

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

3 Month Participant Outcomes Survey 2010/11 Program Year Report



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1 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 Jobs, Tourism and Innovation is responsible for oversight and management of the Agreement. The overall goal of the LMA is to support labour market participation for unemployed persons who do not qualify for assistance under Employment Insurance Act programs and improve the employment outcomes of low skilled workers. Section 10 of the LMA specifically identifies two groups of eligible beneficiaries:

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

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

The STTF was 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, totalling \$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 were broader than the LMA, extending eligibility to all employed and unemployed individuals impacted by the economic downturn (no distinction between EI and non-EI participants).

A total of 23 LMA initiatives and seven STTF initiatives were operational and serving participants in 2010/11.

2 Requirements for Reporting and Public Posting

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

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

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

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

(See Appendix 1 for Annex 2 - Canada/BC LMA).

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

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

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

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

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

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

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

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

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

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

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

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

3 Data Collection and Reporting Strategy for British Columbia

The LMA requires that data be collected at different times during an individual's participation – 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 conduct 3 and 12 month follow up on a limited 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 meet their intended objectives.

4 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; and*
 - *proportion of clients satisfied with relevance of intervention.*
- * The Ministry of Jobs, Tourism and Innovation (JTI) contracted with BC Stats to develop and carry out the survey. BC Stats sub-contracted to a third party organization to survey respondents. The surveys were conducted in seven cycles/waves (June to July 2010, September to October 2010, November to December 2010, January to March 2011, March to May 2011, May to June 2011, and June to July 2011).
- * Appendix 2 provides the 2010/11 Reporting Templates for the Federal Government for performance indicators specific to the 3 and 12 month outcomes surveys.

5 Highlights of the 2010/11 LMA 3 Month Participant Outcomes Survey

General

- * The 2010/11 report includes survey results for participants who exited their program between April 1, 2010 and March 31, 2011, and who participated in the survey. Not all participants answered all of the questions, as some questions are not applicable to some respondents.
- * In 2010/11, **8,630 participants exited** their respective program and were eligible to be surveyed (eligible cohort), **3,878** responded to the survey, which results in a **response rate of 45 per cent**.
- * BC Employment Program received funding from LMA and STTF in 2009/10, but only through STTF in 2010/11. The eligible cohort surveyed at 3-months after their participation in the program consists of participants who started the program in 2009/10 with an LMA funded service provider, and their survey results are thus included in the LMA portion of this report.
- * Employment Skills Access Program received funding from LMA and STTF in 2010/11, however, the complete 3-month survey results for the program are presented in the LMA 3-month Participant Outcome Survey report only.
- * **Survey Question:** Did you take the following LMA course or program? **90 per cent** of the respondents who answered the question said they completed their entire intervention.

LMA Participants Receiving Credentials

- * **Survey Question:** Did you receive a certification or credential such as a certificate or diploma from your program? **63 per cent** of the respondents who answered the question received a certification or credential.

LMA Participant Satisfaction with Intervention

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

LMA Participant Employment Status (post-intervention)

- * **Survey Question:** Are you currently working? **62 per cent** of the respondents who answered the question were **employed** and **26 per cent** were **unemployed**.
- * **Survey Question:** Are you looking for work? **13 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? **11 per cent** of the respondents who answered the question were self-employed. **Note:** Of the 62 per cent who were employed.
- * **Survey Question:** Did you have the same job before or while you were attending or participating in the program? **55 per cent** of the respondents who answered the question had the same job before/during the program. **Note:** Of all those employed.

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

- * **Survey Question:** Are you currently studying or attending training, school, or participating in another program or receiving services? **22 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? **19 per cent** of the respondents who answered the question said they were studying or participating in a **career training/service provider**, **67 per cent** said with a post-secondary institution, and **16 per cent** said with a **secondary school/vocational school or other providers**.

LMA Participant Earnings (pre-and post-intervention)

- * **Survey Question:** What is your gross hourly wage? The **Mean hourly earnings** of respondents who answered the question **upon entering an intervention** were **\$17.96** and **3 months after completing an intervention** were **\$18.35**.

2010/11 LMA Service Types and Initiatives		2010/11 3 Month Outcomes Survey Data Results Cohort Information					Satisfaction		Earnings (mean hourly earnings)	
Service Type	2010/11 Initiatives	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	Entering Intervention	3 months after Intervention
Employment Services for Unemployed or Low Skilled Employed Clients	Aboriginal Business and Entrepreneurship Skills Training	113	46	41%	83%	58%	98%	88%	\$18.88	\$15.11
	BC Employment Program ^{3,4}	11	4	36%	n/a	n/a	n/a	n/a	n/a	n/a
	Equipment and Assistive Technology Initiative	201	120	60%	93%	10%	94%	94%	\$15.41	\$17.27
	Northeast BC Community and Industry Integrated Immigrant Training	37	9	24%	89%	33%	75%	67%	n/a	\$15.74
	Skills Connect for Immigrants	45	26	58%	73%	38%	77%	76%	\$12.90	\$16.59
	Specialized Community Assistance Program ⁴	8	2	25%	n/a	n/a	n/a	n/a	n/a	n/a
	Women's Mentorship Program	88	53	60%	87%	13%	92%	96%	\$23.70	\$24.96
Totals for Service Type		503	260	52%	87%	23%	92%	90%	\$18.15	\$18.58
Skills Development and Upgrading Interventions for Unemployed Clients	Aboriginal Apprenticeship Strategy	426	169	40%	85%	69%	91%	94%	\$16.68	\$16.72
	Aboriginal Training and Employment Program	162	42	26%	79%	54%	86%	95%	\$13.42	\$11.85
	Bridging Employment Program	22	5	23%	80%	80%	100%	100%	n/a ⁴	n/a ⁴
	Employment Skills Access ⁵	1,228	657	54%	93%	81%	96%	94%	\$17.93	\$16.74
	Environmental Monitoring Assistant Program	53	33	62%	97%	91%	94%	97%	\$11.49	\$17.72
	Flexible Learning in the Trades	12	5	42%	100%	100%	100%	100%	\$17.01	\$17.41
	Multiple Assessment Pathways	17	8	47%	88%	100%	100%	100%	\$17.33	\$18.21
	Student Financial Assistance for Persons with Disabilities	663	274	41%	79%	54%	94%	92%	\$12.29	\$13.86
	Trades Training for Immigrants	236	72	31%	88%	56%	86%	86%	\$15.49	\$18.77
Women in Trades Training Program	480	208	43%	87%	72%	88%	82%	\$13.79	\$14.54	
Totals for Service type		3,299	1,473	45%	88%	73%	93%	92%	\$16.12	\$16.06
Work Experience Interventions for Unemployed Clients	No current activity for this service type									
Totals for Service type										
Interventions that offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Clients	BladeRunners Program	561	210	37%	98%	93%	98%	99%	\$11.85	\$12.60
	Individualized Employment Services – Specified Disabilities	44	14	32%	71%	15%	57%	78%	\$13.17	\$12.62
	Industrial Transition Programs	354	140	40%	91%	73%	96%	85%	\$24.89	\$26.05
	JobOptionsBC	623	357	57%	87%	71%	92%	92%	\$14.08	\$13.19
	Small Business Skills Training	2,869	1,258	44%	91%	48%	92%	91%	\$20.75	\$21.22
Youth Skills BC - Workplace Pilot Program ⁴	5	1	20%	n/a	n/a	n/a	n/a	n/a	n/a	
Totals for Service Type		4,456	1,980	44%	91%	59%	93%	91%	\$19.30	\$19.82
Skills Development and Training for Low Skilled Employed Clients (Workplace Based)	Skills Plus	372	165	44%	96%	77%	98%	95%	\$14.37	\$15.28
Totals for Service Type		372	165	44%	96%	77%	98%	95%	\$14.37	\$15.28
Totals for all Initiatives and Service Types		8,630	3,878	45%	90%	63%	93%	92%	\$17.96	\$18.35

