

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

2010/11 Performance Outcome Report



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## 1.0 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 (JTI) 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;
- \* **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 was to provide labour market programs and services that support sectors, occupations, or communities affected by the economic downturn.

In BC, 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 the 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).

## 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; and
- \* Enhanced skill development opportunities for Canadians.

**Sections 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 and 12 month participant follow up surveys. 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 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.

The 2010/11 report includes results for participants who took part in the LMA funded programs between April 1, 2010 and March 31, 2011.

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

### 5.0 2010/11 Labour Market Agreement Initiatives

The LMA began in April 2008, but for many initiatives 2008/09 was devoted to stakeholder consultation, program design and development. As a result, many initiatives began late in the year, with a total of 10 initiatives being operational and serving participants in 2008/09. In 2009/10 a total of 26 LMA initiatives were serving participants. The public report for 2008/09 and 2009/10 fiscal years are reported in the Canada/British Columbia Labour Market Agreement

2008/09 and 2009/10 Performance Outcome Reports at <http://www.aved.gov.bc.ca/labourmarketagreement/welcome.htm>

In 2010/11 a total of 23 LMA initiatives were operational and serving participants. Since the 2010/11 LMA Annual Plan was developed, one initiative did not proceed. The table below lists the initiatives for 2010/11 with a description of their service.

Initiative	Description
<b>Aboriginal Apprenticeship Strategy</b>	Projects help prepare Aboriginal people for success in industry training programs in B.C.
<b>Aboriginal Business and Entrepreneurship Skills Training</b>	Self-employment training series for Aboriginal people.
<b>Aboriginal Training for Employment Program</b>	Helps unemployed/under-employed Aboriginal people transition to sustainable employment through job-related training and support services
<b>BladeRunners Program</b>	Provides unemployed youth who have barriers to employment with job readiness skills, work experience/on-the-job training and ongoing support
<b>Bridging Employment Program</b>	Helps women and former sex trade workers of both sexes who have been victims of violence and abuse overcome barriers to employment that prevent them from making successful transitions to independence.
<b>Employment Skills Access Program</b>	Provides free access to skills training at public post-secondary institutions for entry/re-entry into the job market.
<b>Environmental Monitoring Assistant Program</b>	Provides skills training for entry-level employment in the mineral exploration and mining industry.
<b>Equipment and Assistive Technology Initiative</b>	Increase persons with disabilities participation in the labour market by improving access to assistive technology and related services.
<b>Flexible Learning in the Trades</b>	Provides apprenticeship technical training in flexible formats.
<b>Individualized Employment Services - Specified Disabilities</b>	This initiative is focused towards people with cognitive, learning and developmental disabilities, and those who experience mental illness. Program services may include but are not limited to: job search support, enhanced job coaching, work placements, and sustained supports to help ensure clients can continue working.
<b>Industrial Transition Programs</b>	Pilot program providing employment services, small business support and computer technology training for displaced forestry workers and others in Mountain Pine Beetle impacted communities in Omineca Region.
<b>Job Options BC</b>	Provides unemployed individuals with employment support, short term certificate training and work experience placements. The program prepares participants for new employment and/or further training.
<b>Multiple Assessment Pathways</b>	Recognizes people's existing competencies in their current trades to enable better access to industry employment.
<b>Northeast BC Community and Industry Integrated Immigrant Training</b>	Provides immigrants with assistance to access employment in B.C.'s Northeast Region.
<b>Student Financial Assistance for Persons with Disabilities</b>	Provides bursaries for students with a permanent disability studying full time or part time.

Initiative	Description
<b>Skills Connect for Immigrants</b>	Employment bridging to help skilled and lesser-skilled immigrants to obtain jobs that fully use their foreign qualifications and work experience.
<b>Skills Plus - Essential Skills Initiative</b>	Supports small and mid-sized businesses to enhance the essential skills of current employees.
<b>Small Business Skills Training Program</b>	Pilot programs range from addressing the needs of small businesses across sectors, to providing training targeted to specific industries.
<b>Specialized Community Assistance Program: Housing and Employment Sustainability Pilots</b>	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.
<b>Trades Training for Immigrants</b>	Projects help immigrants to access trades training and apprenticeship programs in high demand occupations and sectors of the B.C. economy.
<b>Women in Trades Training Program</b>	Projects increase the participation of women in industry training programs in B.C.
<b>Women's Mentorship Program</b>	Provides mentorship to assist women to enter or re-enter the workforce.
<b>Youth Skills BC – Workplace Pilot Program</b>	Provides a financial incentive to employers to hire and train unemployed youth who have little or no work experience

## 6.0 Labour Market Agreement 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, résumé-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). This service type 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). This service type 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

Participants were requested to complete an intake form to self declare information regarding their employment and education status, among other things. Personal information collection activities comply with the province's **Freedom of Information and Protection of Privacy Act**. The information on the intake forms was used for reporting purposes only if the forms were signed for consent and only aggregate data from the forms is ever published. A signed intake form was received for 8,566 of the participants (response rate of 98.4%). The statistical analyses in 6.6 to 6.10 below are based on the signed participant intake forms received.

## 6.1 Funded LMA Initiatives by Service Type

The total number of participants projected to be served in the 2010/11 LMA Annual Plan was 7,354. This did not include programs under development. The Employment Skills Access (ESA) program was originally intended to be funded under the LMA. The decision was made to split ESA funding between LMA and STTF in 2010/11, and as a result the total projected participants to be served changed to 6,210. The STTF portion of the Participants Projected to be Served has been moved into the STTF Performance Outcome Report, see 8.1.

Labour Market Solutions – Targeted Skills Shortage Pilot Program started at the end of 2010/11, resulting in no participants starting in the program during 2010/11.

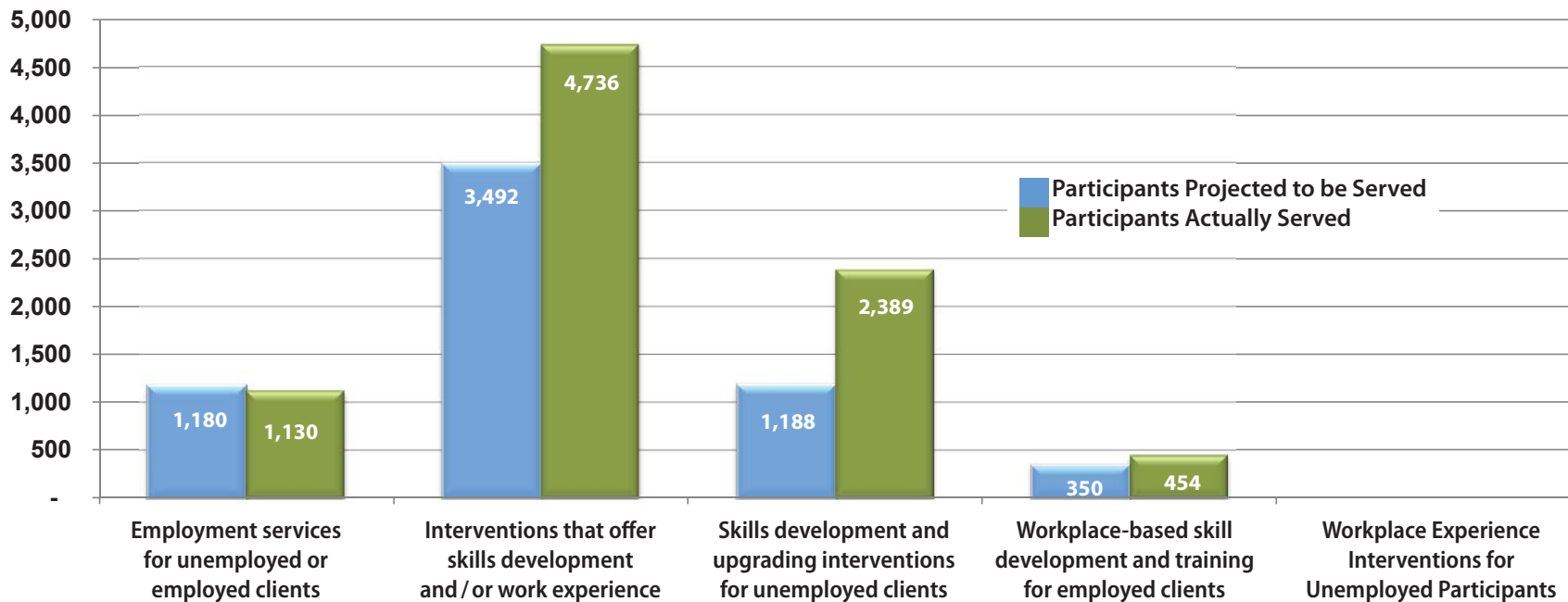
The table below shows the service types, and 2010/11 participant targets and the LMA initiatives that were operational in 2010/11 in each of the service types.

