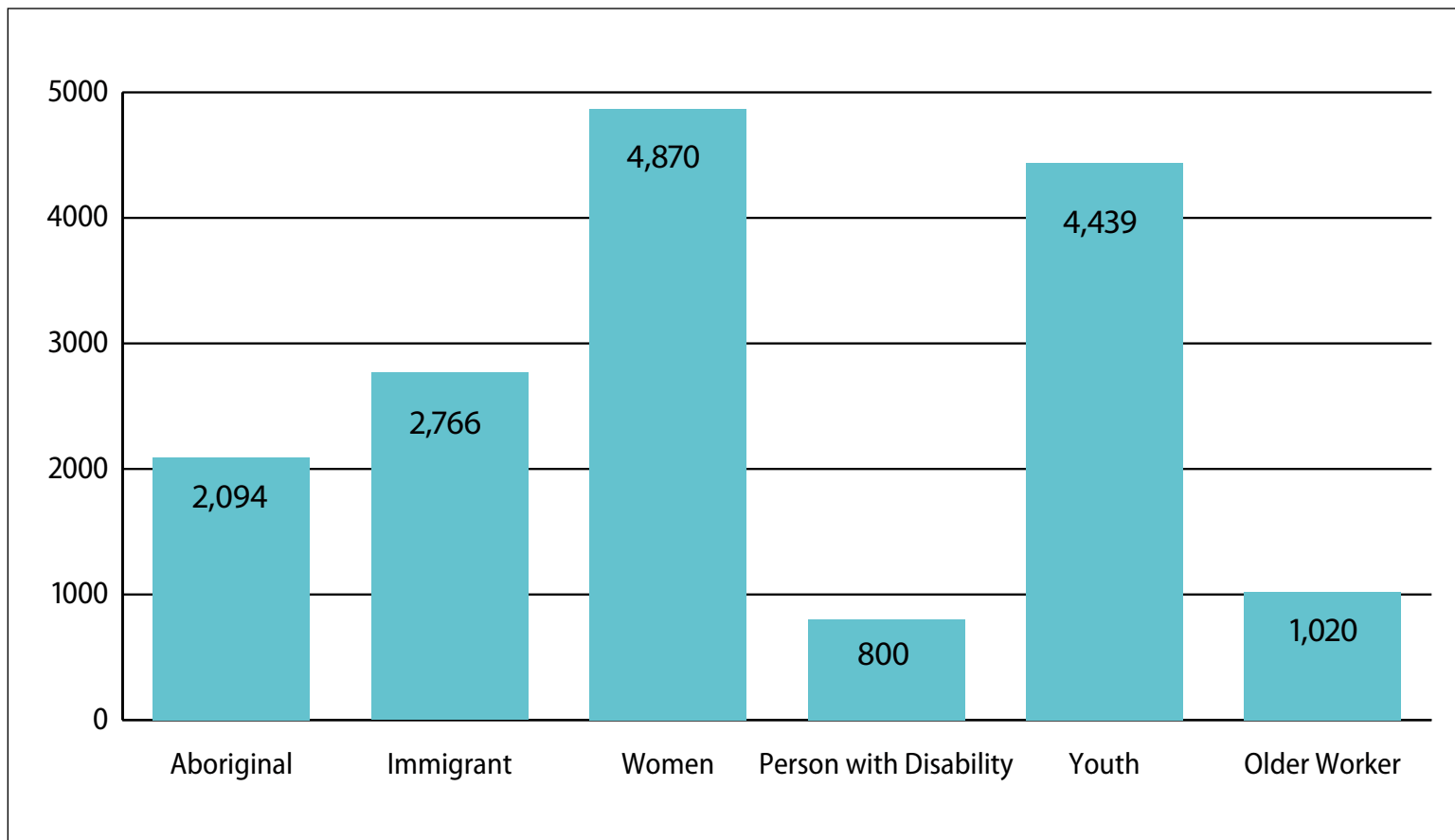
2009/10 Number of LMA Initiatives by Target Group:

While many of the initiatives serve all LMA eligible participants, some serve a specific target group. The following chart provides a breakdown of the number of initiatives by target group of participants.



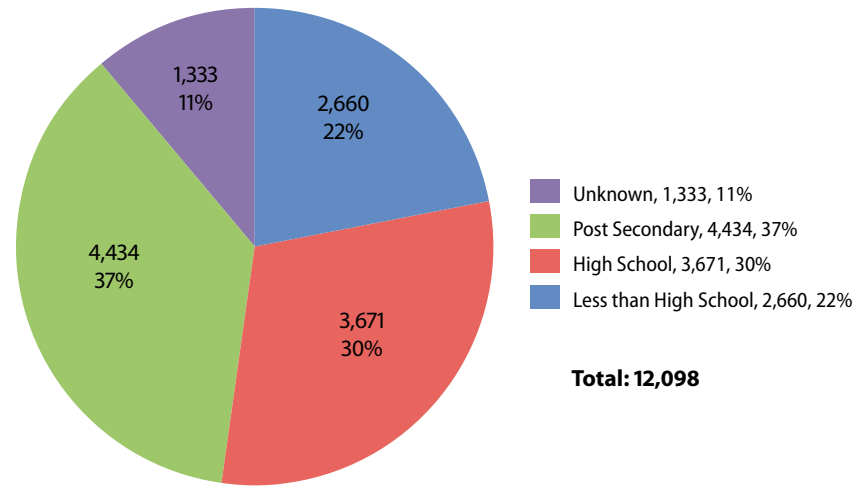
2009/10 LMA Participants Served by Target Group:

The following graph provides the total **12,098** of participants served in 2009/10, and their respective target groups. Please note that total participants will not match the total participants served, as participants may report themselves in more than one target group category. These data include those who completed the questionnaires and answered the question. For Target Group definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



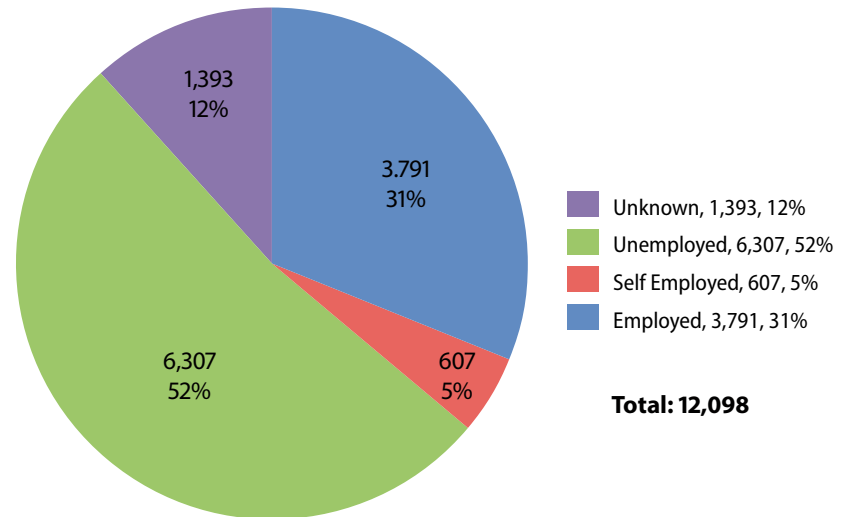
2009/10 LMA Participants Served by Education Level:

The following chart provides the number and percentage of participants served by their education level. 1,100 or 83 per cent of the “Unknown” participants are those Student Financial Aid (SFA) participants’ data that were not able to be provided for these participants. The balance of 233 or 17 per cent of the “Unknown” participants are participants from other initiatives who did not answer the survey question related to education level. These data include those participants who completed the participant intake form and answered the question. For Education Level definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



