

# Canada/British Columbia Labour Market Agreement

2008/09 Performance Outcome Report



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## 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 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).

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, Client-Centred Delivery** – a coherent “no wrong door” approach to providing client-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.

## 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 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.*

### 3.0 Data Collection and Reporting Strategy for British Columbia:

The LMA requires that data be collected at different times during the intervention – at intake, at exit and 3 and 12 months following the intervention.

Data is collected via participant intake forms, participant exit forms, monthly activity reports and the 3/12 month client follow up survey. All data is keyed into a database that was developed in order to meet the accountability requirements. It should be noted that all data is collected within the provisions of Section 26 (c) of the *Freedom of Information and*

*Protection of Privacy Act* 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.

### 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
- \* Client outcome
- \* Credentials/certification
- \* Hourly wages
- \* Client satisfaction

### 5.0 08/09 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.

A total of 25 initiatives were under development in the first year of the initiative, and 10 were operational and serving clients in 2008/09. 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
<b>Return to Work Employability Program</b>	Provide services to low-skilled employed who lack essential skills or lack certification, or non-EI eligible unemployed individuals who are within communities that are highly dependent on a single employer or industry that has experienced significant downsizing.	103
<b>Expansion of Bladerunners Program</b>	Is an employment program that helps at-risk youth obtain and sustain full-time employment primarily in construction trades.	48
<b>Trades Training for Immigrants</b>	The program is for landed immigrants wanting to build careers in British Columbia's construction industry. It provides job coaches, who are qualified trades people capable of assessing skills and job potential and who understand the needs of the industry, match suitable job ready immigrants and employers. In addition, projects may include career assessment and planning, workplace language upgrading and orientation, skill enhancements and mentorship.	66
<b>Aboriginal Apprenticeship Strategy</b>	The program is targeted to Aboriginal participants wanting a career in the trades. Enhanced entry-level programs that integrate numeracy, literacy and other essential skills into trade related technical training focus on preparing Aboriginal people for successful entry into a variety of trades that will allow them to participate in apprenticeship in any major sector in BC or work with their own First Nations should they choose to remain in their communities.	166
<b>Student Financial Assistance for Persons with Disabilities</b>	The program is for students with permanent disabilities studying full or part-time. It provides an \$800 bursary for full time students with a permanent disability at a course load of 40 percent or greater or a \$400 bursary for students with a permanent disability studying under a 20 - 39 percent course load.	659
<b>Empowering Women in the Trades</b>	The program is targeted to women wanting a career in the trades. The program takes a multifaceted approach to trades training activities including building awareness, marketing and education, skilled trades training, recruitment, mentoring and retention.	98
<b>Energy Efficiency Employment Development</b>	Pilot training programs (1 for residential + 1 commercial) support workforce competencies and information for development of residential and commercial energy evaluators.	50
<b>Northeast BC Community and Industry Integrated Immigrant Training</b>	Facilitate matching existing oil and gas industry related jobs with immigrants from lower mainland BC, support employer diversity awareness and coordinate labour market activities with industry.	20
<b>Expansion of Aboriginal Business and Entrepreneurial Strategy</b>	The program assists Aboriginal people who are interested in becoming self-employed or starting their own business. It provides workshops such as: 101 Business Ideas for Aboriginal Entrepreneurs, Polishing Your Idea, Building Your Business Plan and Market Strategy.	324
<b>Industrial Transition Programs – MPB/ Forestry</b>	Employment and training services including assessment, certificate training and self-employment supports for forest industry clients in the Omineca Beetle Action Region. Services, target groups, sectors and communities served vary across the three ITP contracts.	0
<b>Total Clients Projected to be Served</b>		<b>1534</b>

## 6.0 LMA 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 Clients
  - (e.g., labour market information, service needs determination, Prior Learning Assessment and Recognition, employment assessment, counseling and referral, resumé-writing and job interview assistance, other one-on-one coaching sessions or short group workshops), for unemployed or low-skilled employed clients. 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 Clients
  - (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 Clients
  - (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 Clients
  - 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 Clients (Workplace Based)
  - Includes training offered by the employer to their employees, either in the workplace or off-site.

### Funded Initiatives by Service Type:

The table below shows the LMA initiatives that were operational in 08/09 and the corresponding service type:

Funded Initiatives by Service Type:	
Service Type	08/09 Initiatives
Employment Services for Unemployed or Low Skilled Employed Clients	<ul style="list-style-type: none"> <li>■ Northeast BC Community and Industry Integrated Immigrant Training</li> <li>■ Aboriginal Business and Entrepreneurial Training (BEST)</li> </ul>
Skills Development and Upgrading Interventions for Unemployed Clients	<ul style="list-style-type: none"> <li>■ Energy Efficiency Employment Development</li> <li>■ Trades Training for Immigrants</li> <li>■ Aboriginal Apprenticeship Strategy</li> <li>■ Student Financial Assistance for Persons with Disabilities</li> <li>■ Empowering Women in the Trades</li> </ul>
Work Experience Interventions for Unemployed Clients	<ul style="list-style-type: none"> <li>■ Under development</li> </ul>
Interventions That Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Clients	<ul style="list-style-type: none"> <li>■ Expansion of Bladerunners Program</li> <li>■ Return to Work Employability Program</li> <li>■ Industrial Transition Programs – MPB/ Forestry</li> </ul>
Skill Development and Training for Low Skilled Employed Clients (Workplace Based)	<ul style="list-style-type: none"> <li>■ Under development</li> </ul>