Service type	Participants Projected to be Served	Initiatives
Employment Services for Unemployed or Low Skilled Employed Participants	1,180	<ul style="list-style-type: none"> <li>■ Aboriginal Business and Entrepreneurship Skills Training</li> <li>■ Equipment and Assistive Technology Initiative</li> <li>■ Northeast BC Community and Industry Integrated Immigrant Training</li> <li>■ Skills Connect for Immigrants</li> <li>■ Specialized Community Assistance Program: Housing and Employment Sustainability Pilots</li> <li>■ Women's Mentorship Program</li> </ul>
Skills Development and Upgrading Interventions for Unemployed Participants	1,188	<ul style="list-style-type: none"> <li>■ Aboriginal Apprenticeship Strategy</li> <li>■ Aboriginal Business and Entrepreneurship Skills Training</li> <li>■ Bridging Employment Program</li> <li>■ Employment Skills Access Program</li> <li>■ Environmental Monitoring Assistant Program</li> <li>■ Flexible Learning in the Trades</li> <li>■ Multiple Assessment Pathways</li> <li>■ Student Financial Assistance for Persons with Disabilities</li> <li>■ Trades Training for Immigrants</li> <li>■ Women in Trades Training Program</li> </ul>
Work Experience Interventions for Unemployed Participants	No programs in 2010/11	<ul style="list-style-type: none"> <li>■ No programs in 2010/11</li> </ul>

Service type	Participants Projected to be Served	Initiatives
Interventions That Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Participants	3,492	<ul style="list-style-type: none"> <li>■ BladeRunners Program</li> <li>■ Individualized Employment Services - Specified Disabilities</li> <li>■ Industrial Transition Programs</li> <li>■ Job Options BC</li> <li>■ Small Business Skills Training Program</li> <li>■ Youth Skills BC – Workplace Pilot Program</li> </ul>
Skill Development and Training for Low Skilled Employed Participants (Workplace Based)	350	<ul style="list-style-type: none"> <li>■ Skills Plus - Essential Skills Initiative</li> </ul>
<b>Total</b>	<b>6,210</b>	

## 6.2 LMA Participants Projected to be Served by Service Type

In 2010/11, 6,210 participants were projected to be served, and 8,709 participants were actually served, by the various programs funded under the BC/Canada Labour Market Agreement. The following chart provides a breakdown of participants that were projected to be served by service type, and how many actually was served in 2010/11.

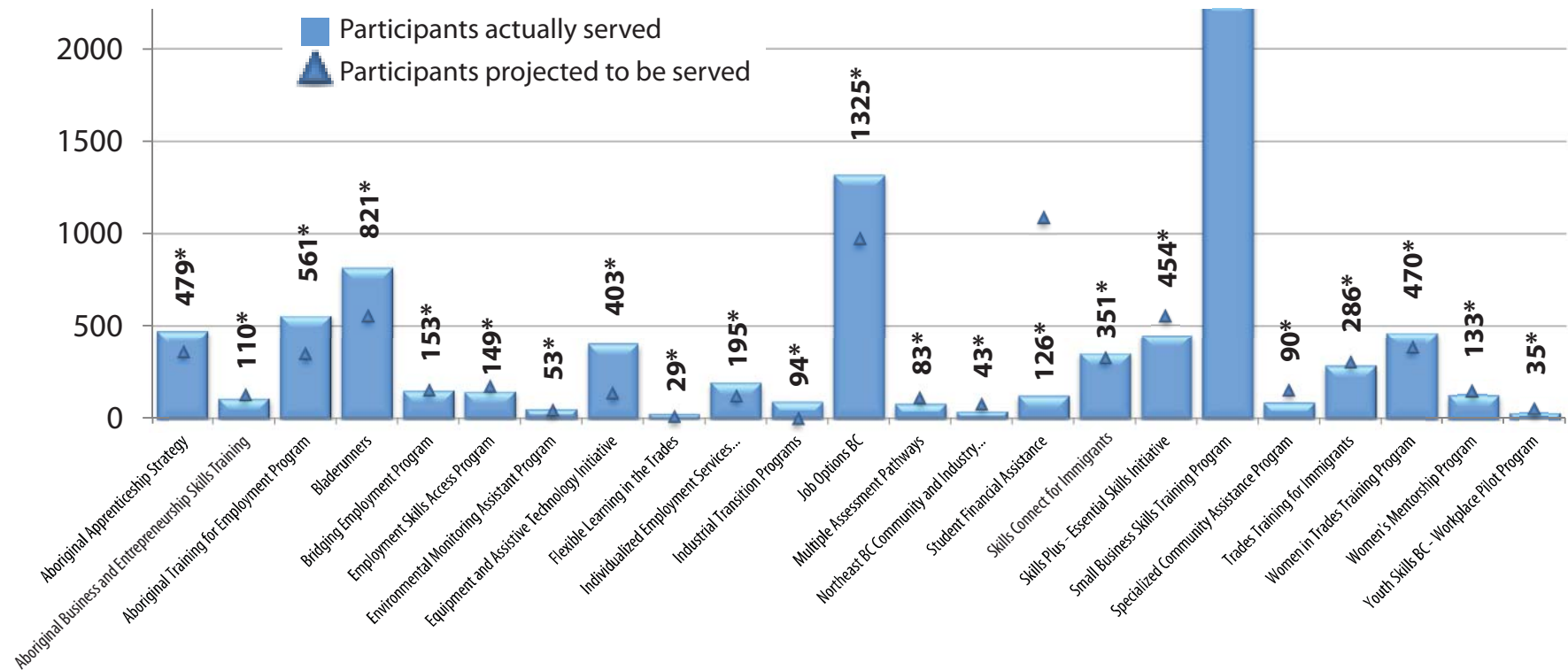


### 6.3 Funded LMA Initiatives by Participants Projected to be Served vs. Actually Served

In 2010/11, 23 LMA funded initiatives served a total of 8,709 participants across BC. The chart below shows the breakdown of the number of participants in each of the initiatives.

Changes that took place since the 2010/11 Annual Plan was published:

- \* The Employment Skills Access (ESA) program was originally intended to be funded under the LMA. The decision was made to split ESA funding between LMA and STTF in 2010/11. Please see the STTF Performance Outcome report in 8.1 to 8.6 for the reminder of the ESA participant statistics.
- \* Funding for Student Financial Assistance program was discontinued early in the 2010/11, which resulted in a lower than expected total number of participants served.



\*Actually served.

## 6.4 LMA Initiatives for Unemployed Non-EI Individuals vs. Employed Low Skilled Individuals

In 2010/11, 15 of the LMA funded initiatives targeted unemployed non-Employment Insurance individuals, and two initiatives targeted employed low skilled individuals; the other six initiatives were open to both groups.

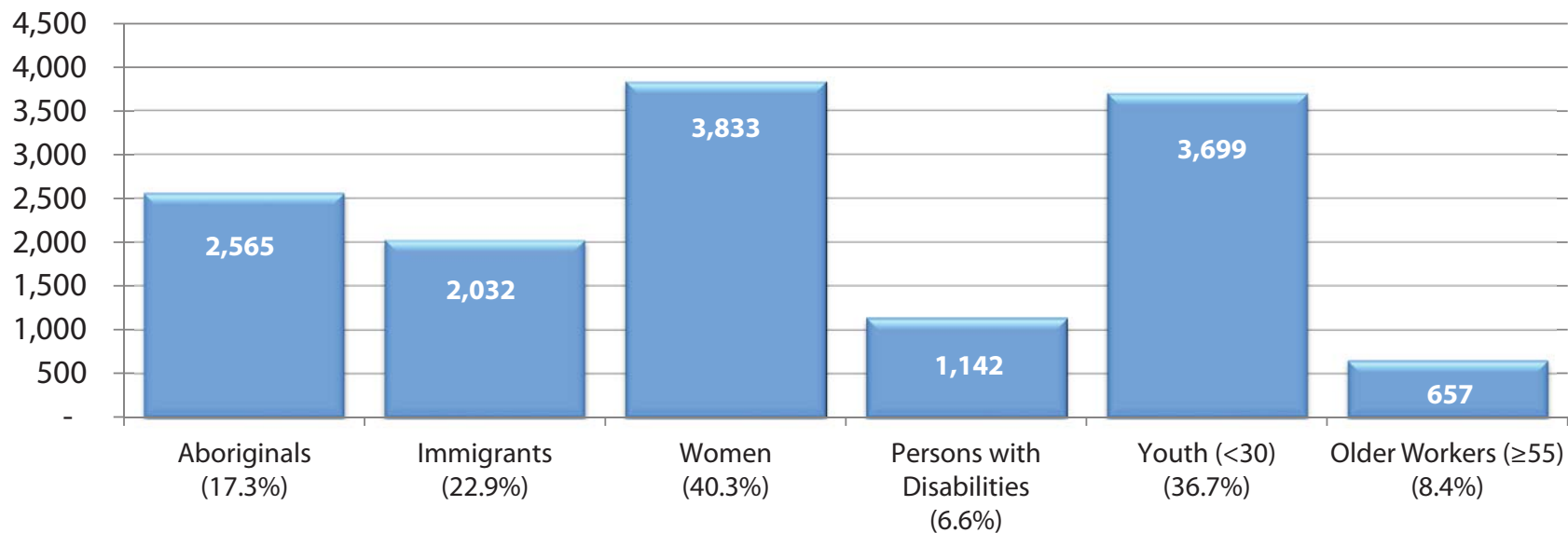
## 6.5 LMA Initiatives that serve a specific Target Group