1 Includes "Very Satisfied" and "Satisfied" (4-point scale)
2 Includes "Very well", "Well", and "Adequately" (5-point scale)
3 BC Employment Program received funding from LMA and STTF in 2009/10, but only through STTF in 2010/11. The eligible cohort surveyed at 3-months after their participation in the program consists of participants who started the program in 2009/10 with an LMA funded service provider, and their survey results are thus included in the LMA portion of this report.
4 Data not shown to preserve confidentiality
5 Employment Skills Access (ESA) program funding was split between LMA and STTF in 2010/11, however the complete 3-month survey results for ESA are presented in the LMA table only.

2010/11 LMA Service Types and Initiatives		Employment Status - Post-Intervention				Further Education or Training				
		In the labour force			Not in the labour force	In school or other training	In another Intervention ⁷	Type of training or education provider ⁸		
Service Type	2010/11 Initiatives	Employed	Self-employed ⁶	Unemployed				Career training/ service provider	Post-secondary	Secondary/ vocational training
Employment Services for Unemployed or Low Skilled Employed Clients	Aboriginal Business and Entrepreneurship Skills Training	46%	24%	39%	15%	17%	0%	0%	71%	29%
	BC Employment Program ^{3,4}	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Equipment and Assistive Technology Initiative	21%	48%	36%	42%	29%	7%	24%	52%	27%
	Northeast BC Community and Industry Integrated Immigrant Training	78%	0%	22%	0%	11%	0%	0%	100%	0%
	Skills Connect for Immigrants	58%	7%	27%	15%	54%	8%	14%	79%	14%
	Specialized Community Assistance Program ⁴	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Women's Mentorship Program	58%	26%	32%	9%	26%	9%	36%	71%	0%
Totals for Service Type		62%	26%	35%	26%	28%	6%	21%	63%	20%
Skills Development and Upgrading Interventions for Unemployed Clients	Aboriginal Apprenticeship Strategy	40%	6%	46%	14%	24%	7%	29%	61%	13%
	Aboriginal Training and Employment Program	50%	14%	36%	14%	24%	10%	44%	44%	11%
	Bridging Employment Program	40%	0%	20%	40%	0%	0%			
	Employment Skills Access ⁵	53%	14%	35%	12%	24%	4%	16%	65%	19%
	Environmental Monitoring Assistant Program	24%	0%	55%	21%	24%	0%	0%	75%	25%
	Flexible Learning in the Trades	100%	0%	0%	0%	80%	20%	25%	100%	0%
	Multiple Assessment Pathways	88%	0%	13%	0%	25%	0%	0%	100%	0%
	Student Financial Assistance for Persons with Disabilities	37%	3%	21%	42%	68%	2%	3%	96%	2%
	Trades Training for Immigrants	72%	12%	25%	3%	19%	8%	43%	43%	14%
	Women in Trades Training Program	49%	7%	28%	24%	26%	6%	23%	60%	17%
Totals for Service type		48%	10%	32%	19%	32%	4%	14%	76%	11%
Work Experience Interventions for Unemployed Clients	No current activity for this service type									
Totals for Service type										
Interventions that offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Clients	BladeRunners Program	48%	7%	41%	11%	20%	2%	12%	41%	46%
	Individualized Employment Services – Specified Disabilities	43%	17%	36%	21%	21%	14%	67%	33%	0%
	Industrial Transition Programs	88%	11%	8%	4%	13%	2%	18%	65%	18%
	JobOptionsBC	51%	9%	38%	12%	15%	5%	32%	48%	20%
	Small Business Skills Training	80%	12%	15%	5%	13%	4%	30%	56%	16%
	Youth Skills BC - Workplace Pilot Program ⁴	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Totals for Service Type		72%	11%	21%	7%	14%	4%	27%	53%	22%
Skills Development and Training for Low Skilled Employed Clients (Workplace Based)	Skills Plus	95%	3%	2%	3%	10%	1%	13%	60%	27%
Totals for Service Type		95%	3%	2%	3%	10%	1%	13%	60%	27%
Totals for all Initiatives and Service Types		62%	11%	26%	13%	22%	4%	19%	67%	16%

³ BC Employment Program received funding from LMA and STTF in 2009/10, but only through STTF in 2010/11. The eligible cohort surveyed at 3-months after their participation in the program consists of participants who started the program in 2009/10 with an LMA funded service provider, and their survey results are thus included in the LMA portion of this report.

⁴ Data not shown to preserve confidentiality

⁵ Employment Skills Access (ESA) program funding was split between LMA and STTF in 2010/11, however the complete 3-month survey results for ESA are presented in the LMA table only