## Funded Initiatives by Clients Projected to be Served and Served:

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

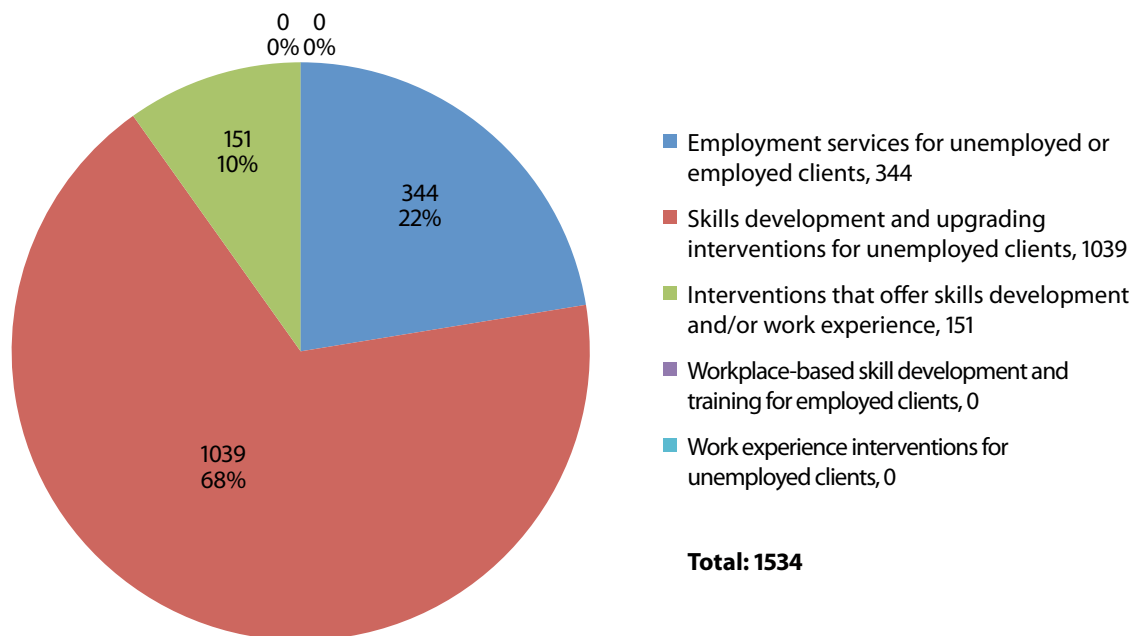
Note: The difference between projected to be served and clients served is that some clients began their intervention in 2008/2009 and are not completing until 2009/2010.

Initiative	Projected to be Served	Served
Northeast BC Community and Industry Integrated Immigrant Training	20	10
Aboriginal Business and Entrepreneurial Training (BEST)	324	0*
Energy Efficiency Employment Development	50	25
Trades Training for Immigrants	66	45
Aboriginal Apprenticeship Strategy	166	111
Student Financial Assistance for Persons with Disabilities	659	643
Empowering Women in the Trades	98	65
Expansion of Bladerunners Program	48	0*
Return to Work Employability Program	103	122
Industrial Transition Programs – MPB/Forestry	0	37
<b>Total</b>	<b>1534</b>	<b>1058</b>

\*Note: Data not received.

## 2008/09 Clients Projected to be Served by Service Type:

In 2008/09, **1534** clients were projected to be served. The following chart provides a breakdown of clients that were projected to be served by service type:

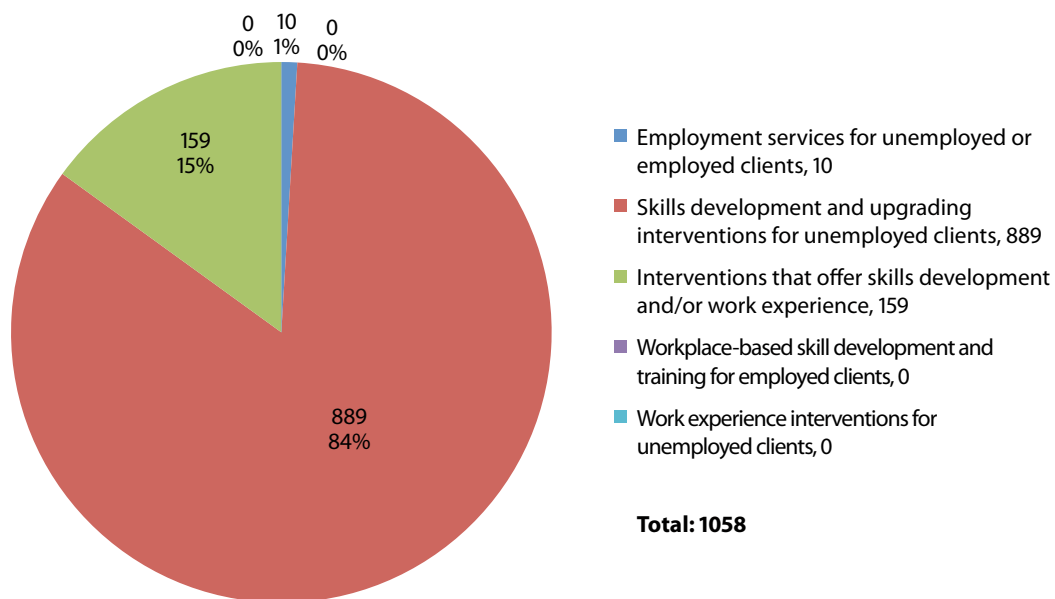


## Funded Initiatives for Unemployed Non-EI Individuals vs Employed Low-Skilled Individuals:

In 2008/09, of the total number of funded initiatives, **10 or 100 percent** were targeted to unemployed non-employment insurance Individuals as opposed to employed low skilled individuals.