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

Target Group	Initiatives
All LMA Eligible Participants	<ul style="list-style-type: none"> <li>■ Bridging Employment Program</li> <li>■ Employment Skills Access Program</li> <li>■ Environmental Monitoring Assistant Program</li> <li>■ Flexible Learning in the Trades</li> <li>■ Industrial Transition Program</li> <li>■ Job Options BC</li> <li>■ Multiple Assessment Pathways</li> <li>■ Small Business Skills Training Program</li> <li>■ Specialized Community Assistance Program: Housing and Employment Sustainability Pilots</li> </ul>
Employed and Low Skilled Workers	<ul style="list-style-type: none"> <li>■ Skills Plus – Essential Skills Initiative</li> <li>■ Small Business Skills Training Program</li> </ul>
Aboriginal	<ul style="list-style-type: none"> <li>■ Aboriginal Apprenticeship Strategy</li> <li>■ Aboriginal Training for Employment Program</li> <li>■ Aboriginal Business and Entrepreneurship Skills Training</li> </ul>
Immigrants	<ul style="list-style-type: none"> <li>■ Northeast BC Community and Industry Integrated Immigrant Training</li> <li>■ Skills Connect for Immigrants</li> <li>■ Trades Training for Immigrants</li> </ul>
Women	<ul style="list-style-type: none"> <li>■ Women in Trades Training Program</li> <li>■ Women's Mentorship Program</li> </ul>
Persons with Disabilities	<ul style="list-style-type: none"> <li>■ Equipment and Assistive Technology Initiative</li> <li>■ Individualized Employment Services - Specified Disabilities</li> <li>■ Student Financial Assistance</li> </ul>
Youth	<ul style="list-style-type: none"> <li>■ BladeRunners</li> <li>■ Youth Skills BC – Workplace Pilot Program</li> </ul>

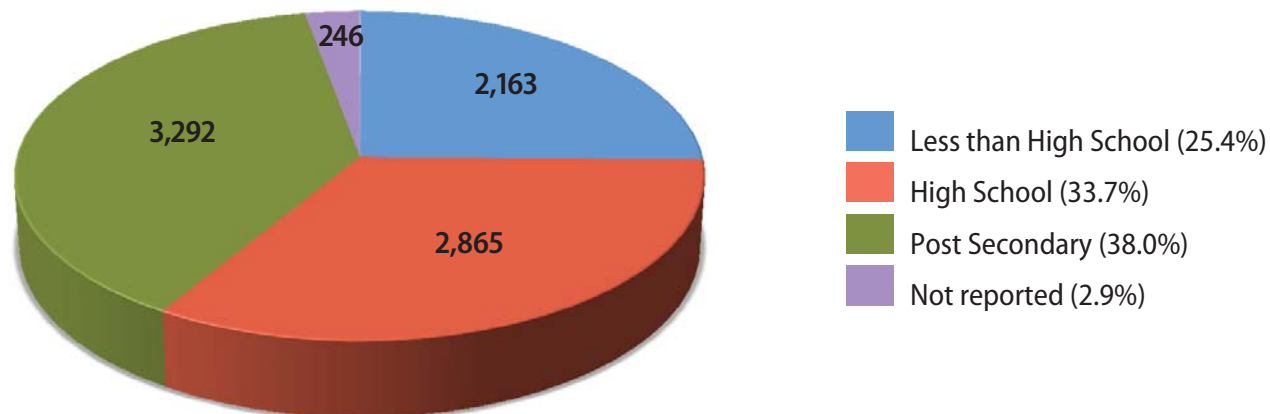
## 6.6 LMA Participants Served by Target Group

The following graph provides the breakdown of participants served within target groups. Please note that participants may have reported themselves in more than one target group category. For Target Group definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



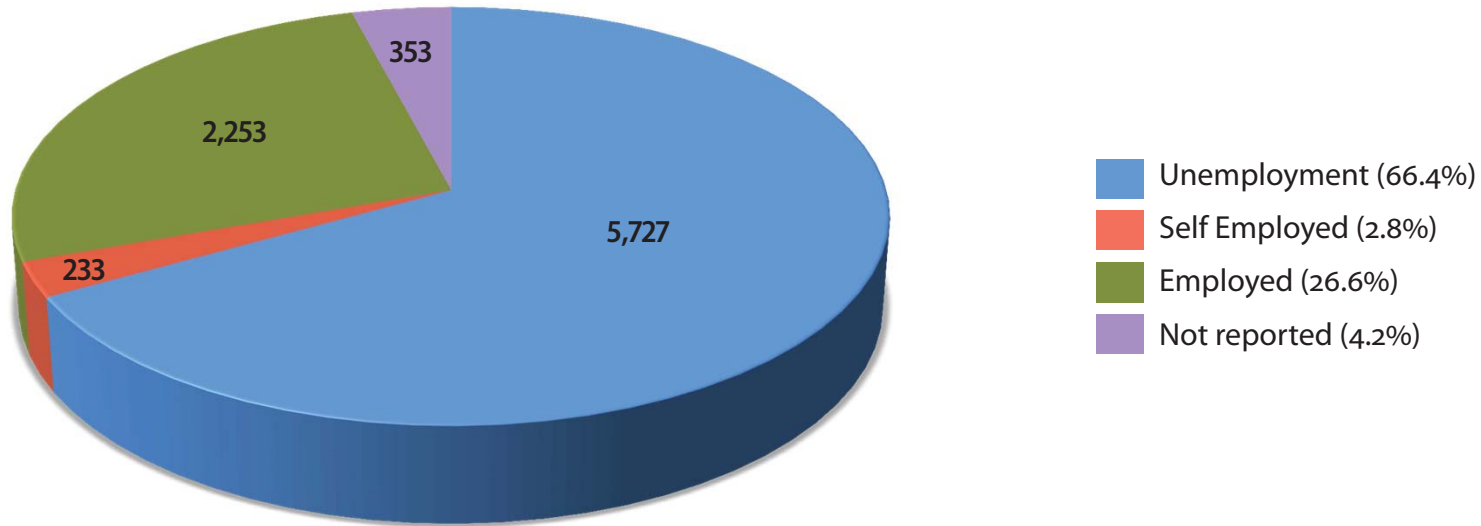
## 6.7 LMA Participants Served by Education Level

The following chart provides the number and percentage of participants served by their education level. For Education Level Definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



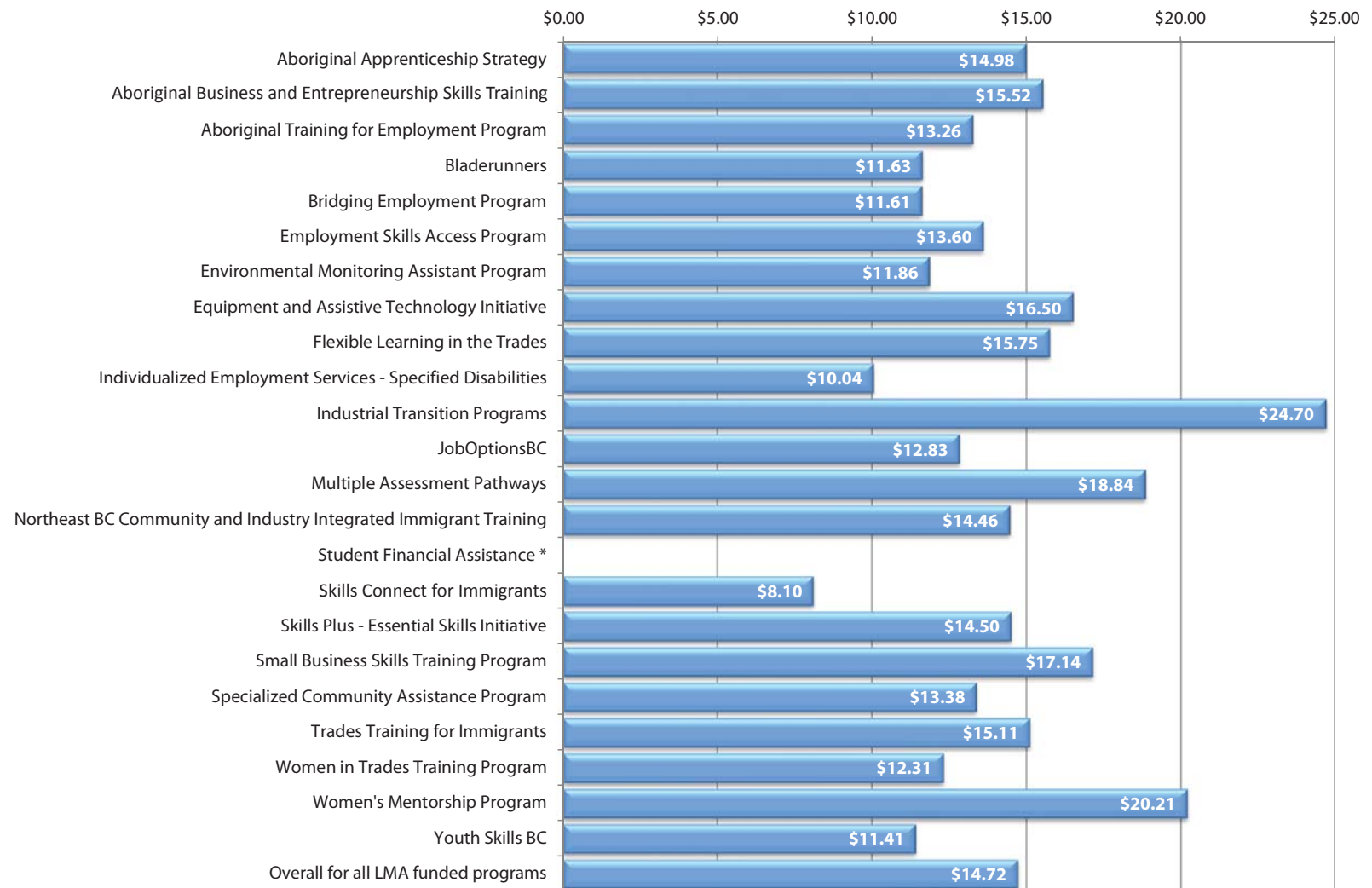
## 6.8 LMA Participants Served by Employment Status