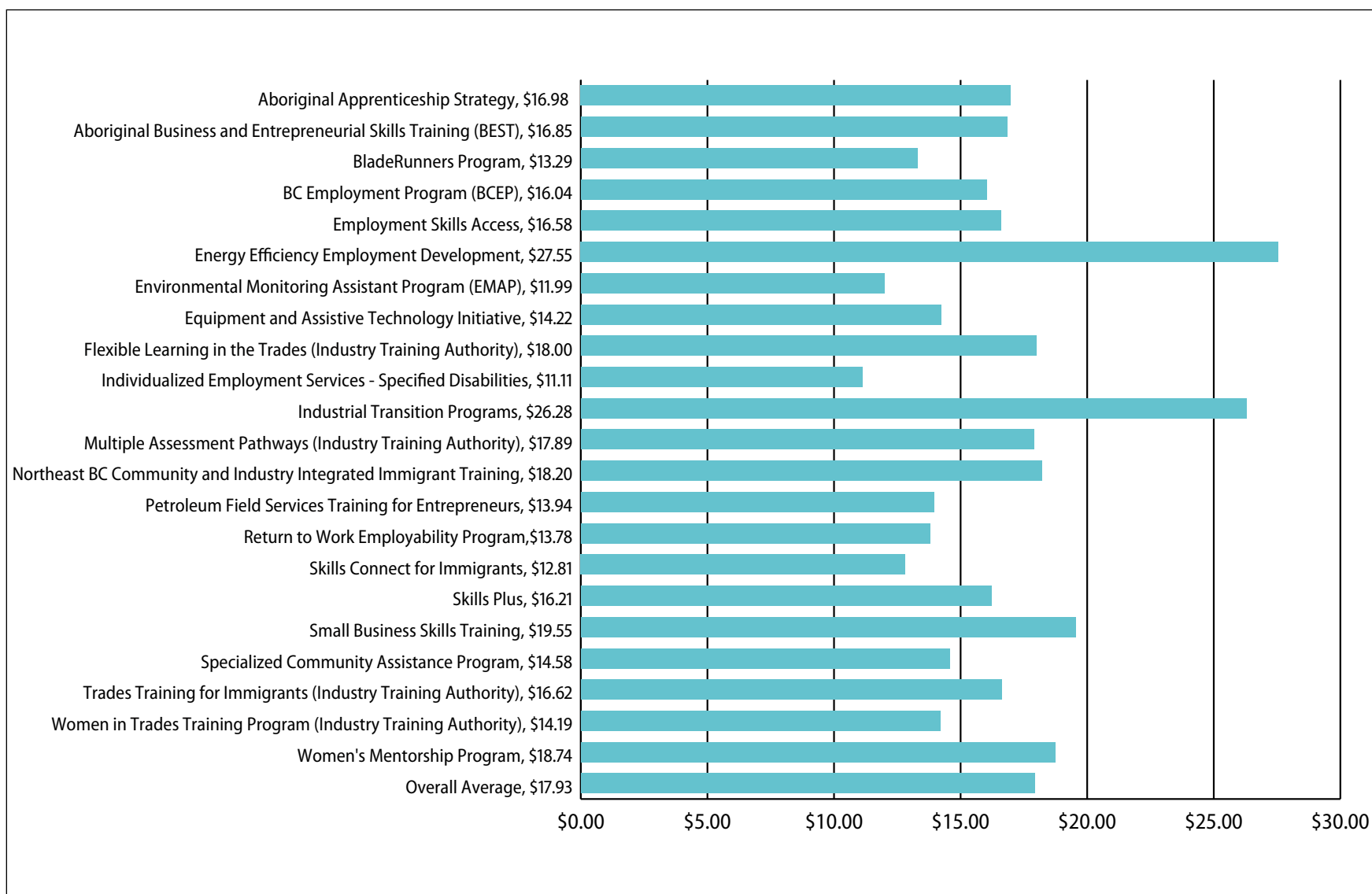
2009/10 LMA Participants Served by Employment Status:

The following chart provides the number and percentage of participants served by their employment status. 1,100 or 79 per cent of the “Unknown” participants are those Student Financial Aid (SFA) participants’ data that were not able to be provided for these participants. The balance of 293 or 21 per cent of the “Unknown” participants are participants from other initiatives who did not answer the survey question related to employment status. These data include those participants who completed the participant intake form and answered the question. For Employment Status definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



2009/10 LMA Participant Wage Level in Most Recent Job as Reported at Intake

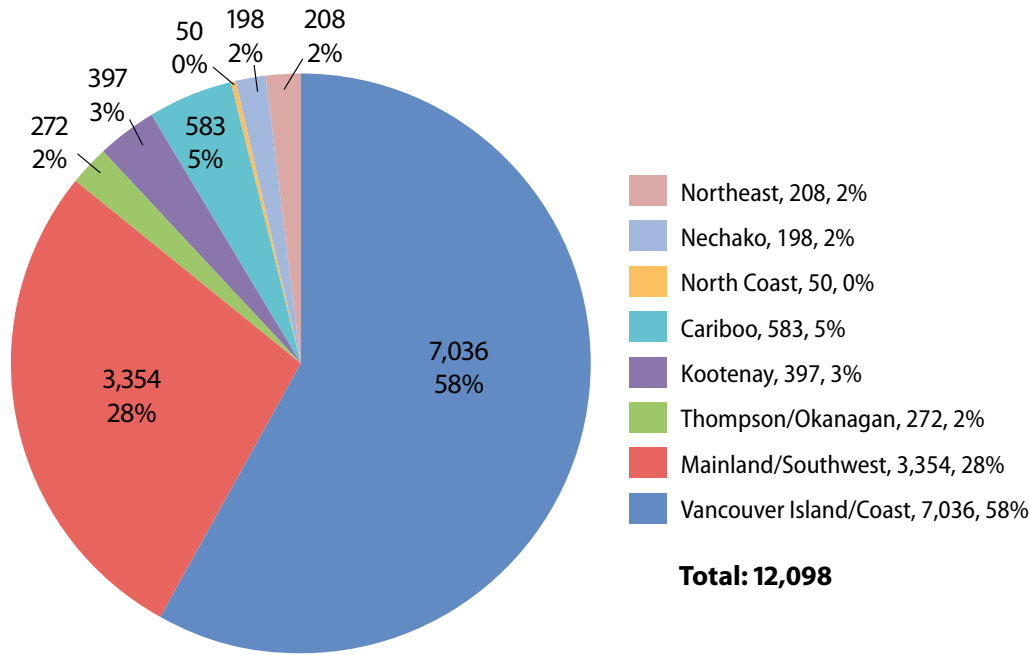
The following chart provides the participants wage levels from their most recent past job, as reported at intake:



Note: Average hourly wages were not reported for three initiatives and for one initiative, the data regarding wages were required to be suppressed in order to preserve confidentiality.

2009/10 LMA Participants Served by Development Region:

The following chart provides the number and percentage of participants served by development region. The development region is determined by the service provider's physical location. 5,664 or 81 per cent of the participants who were served by service providers whose physical location is in the Vancouver Island/Coast development region were from three LMA initiatives: BC Employment Program (BCEP), Student Financial Aid (SFA), and the Small Business Skills Training Program.



Development Regions by Regional District:

Source: Prepared by: BC Stats, Last Updated: May 2007, Development Regions of British Columbia at <<http://www.bcstats.gov.bc.ca/DATA/pop/maps/drmmap.asp>>

- | | |
|--|--|
| <p>1 Vancouver Island/Coast
 Alberni-Clayoquot
 Capital
 Central Coast
 Comox-Strathcona
 Cowichan Valley
 Mount Waddington
 Nanaimo
 Powell River</p> <p>2 Mainland/Southwest
 Fraser Valley
 Greater Vancouver
 Squamish-Lillooet
 Sunshine Coast</p> <p>3 Thompson/Okanagan
 Okanagan-Similkameen
 Thompson-Nicola
 Central Okanagan
 North Okanagan
 Columbia-Shuswap</p> | <p>4 Kootenay
 Central Kootenay
 East Kootenay
 Kootenay Boundary</p> <p>5 Cariboo
 Cariboo
 Fraser-Fort George</p> <p>6 North Coast
 Kitimat-Stikine
 Skeena-Queen Charlotte</p> <p>7 Nechako
 Bulkley-Nechako
 Stikine (Region)</p> <p>8 Northeast
 Northern Rockies
 Peace River</p> |
|--|--|

LMA Participant Employment Status As Reported At Exit of Intervention

In 2009/10, **2,557*** participants submitted a participant exit form and answered the question at the time of reporting (September 2010). Some participants began their intervention in 2009/2010 and are not completing until 2010/2011. The following are percentages of participant employment status as reported at exit of intervention based on the above data.

43 per cent of participants who submitted a participant exit form were employed. **24** per cent of participants who submitted a participant exit form were unemployed. **13** per cent of participants who submitted a participant exit form were in further intervention. And for **20** per cent of participants who submitted a participant exit form their employment status was unknown.

LMA Participant Completion Rate As Reported At Exit of Intervention

In 2009/10, **2,557*** participants submitted a participant exit form and answered the question at the time of reporting (September 2010). Some participants began their intervention in 2009/2010 and are not completing until 2010/2011. The following are percentages of participant completion rate as reported at exit of intervention based on the above data.

80 per cent of participants who submitted a participant exit form completed their programs. **18** per cent of participants who submitted a participant exit form left their program early. And **2** per cent were unknown.

LMA Participants Who Received Credentials During Intervention

In 2009/10, **2,557*** participants submitted a participant exit form and answered the question at the time of reporting (September 2010). Some participants began their intervention in 2009/2010 and are not completing until 2010/2011. The following is the percentage of participants who received credentials during intervention based on the above data.

54 per cent of participants who submitted a participant exit form received credentials during their intervention.

LMA Participants Satisfied with Intervention – (Met Participant’s Needs)

In 2009/10, **2,557*** participants submitted a participant exit form and answered the question at the time of reporting (September 2010). Some participants began their intervention in 2009/2010 and are not completing until 2010/2011. The following are percentages of participants who were satisfied with their intervention based on the above data.

92 per cent of participants who submitted a participant exit form were satisfied with their intervention. **3** per cent of participants were not satisfied. And **5** per cent were unknown.

***Note:** The Ministry of Housing and Social Development (HSD) reported 3,104 BCEP participants left their intervention in 2009/10 according to data collected in the HSD database. Of the 3,104 BCEP participants who left their intervention, 143 BCEP participants had a participant exit form entered into the ALMD database for 2009/10. The Ministry of Advanced Education and Labour Market Development (ALMD) reported a total of 2,557 participants provided a participant exit form in 2009/10 and was entered into the ALMD database. As the exit form data collected and entered into the ALMD database provides the most complete and detailed breakdown in terms of reporting on employment status, completion rate, participants who received credentials, and satisfaction at exit of intervention, a decision was made to use the data from the ALMD database to report on LMA participants at exit of intervention.