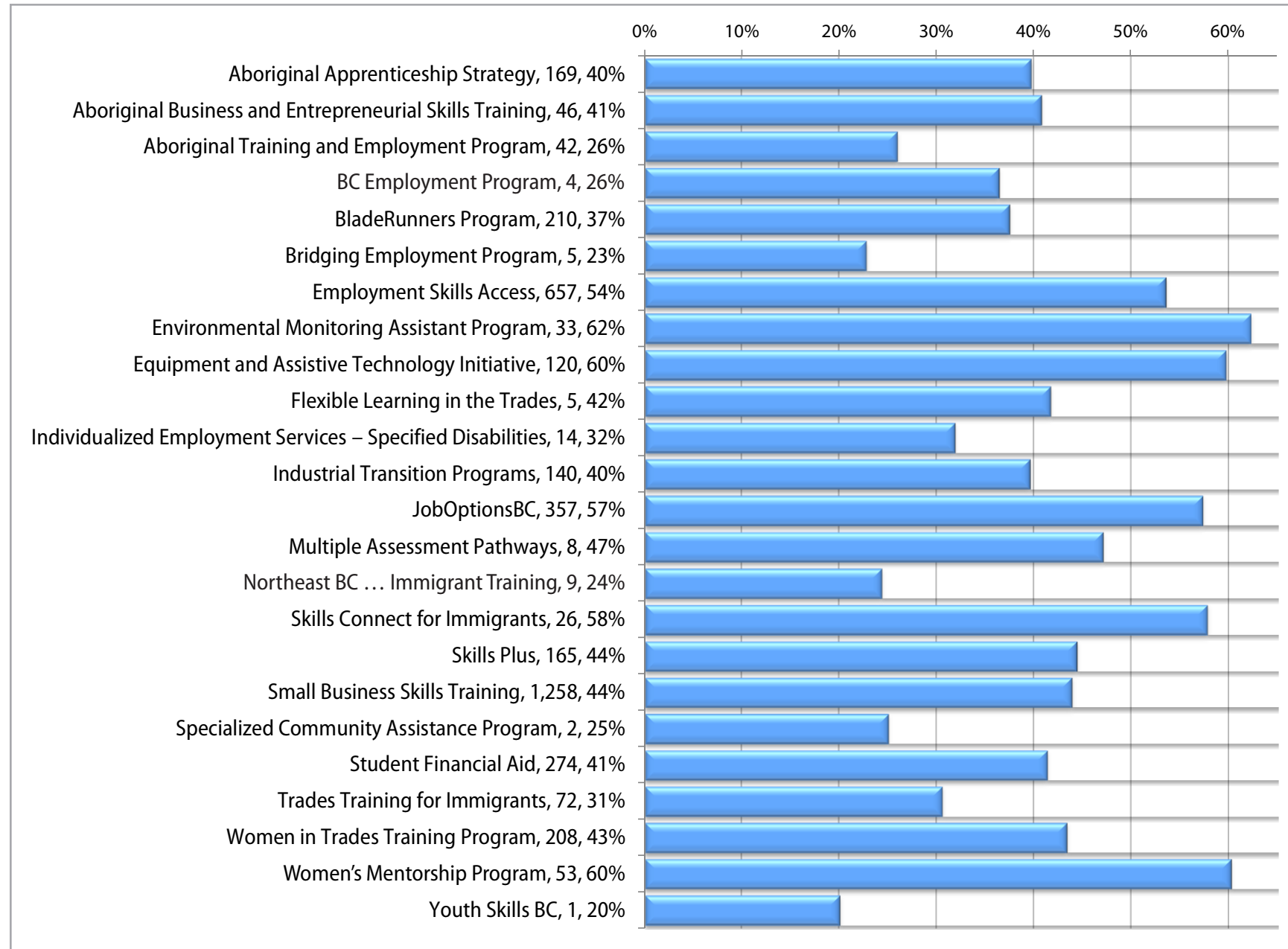
⁶ Of those Employed

⁷ Excludes those taking further education

⁸ Of those in school or other training

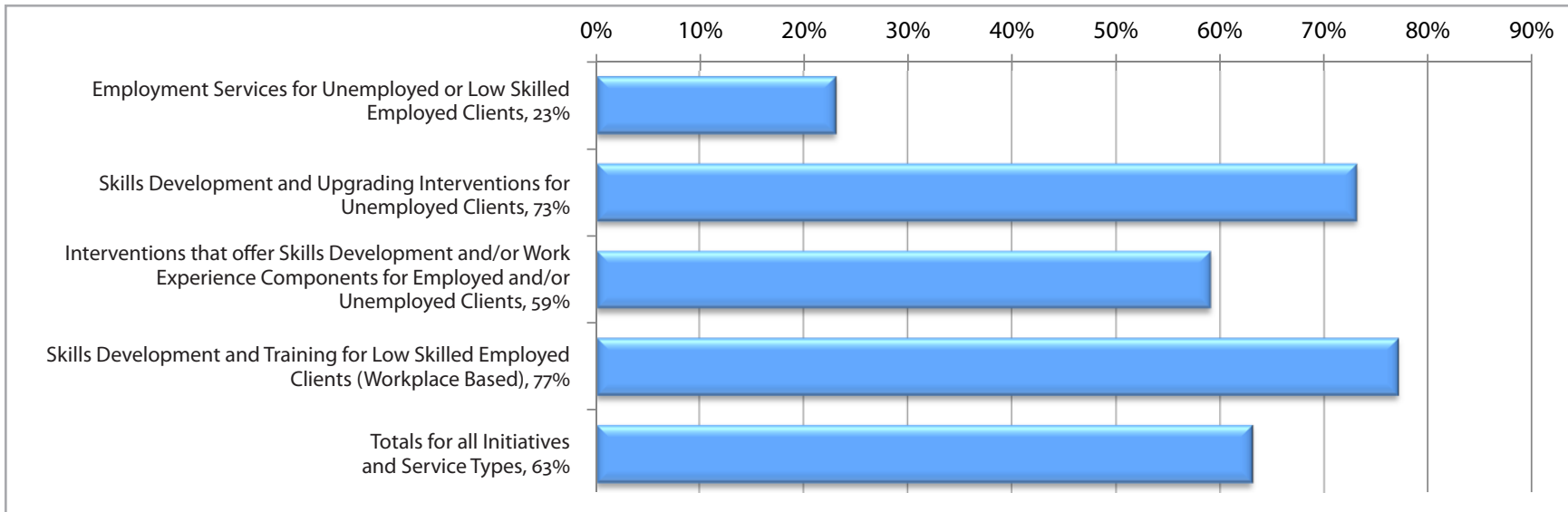
5.1 Number of Respondents and Response Rate for LMA 3 Month Participant Outcomes Survey 2010/11

The chart below provides the number of respondents and response rates for each LMA Initiative.



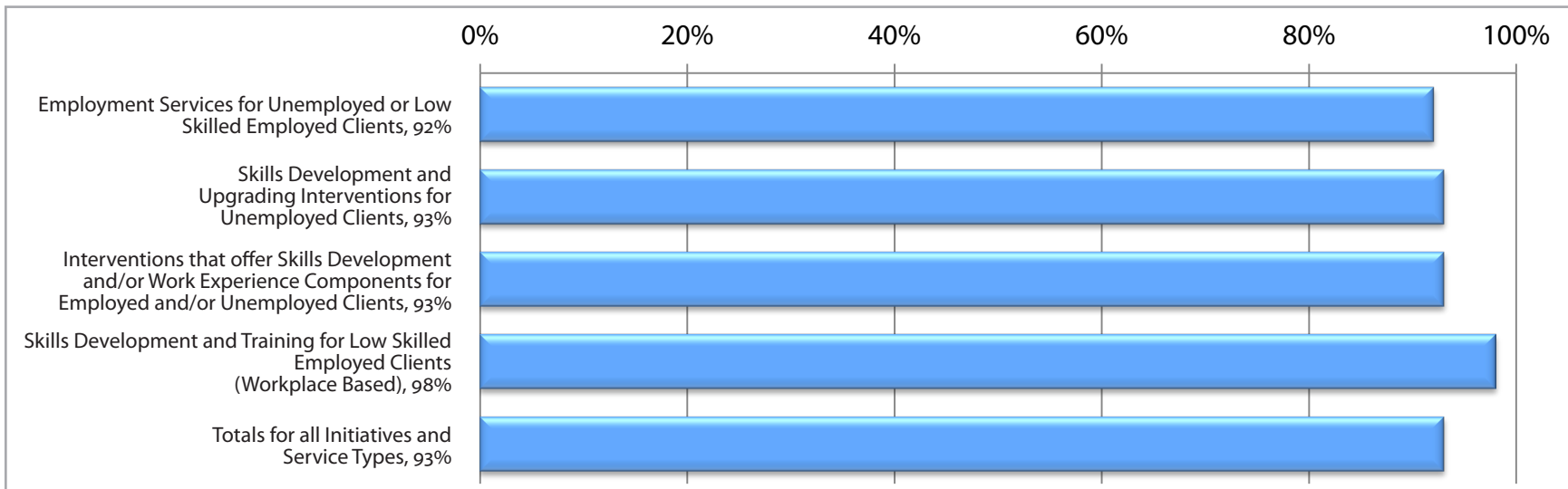
5.2 Percentage of Respondents who received Certification or Credential by LMA Service Type

The chart below provides the percentage breakdown of the survey respondents who received a certification or credential as a result of the intervention they took part in, reported by service type.