The following chart provides the number and percentage of participants served by their employment status. For Employment Status Participant Indicator Definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



## 6.9 LMA Participant Wage Level in Most Recent Job as Reported at Intake

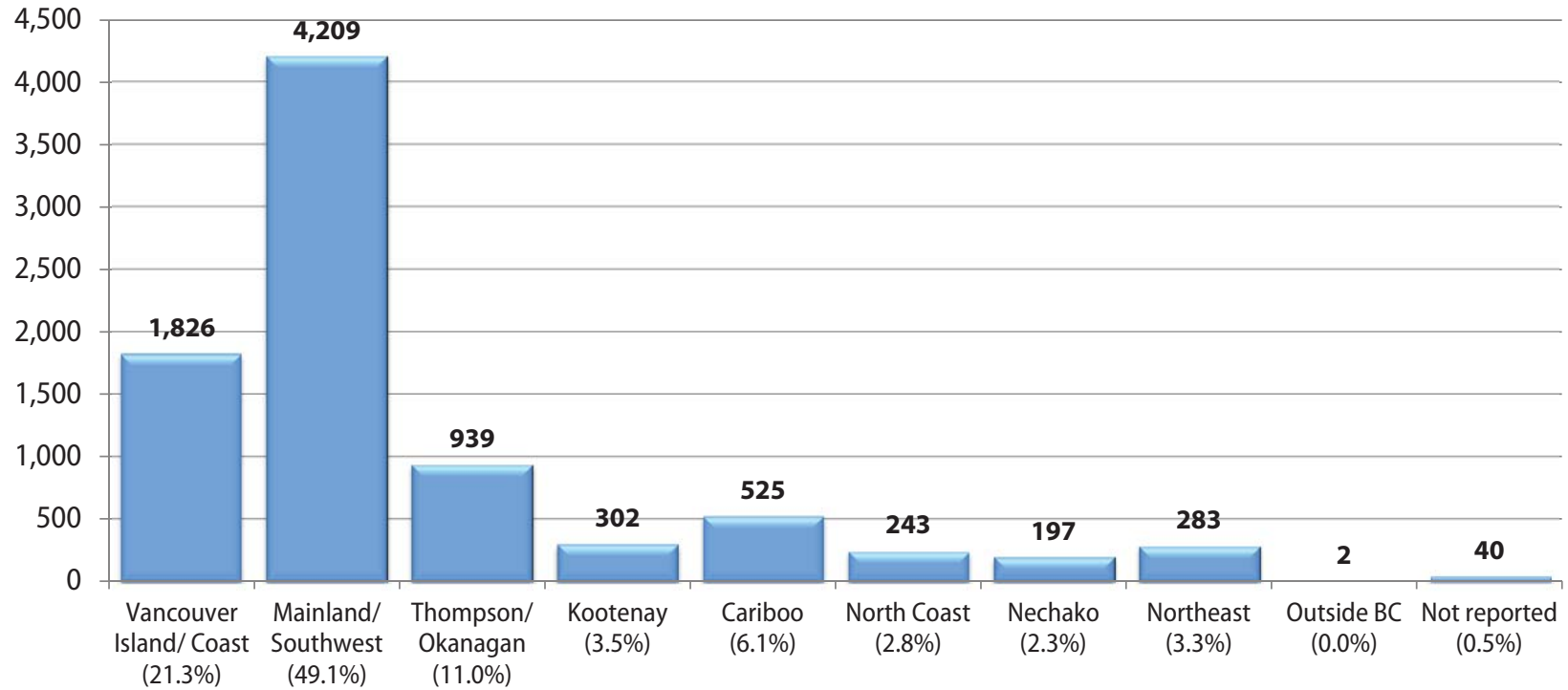
The chart below provides the participants' hourly wage levels from their most recent or current job prior to starting with a program or service, as reported at intake.



\*No wage data available

### 6.10 LMA Participants Served by Development Region

The following chart provides the number and percentage of participants served by development region. These data include those participants who completed the participant intake form and answered the question. The development region is determined by the community the participants' identified as their address/community in the participant intake forms.

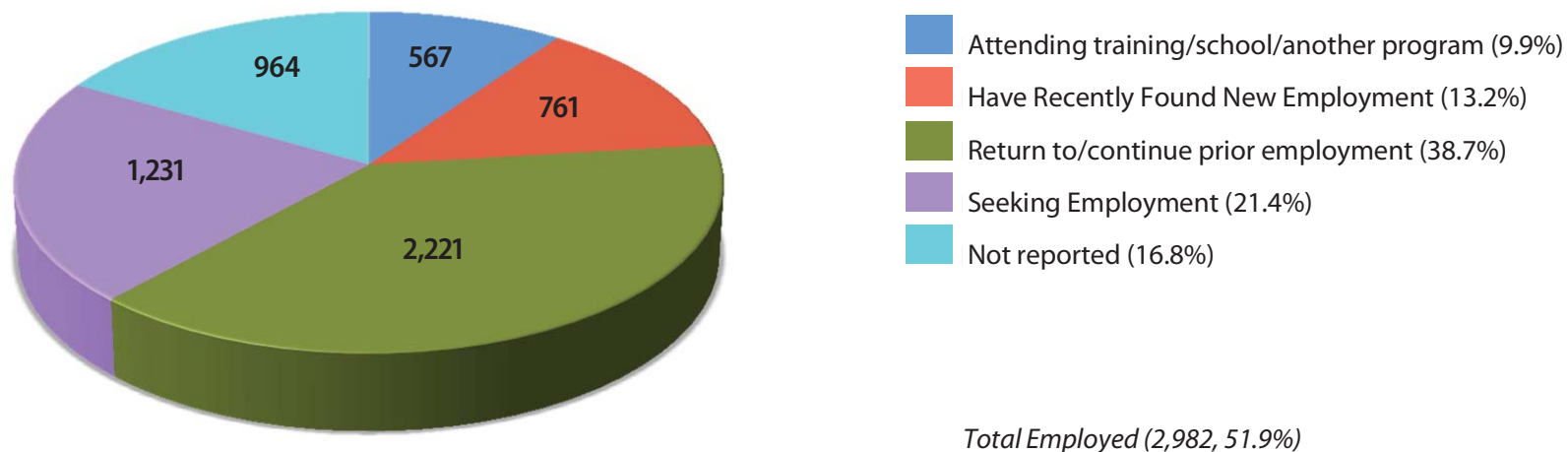


Development Regions by Regional District (Source: BCStats May 2007 [www.bcstats.gov.bc.ca/data/pop/maps/drmap.asp](http://www.bcstats.gov.bc.ca/data/pop/maps/drmap.asp))

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

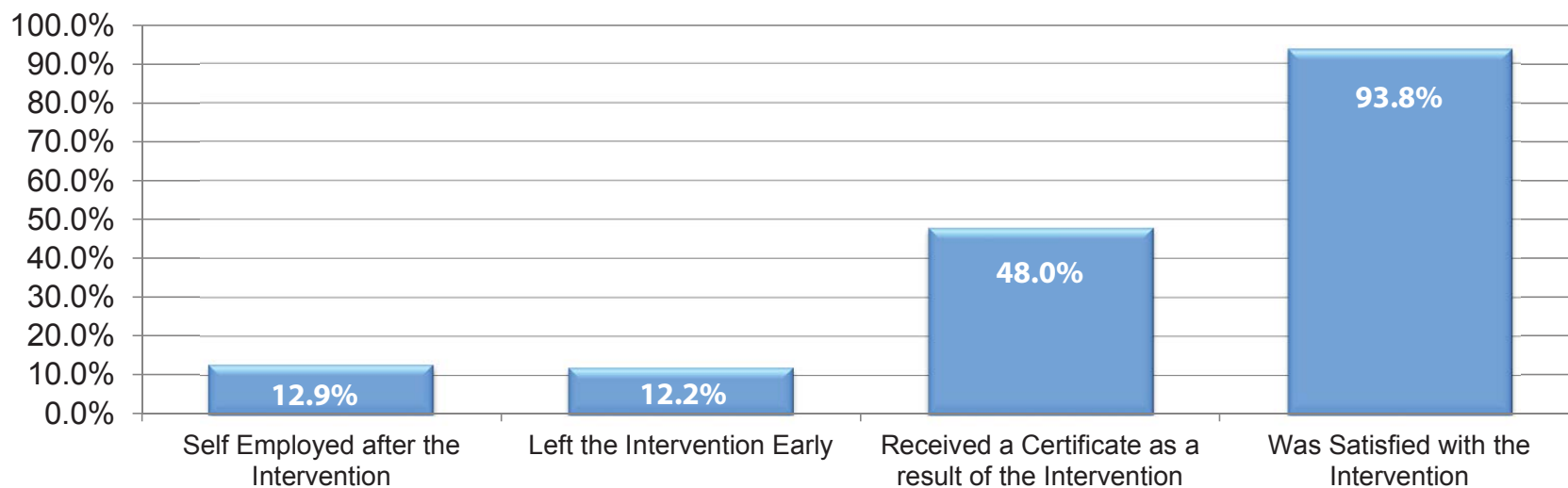
### 6.11 LMA Participant Employment Status as Reported at Exit of Intervention

The following chart provides the number and percentage of participants by their Employment Status at the end for the program or service. These data include those participants who completed the participant exit form and answered the question.