7.0 09/10 STTF Initiatives

A total of 7 STTF initiatives were operational and serving participants in 2009/10. The table below lists the initiatives that were operational, a description of the service, and target numbers of participants to be served.

Initiative	Description	Projected to be Served
Asia Pacific Gateway Skills Table	Funding to support implementation of the pilot projects.	200
BC Employment Program (BCEP)	Helps Income Assistance (IA) clients to increase job and life skills, enhance employability and become employed and independent.	10,000
BC Technology Industry Association	Funding to support the up-skilling, training and development of entrepreneurial and management capabilities.	150
Economic Recovery Training Pilot Program	Provides financial assistance for skills training.	367
Job Opportunities Program	Funding to create short-term resource management job opportunities for unemployed resource industry workers.	180
Women's Mentorship Program	Provides mentorship to assist women to enter or re-enter the workforce.	131
Workplace Training for Innovation Program	Provides small businesses and not-for-profit organizations with funding for employee training.	3,000
Total Participants Projected to be Served		14,028

8.0 2009/10 STTF Performance Outcome Reports

Funded STTF Initiatives by Participants Projected to be Served vs. Actually Served

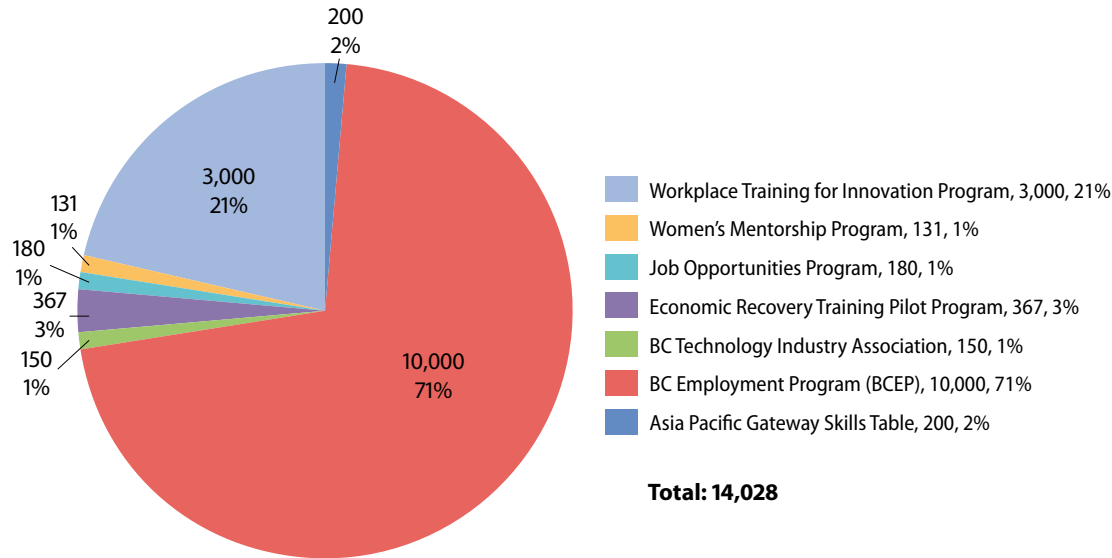
The table below lists the initiatives that were operational, target numbers of participants to be served, and the actual number of participants served (intake forms received).

Initiative	Projected to be Served	Served
Asia Pacific Gateway Skills Table	200	0*
BC Employment Program (BCEP)	10,000	10,701**
BC Technology Industry Association	150	0*
Economic Recovery Training Pilot Program	367	126***
Job Opportunities Program	180	201
Women's Mentorship Program	131	127
Workplace Training for Innovation Program	3,000	1,174***
Total	14,028	12,329

Note: In some instances, the difference between projected to be served and participants served is that some participants began their intervention in 2009/2010 and are not completing until 2010/2011. In other instances, the difference is that more or less participants were actually served. ***Note:** Program started in 2009/10 but no participants served 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. *****Note:** While the estimated target number of participants to be served in 09/10 was not met, it is expected that the overall targets for the two initiatives will be met or exceeded.

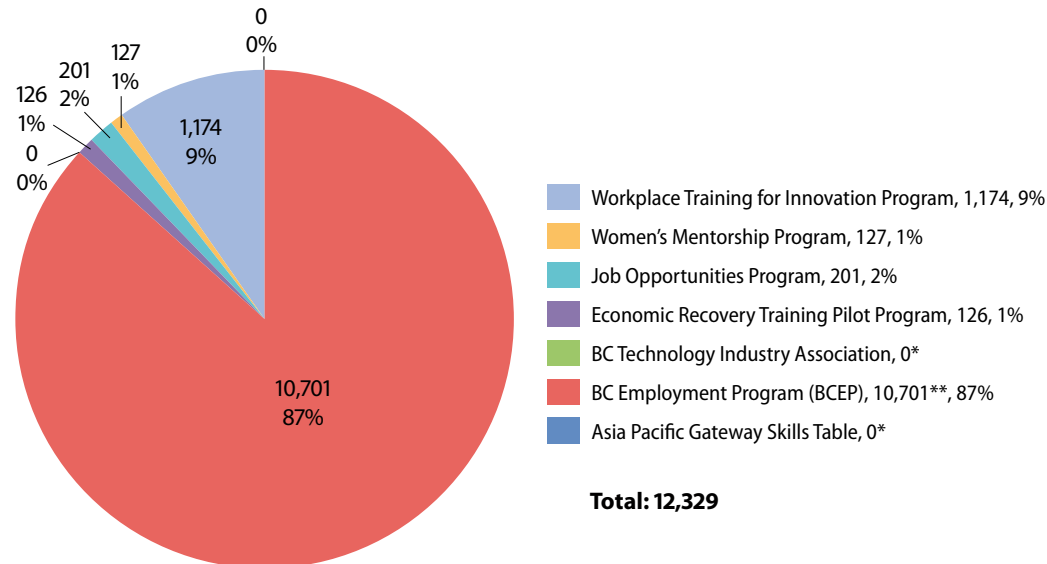
2009/10 STTF Participants Projected to be Served by Initiative:

In 2009/10, **14,028** participants were projected to be served. The following chart provides a breakdown of participants that were projected to be served by initiative:



2009/10 STTF Participants Served by Initiative:

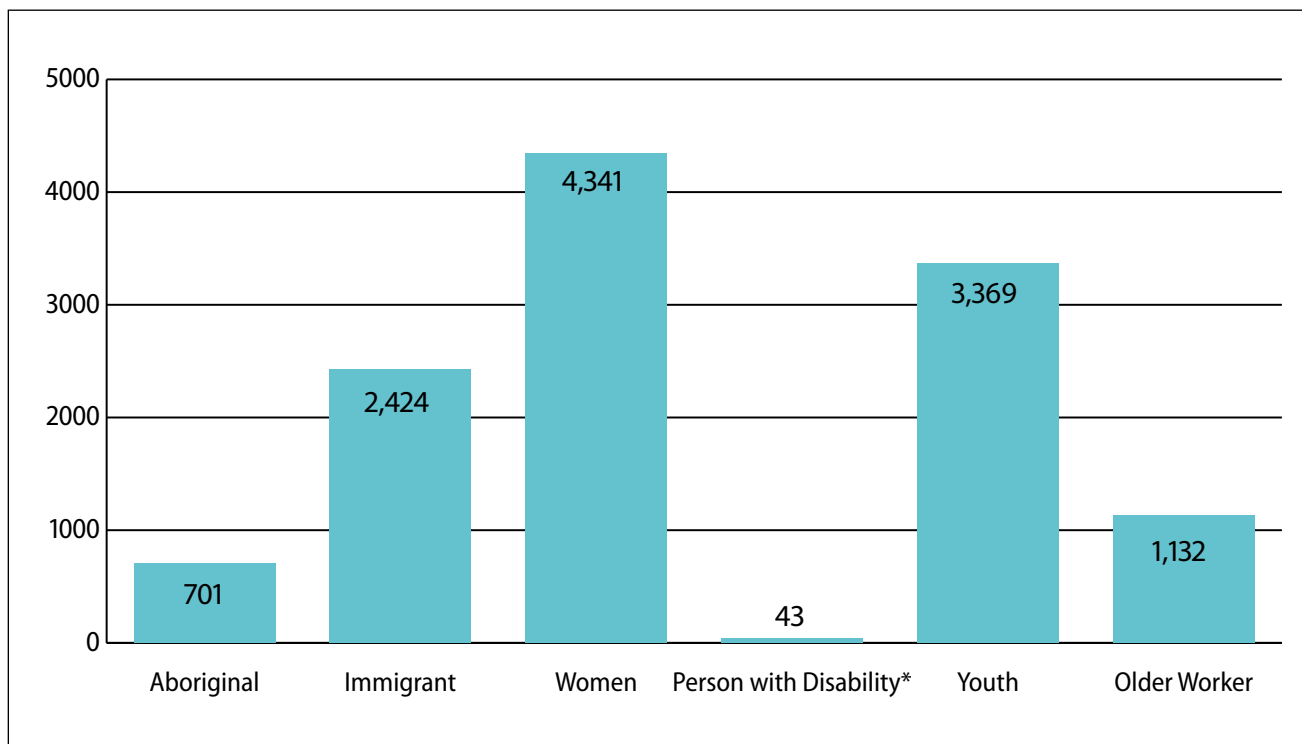
Of the **14,028** participants that were projected to be served, **12,329** were served in the following initiatives.