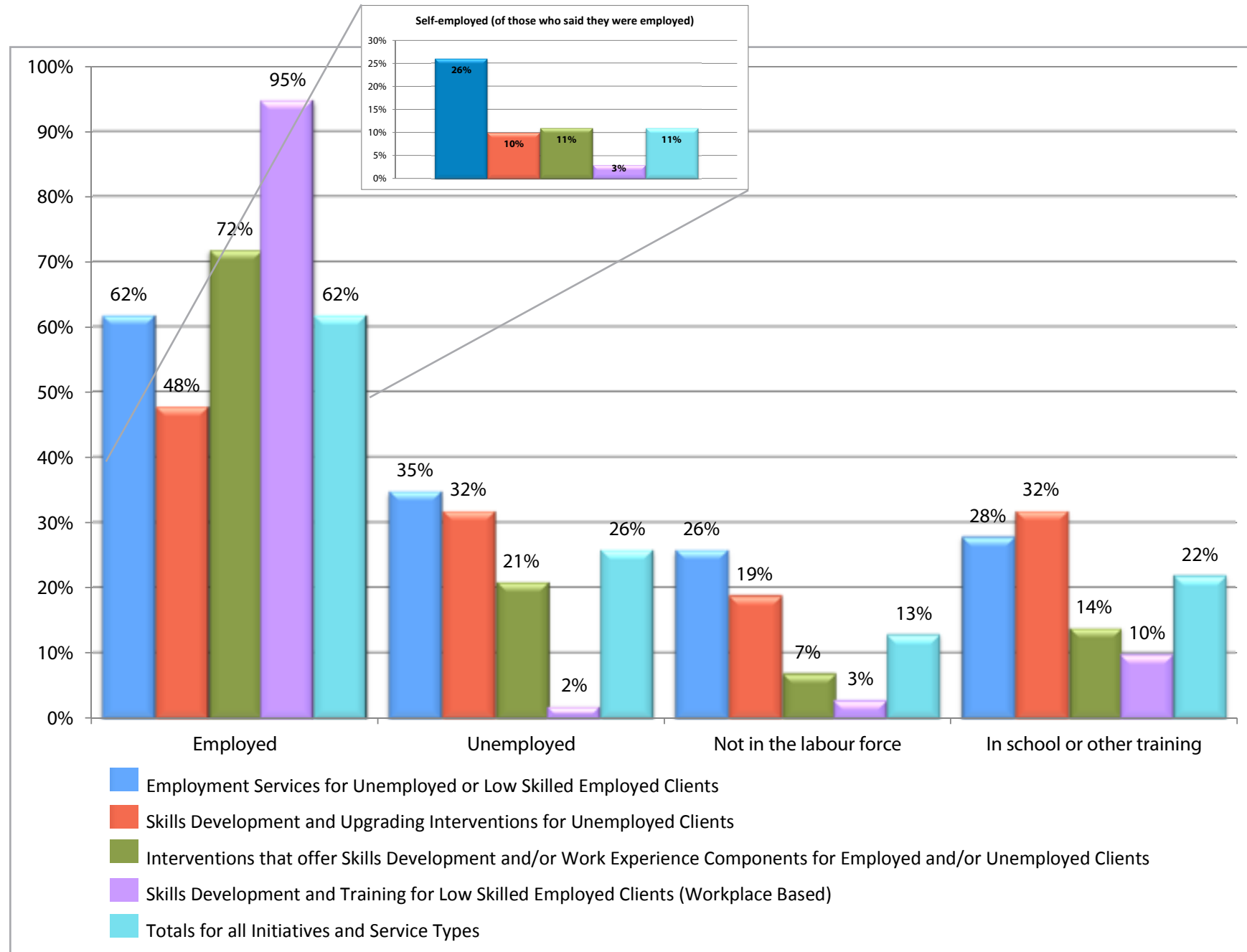
5.3 Percentage of Respondents who were satisfied with LMA training or service

The chart below provides the percentage breakdown of the survey respondents who were satisfied with the intervention.



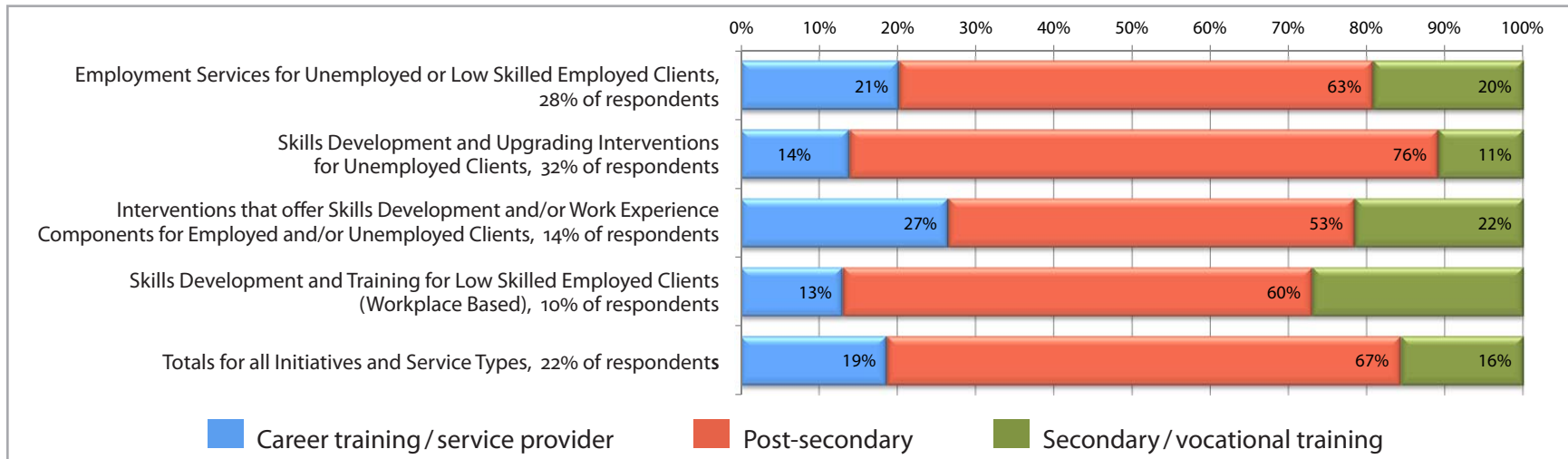
5.4 Percentage of Respondents by Employment Status (Post-Intervention) by LMA Service Type

The following chart provides the percentage breakdown of survey respondents' employment status (post-intervention) by service type.