### 6.12 LMA Participant Statistics at Exit of Intervention

The chart below provides percentage statistics at the end of a program or service on the following questions: Self-employment, Leaving program or service early, Certification and Satisfaction with the program or service attended. These data include those participants who completed the participant exit form and answered the question. Definitions can be found at the Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



## 7 2010/11 Strategic Training and Transition Fund Initiatives

A total of seven Strategic Training and Transition Fund (STTF) funded initiatives were operational and serving participants in 2010/11. The table below lists those initiatives, a description of their service, and target numbers of participants that were projected to be served in 2010/11.

Labour Market Solutions – Targeted Skills Shortage Program began in 2010/11, but did not start serving participants until 2011/12.

Initiative	Description	Participants Projected to be Served
<b>Asia Pacific Gateway Skills Table</b>	Funding to support implementation of the pilot projects.	585
<b>BC Employment Program</b>	Helps Income Assistance (IA) clients to increase job and life skills, enhance employability and become employed and independent.	10,000
<b>BC Technology Industry Association</b>	Funding to support the up-skilling, training and development of entrepreneurial and management capabilities.	150
<b>Economic Recovery Training Pilot Program</b>	Provides financial assistance for skills training.	1,000
<b>Employment Skills Access Program*</b>	Provides free access to skills training at public post-secondary institutions for entry/re-entry into the job market.	1,144
<b>Women's Mentorship Program</b>	Provides mentorship to assist women to enter or re-enter the workforce.	131
<b>Workplace Training for Innovation Program</b>	Provides small businesses and not-for-profit organizations with funding for employee training.	8,000
<b>Total Participants Projected to be Served</b>		<b>20,010**</b>

\* The Employment Skills Access (ESA) program was originally intended to be funded under the LMA. The decision was made to split ESA funding between LMA and STTF in 2010/11, the LMA portion of the projected participant numbers are reported on the LMA Performance Outcome Report in 6.3.

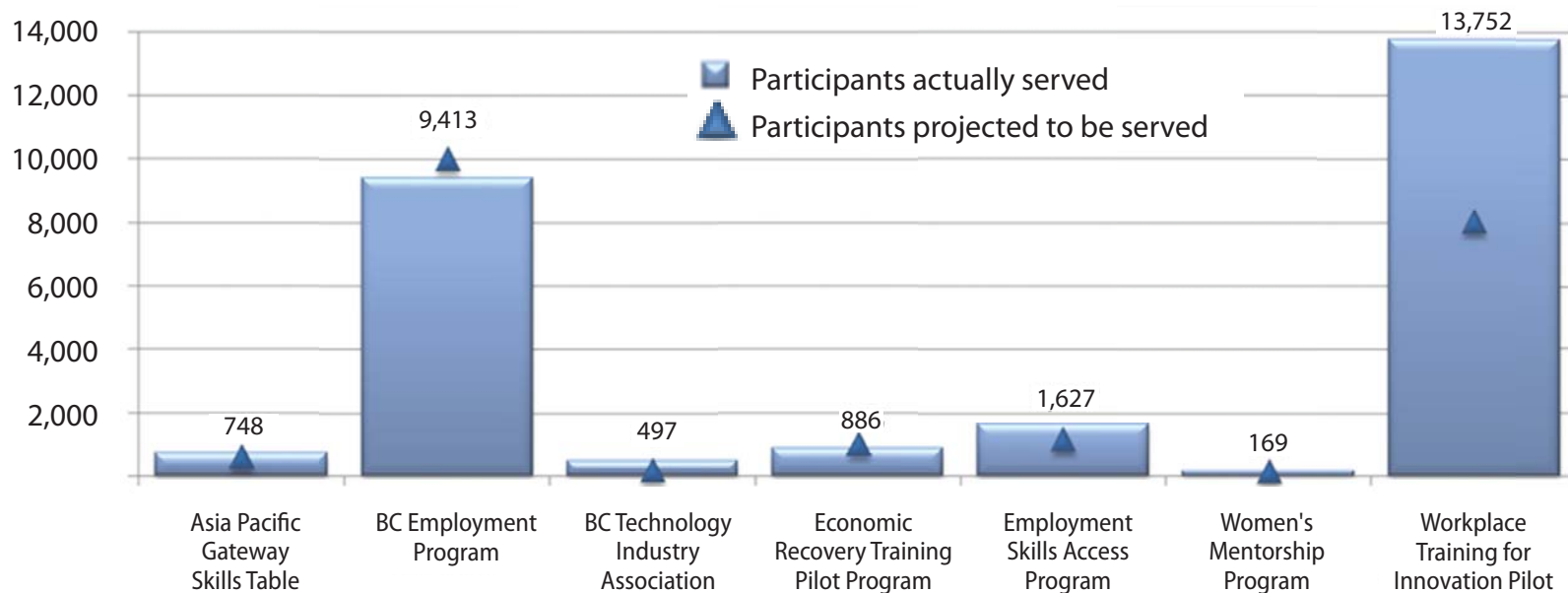
\*\* The total participants projected to be served was estimated at 14,281 at the time 2010/11 Annual Plan was developed. This did not include programs under development at the time.

## 8 Strategic Training and Transition Fund Participant Outcome Reports

A total of **27,092** participants were served by the STTF funded programs in 2010/11. Participants were requested to complete an intake form to self declare information regarding their employment status and education status among other things. Any personal information collection complies with the province's *Freedom of Information and Protection of Privacy Act*. The information on the intake forms were used for reporting purposes only if the forms were signed for consent and only aggregate data from the forms is ever published. A signed intake form was received for **27,035** of the participants (response rate of 99.8%). The statistical analyses in 8.2 to 8.6 below are based on the participant intake forms received.

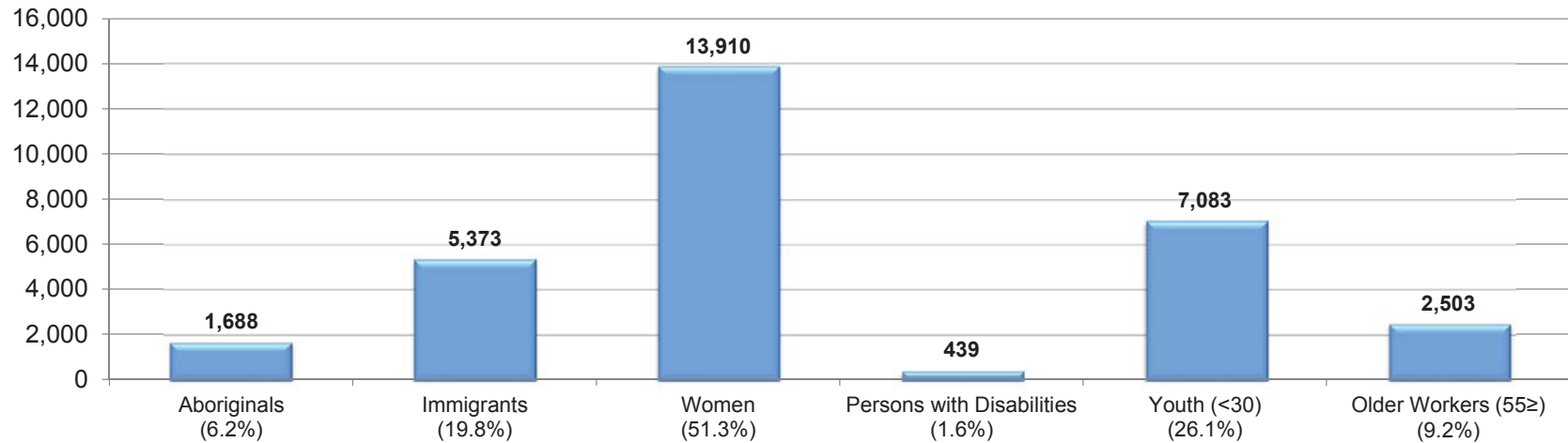
### 8.1 STTF Funded Initiatives by Number of Participants Projected to be Served vs. Actually Served

The chart below lists the target numbers of participants to be served, and the actual number of participants served.