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.

2009/10 STTF Participants Served by Target Group:

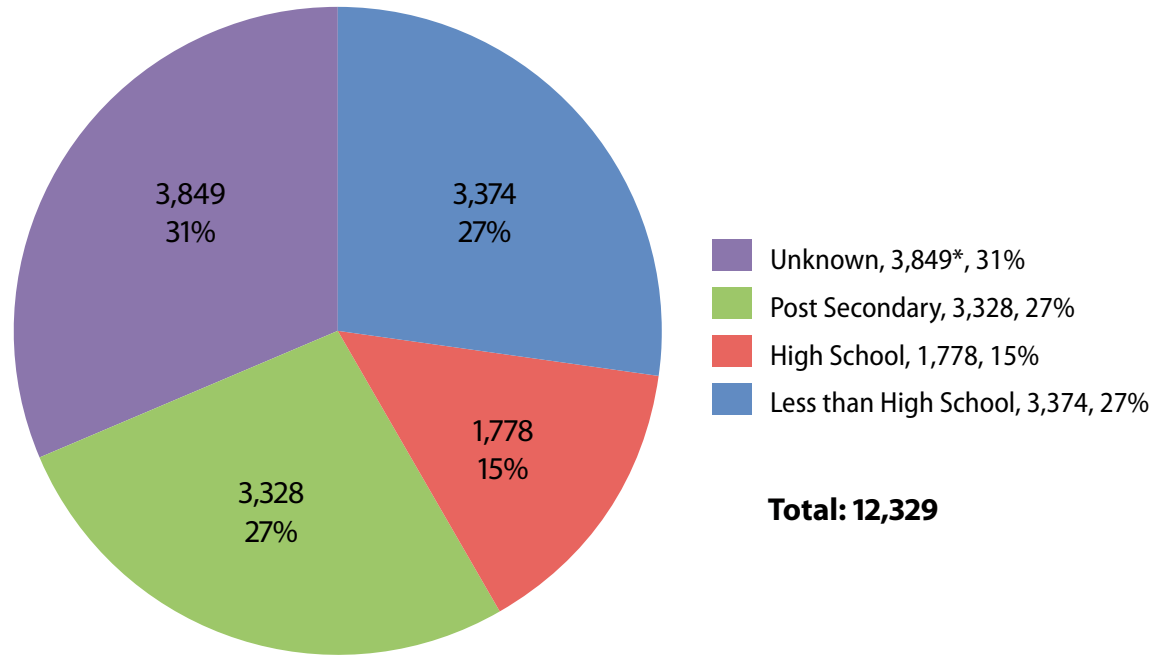
The following graph provides the total **12,329** of participants served in 2009/10, and their respective target groups. Please note that total participants will not match the total participants served, as participants may report themselves in more than one target group category. These data include those who completed the questionnaires and answered the question. For Target Group definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



***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. And of the 10,701 BCEP participants reported to be served there were no data collected for Persons with Disabilities.

2009/10 STTF Participants Served by Education Level:

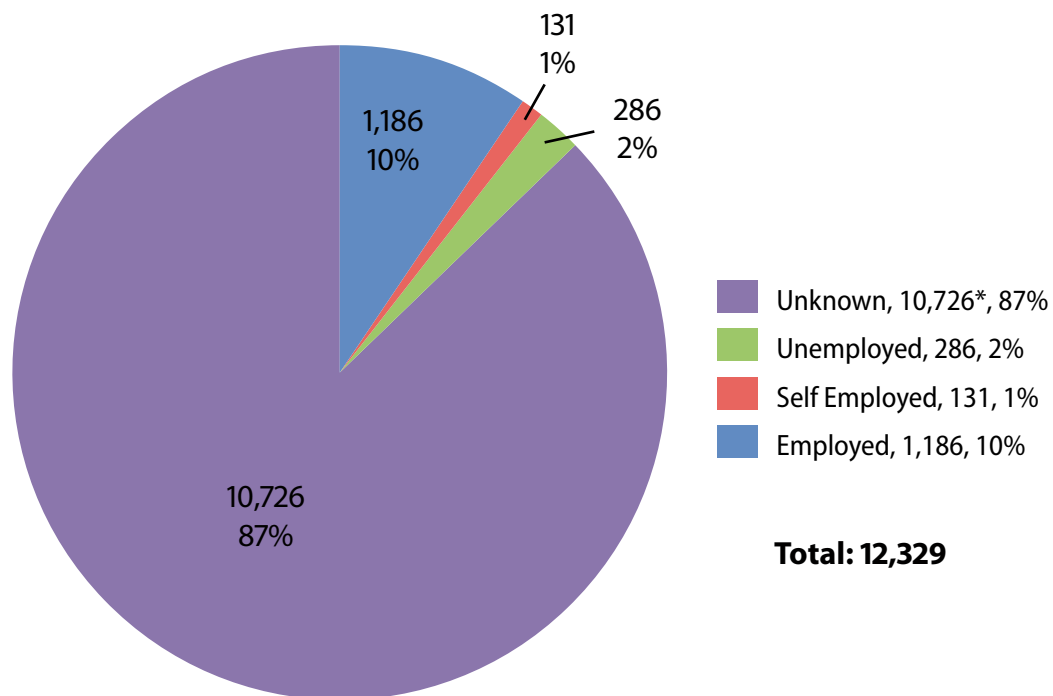
The following chart provides number and percentage of participants served by their education level. These data include those participants who completed the participant intake form and answered the question. For Education Level definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



***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. Information is self identified and 64 per cent of BCEP clients have educational attainment information on record in the HSD database and as a result 3,817 of the 3,849 reported as having an "Unknown" education level status are BCEP clients.

2009/10 STTF Participants Served by Employment Status:

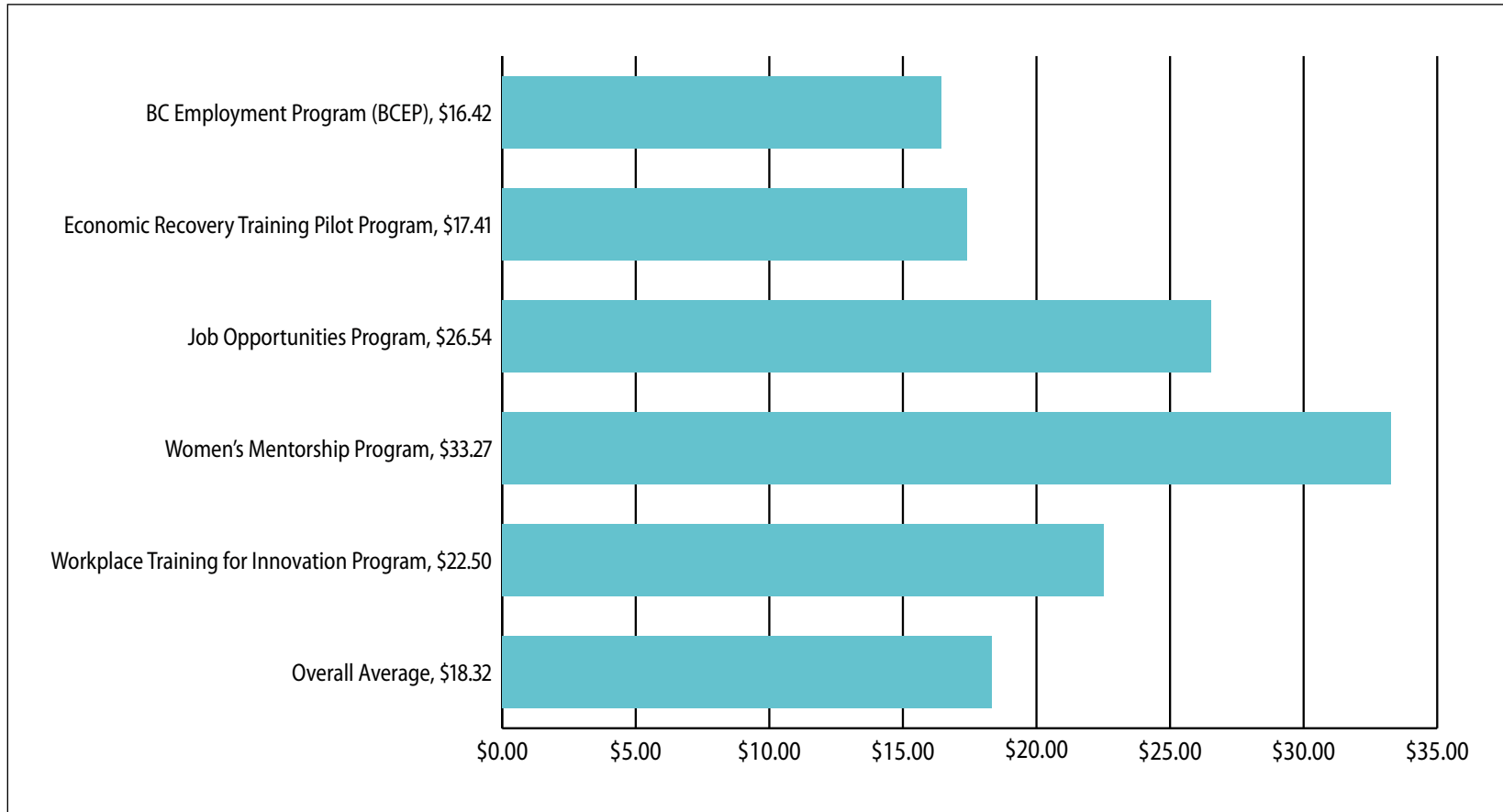
The following chart provides number and percentage of participants served by their employment status. These data include those participants who completed the participant intake form and answered the question. For Employment Status definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



***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. BCEP clients are all employment based and HSD does not record employment status at the point of entry and as a result 10,701 of the 10,726 reported as having an "Unknown" employment status are BCEP clients.