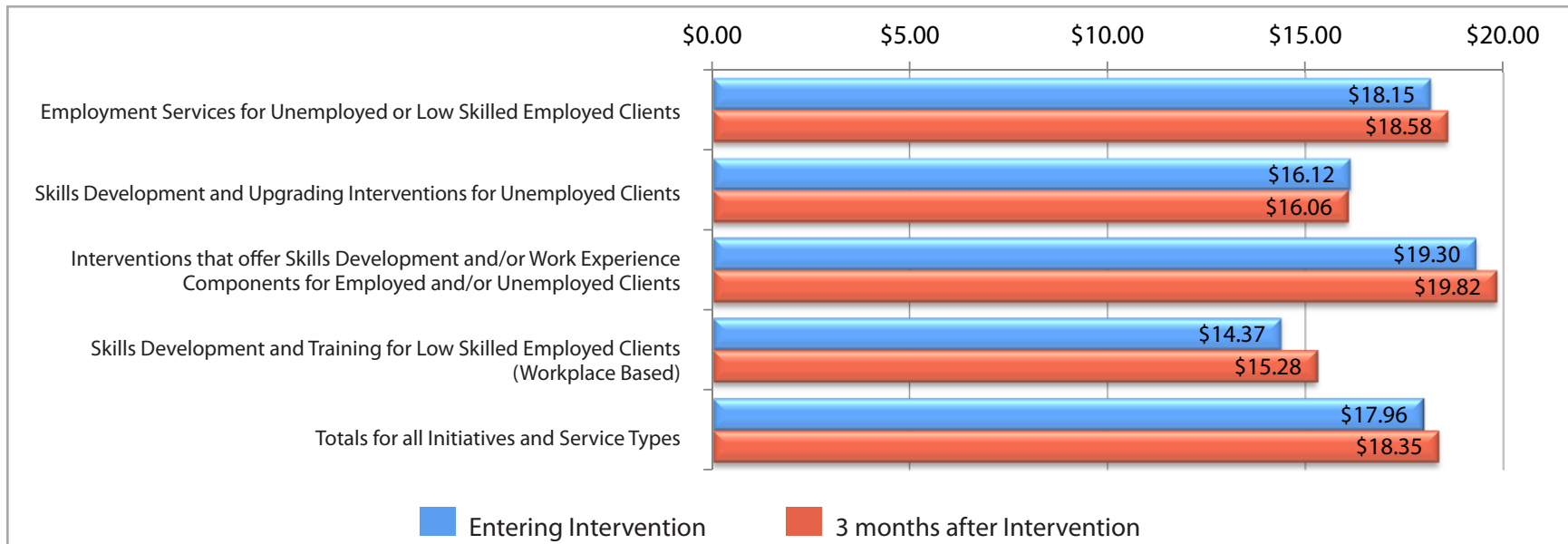
5.5 Type of Training or Education Provider LMA Service Type

The following chart provides the breakdown the type of training or education provider for those respondents who indicated they were participating in further education or training within each of the service types.



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

The following chart provides the mean hourly earnings, entering intervention and 3 months after intervention, for the survey respondents within each of the service types.



6 Highlights of the 2010/11 STTF 3 Month Participant Outcomes Survey

General

- * The 2010/11 report includes results for participants who exited their program between April 1, 2010 and March 31, 2011, and who participated in the survey. Not all participants answered all of the questions, as some questions are not applicable to some respondents.
- * In 2010/11, 15,221 participants exited their respective programs and were eligible to be surveyed (eligible cohort), with 7,596 respondents and a response rate of 52 per cent.
- * Employment Skills Access Program received funding from LMA and STTF in 2010/11, however, the complete 3-month survey results for the program are presented in the LMA 3-month Participant Outcome Survey report only.
- * Only two Job Opportunities Program participants responded to the survey, and therefore survey results for the program cannot be published to preserve confidentiality. However, they are included in aggregate totals for all STTF funded programs.
- * **Survey Question:** Did you take the following STTF course or program? **96 per cent** of the respondents who answered the question said they completed their entire intervention.

STTF Participants Receiving Credentials

- * **Survey Question:** Did you receive a certification or credential such as a certificate or diploma from your program? **41 per cent** of the respondents who answered the question received a certification or credential.

STTF Participant Satisfaction with Intervention

- * **Survey Question:** How satisfied are you with the training or service you received from the program? **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? **93 per cent** of the respondents who answered the question found the labour market intervention helpful. **Note:** Includes "Very well", "Well", and "Adequately" (5-point scale).

STTF Participant Employment Status (post-intervention)

- * **Survey Question:** Are you currently working? **92 per cent** of the respondents who answered the question were **employed** and **5 per cent** were **unemployed**.
- * **Survey Question:** Are you looking for work? **3 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? **7 per cent** of the respondents who answered the question were **self-employed**. **Note:** Of the 72 per cent who were employed.
- * **Survey Question:** Did you have the same job before or while you were attending or participating in the program? **92 per cent** of the respondents who answered the question had the same job before/during the program. **Note:** Of all those employed.

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

- * **Survey Question:** Are you currently studying or attending training, school, or participating in another program or receiving services? **13 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? **23 per cent** of the respondents who answered the question said they were studying or participating in a **career training/service provider**, **65 per cent** said with a **post-secondary institution**, and **13 per cent** said with a **secondary school/vocational school or other providers**.

STTF Participant Earnings (pre-and post-intervention)

- * **Survey Question:** What is your gross hourly wage? The **Mean hourly earnings** of respondents who answered the question **upon entering an intervention** were **\$22.56** and **3 months after completing an intervention** were **\$23.53**.

2010/11 STTF Service Types and Initiatives		2010/11 3 Month Outcomes Survey Data Results Cohort Information					Satisfaction			Earnings (mean hourly earnings)	
Service Types	2010/11 Initiatives	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	Entering Intervention	3 months after Intervention	
Strategic Training and Transition Fund	Asia Pacific Gateway Skills Table	677	289	43%	97%	45%	96%	96%	\$27.41	\$29.33	
	BC Employment Program	21	6	29%	83%	67%	80%	100%	\$12.50	n/a	
	BC Technology Industry Association	411	163	40%	99%	3%	99%	97%	\$51.67	\$48.07	
	Economic Recovery Training Pilot Program	765	418	55%	91%	85%	95%	95%	\$16.00	\$17.95	
	Job Opportunities Program ⁴	4	2	50%	n/a	n/a	n/a	n/a	n/a	n/a	
	Women's Mentorship Program	176	119	68%	96%	27%	93%	91%	\$37.23	\$45.55	
	Workplace Training for Innovation Pilot	13,167	6,959	53%	96%	39%	94%	93%	\$21.96	\$22.86	
Totals for Service Type		15,221	7,956	52%	96%	41%	94%	93%	\$22.56	\$23.53	

2010/11 STTF Service Types and Initiatives		Employment Status - Post-Intervention				Further Education or Training				
Service Types	2010/11 Initiatives	In the labour force			Not in the labour force	In school or other training	In another Intervention ⁷	Type of training or education provider ⁸		
		Employed	Self-employed ⁶	Unemployed				Career training/service provider	Post-secondary	Secondary/vocational training
Strategic Training and Transition Fund	Asia Pacific Gateway Skills Table	99%	11%	1%	0%	9%	4%	46%	46%	13%
	BC Employment Program	50%	0%	50%	0%	17%	0%	0%	0%	100%
	BC Technology Industry Association	88%	34%	7%	4%	19%	4%	23%	70%	7%
	Economic Recovery Training Pilot Program	48%	18%	39%	13%	17%	6%	35%	50%	16%
	Job Opportunities Program ⁴	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Women's Mentorship Program	92%	83%	4%	3%	13%	5%	38%	50%	13%
	Workplace Training for Innovation Pilot	94%	4%	3%	3%	12%	3%	22%	67%	13%
Totals for Service Type		92%	7%	5%	3%	13%	3%	23%	65%	13%