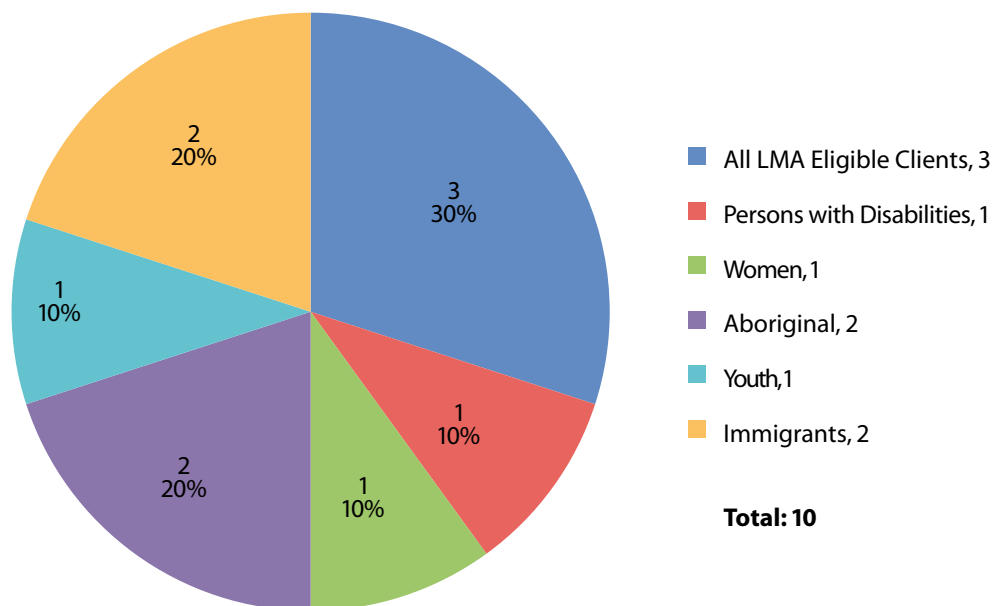
### 2008/09 Clients Projected to Be Served vs. Served by Initiative:

Of the **1534** clients that were projected to be served, **1058** were served in the following initiatives. Please note data is not available for a number of initiatives due to data collection issues. This issue will be rectified for 09/10 reporting.



### 2008/09 Number of Initiatives by Target Group:

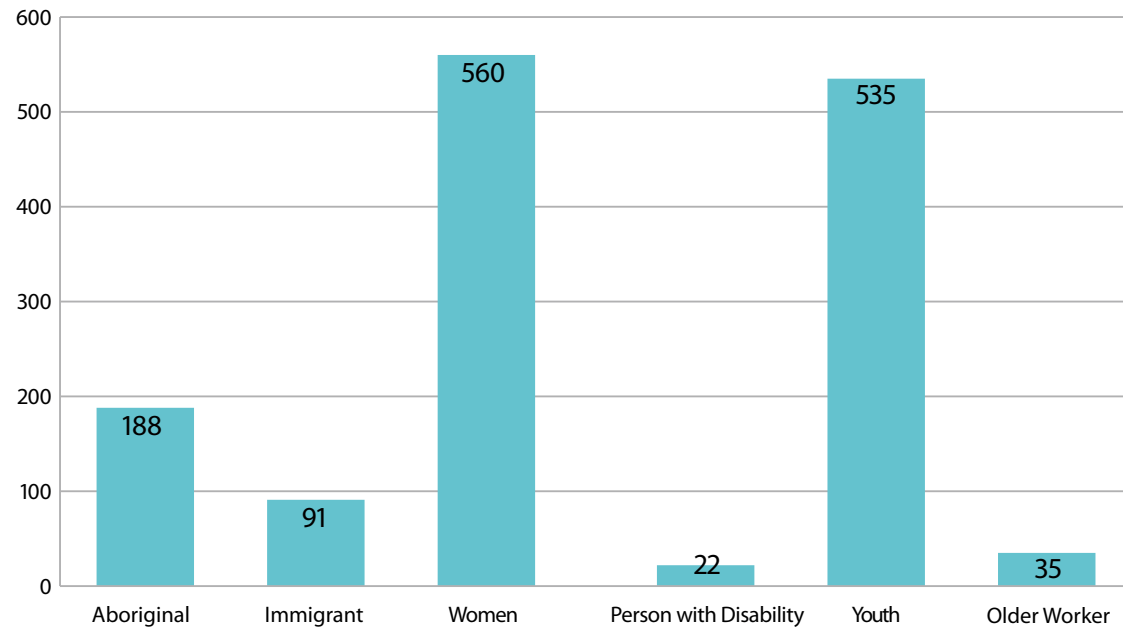
While many of the initiatives serve all LMA eligible clients, some serve a specific target group. The following chart provides a breakdown of the number of initiatives by target group of clients.