2009/10 STTF Participant Wage Level in Most Recent Job as Reported at Intake

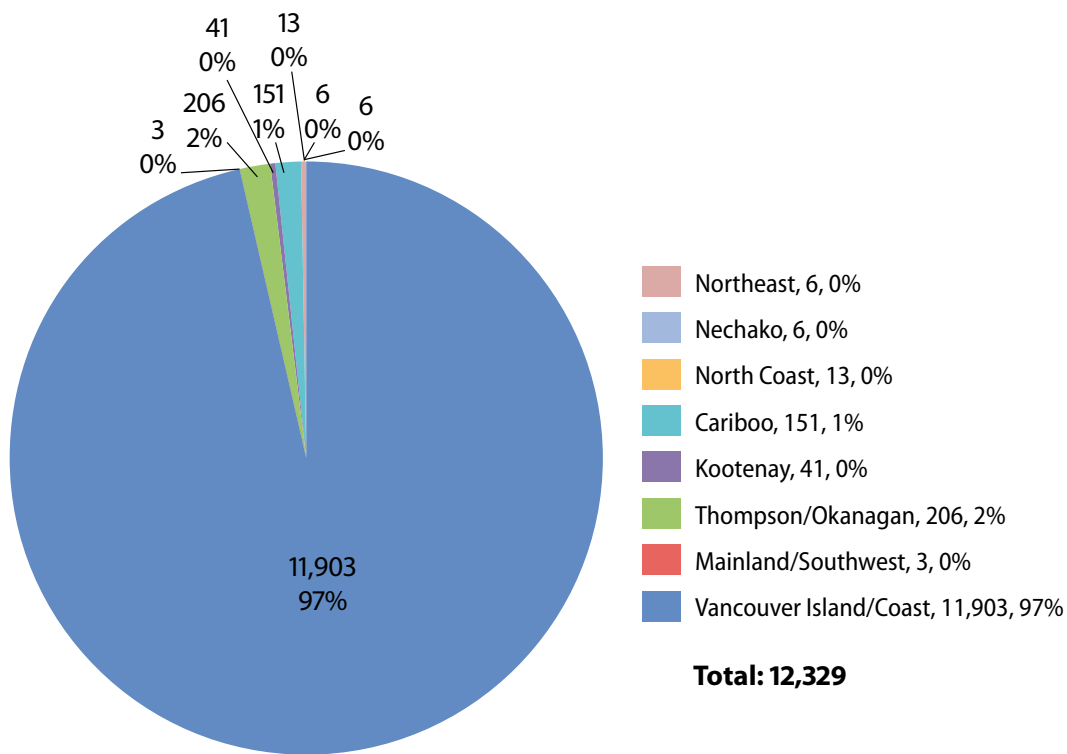
The following chart provides the participants wage levels from their most recent past job, as reported at intake:



Note: Average hourly wages were not reported for two initiatives.

2009/10 STTF Participants Served by Development Region:

The following chart provides the number and percentage of participants served by development region. The development region is determined by the service provider's physical location. 11,875 or 99 per cent of the participants who were served by service providers whose physical location is in the Vancouver Island/Coast development region were from two STTF initiatives: BC Employment Program (BCEP) and the Workplace Training for Innovation Program (WTIP).



Development Regions by Regional District:

Source: Prepared by: BC Stats, Last Updated: May 2007, Development Regions of British Columbia at <<http://www.bcstats.gov.bc.ca/DATA/pop/maps/drmap.asp>>

- | | |
|--|--|
| <p>1 Vancouver Island/Coast
 Alberni-Clayoquot
 Capital
 Central Coast
 Comox-Strathcona
 Cowichan Valley
 Mount Waddington
 Nanaimo
 Powell River</p> <p>2 Mainland/Southwest
 Fraser Valley
 Greater Vancouver
 Squamish-Lillooet
 Sunshine Coast</p> <p>3 Thompson/Okanagan
 Okanagan-Similkameen
 Thompson-Nicola
 Central Okanagan
 North Okanagan
 Columbia-Shuswap</p> | <p>4 Kootenay
 Central Kootenay
 East Kootenay
 Kootenay Boundary</p> <p>5 Cariboo
 Cariboo
 Fraser-Fort George</p> <p>6 North Coast
 Kitimat-Stikine
 Skeena-Queen Charlotte</p> <p>7 Nechako
 Bulkley-Nechako
 Stikine (Region)</p> <p>8 Northeast
 Northern Rockies
 Peace River</p> |
|--|--|

STTF Participant Employment Status As Reported At Exit of Intervention

In 2009/10, **1,125*** participants submitted a participant exit form and answered the question at the time of reporting (September 2010). Some participants began their intervention in 2009/2010 and are not completing until 2010/2011. The following are percentages of participant employment status as reported at exit of intervention based on the above data.

11 per cent of participants who submitted a participant exit form were employed. **34** per cent of participants who submitted a participant exit form were unemployed. **4** per cent of participants who submitted a participant exit form were in further intervention. And for **51** percent of participants who submitted a participant exit form their employment status was not provided.

STTF Participant Completion Rate As Reported At Exit of Intervention

In 2009/10, **1,125*** participants submitted a participant exit form and answered the question at the time of reporting (September 2010). Some participants began their intervention in 2009/2010 and are not completing until 2010/2011. The following are percentages of participant completion rate as reported at exit of intervention based on the above data.

93 per cent of participants who submitted a participant exit form completed their programs. **6** per cent of participants who submitted a participant exit form left their program early. And **1** per cent was unknown.

STTF Participants Who Received Credentials During Intervention

In 2009/10, **1,125*** participants submitted a participant exit form and answered the question at the time of reporting (September 2010). Some participants began their intervention in 2009/2010 and are not completing until 2010/2011. The following is the percentage of participants who received credentials during intervention based on the above data.

37 per cent of participants who submitted a participant exit form received credentials during their intervention.

STTF Participants Satisfied with Intervention – (Met Participant’s Needs)

In 2009/10, **1,125*** participants submitted a participant exit form and answered the question at the time of reporting (September 2010). Some participants began their intervention in 2009/2010 and are not completing until 2010/2011. The following are percentages of participants who were satisfied with their intervention based on the above data.

97 per cent of participants who submitted a participant exit form were satisfied with their intervention. **2** per cent of participants were not satisfied. And **1** per cent was unknown.

***Note:** The Ministry of Housing and Social Development (HSD) reported 8,998 BCEP participants left their intervention in 2009/10 according to data collected in the HSD database. Of the 8,998 BCEP participants who left their intervention, 414 BCEP participants had a participant exit form entered into the ALMD database for 2009/10. The Ministry of Advanced Education and Labour Market Development (ALMD) reported a total of 1,125 participants provided a participant exit form in 2009/10 and was entered into the ALMD database. As the exit form data collected and entered into the ALMD database provides the most complete and detailed breakdown in terms of reporting on employment status, completion rate, participants who received credentials, and satisfaction at exit of intervention, a decision was made to use the data from the ALMD database to report on STTF participants at exit of intervention.

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

LMA SUCCESS STORIES

BladeRunners Program

BladeRunners is an employment program that helps at-risk youth obtain and sustain full-time employment in construction trades and in other sectors. This successful program has been operating in British Columbia for fifteen years and is being expanded, with Canada-British Columbia Labour Market Agreement funding, into other sectors and into all regions of the province.



VINCENT IS A MEMBER OF THE ESKETEMC (ALKALI LAKE) BAND. Prior to entering into the BladeRunners program, Vincent was unemployed and struggling to find meaningful employment. Even though Vincent had participated in various training programs, he lacked the job experience and transferable skills to be competitive in the work force. Vincent was one of the first individuals to apply to the Cariboo Chilcotin BladeRunners program, and completed an employment counselling interview where he identified his interest in construction trades. Vincent secured full-time permanent employment as an apprentice carpenter with Lake Point Development.

“This program met and exceeded all my expectations; it opened many doors and assisted me in making an informed decision to become a journeyman carpenter. I would like to thank the Cariboo Chilcotin Aboriginal Training Employment Centre Society and my instructors for such a great opportunity and for their continued support.”



ROBIN IS A FIRST NATIONS SINGLE PARENT WHO LEFT HIGH SCHOOL IN GRADE 11. This education gap became readily apparent when writing and working in the office on computer oriented tasks. Her confidence level and the ability to write something from her voice became an extremely daunting task and therefore one which was developed throughout the program. Being part of the internship, Robin was able to leave income assistance which was an extremely gratifying concept and one which raised her confidence level to new heights.