¹ Includes "Very Satisfied" and "Satisfied" (4-point scale)

⁶ Of those Employed

² Includes "Very well", "Well", and "Adequately" (5-point scale)

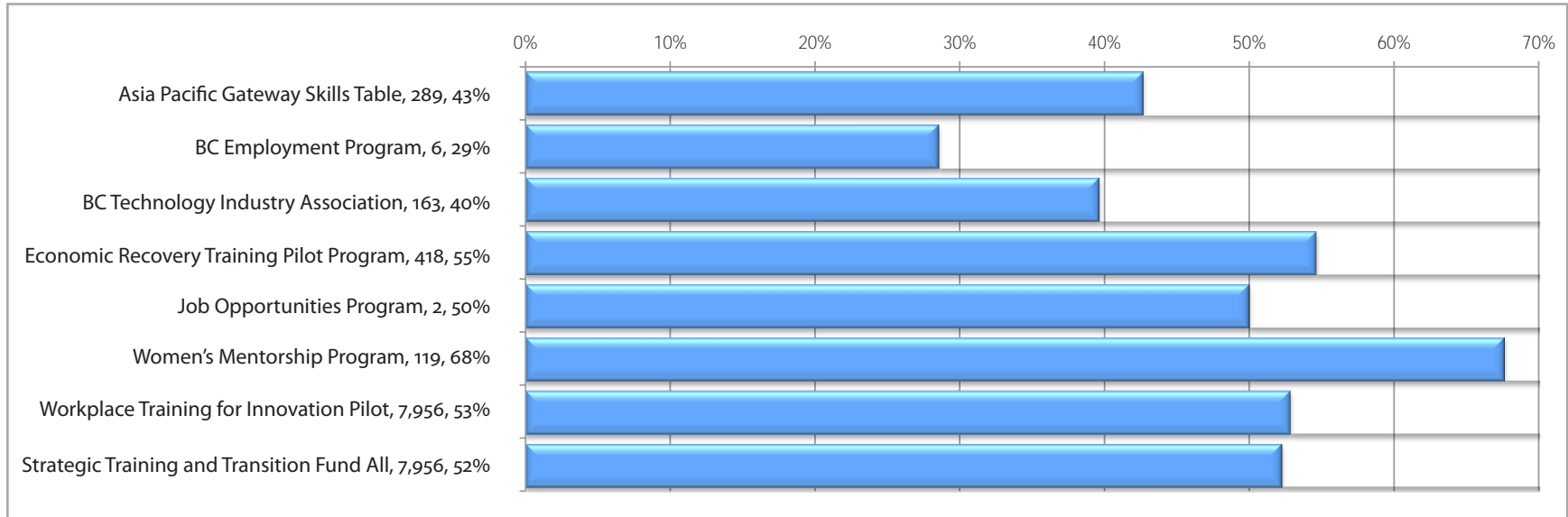
⁷ Excludes those taking further education

⁴ Data not shown to preserve confidentiality

⁸ Of those in school or other training

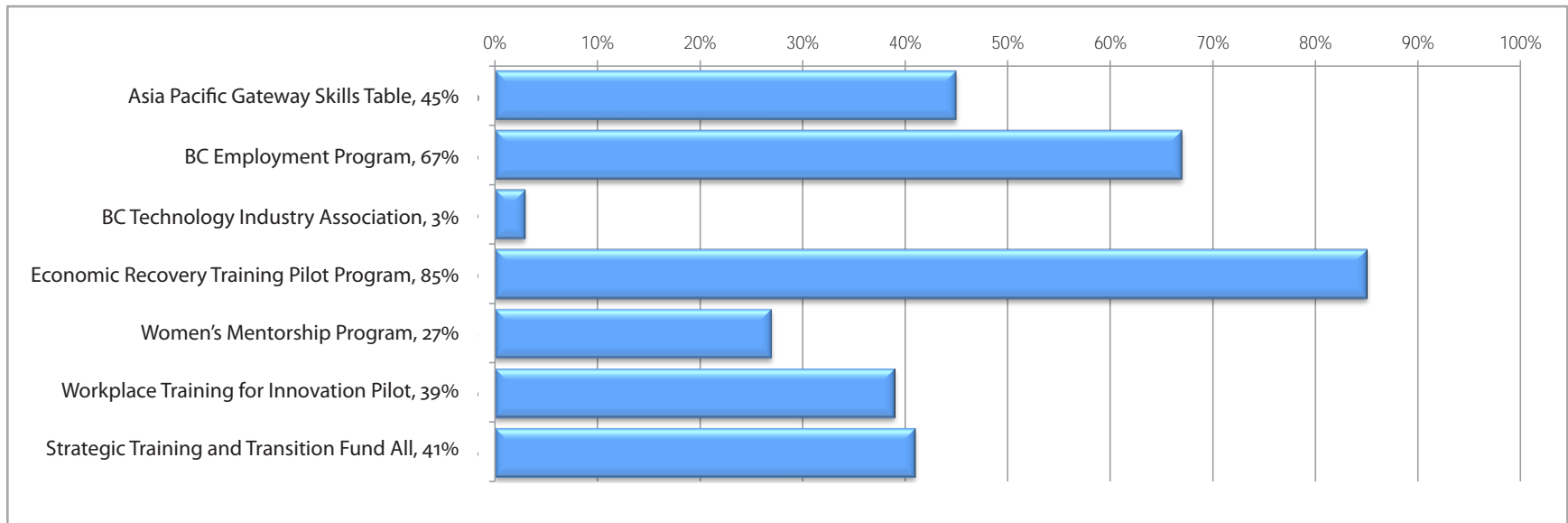
6.1 Number of Respondents and Response Rate for STTF 3 Month Participant Outcomes Survey 2010/11

The chart below provides the number of survey respondents and response rates for each STTF funded initiative.