## 2008/09 Clients Served by Target Group:

The following graph provides the total **1058** of clients served in 2008/09, and their respective target groups. Please note that total clients will not match the total clients served, as clients 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.**



## Clients Served by Education Level:

The following table provides number and percentage of clients served by their education level. "Unknown" clients are those Student Financial Aid (SFA) clients' data that was not provided for these participants. These data include those participants who completed the participant exit form and answered the question. **For Education Level definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.**

Clients Served by Education Level		
Less than High School	133	13%
High School	118	11%
Post Secondary	159	15%
Unknown	648	61%
<b>Total Clients Served</b>	<b>1058</b>	<b>100%</b>

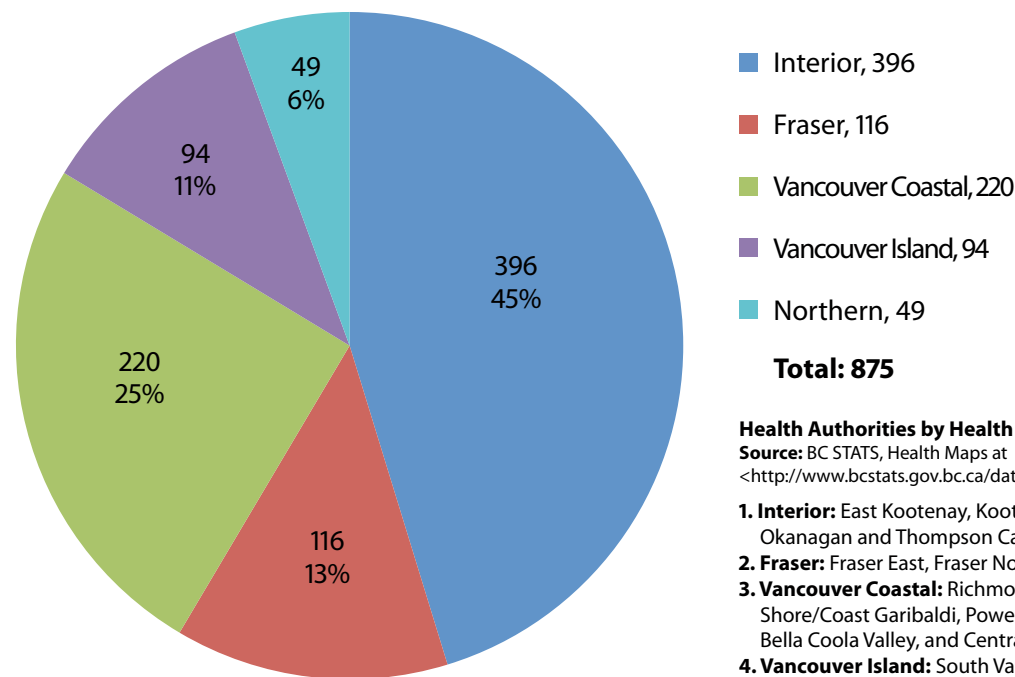
## Clients Served by Employment Status:

The following table provides number and percentage of clients served by their employment status. "Unknown" clients are those Student Financial Aid (SFA) clients' data that was not provided for these participants. These data include those participants who completed the participant exit form and answered the question. **For Employment Status definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.**

Clients Served by Employment Status		
Employed	105	10%
Self Employed	17	1%
Unemployed	282	27%
Unknown	654	62%
<b>Total Clients Served</b>	<b>1058</b>	<b>100%</b>

## 2008/09 Clients Projected to be Served by Region:

The following chart provides the number of clients projected to be served by region.



**Note:** Does not include Student Financial Aid (SFA) number of 659 participants.

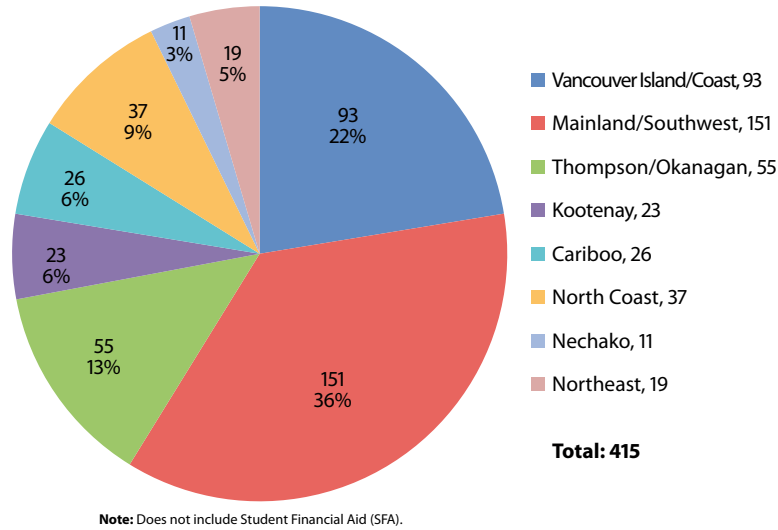
### Health Authorities by Health Service Delivery Areas

**Source:** BC STATS, Health Maps at  
<<http://www.bcstats.gov.bc.ca/data/pop/maps/hsda.asp>>

- 1. Interior:** East Kootenay, Kootenay Boundary, Okanagan and Thompson Cariboo Shuswap.
- 2. Fraser:** Fraser East, Fraser North, and Fraser South
- 3. Vancouver Coastal:** Richmond, Vancouver, North Shore/Coast Garibaldi, Powell River, Howe Sound, Bella Coola Valley, and Central Coast
- 4. Vancouver Island:** South Vancouver Island, Central Vancouver Island, and North Vancouver Island
- 5. Northern:** Northwest, Northern Interior, and Northeast

### 2008/09 Clients Served by Development Region:

The following chart provides the number of clients served by development region.