Through the program, Robin has excelled. She has decided to return to school to finish her upgrading to get her high school diploma. To further her career, she would like to continue to post secondary and pursue a career in early childhood education. To date, Robin continues to work for the Firehall Arts Centre in the box office, bar and front of house. Her maturity, positive attitude, and desire to better herself for her family and for her personal wellbeing, translate into a determination to pursue her goals to create a life which is both happy and healthy.

“This program has been nothing but great. It’s really awesome that there has been an opportunity like this one in the community!”



MATTHEW PARTICIPATED IN THE 2009-2010 INTERSECTIONS WORKSHOP AT THE AGE OF 21. Before joining Intersections, Matthew was on provincial income assistance. Having left home at the age of 15, Matt never had the opportunity to finish high school and regrets missing out on courses like drama and music. Intersections gave Matt a second chance to pursue his artistic passions in a structured learning environment.

His keen attitude, creativity and sharp fashion sense recently landed him a position working in the wardrobe department of the feature film “Treasure Buddies”. During the internship he realized that the extreme length of days and commute time of “on-set” work was not for him; however, he is now working at a North Vancouver restaurant, which leaves him time to pursue his own music and video projects. As a result of the program, Matt is no longer receiving income assistance. He says that he is most proud of showing up to Intersections every day and feels it has helped him realize the importance of being “socially adjusted.”



NOAH WAS STRUGGLING WITH PAST ADDICTIONS ISSUES and was at risk of becoming homeless when he entered the Nanaimo Youth Services Association's BladeRunners program in October, 2009. He self reported that he had a grade 10 level education and had literacy and numeracy barriers. Despite having very little work experience or education, he excelled while in the skill enhancement component of the training. Noah attended and completed the skill enhancement portion of the program and was placed with a RGL Construction. He has not looked back since. He is confident in his job due to the skills he learned through BladeRunners and the employer is also very impressed with Noah's work ethic, abilities and plans to keep Noah on for the long term.

“The Nanaimo Youth Services BladeRunners program has helped me believe in myself. Before, I was two steps from being homeless and struggling in my recovery from drugs and alcohol. Through some of the different facilitators and workshops, I have gained the insight that I am capable of realizing my dreams.”

Small Business Skills Training Program, British Columbia Restaurant and Food Services Association

THE HAVE TRAINING AND JOB PLACEMENT PILOT PROGRAM IS AN 8 WEEK KITCHEN TRAINING AND JOB PLACEMENT PROGRAM located in Vancouver's Downtown Eastside. The project will provide training to a total of 165 unemployed individuals and is sponsored by the BC Restaurant and Food Association. The following is a success story giving examples of how this initiative helped unemployed individuals get the training they needed to find entry level jobs in B.C. restaurant kitchens.



In April 2009, the BC Restaurant Association was provided with funding through the Canada-BC Labour Market Agreement to conduct a pilot project that will see 165 students go through the H.A.V.E. program by the end

of September this year. Here is just one of many moving stories that emerged from the program. It was excerpted from "Trained for Success: an initiative currently funded through the Canada-B.C. Labour Market Agreement" in *BC Restaurant News*, July 2010.

I had always wondered when I drove past Oppenheimer Park what the big Culinary Institute sign on the front of one of the building was. It seemed so out of place to me that I thought maybe it had formerly been a cooking school but had uprooted to a new location, a location that better suited the sophistication that culinary artistry truly is. I say this because I think people often connect Culinary Arts with high-end restaurants and foods that are unpronounceable on a menu. A connection that leads to a sad misconception of the history of food, the passion of a chef, and the common ground that all chefs share no matter where they work or how successful they have become. At the grass roots of being a chef is a passion, desire and love of cooking that transcends all boundaries of class and race. A chef can rise from anywhere, from the downtown eastside of Vancouver, to the kid in University who throws away his degree because his heart is begging him to cook and create. So having thought about it, the Culinary Training Society sign by Oppenheimer Park is exactly where it should be... a place where anyone who loves to cook and create food belongs.

In the book The Last Chinese Chef by Nicole Mones, she describes Chinese food history. For the early chefs there was no social status or class that barred one from becoming a great chef and rising from nothing to notoriety and fame. Chefs were highly respected, as the act of eating food in China was more than shoving food in your mouth. Food was intertwined with poetry, music, and involved all the senses. One could learn the technical skills to make food but not everyone could cook in a way that created a transcendent experience to the diner.

When I walked through the doors of the Culinary Training Society I discovered another world behind the sign. This building hosts the H.A.V.E Café. The acronym stands for 'Hope Action Values and Ethics'. The mission of the program is "to develop a program that will train "employment barriered" people from the downtown eastside and surrounding neighborhoods, and to place them in entry level jobs in restaurant kitchens of the BC Restaurant and Food Association". The atmosphere of the place is professional but there is also a sense of caring and community. I asked if I could interview someone who is in the program and how it has affected them. I was then introduced to Jackie who is in her 4th week of an 8 week program. Sitting across the table from me was a very wise and passionate trainee who shared with me some of her story.

Jackie is a survivor of the residential schools that displaced thousands of Aboriginal children from 1920-1996. The last 3 years of her life were spent on the downtown eastside drug addicted and having lost everything. The day that changed her life was when she went to a job fair at the corner of Hastings and Main. She met Chef Glen who was fully clad in his chef uniform and the idea of being a chef stirred long lost dreams of cooking professionally in a kitchen. Up until this point she had been a dishwasher in many restaurants in Vancouver but never promoted beyond that. She wanted a fresh start to her life now and took the first steps to that by joining the program.

“The H.A.V.E Cafe is more than a culinary training center. In an effort to provide sustainable career support and foster a safe, supportive community, the Trained for Success program has created a career corner as a resource for students in the back of the cafe.”

Laura Hayes, Placement Coordinator

During our conversation it was so evident that this was a woman with a passion to cook. She was glowing as she talked about cooking and food. When I asked what H.A.V.E meant to her she responded with “it has changed my life”. The 4 weeks spent there has already boosted her self-confidence and she hopes eventually to be at the end of a prep line. During the end of our conversation she said something that I will remember every time I cook. “Everything you cook needs TLC. Cooking comes out of love. If you are angry when you are cooking, the food doesn’t turn out right. I have learned to leave all the anger over my life to God, only he can truly take care of it.” And this is no angry woman, rather compassionate, wise, and talented.

One name also came up during my conversation with Jackie and that name was Amber Anderson. A woman who is truly respected and loved at the school. Amber has spent 30 years in the food business of Vancouver and now runs the Culinary Institute. During our conversation she teared up a few times just talking about her commitment and care of all her trainees. The program this talented chef runs is an 8 week course that covers all of the cooking basics such as soups, stocks, cold line, hot line and Food Safe to name a few. She said to me “it’s tough out there (the down town east side), they come in having been beaten down. Before I even start to teach them to cook I begin to build them back up. To let them know they are loved and have value”. The feeling of community in this place is palpable.

“While there are many worthwhile programs available to downtown eastside residents, this one resonated with us for obvious reasons” states Ian Tostenson, President & CEO of the BC Restaurant and Food Services Association. Support from Canada and the Province has ensured that there is funding for this much needed program and that we will have trained staff to employ in our members’ kitchens.

“Programs such as this that provide not only training, but build confidence are critical to ensuring that everyone has the opportunity to be successful”, said Moira Stilwell, Minister of Advanced Education and Labour Market Development. “That’s why government continues to work in partnership with organizations like the BCRFA whose H.A.V.E program is an excellent example of helping people to be successful. Congratulations to the BCFRA for their work on this project.”

In addition to screening the applicants, the BCRFA also provides a job placement coordinator to help every student that goes through the program find employment after they graduate. “The H.A.V.E Cafe is more than a culinary training center” states Laura Hayes, placement coordinator for the program. “In an effort to provide sustainable career support and foster a safe, supportive community, the Trained for Success program has created a career corner as a resource for students in the back of the cafe. The H.A.V.E Cafe Career Corner provides students and graduates with access to computers, resume building and interview preparation workshops as well as weekly industry specific job postings. Through conducting computer skill tutorials where topics such as how to apply for a job online are explored, students gain transferable skills that will assist them in gaining employment throughout their lives. The 8 week culinary training course combined with the continued support that is offered at the Career Corner is a formula that has been successful at offering the necessary support and career services to individuals who experience barriers to employment.”

As of print date of this article Jacqueline has successfully landed a position at Kitsilano’s Daily Kitchen on 1st Ave in Kits working under renowned chef Brian Fowke. Originally hired as a dishwasher, she will be starting to work in the prep station and increasing her hours as of next week. In Jacqueline’s own words, she is really happy and loves the job. She says: “every day I go into work it is just awesome”.

Return to Work Employability Program (RTWEP), Kootenay Employment Services (KES) Society

The RTWEP pilot provided a range of job skills training, certificate training, training allowances and work experience to both unemployed and low-skilled employed individuals. Training was delivered in a group-based format over a period of 8 to 10 weeks. KES was one of the 8 agencies involved in the RTWEP pilot which ran between January 2009 and August 2009. KES delivered service to 54 clients over the 8 month pilot. The Ministry of Advanced Education and Labour Market Development (ALMD) are implementing a province-wide program called Job Options BC as a result of the success of this pilot. The following are success stories giving examples of how this initiative helped both unemployed and low-skilled employed individuals get job skills and certificate training, training allowances and work experience.