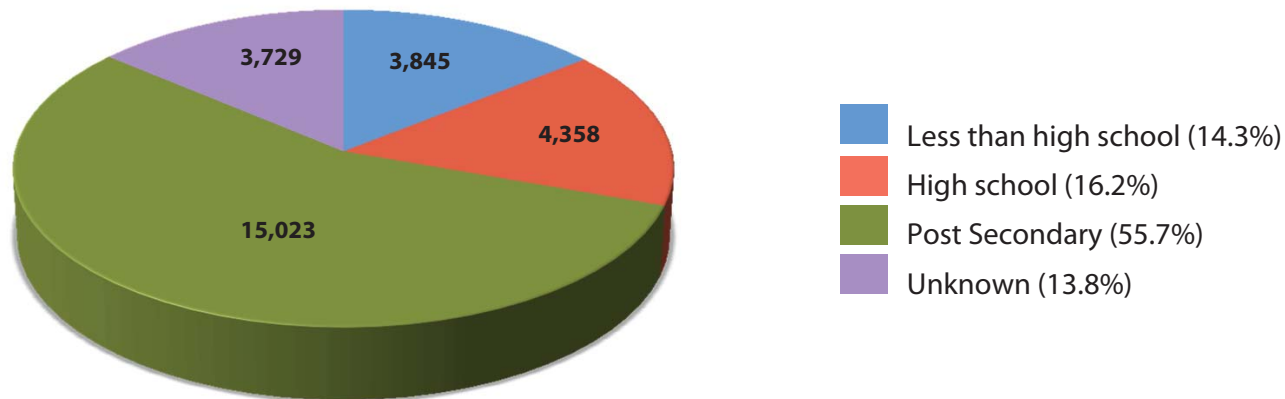
## 8.2 STTF Participants Served by Target Group

The following graph provides the breakdown of participants served within 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. For Target Group definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



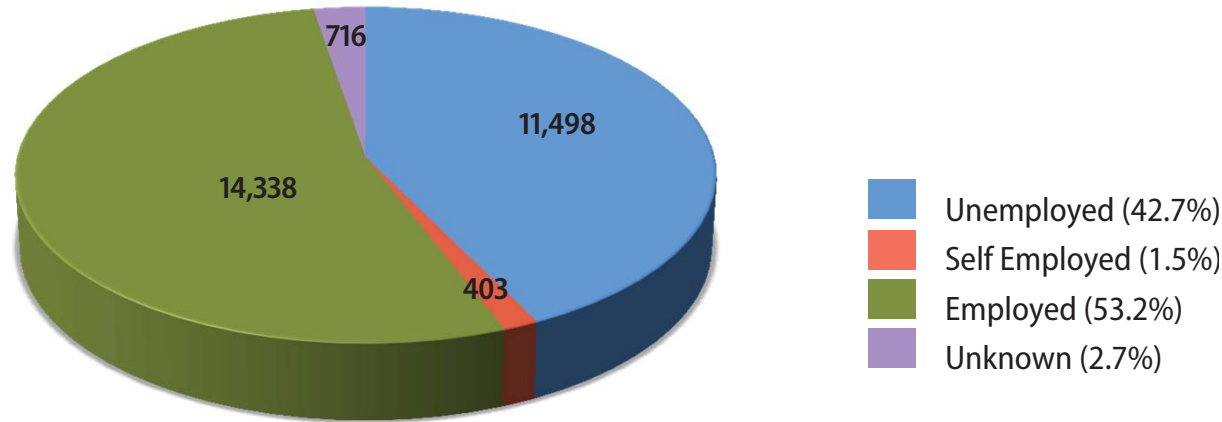
## 8.3 STTF Participants Served by Education Level

The following chart provides the number and percentage of participants served by their education level. For Education Level Definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



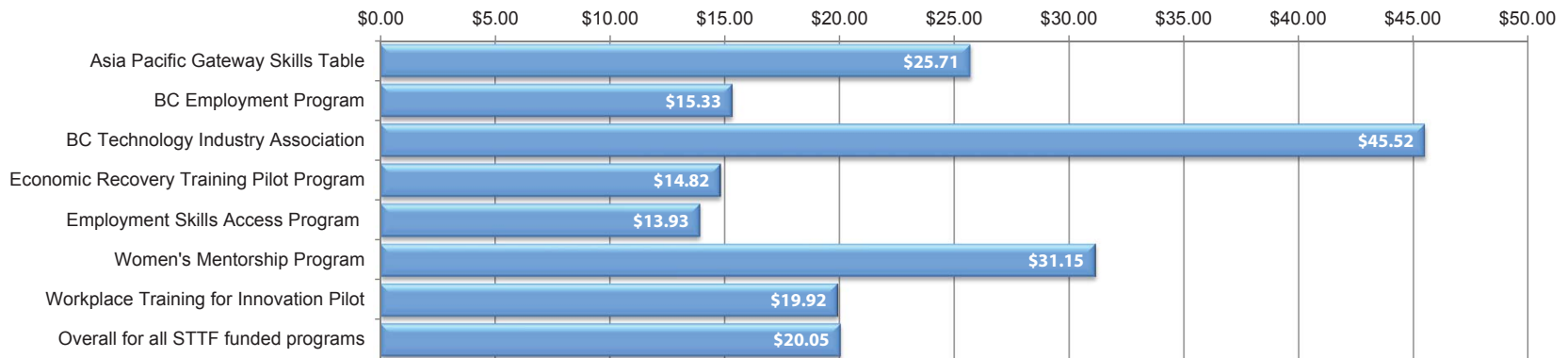
### 8.4 STTF Participants Served by Employment Status

The following chart provides the number and percentage of participants served by their employment status. For Employment Status Participant Indicator Definitions, please see Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



### 8.5 STTF Participant Wage Level in Most Recent Job as Reported at Intake

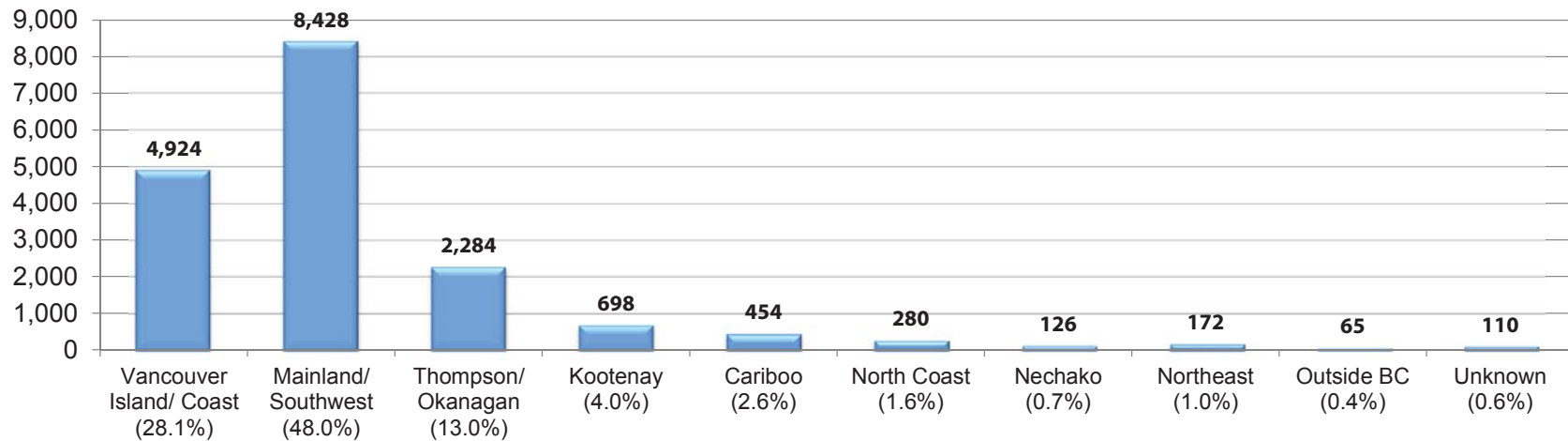
The chart below provides the participants' hourly wage levels from their most recent or current job prior to starting with a program or service, as reported at intake.



## 8.6 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 participants' community.

BC Employment Program participants are not included in these statistics.

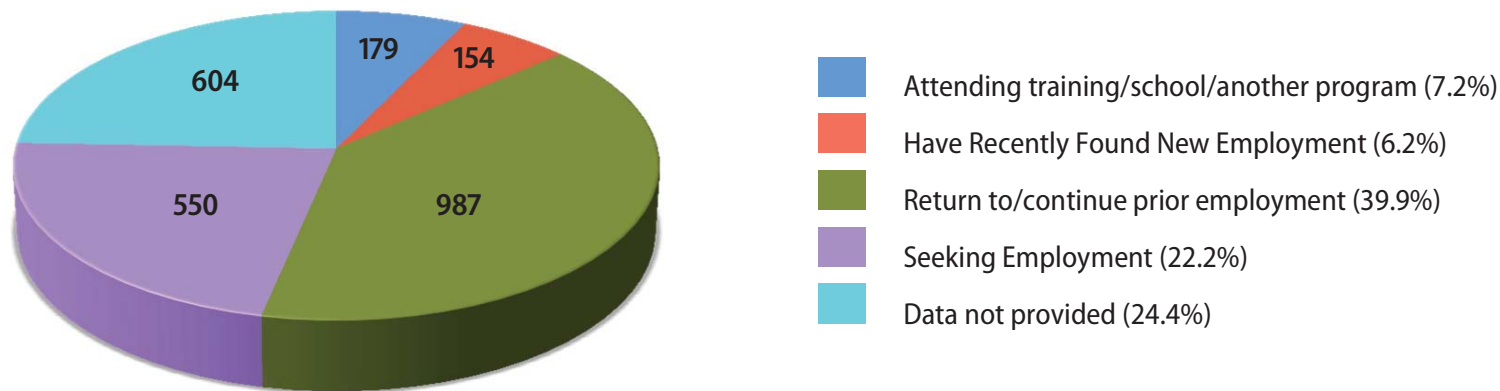


Development Regions by Regional District (Source: BCStats May 2007 [www.bcstats.gov.bc.ca/data/pop/maps/drmmap.asp](http://www.bcstats.gov.bc.ca/data/pop/maps/drmmap.asp))