#### Development Regions by Regional District:

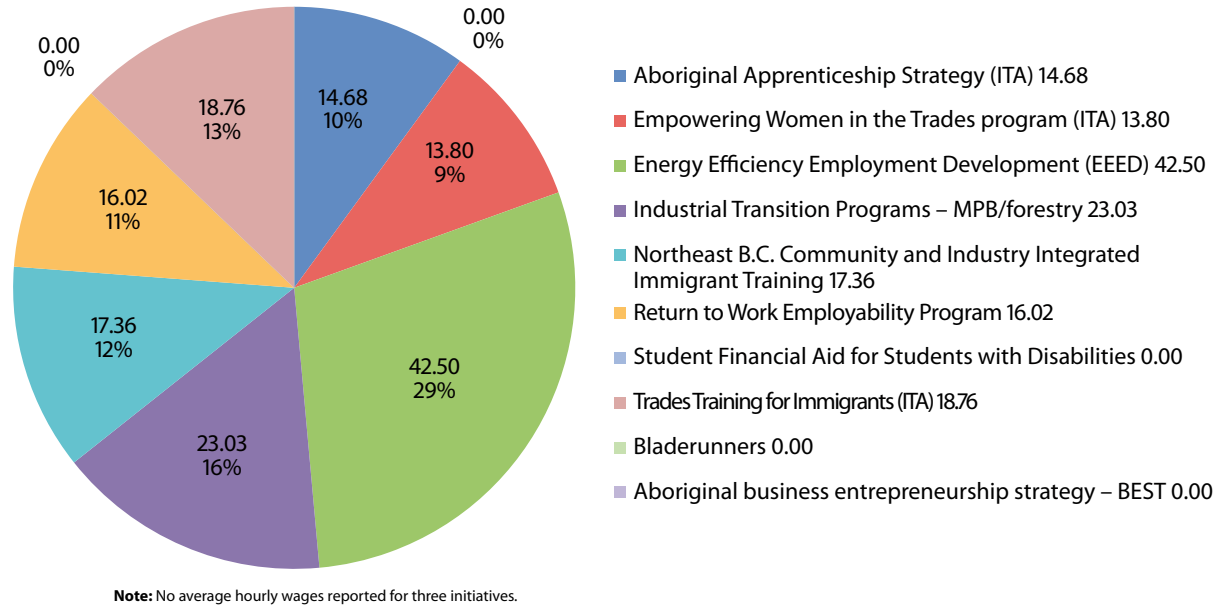
Source: Prepared by: BC Stats, Last Updated: May 2007, Development Regions of British Columbia at <<http://www.bcstats.gov.bc.ca/DATA/pop/maps/drmmap.asp>>

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

### Client Wage Level in Most Recent Job as Reported at Intake

The following chart provides the clients most recent wage levels as reported at intake:

### 2008/09 Client Average Hourly Wages by Initiative



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### **Client Employment Status As Reported At Exit of Intervention**

**Of the 1058 clients served, 382 clients submitted an exit form and answered the question. 676 exit forms were not provided. The following are percentages of client employment status as reported at exit of intervention.**

12.83 percent of clients were employed at exit of intervention. 14.92 percent of clients were unemployed at exit of intervention. 2.62 percent of clients were in further intervention at exit of intervention. And 69.63 percent of clients' employment status was unknown at exit of intervention.

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### **Client Completion Rate As Reported At Exit of Intervention**

**Of the 1058 clients served, 382 clients submitted an exit form and answered the question. 676 exit forms were not provided. Some clients began their intervention in 2008/2009 and are not completing until 2009/2010. The following are percentages of client completion rate as reported at exit of intervention.**

36 percent of total clients served completed their programs. 64 percent of clients served did not submit exit forms and as a result we have no data for them.

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### **Clients Who Received Credentials During Intervention**

**Of the 1058 clients served, 382 clients submitted an exit form and answered the question. 676 exit forms were not provided. The following is the percentage of clients who received credentials during intervention.**

29.06 percent of clients who submitted an exit form received credentials during their intervention.