KEVIN IS A 30-YEAR-OLD FATHER OF TWO who works as a sales and yard person at a machine and tool rental business in Creston. His employer identified him as lacking reading and writing skills. In his job, Kevin is required to input and retrieve on the computer. However, he has difficulty reading printouts, receipts, and documents and doing any form of data entry. These types of skills are required as part of his job and although his employer was supportive, he was at risk of losing his employment.

Kevin and his employer participated in the RTWEP component for working people. An academic assessment revealed the obvious, that his academic skills were very low. This is when he self-identified as having dyslexia, a condition that made him anxious, irritable and gave him headaches. He also suffered from chronic fatigue. His RTWEP counsellor referred him to a local specialist for an Irlen screening which identifies colour deficiencies that cause some people to display dyslexic tendencies. The assessment revealed that Kevin was profoundly affected. To assess and remedy the situation, coloured overlays are used for reading. Once the correct colour blend is determined, colour-treated eyeglasses provide a permanent solution. Kevin was not able to afford the cost of travel to Calgary for the optometric appointment or the subsequent cost of the eyeglasses. His KES counsellor assisted him to make application to HRSDC's Opportunities fund. They covered all the costs (\$1000+). The difference for Kevin has been astounding and life-changing. He is now eagerly engaging in academic upgrading activities and reading to his young children. His employer and co-workers have noticed a marked difference in his demeanour and outlook and his future now looks bright.

Kevin was not able to afford the cost of travel to Calgary for the optometric appointment or the subsequent cost of the eyeglasses. His KES counsellor assisted him to make application to HRSDC's Opportunities fund. They covered all the costs (\$1000+). The difference for Kevin has been astounding and life-changing. He is now eagerly engaging in academic upgrading activities and reading to his young children. His employer and co-workers have noticed a marked difference in his demeanour and outlook and his future now looks bright.



JESSICA TOOK PART IN THE RTWEP ESSENTIAL SKILLS UPGRADING for working persons. She is aspiring to become a hairdresser and cosmetologist. A discussion with her employer at the end of her placement revealed just how important RTWEP had been. The assistance with the wage costs enabled her to sponsor Jessica as an apprentice and she is now well on the way to her careers she desires. The employer expressed that without this kind of assistance sponsorship would have been very difficult given the amount of on-the-job training time required and the limited resources available to a small business.



AT AGE 18 (2006), BRADY MOVED TO THE CRESTON VALLEY from Anchorage, Alaska to live with his disabled mother. Being new to the Creston area, and having several employment barriers, he entered employment counselling at KES. Upon his counselor's recommendation, Brady completed a youth employment program, gained additional work skills and was successfully placed in an auto body shop (his dream job at the time). Unfortunately, his after work activities got him into trouble with both the law and his employer and he eventually lost his job.

A period of sporadic employment, car wrecks and anti-social behaviour ensued and he found himself beat up, broke, and saddled with a bad reputation. He was living off of his mother's disability pension and working odd jobs. He was badly in need of another chance.

In 2009, his KES employment counselor utilized RTWEP wage subsidy funds to place him at a local concrete plant. The owners and staff at this business are highly supportive but they did make clear to him that this opportunity was not to be taken lightly. He applied himself to the job and was supported all the way. He became a model employee and continues to work full time. He now has experience in all areas of concrete manufacturing and is slated for advancement as a Class 1 truck driver, heavy equipment operator, or yard manager. He is now living on his own, has his own car, is in great physical shape, and has a bright future. He is a changed man.



EMMA IS A 28-YEAR-OLD WOMAN WHO WAS FORCED TO LEAVE A PROMISING CAREER in Kelowna to care for her siblings in Creston after a family tragedy. She ended up on social assistance and living in a remote area with no reliable transportation. The lack of workplace certification further limited her employment prospects. Through the KES network she was able to find accommodation in town which vastly expanded her work possibilities. RTWEP provided academic and essential skill assessment to give her a starting point for skills upgrading. A placement at a local retail store fit perfectly with her goal of management. She was placed as a retail management trainee and has flourished in the job, excelling in all aspects of her work. She continues to work in the same position and her future is once again bright.

STTF SUCCESS STORIES:

Workplace Training for Innovation Program (WTIP)

The Ministry of Advanced Education and Labour Market Development's **Workplace Training for Innovation Pilot Program (WTIP)** was launched in 2009 through the Strategic Training and Transition Fund (STTF).

The program is designed to provide eligible employers with funding for employee training in order to:

- * improve productivity;
- * support the introduction of new technology, machinery/equipment or work processes;
- * enhance international competitiveness; and/or
- * introduce innovative training and workplace strategies to increase the long term competitiveness of the organization and its workforce.

Both businesses and not-for-profit employers may be eligible to receive funding. Eligible employers must be:

- * Small organizations (less than 50 employees)
- * In good standing with the BC Corporate Registry
- * In existence for one year or more

The maximum funding available per employer is \$5,000 and the maximum funding available per employee is \$1,500.

The following are success stories giving examples of how this initiative helped small employers.

Bowen Island Painters Get An Edge



Exterior and interior wood finishing skills got a boost from classes at UBC's Wood Sciences department

had an appreciation for the link between education, training and business success when he came across WTIP.

"My degree in forestry and wood products science gave me an edge when it came to understanding protective wood finishes, so when I saw this program, I thought it would be a great chance to grow our business by adding some new skills."

Two employees have now participated in an industrial wood finishing course offered through the University of British Columbia's Wood Science Department, bringing skills and experience normally found only in production facilities directly to the jobsite.

Another employee took a course in manufacturing concrete countertops, creating a new niche for the company, and several are taking on-line training through the Painting & Decorating Contractors of America.

"As a small company, this program is probably the only way we could afford this sort of training," says Rod. "The flexibility in picking the mix of courses was great, and we were able to fit this in during the winter, when our workload is usually lighter." The results of his employees experience have also inspired Quickway's president to seek out additional training opportunities and has also helped his company consider taking on more complex jobs.

Quickway Paint & Drywall Inc. company president Rod Marsh recently discovered one more reason to appreciate membership in his local Chamber of Commerce. As a small employer, Rod is always looking for ways to grow his business, improve customer service and the range of jobs his employees can take on.

When the B.C. Government Workplace Training For Innovation Program was announced, word spread through local chambers of commerce about the opportunity to get employee training, and as a chamber member, Rod was quick to take advantage.

Quickway was the first company on Bowen Island to apply for funding, and Rod has been enthusiastic about the results.

"This training is an opportunity that my employees have been asking for, and a boon for the whole company," noted Marsh. "Everyone is very enthusiastic about putting their new knowledge to work, and I've really noticed how much pride members of my crew are taking in what they are able to do."

With 15 years of experience in the painting & decorating field, Rod already



Quickway's Rod Marsh

Workplace Training for Innovation Quotes:

“It is my pleasure to say thank you for the WTI funding! This funding enabled five of my staff to undertake their first Provincial Instructors Diploma course and they have found the information invaluable.”

Kathy Bedard, Executive Director, Hecate Strait Employment Development Society

“I wanted to express our sincere thanks to the WTI program and Chemistry Consulting. As a nonprofit charitable organization, we are simply not in a position to offer fee-bearing learning opportunities to our staff. This program has provided the opportunity for our employees to engage in courses of interest and has injected extra life into our organization, as a learning staff is a more engaged staff.”

Anne-Marie Edgar, Executive Director, Canadian Society for Social Development

“We just completed our Think Social Media Workshop last Friday. We found it to be very informative. Thank you for your help funding this valuable workshop for the Cariboo Chilcotin Coast Tourism Association.”

Brad McGuire, Executive Director, Cariboo Chilcotin Coast Tourism Association

“NOW Canada was delighted to learn that we were successful in our application for funding through the Workplace Training for Innovation Program. NOW works with some of BC's most vulnerable women, youth and children and it is imperative to keep staff training up to date so we can offer the best possible service and provide a healthy and safe environment for clients and NOW Canada staff. I am so pleased that NOW will be able to offer Non Violent Crisis Intervention Training to staff. As with most non-profits, finding funding for training is challenging and we are truly grateful for this initiative.”

Liz Talbott, Executive Director, New Opportunities for Women (NOW) Canada Society

Examples of Successful Training Programs Funded through WTIP:

- * A small painting and drywall company trained four employees in industrial wood finishing, concrete floor coating application and residential painting safety, enabling them to offer better service to clients without having to increase costs.
- * A local brewing company wanted to expand and begin exporting to new markets, but needed to improve their production skills. A brewing production expert came to their plant and provided seven employees with on-site training.
- * A transportation company wanted to improve their fleet safety, so they gave drivers the skills to conduct better vehicle inspection and provided them with training in driver fatigue.
- * A non-profit organization focussed on improving client services by enrolling key staff in a variety of management and leadership courses at several post-secondary institutions.
- * Several automotive companies in the Lower Mainland each applied for funding which they pooled in order to be able to cover a highly specialized and costly training program that each company, and all participating employees, would benefit from.
- * A logging company applied to have several of their senior and experienced staff obtain Contract Supervisor certification training through the BC Forest Safety Council, not so they could do their existing job (the company already meets all its regulatory safety requirements) but so that they can take advantage of opportunities to contract out these staff (including to the MoF Protection Branch) to supervise crews falling trees in fire situations. The ability to contract out these staff will help enable the company to keep them employed when regular logging activity is slow/stopped and will meet a need to have senior/experienced (and now certified) contract supervisors available in forest fire situations.