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

### 8.7 STTF Participant Employment Status as Reported at Exit of Intervention

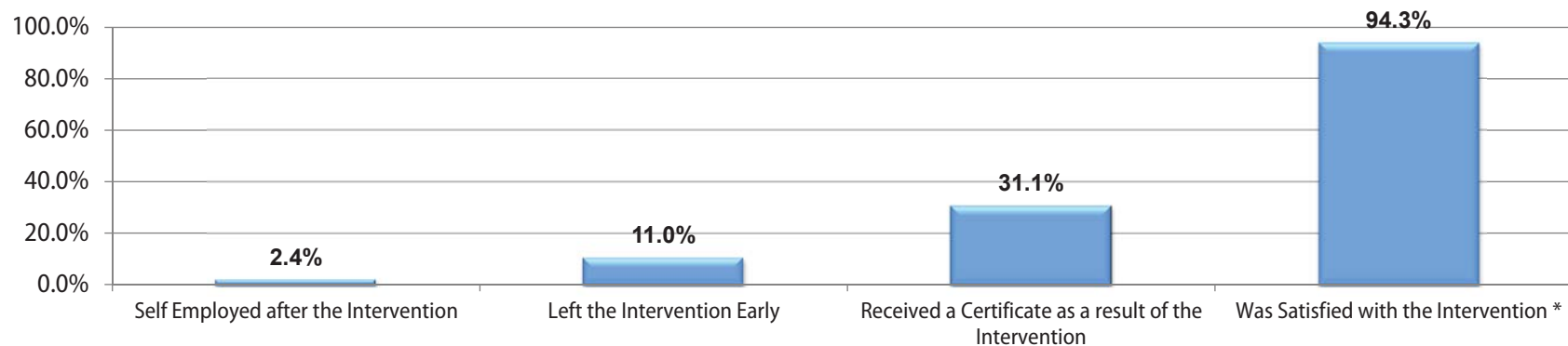
The following chart provides the number and percentage of participants by their Employment Status at the end for the program or service. BC Employment Program participants are not included in these statistics.



Total Employment (1,141, 46.1%)

### 8.8 STTF Participant Statistics at Exit of Intervention

The chart below provides percentage statistics at the end of a program or service on the following questions: Self-employment, Leaving program or service early, Certification and Satisfaction to the program or service attended. Definitions can be found at the Appendix 2 – British Columbia Definitions for LMA Annual Performance Outcome Reporting.



\*BC Employment Program participants are not included in these statistics.

## 9 Canada/British Columbia Labour Market Agreement and Strategic Training and Transition Fund Success Stories

The following stories provide examples of how LMA and STTF programs and services have assisted participants to gain employment, or further training, and how STTF program supported businesses in becoming more competitive and better positioned in our current economic environment by upgrading participants' credentials.

**Job Options BC** is an employment and skills training program that aims to help unemployed British Columbians gain the skills, confidence and experience they need to find employment. The program is geared towards the unemployed non-Employment Insurance clients who want to become employed. The program consists of group activities, employability and job search skills (basic skills upgrading, computer training, and short term skill training). Further skills training and/or work experience during the program includes employer, community-based or volunteer work experiences. This provides the opportunity for participants to learn skills to assist their search for paid employment.

Angela is a thirty-something, Canadian-born single mother of four who was a long time income assistance recipient when she saw a commercial on television about the Job Options BC program. She contacted the program the very next day, and scheduled an appointment with an Employment Consultant. In the program she learned new ways to look for work, how to write a good résumé and cover letters, however the most helpful exercise for her was to practice a mock interview that was videotaped. It allowed Angela to watch herself in action, and see where she needed to improve her performance. After finding an employment, she received invitations for another three interviews from the job applications she had sent out using the new "tools" she had learned.

*“ I looked for work for so long and found nothing, but as soon as I used my new skills I found work. I would recommend this course to anyone who is looking for work. ”*

**The Youth Skills BC Workplace Pilot Program** is a new incentive program which offers BC employers up to \$2,000, when hiring an eligible youth between the ages of 15 and 29. The two year program also offers an additional incentive of \$1,000 to purchase training for their new employee. The program has been created to provide BC's youth with the skills required to be successful in the employment market. Through a combination of work experience and formal skills development training, the program hopes to address the current and future skills shortage in BC.

Through Youth Skills BC Workplace Pilot Program Bowman Employment Services was able to match Lindsey with a job placement quickly in her new career field as a legal assistant. She now works at a notary public's office, which has provided her with encouraging and comforting environment to start her career in. Lindsey has received in house training from co-workers every day; they are helpful and understanding as she is learning the job. Throughout her placement, staff at Bowman Employment Services have followed up with Lindsey to ensure her work placement is going well.

*“ I send out my sincere thank you to this program staff and support team as well as my employer for providing me with encouragement and an opportunity. I continue to look forward to a lifelong career as a legal assistant. ”*

Vancouver Web Design, Development and Marketing Company has utilized the Youth Skills BC Workplace Pilot Program to hire three new staff members. Receiving support to hire youth was the deciding factor for them for participating with the program, and that decision has helped the business grow at a much faster pace than they originally anticipated. As a result, they can continue to employ the new staff hired through this initiative, and they can continue to help the business grow.

*“It was the perfect decision.”*

**Women’s Mentorship Program** provides mentorship to assist women to enter or re-enter the workforce. The program matches women with experienced, successful mentors; provides guidance and encouragement to access employment or find a job, and has some training options available if needed.

Below is an excerpt from Vancouver Sun (May 30, 2011 by Darah Hansen)

Paula Bradner was in her mid-50s when she found herself looking for a full-time job. It was scary at first — the very thought of going up against applicants potentially half her age. “It makes you feel that it’s not even worthwhile stepping up to the plate,” the West Vancouver resident recalled of her initial concerns. Bradner recently found work after completing a course in Vancouver run by the Minerva Foundation tailored to get professional women back into the workforce. The course, she said, gave her both the tools and the confidence to identify and land her dream job, coordinating events and promotions with the Dairy Farmers of Canada.

“It’s given me a whole bunch more self-esteem than I was operating on before. I love my brain working at this level again. I love the challenge,” she said. “Sometimes I pinch myself and think, ‘Is this really happening?’”

BC’s **Industry Training Authority** works collaboratively with industry training providers, career counsellors, labour unions and government to deliver labour market programming for groups who face barriers to participation in training towards trades credentials. Below are a few participant stories from the 2010/11 Canada-BC Labour Market Agreement Industry Training Authority Success Report.

**Aboriginal Apprenticeship Strategy** partners with Aboriginal organizations and training providers to fund pre-apprenticeship and apprenticeship programs across the province.

When Charles Powder moved to B.C. in 2006, he left behind a life fuelled by drugs and alcohol. This Alberta native and member of the Mikisew Cree First Nation enrolled in a treatment centre, followed by a recovery house. It was there that Charles was referred to the Kla-how-eya Aboriginal Centre in Surrey, B.C., as a resource to help get started on a career.

With experience in the restaurant industry, Charles was drawn to the culinary arts program at Kla-how-eya. Charles graduated from the 16-week program with top marks and went to attend Vancouver Community College’s Culinary Arts Apprentice program for a short while.

Today, 31-year-old Charles is cooking at Kla-how-eya as a sous chef and plans to challenge for his Red Seal certification. He credits his good fortune to his decision to turn his life around. “You do good, you get good in return.”



**Women in Trades Training** initiative helps unemployed or low-skilled women get the support they need to become skilled, in-demand tradespeople. The training and employment initiative offers financial support such as free tuition, tools and books, and childcare subsidies. It also connects women to other opportunities, such as general skills upgrading, career counselling, on-the-job training and introduction to potential employers.



As a stay-at-home mom for 12 years and armed with only a high school diploma, Lorraine felt ill-prepared to find a place in the work world. Resigned to the likelihood she would never have a career, she believed she would have to work at low-paying jobs all her life.

Fortunately, a friend told Lorraine about the Women in Trades Training's 14-week program. She had considered working in the trades because she liked being active and working with her hands, but since she lacked any formal training, she assumed it wasn't an option that was available to her.

Lorraine was accepted into the program and says that, initially, she found it challenging to go from being a stay-at-home mom to being a student. Juggling the needs of the three school-aged children while going to school herself added to the pressure.

With a great deal of determination and hard work, Lorraine successfully completed the program and is now in her first year of a foundations program in plumbing – a natural choice, as her father is a plumber.

Lorraine says that, today, she is delighted at how proud her kids are of her. "I never thought I would be a role model for my kids when it came to having a career, but I feel I am really showing them that they can do whatever they want."

Lorraine aspires to eventually open her own plumbing shop and credits the support she received from the program with helping her get to where she is today. Support like paid tuition and supply of work gear removed the financial burden of returning to school.

She also thinks the emotional support she received from the other women in her course made a real difference, and contributed to her success.

**Immigrants in Trades Training** offers unique financial support, as well as other assistance including English classes, free tools and equipment, and introductions to potential employers.

Not many 30-year-olds can say that they have spent the last 11 years at sea – but for Andriy, who comes from Ukraine, that's exactly where he grew up and learned his trade. As an educated and certified marine electrician, Andriy would spend months at a time away from home. Following a visit to Canada, Andriy and his young family decided to pursue a better life, one that didn't involve work at sea. To get his feet firmly on dry land, he and his family immigrated to British Columbia in June 2010.

When he arrived in B.C., Andriy sent his résumé to employers, but quickly learned that although he had an international licence for his trade, it was not fully recognized in B.C. Further, to shift his career from marine electrician on the water to an industrial electrician on land, he needed to go through some retraining.



"I had to prove my experience, and that I've worked before in my trade," says Andriy. "Having my experience recognized was very important because it means I can take my exam without additional study."

Andriy found the ITA website and ultimately the S.U.C.C.E.S.S. Employment Services Immigrants in Trades Training initiative. The Program helped Andriy financially, reimbursing him for the cost of his retraining and the materials he needed. More importantly, Andriy received the guidance and advice needed to ensure recognition for his experience and translation into Canadian certification.