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### **Clients Satisfied with Intervention – (Met Client's Needs)**

**Of the 1058 clients served, 382 clients submitted an exit form and answered the question. 676 exit forms were not provided. The following are percentages of clients who were satisfied with their intervention.**

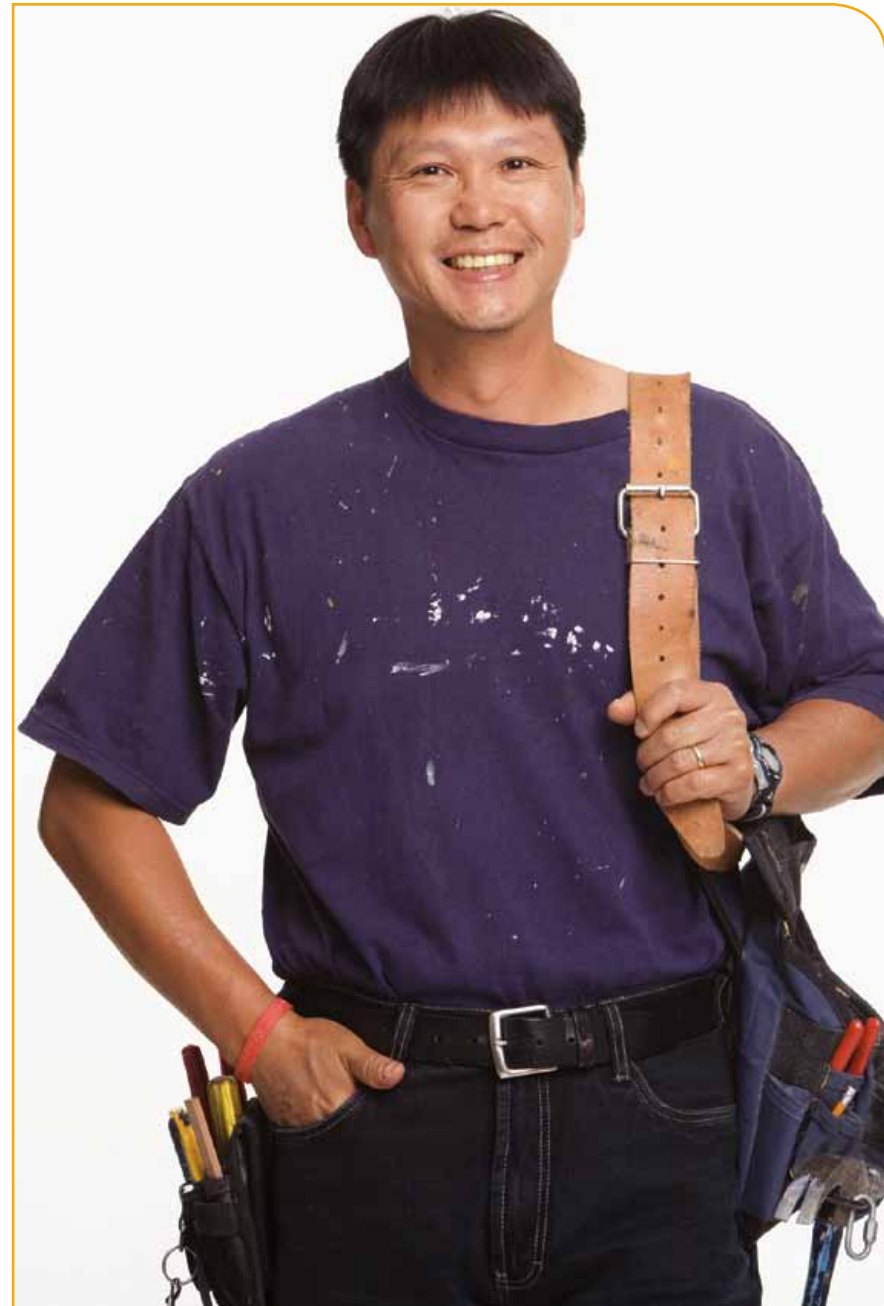
35.86 percent of clients who submitted an exit form were satisfied with their intervention. 0.26 percent of clients were not satisfied. And 63.88 percent were unknown.

## 7.0 Highlights of the Year/Success Stories



**WHEN KERI'S YOUNGEST CHILD STARTED SCHOOL,** she was ready to rekindle an interest that reached back more than 10 years and start a career as an electrician. "After 10 years out of the workforce, this was something I knew I really wanted to do. My attitude was, let's just try it and see!" said Keri. "I knew I liked that combination of physical work and brain-work. And as soon as I tried it, I loved it." She knew she would need to overcome some disadvantages to pursue her new career. "I guess I would qualify as an older learner," she said. "The other people in my class were in their early 20s and 30s, or even younger." She also needed to juggle the demands of school and of her three young children. The Women in Trades Training initiative gave her the support she needed. Through the BCCA's training program, she received paid tuition and all the supplies she needed to complete her program, including textbooks, tools and steel-toed boots. She was also given a stipend to pay for childcare costs, so that she could focus on her studies and feel confident that her kids would be cared for. "I really enjoyed school," she said. "It was challenging but there was a big sense of accomplishment." Keri successfully completed her training, and now she is looking forward to her apprenticeship, where she'll be getting hands-on experience and supervision while she earns a good wage. In the long term, she intends to earn her Red Seal certification and become a fully qualified electrician who can work anywhere in Canada. "I want this career to last a lifetime," she said. "I'd like to get in to sustainable energy such as solar and wind power. That's the generation my children are being brought up in."