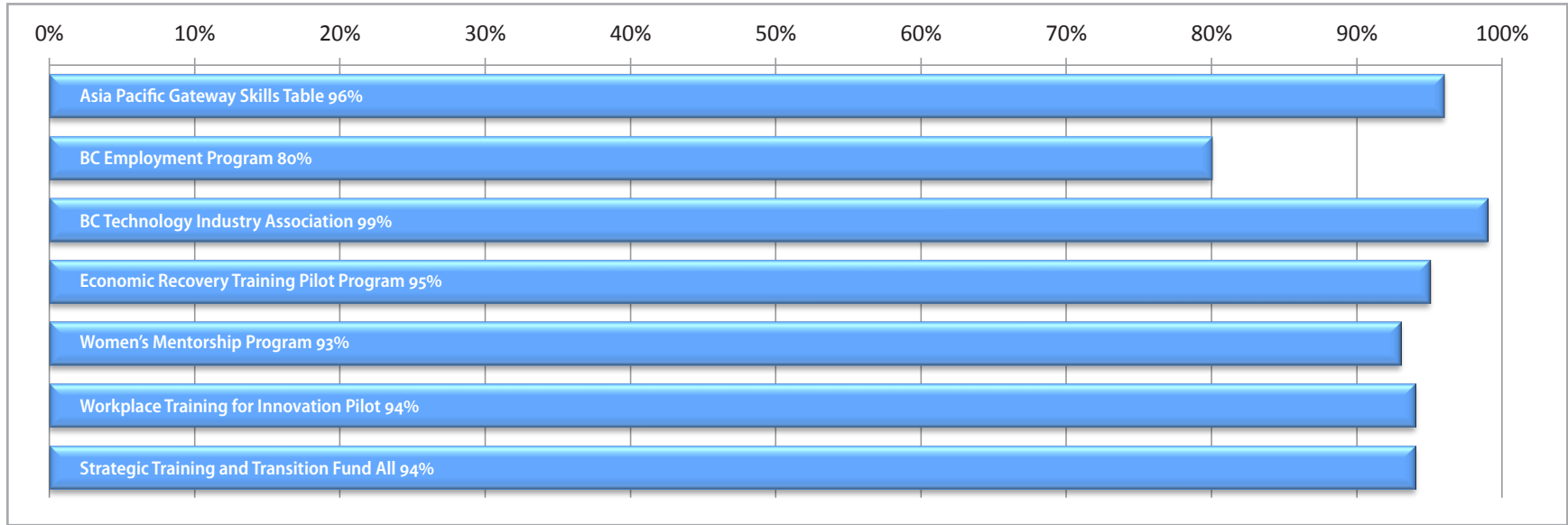
6.2 Percentage of Respondents who received Certification or Credential by STTF Initiative

The chart below provides the percentage breakdown of survey respondents within each initiative who received certification or credential.



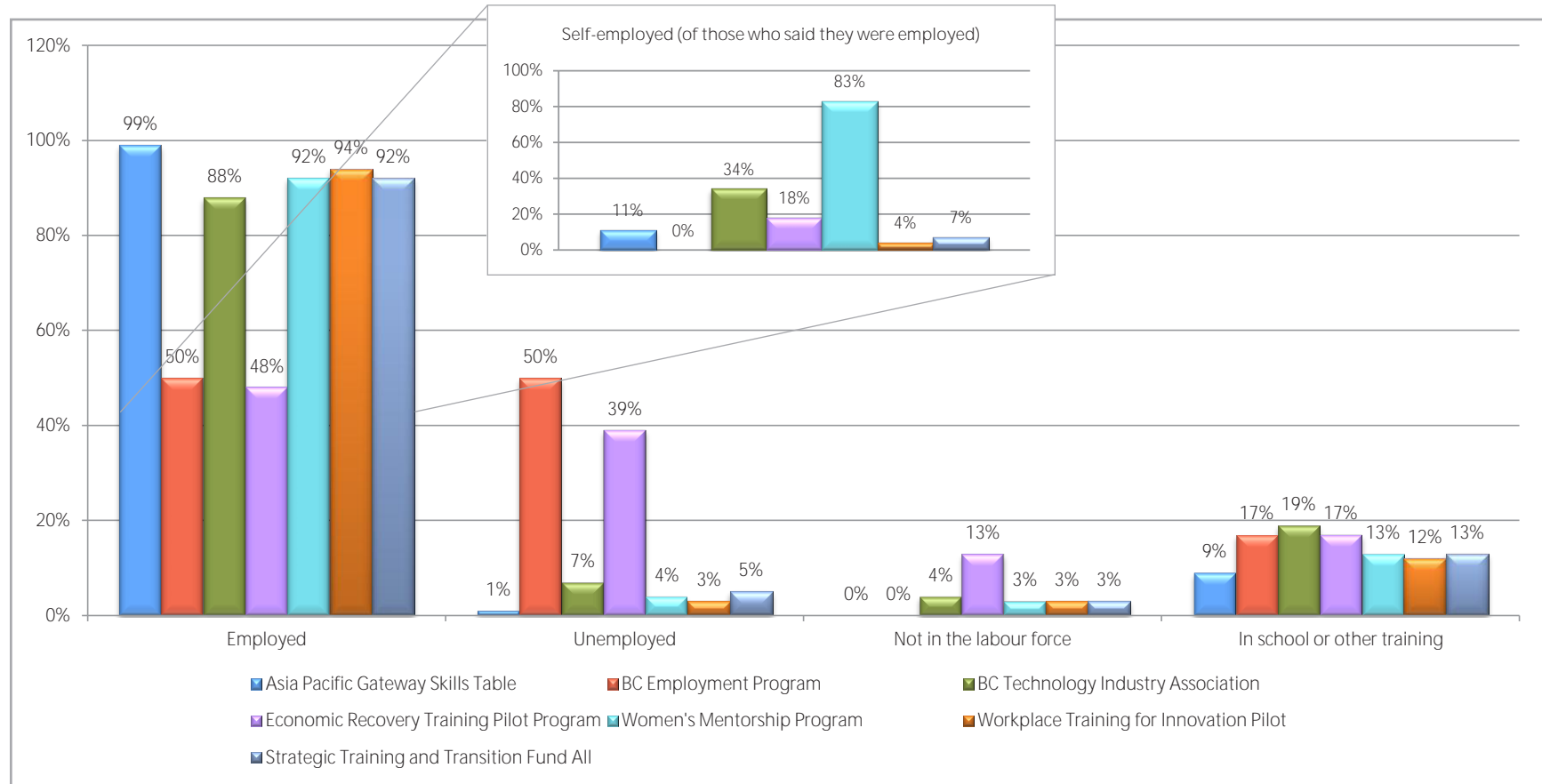
6.3 Percentage of Respondents who were satisfied with STTF Training or Service

The following chart provides the portion of the survey respondents within each initiative who answered the question and who were satisfied with the training or service provided.



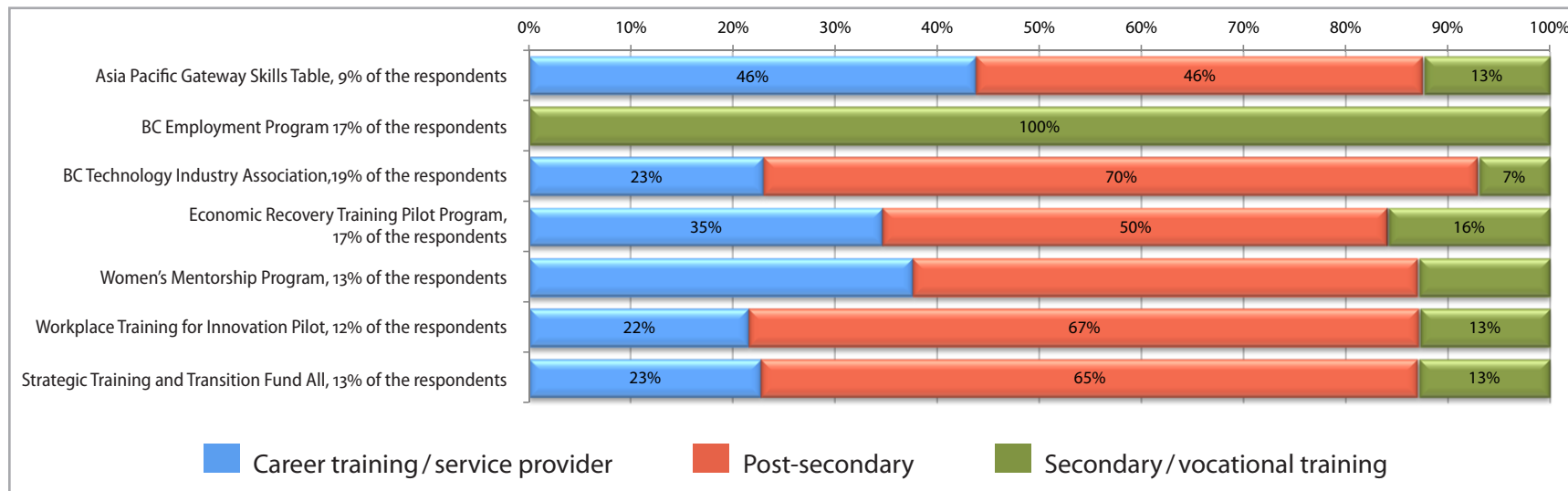
6.4 Percentage of Respondents by Employment Status (Post-Intervention) by STTF Initiative