While taking his retraining course, Andriy was able to find work at a shipyard, gaining valuable Canadian experience and contacts. Fortunately, the process didn't take long, and within a year, Andriy passed his exams and received the recognition of his experience that he needed to gain Canadian certification.

**Multiple Assessment Pathways** program offers alternative methods of assessment beyond the traditional written exam, for individuals who gained their knowledge and skills outside the formal Canadian apprenticeship system and who lack an interprovincial (Red Seal) certification.



Ted Debalinhard's extensive experience working as a heavy duty mechanic worked against him when it came time to getting his trade certification. At 47 years of age Ted had years of experience, so his employer didn't see any advantage to enrolling him in an apprenticeship program. Ted already had the knowledge and skills needed to do the work, but he didn't have any credentials. Since he had dropped out of high school at the end of Grade 9, the credentials meant a lot to him.

Ted's employment history began when he worked in a mill after leaving school. Working there exposed him to heavy duty equipment, which led to a career in heavy duty mechanics. When the mill closed in 1999, Ted moved to a heavy duty mechanic shop, where he learned on the job. He loved the problem-solving aspect of the work. He says he liked being able to diagnose a problem and fix it. Following years of hands-on learning, Ted became proficient to the point that apprenticeship seemed unnecessary.

Comfortable in his job and not anxious to return to a class a classroom setting, Ted didn't push the idea of an apprenticeship either, and resigned himself to the idea he would never be certified in a trade – even one he had been working in since he was 15.

All that changed when Ted came across a newspaper ad for Multiple Pathways program, which would assess experienced tradespeople using a variety of assessment methods to verify whether they could be certified in their trade.

Working with an assessor from industry, Ted's assessment took place over the course of a few days and included a short written test, a two-hour interview and a practical exam. And though Ted was nervous about conventional testing methods, he said the assessment process felt more like "talking shop" than an exam. In his element, he said he felt relaxed through the entire process because he had the opportunity to "show the assessor what he knew rather than write an essay about it".

And the years of experience came to bear during the assessment. Today ted holds a Heavy Duty Equipment Technician interprovincial (Red Seal) certificate.

**The Workplace Training for Innovation Pilot Program**, funded by the Strategic Training and Transition Fund, ran for the second year of the two year pilot in 2010/11. It provided eligible employers with funding for employee training with the aim 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. The funding was available to small businesses and non-profit employers, with less than 50 employees, that had been in existence for a minimum of one year.

Below are a few quotes from employers who took advantage of the opportunity to provide training for their staff.

*“ I wanted to express our sincere thanks to the program. As a non-profit 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

*“ Working that closely together made our team more cohesive, strengthening our relationships, created inclusiveness for new staff. ”*

Cheryl Stone, Executive Director, Community Options Society

*“ The staff and I learned about marketing and branding essential to moving our organization forward. ”*

Deborah Twocock, Executive Director, Dress For Success

*“ As a result of the training, the gym has already been able to implement this new technology to ensure the ongoing development and safety of our members. ”*

Moira Gookstetter, Chief Executive Officer, Gymnastics BC

*“ This training will make a definite impact on our Society as we could have never afforded to finance it on our own. ”*

Helen Edwards, Administrative Director, Hallmark Society

*“ Thank you so much for this wonderful grant/fund. It has made an amazing difference to our staff & therefore indirectly to all our brain injured clients. ”*

Terry-Lyn, Kamloops Brain Injury Association

*“ Our team loved the program and we immediately noticed an increase in energy within the group. As a small business we would not have been able to afford the time and funding for such a training program. I am sure that the overall benefits will be long lasting and I am grateful that we were able to receive this caliber of training. ”*

Donna Denham, President, Support Services Unlimited

*“ As a non-profit, funding opportunities like this, [is] one factor largely in our ability to remain current and competitive in delivery of services. Being able to have this training has enabled us to take a huge leap forward in our administrative effectiveness as an organization and we are now starting to use this online program for everything from managing our contact lists, calendar, case notes, event planning and donations. Essentially, this boost has moved us from having access to a very powerful program to actually using it. We plan to continue the training on an on-going basis and budget for it each year. ”*

Carmen Timmermans, Project Manager, Vancouver Island Providence Community Association

*“ This intensive three day course exposed us to the experiences and strategies of some of the most successful people in our field. We learned new techniques, practiced our skills and created a ‘tool kit’ for success. Above and beyond these important aspects of the program, we learned new ways of thinking about our product and our role within the organization. The positive outcomes of this training were extensive. Our staff members are more dedicated, confident and organized. Already we have seen the impacts of this training directly translate into sales which will play a major role in the future successes of our organization. ”*

Shantel Genest BTM, Community Relations & Women’s Team Manager, Victoria Highlanders Football Club

## Appendix 1: Annex 2 - Canada British Columbia Labour Market Agreement Performance Indicator Information

### 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 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 moth following the end of the 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 participant 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, 2001 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 participant level data, sampling and surveys of participants, 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: BC Definitions for LMA Annual performance Outcome Reporting

### Target Group Definitions

<b>Aboriginal People</b>	Individuals who are First Nations, Métis or Inuit
<b>Immigrants</b>	Individuals who were foreign born and have been permitted by immigration authorities to live in Canada permanently
<b>Older Workers</b>	Individuals aged 55 or over
<b>Persons with Disabilities</b>	Individuals 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>	Individuals aged 15-29

### Employment Status Participant Indicator Definitions

<b>Employed – full time</b>	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)
<b>Employed – part time</b>	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)
<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

<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>

## Participant Outcome and Impact Indicator Definitions

<b>Completed Intervention</b>	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.
<b>Did Not Complete Intervention – Positive Outcome</b>	Participant did not complete intervention but left intervention for positive reasons. Participant may have obtained employment, became self employed or returned to school.
<b>Did Not Complete Intervention – Incomplete Outcome</b>	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.
<b>Continuing in Intervention</b>	As of the “snapshot” date, participant has not yet finished intervention.

## Credential/Certification Definitions

<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 is calculated based on usual paid hours per week.

## Definition for Satisfied

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

# Appendix 3: 2010/11 Reporting Template for the Federal Government

## 2010/11 Reporting Templates for the Federal Government

### Canada-British Columbia Labour Market Agreement performance Indicators Report for fiscal year 2010/11

#### 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	2,253	Less than high school	2,163	Aboriginal peoples	2,565
Unemployed	5,727	High school	2,865	Immigrants	2,032
Self employed	233	Post-secondary	3,292	Older workers (55+)	657
Data not provided	496	Data not provided	389	Persons with disabilities	1,142
<b>Total</b>	<b>8,709</b>	<b>Total</b>	<b>8,709</b>	Women	3,833
				Youth (15-29)	3,699

#### 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	1,130	93.5%
Skills Development and Upgrading Interventions for Unemployed Participants	2,389	95.0%
Work Experience Interventions for Unemployed Participants	None	None
Interventions That Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Participants	4,736	93.6%
Skill Development and Training for Low Skilled Employed Participants (Workplace Based)	454	92.6%
<b>Total</b>	<b>8,709</b>	<b>93.8%</b>

### 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)			
	Completed	Left early	Unknown
Employment Services for Unemployed or Low Skilled Employed Participants	85.4%	11.3%	3.2%
Skills Development and Upgrading Interventions for Unemployed Participants	84.3%	14.9%	0.8%
Work Experience Interventions for Unemployed Participants	None	None	None
Interventions That Offer Skills Development and/or Work Experience Components for Employed and/or Unemployed Participants	85.6%	12.4%	2.0%
Skill Development and Training for Low Skilled Employed Participants (Workplace Based)	89.2%	2.3%	8.5%
<b>Total</b>	<b>85.6%</b>	<b>12.2%</b>	<b>2.2%</b>

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

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

Note: This section deals with 3 and 12 month survey reporting, which is covered by separate reports to follow.

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

Note: This section deals with 3 and 12 month survey reporting, which is covered by separate reports to follow.

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	N/a	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.

2,757

### 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.

Mean average hourly earnings of clients entering an intervention	\$14.72
Mean average hourly earnings of clients 3 months after leaving the intervention	N/a
Mean average hourly earnings of clients 12 months after leaving the intervention	N/a

## 2010/11 Reporting Templates for the Federal Government

### Strategic Training and Transition Fund performance Indicators Report for fiscal year 2010/11

#### 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	14,338	Less than high school	3,845	Aboriginal peoples	1,688
Unemployed	11,498	High school	4,358	Immigrants	5,373
Self employed	403	Post-secondary	15,023	Older workers (55+)	2,503
Data not provided	853	Data not provided	3,866	Persons with disabilities	439
<b>Total</b>	<b>27,092</b>	<b>Total</b>	<b>27,092</b>	Women	13,910
				Youth (15-29)	7,083

## 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
Strategic Training and Transition Fund	27,092	94.3% *

\*The percentage excludes BC Employment Program

## 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) *		
	Completed	Left early	Unknown
Strategic Training and Transition Fund	87.3%	11.0%	1.6%

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

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

Note: This section deals with 3 and 12 month survey reporting, which is covered by separate reports to follow.

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

Note: This section deals with 3 and 12 month survey reporting, which is covered by separate reports to follow.

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	N/a	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.

5,444

### 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.	
Mean average hourly earnings of clients entering an intervention	\$20.05
Mean average hourly earnings of clients 3 months after leaving the intervention	N/a
Mean average hourly earnings of clients 12 months after leaving the intervention	N/a



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