**WHEN ALFRED EMIGRATED FROM TAIWAN IN 1992**, he found a good career in the printing trade. But when he turned 50, he realized that his eyesight was no longer sharp enough to allow him to keep working at the same job. Since he had always enjoyed working with his hands, he decided to explore opportunities in the trades. He discovered that courses were expensive and looked into programs that could help him pay for the cost of training. At first he was discouraged, because many programs were intended for recent immigrants, or for people who received Employment Insurance, and Alfred didn't meet these criteria. Alfred got a lucky break when he contacted the British Columbia Construction Association (BCCA). They told him about a new program, offered through the Immigrants in Trades Training initiative, which could help immigrants like him. This program would help him to train for a career as a roofing tradesperson. Through the Immigrants in Trades Training initiative, the BCCA offered Alfred support to help him retrain, including paid tuition for a 10-day roofing course. As well as free training, Alfred received other benefits, such as bus tickets to cover travel costs, free lunch and coffee every day, basic tools and work-boots, and first aid training. "This was an incredible program," Alfred said. "They gave me so much. The tools are very expensive, but they paid for everything I needed." Alfred was taught by a senior trainer from one of Vancouver's top roofing companies. "He was fantastic – so knowledgeable!" Alfred exclaimed. When he completed his training, he was happy to learn that the same company planned to hire him as an apprentice. He will earn a good wage while he gets on-the-job experience, and at the end of four years, he will be a Red Seal certified tradesperson able to work anywhere in Canada.





**JATINDER IS AMBITIOUS**, hardworking and university educated. He was a successful business-to-business salesperson in India, but with minimal English language skills and no business contacts, he found that his employment prospects were very different in British Columbia. Here, he could only find low-paying jobs that didn't lead to better opportunities. With no trades' experience, Jatinder hadn't considered pursuing a trades career, but a friend of his, also an immigrant to British Columbia, had found work with a local electrical company. His friend told him that there were opportunities for immigrant workers like him, even if they didn't have existing skills. Jatinder decided to contact United Chinese Community Enrichment Services Society (S.U.C.C.E.S.S.) Employment Services, an immigrant support organization, and see whether they could help him to train for more stable, better-paid work in the trades. Through the Immigrants in Trades Training initiative, S.U.C.C.E.S.S. was able to co-ordinate English language classes and a four-week electrician pre-apprenticeship program at BCIT for him. "I wanted to improve my English and learn the skills that are needed here in Canada," said Jatinder. "They found the courses I needed and paid for my tuition and my books." The initiative also helped him find employment when he finished his program, now he is working on a construction site, building wood-frame residential housing. He is earning \$15 per hour and will be eligible for a benefits package after his first year on the job. With help from the Immigrants in Trades Training initiative, Jatinder will complete a four-year apprenticeship, earning a good wage while he becomes an expert tradesperson and a certified electrician. But the rewards of his new career are not just financial: "I like working with my hands," Jatinder said. "I'm good at it and it feels good to know that I have skills that employers want. Everybody wants to know that they are valued and needed."

**RAVEN IS ORIGINALLY FROM KITKATLA**, a small rural First Nations community southwest of Prince Rupert. She tried a variety of jobs, but never seemed able to stay with the same one for more than a year. In her early twenties, she decided to try life in a larger city and moved to North Burnaby. She had spent many years taking care of her disabled mother, so she trained to become a care aide. Although she successfully completed the course, she found it emotionally draining to cope with caring for people who were nearing the end of their lives. She found out about the Women in Trades Training initiative at a Métis Native Centre, and when she heard about the Pipefitting Opportunities for Women program offered through the Piping Industry Apprenticeship Board (PIAB) she decided to apply. "Being a single mother is tough, but the program gave me support to reach my goal," she says. "My tuition was paid for, as well as childcare and transportation costs. It made studying for a new career a possibility for me." She is currently completing her first year of apprenticeship at PIAB. After four years, she will become a Red Seal Certified Plumber. "I'd like to have my own business," says Raven. "I want to do things for myself each step of the way, from designing my own logo to hiring other people." Now she sees herself as a role model for others who come from remote rural areas; especially for young people who may not have a positive influence in their lives. "One day, I want to go back to my community and show them that I've been able to have a great opportunity to achieve a four-year apprenticeship, which has taught me dedication, determination and how to succeed. I hope my example will encourage youth in my community to invest in and keep their culture alive."

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

### Performance indicator information (section 25)

1. British Columbia and Canada recognize the importance of reporting to the public on results achieved from public monies invested by each order of the government. To that end, an accountability framework has been created in the Canada-British Columbia Labour Market Agreement that provides for the establishment of performance indicators relative to British Columbia programs that fall under this Agreement. The purpose of this Annex is to set out those performance indicators.
2. Subject to sections 6, 7 and 8 British Columbia agrees to:
  - a. Collect and compile the information set out in sections 3, 4 and 5 below about the eligible beneficiaries, the services provided under the eligible programs and the outcomes of the services for measuring the performance of the eligible programs, and
  - b. Provide Canada, in a format and manner decided jointly by Canada and British Columbia, with the aggregate information set out below by no later than five months following the end of each fiscal year:
3. Eligible Beneficiary indicators consist of:
  - a. Total number of eligible beneficiaries served/in program or service by employment status (i.e., employed, unemployed, self employed);
  - b. Education level of eligible beneficiaries prior to program service, i.e.
    - i. Number of eligible beneficiaries served with less than high school
    - ii. Number of eligible beneficiaries served with high school diploma
    - iii. Number of eligible beneficiaries served with post-secondary education; and
  - c. Number and proportion in a program or service by designated client group (i.e., Aboriginal Canadians, persons with disabilities, immigrants, older workers, youth, women).
4. Service Delivery Indicators consist of:
  - a. Number of eligible beneficiaries participating in programs or services by service type; and
  - b. Proportion of total eligible beneficiaries “satisfied” with programs and services received.
5. Eligible Beneficiary Outcome and Impact Indicators consist of:
  - a. Proportion of eligible beneficiaries completing programs and services, by service type, in the previous year;
  - b. Proportion of eligible beneficiaries who, 3 months and 12 months after leaving the program or service are (a) employed (b) unemployed OR (c) in further intervention;
  - c. Proportion of eligible beneficiaries who, 3 months and 12 months after leaving the program or service indicate their training helped prepare them for future employment;
  - d. Number of eligible beneficiaries who have earned credentials or certification through participating in programs or services; and
  - e. Average hourly earnings earned by eligible beneficiaries following program or service.