The following chart provides the portion of the survey respondents within each initiative who answered the question as to their employment status (post-intervention).



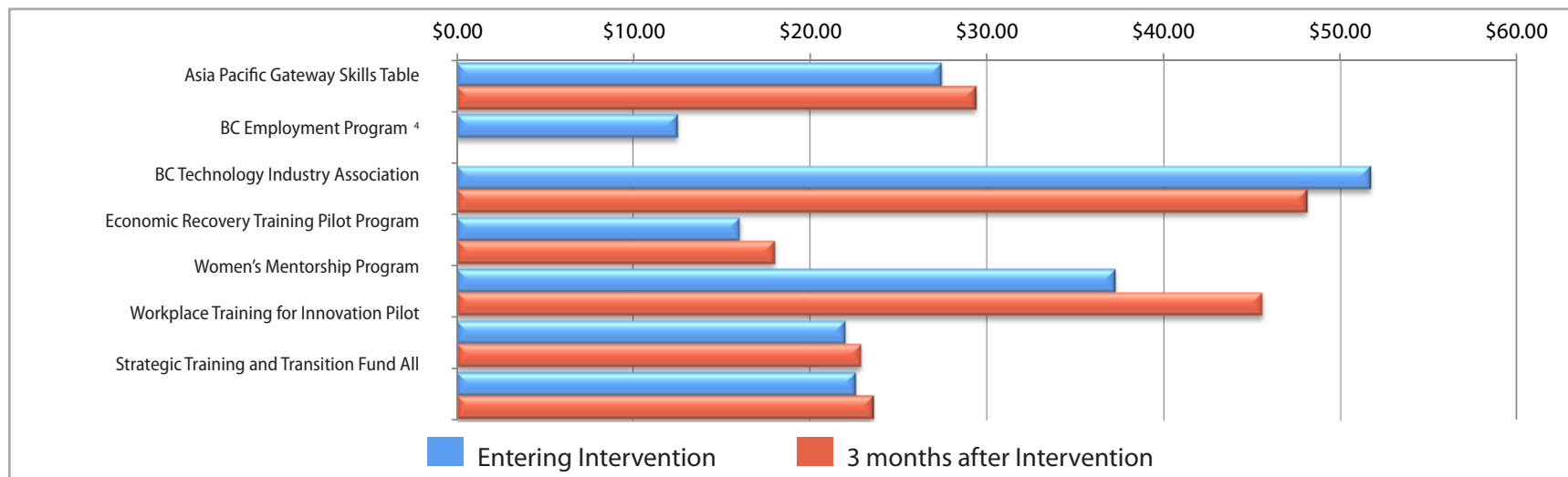
6.5 Type of Training or Education Provider by STTF Initiative

The following chart provides the type of training or education provider for those respondents within each of the initiatives who indicated they were participating in further education or training.



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

The following chart provides the mean hourly earnings, prior to the intervention and at 3 months after the intervention, for the survey respondents within each initiative.



⁴ Data not shown to preserve confidentiality

7 Appendix1: 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*.

8 Appendix 2: 2010/11 Reporting Templates 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 41 of the Canada/British Columbia Labour Market Agreement 2009/10 Performance Outcome Report. In February 2010, the Ministry of Jobs, Tourism and innovation posted the 2009/2010 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”.

	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	62%	N/a
Self-employed (of all those employed)	11%	N/a
In school or other training	22%	N/a
In another intervention (excludes those taking further education)	4%	N/a
Unemployed	26%	N/a
Not in the labour force (not employed and not looking)	13%	N/a

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

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

	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	92%	N/a

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

Preliminary Definitions:

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

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

(Definitions taken from the Canadian Information Centre for International Credentials, CMEC <http://www.cicic.ca/en/Guide.aspx?sortcode=2.17.17.>)

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

63% *

* The proportion (percentage) was reported for all responses for the 3 month participant outcomes survey 2010/11.

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.gc.ca/pub/71-543-g/71-543-g2007001-eng.pdf>).

	3.5 Average hourly earnings of clients prior to entering an intervention and at 3 and 12 months after leaving the intervention.		
	As reported in participant Intake Forms	As reported by the survey respondents at 3-months after intervention	As reported by the survey respondents at 12-months after intervention
Mean average hourly earnings of clients entering an intervention	\$17.93	\$17.96	N/a
Mean average hourly earnings of clients 3 months after leaving the intervention	N/a	\$18.35	N/a
Mean average hourly earnings of clients 12 months after leaving the intervention	N/a	N/a	N/a

Strategic Training and Transition Fund Performance Indicators

3) Client Outcome and Impact Indicators

Note: Indicator 3.1, Proportion of eligible clients who completed their intervention during the reporting month or fiscal year (vs. left for other reasons) was reported on page 42 of the Canada/British Columbia Labour Market Agreement 2009/10 Performance Outcome Report. In February 2010, the Ministry of Jobs, Tourism and Innovation posted the 2009/2010 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”.

	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	92%	N/a
Self-employed (of all those employed)	7%	N/a
In school or other training	13%	N/a
In another intervention (excludes those taking further education)	3%	N/a
Unemployed	5%	N/a
Not in the labour force (not employed and not looking)	3%	N/a

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

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

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

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

Preliminary Definitions:

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

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

(Definitions taken from the Canadian Information Centre for International Credentials, CMEC <http://www.cicic.ca/en/Guide.aspx?sortcode=2.17.17>.)

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

41% *

* The proportion (percentage) was reported for all responses for the 3 month participant outcomes survey 2010/11.

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.gc.ca/pub/71-543-g/71-543-g2007001-eng.pdf>).

	3.5 Average hourly earnings of clients prior to entering an intervention and at 3 and 12 months after leaving the intervention.		
	As reported in participant Intake Forms	As reported by the survey respondents at 3-months after intervention	As reported by the survey respondents at 12-months after intervention
Mean average hourly earnings of clients entering an intervention	\$18.32	\$22.56	N/a
Mean average hourly earnings of clients 3 months after leaving the intervention	N/a	\$23.53	N/a
Mean average hourly earnings of clients 12 months after leaving the intervention	N/a	N/a	N/a



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