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: British Columbia Definitions for LMA Annual Performance Outcome Reporting

Target Group Definitions:

Target Group	British Columbia Definition
Aboriginal People	Includes persons who are First Nations, Metis or Inuit.
Immigrants	Immigrants are defined as individuals who were foreign born and have been permitted by immigration authorities to live in Canada permanently.
Older Workers	Older workers are defined as persons aged 55 and over.
Persons with Disabilities	Persons with disabilities are persons who have difficulty with daily living activities or have a physical condition or other health problem that reduces the kind or amount of activities they can do.
Women	Self Identified
Youth	Youth are defined as persons age 15-29.

Employment Status Client Indicator Definitions:

Employment Status	British Columbia Definition
Employed – Full Time	Employed persons are those who work at a job or business, that is, who have paid work full time (more than 30 hours per week) in the context of an employer/employee relationship (does not include self employment). This includes those who have a job but are not at work due to illness or disability, family or personal responsibilities, vacation, labour dispute or other reasons. (Excludes persons on layoff, between jobs, or those with a job to start at a future date).
Employed – Part Time	Employed persons are those who work at a job or business, that is, who have paid work part time (less than 30 hours per week) in the context of an employer/employee relationship (does not include self employment). This includes those who have a job but are not at work due to illness or disability, family or personal responsibilities, vacation, labour dispute or other reasons. (Excludes persons on layoff, between jobs, or those with a job to start at a future date).
Self Employed	Self employed persons are working owners of an incorporated or unincorporated business, farm or professional practice with or without paid help.
Unemployed	Those individuals who are not working full or part time, and includes those who are on temporary layoff with an expectation of recall and are available for work, or who are without work but have looked for work in the last six months.
Not in Labour Force	Includes individuals who were unwilling or unable to participate in the labour force. This includes those who have not looked for work in the past 4 weeks, and would include individuals in school, stay at home parents, individuals with a disability, incarcerated individuals or discouraged job seekers (those who are unemployed and not actively seeking work as they believe no suitable work is available).

Education Level Definitions:

Education Level	British Columbia Definition
Less than High School	Anyone who is not recognized to have completed a high school diploma or recognized equivalent and who does not have diplomas or certificates recognized in this labour market.
High School	Includes individuals who have completed their high school diploma or equivalent (e.g., General Equivalency Diploma).
Post Secondary Education:	Includes individuals who have: <ol style="list-style-type: none"> 1. Some post secondary(i.e. post secondary program incomplete); 2. Trades certificate or diploma from a vocational or apprenticeship training; 3. Non-university certificate or diploma from a community college school of nursing, etc. ; 4. University certificate below bachelor's degree; 5. Bachelors degree; or 6. University degree or certificate above bachelor's degree.

Client Outcome and Impact Indicator Definitions:

Outcome Indicator	British Columbia Definition
Completed Intervention	Participant has completed entire intervention. In cases where a participant may miss some days/hours of training or work experience, for example, due to illness, the determination of whether the participant has "completed the intervention rests with the instructor or project manager.
Did Not Complete Intervention – Positive Outcome	Participant did not complete intervention but left intervention for positive reasons. Participant may have obtained employment, became self employed or returned to school.
Did Not Complete Intervention – Incomplete Outcome	Participant did not attend the majority of the program or left an intervention prior to end date and not for reason of employment, self employment or returning to school.
Continuing in Intervention	As of the "snapshot" date, participant has not yet finished intervention.

Credential /Certification Definitions:

Credential	British Columbia Definition
Credential:	Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Recognized degrees, diplomas, certificates and licences are examples.
Certification	Documented recognition by a governing body that a person has attained occupational proficiency.

Hourly Wage Definition:

Gross wage/salary (before taxes and other deductions) including tips and commissions. Hourly wages/salary is calculated based on usual paid hours per week.

Satisfied:

The program or service has met or exceeded the participant's expectations.

Appendix 3: 09/10 Reporting Templates for the Federal Government

09/10 Reporting Templates for the Federal Government:

Canada-[P/T] Labour Market Agreement Performance Indicators

Report for fiscal year 2009/2010

1) Participant Indicators

1.1 Total number of eligible participants who started their intervention during the reporting month or fiscal year, by employment status	1.2 Total number of eligible participants who started their intervention during the reporting month or fiscal year, by educational attainment	1.3 Total number of eligible participants who started their intervention during the reporting month or fiscal year, by designated group status
Employed 3,791	Less than high school 2,660	Aboriginal peoples 2,094
Unemployed 6,307	High school 3,671	Immigrants 2,766
Self-employed 607	Post-secondary 4,434	Older workers (55+) 1,020
Data not provided 1,393	Data not provided 1,333	Persons with disabilities 800
Total 13,186(12,098)*	12,098	Women 4,870
		Youth (15-29) 4,439

2) Service Delivery Indicators

	2.1 Total number of eligible participants who started their intervention during the reporting month or fiscal year	2.2 Proportion of eligible participants who a) answered the question and b) left their intervention during the reporting month or fiscal year and who were satisfied with the service received
Employment Services for Unemployed or Low Skilled Employed Participants	2,910	93%
Skills Development and Upgrading Interventions for Unemployed Participants	3,765	90%
Work Experience Interventions for Unemployed Participants	0	n/a
Interventions That Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Participants	4,964	93%
Skill Development and Training for Low Skilled Employed Participants (Workplace Based)	459	91%
Total	12,098	100%

3) Participant Outcome and Impact Indicators

3.1 Proportion of eligible participants who completed their intervention during the reporting month or fiscal year (vs. left for other reasons)	
Employment Services for Unemployed or Low Skilled Employed Participants	89% completed, 10% left early, 1% unknown
Skills Development and Upgrading Interventions for Unemployed Participants	77% completed, 21% left early, 2% unknown
Work Experience Interventions for Unemployed Participants	n/a
Interventions That Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Participants	81% completed, 17% left early, 2% unknown
Skill Development and Training for Low Skilled Employed Participants (Workplace Based)	80% completed, 18% left early, 2% unknown
Total	100%

***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 of participants entered into the ALMD database. As the participant intake form data collected and entered into the ALMD database provides the most complete and detailed breakdown in terms of reporting on participants served by target group, education level, employment status, development region, and average hourly wages, a decision was made to use the data from the ALMD database to report on LMA participants at the start of intervention.

09/10 Reporting Templates for the Federal Government:

Strategic Training and Transition Fund Performance Indicators

Report for fiscal year 2009/2010

1) Participant Indicators

1.1 Total number of eligible participants who started their intervention during the reporting month or fiscal year, by employment status		1.2 Total number of eligible participants who started their intervention during the reporting month or fiscal year, by educational attainment		1.3 Total number of eligible participants who started their intervention during the reporting month or fiscal year, by designated group status	
Employed	1,186	Less than high school	3,374	Aboriginal peoples	701
Unemployed	286	High school	1,778	Immigrants	2,424
Self-employed	131	Post-secondary	3,328	Older workers (55+)	1,132
Data not provided	10,726*	Data not provided	3,849**	Persons with disabilities	43***
Total	12,329		12,329	Women	4,341
				Youth (15-29)	3,369

2) Service Delivery Indicators

	2.1 Total number of eligible participants who started their intervention during the reporting month or fiscal year	2.2 Proportion of eligible participants who a) answered the question and b) left their intervention during the reporting month or fiscal year and who were satisfied with the service received
STTF	12,329	97%****

3) Participant Outcome and Impact Indicators

	3.1 Proportion of eligible participants who completed their intervention during the reporting month or fiscal year (vs. left for other reasons)
STTF	93% completed, 6% left early, 1% unknown****

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. HSD does not record employment status at the point of entry and as a result 10,701 of the 10,726 reported as having a "Data not provided" employment status are BCEP clients. *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. 64 per cent of BCEP clients (6,884 of 10,701) have educational attainment information on record in the HSD database and as a result 3,817 of the 3,849 reported as having a "Data not provided" education level status are BCEP clients. *****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. And of the 10,701 BCEP participants reported to be served there were no data collected for Persons with Disabilities. ******Note:** The Ministry of Housing and Social Development (HSD) reported 8,998 BCEP participants left their intervention in 2009/10 according to data collected in the HSD database. Of the 8,998 BCEP participants who left their intervention, 414 BCEP participants had a participant exit form entered into the ALMD database for 2009/10. The Ministry of Advanced Education and Labour Market Development (ALMD) reported a total of 1,125 participants provided a participant exit form in 2009/10 and was entered into the ALMD database. As the exit form data collected and entered into the ALMD database provides the most complete and detailed breakdown in terms of reporting on employment status, completion rate, participants who received credentials, and satisfaction at exit of intervention, a decision was made to use the data from the ALMD database to report on STTF participants at exit of intervention.



Canada 