6. The parties agree to work together during the period between the date of signature of this Agreement and April 1, 2008 to make any necessary refinements or adjustments to the descriptions of the performance indicators to address any issues that may arise during that period with respect to their meaning, scope or application. These issues will be referred to the Joint Committee for discussion. Any agreed change to the wording of the description of a performance indicator will be made by way of an amendment to section 3, 4 or 5, as the case may be, of this Annex in accordance with subsection 35 (2) of this Agreement.
7. The parties acknowledge that British Columbia does not currently have the systems developed to fully report the Eligible Beneficiary Outcome and Impact Indicator information referred to in paragraphs 5(b), (d) and (e).

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

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

## Appendix 2: British Columbia Definitions for LMA Annual Performance Outcome Reporting

### Target Group Definitions:

Target Group	British Columbia Definition
<b>Aboriginal People</b>	Includes persons who are First Nations, Metis or Inuit.
<b>Immigrants</b>	Immigrants are defined as individuals who were foreign born and have been permitted by immigration authorities to live in Canada permanently.
<b>Older Workers</b>	Older workers are defined as persons aged 55 and over.
<b>Persons with Disabilities</b>	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.
<b>Women</b>	Self Identified
<b>Youth</b>	Youth are defined as persons age 15-29.

### Employment Status Client Indicator Definitions:

Employment Status	British Columbia Definition
<b>Employed – Full Time</b>	Employed persons are those who work at a job or business, that is, who have paid work <b>full time (more than 30 hours per week)</b> 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).
<b>Employed – Part Time</b>	Employed persons are those who work at a job or business, that is, who have paid work <b>part time (less than 30 hours per week)</b> 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).
<b>Self Employed</b>	Self employed persons are working owners of an incorporated or unincorporated business, farm or professional practice with or without paid help.
<b>Unemployed</b>	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.
<b>Not in Labour Force</b>	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
<b>Less than High School</b>	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.
<b>High School</b>	Includes individuals who have completed their high school diploma or equivalent (e.g., General Equivalency Diploma).
<b>Post Secondary Education:</b>	Includes individuals who have: <ol style="list-style-type: none"> <li>1. Some post secondary(i.e. post secondary program incomplete);</li> <li>2. Trades certificate or diploma from a vocational or apprenticeship training;</li> <li>3. Non-university certificate or diploma from a community college school of nursing, etc.</li> <li>4. University certificate below bachelor's degree</li> <li>5. Bachelors degree</li> <li>6. University degree or certificate above bachelor's degree</li> </ol>

## Client Outcome and Impact Indicator Definitions:

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

## Credential /Certification Definitions:

Credential	British Columbia Definition
<b>Credential:</b>	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.
<b>Certification</b>	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 are calculated based on usual paid hours per week.

## Satisfied:

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

## Appendix 3: 08/09 Reporting Template for the Federal Government

### 08/09 Reporting Template for the Federal Government:

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

Report for fiscal year 2008/2009

#### 1) Client Indicators

1.1 Total number of eligible clients who started their intervention during the reporting month or fiscal year, by employment status		1.2 Total number of eligible clients who started their intervention during the reporting month or fiscal year, by educational attainment		1.3 Total number of eligible clients who started their intervention during the reporting month or fiscal year, by designated group status	
Employed	105	Less than high school	133	Aboriginal peoples	188
Unemployed	282	High school	118	Immigrants	91
Self-employed	17	Post-secondary	159	Older workers (55+)	35
Data not provided	654	Data not provided	648	Persons with disabilities	22
Total	1058		1058	Women	560
				Youth (0-29)	535

#### 2) Service Delivery Indicators

	2.1 Total number of eligible clients who started their intervention during the reporting month or fiscal year	2.2 Proportion of eligible clients 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 and employed clients	10	n/a
Skills development and upgrading, for unemployed clients	889	25%
Work experience, for unemployed clients	0	n/a
Combination of skills dev't and work experience, for unemployed clients	159	75%
Skills development, for low-skilled employed clients	0	n/a
<b>Total</b>	<b>1058</b>	<b>100%</b>

### 3) Client Outcome and Impact Indicators

3.1 Proportion of eligible clients who completed their intervention during the reporting month or fiscal year (vs. left for other reasons)	
Employment services, for unemployed and employed clients	67% completed, 33% left early
Skills development and upgrading, for unemployed clients	62% completed, 38% left early
Work experience, for unemployed clients	n/a
Combination of skills dev't and work experience, for unemployed clients	68% completed, 32% left early
Skills development, for low-skilled employed clients	n/a
<b>Total</b>	<b>100%</b>



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