**LBS Performance Management Overview Phase II-A (2014-2016 +)**

Suitability Indicators:

• Education Level attained < grade 12

• Source of Income Ontario Works, ODSP, Crown Ward & No Source of Income

• Time out of school more than 6 years

• Time out of training more than 6 years

• Age older than 45 years of age and under 64

• History of Interrupted education interrupted primary or secondary education

• Person with Disability Self-identified as a person with a disability (as defined by AODA)

• Inuit, First Nations or Metis

• Deaf or Deaf Blind

• Francophone

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| **Dimension** | **Measure** | **What is it?** | **Where is the data coming from?** | **How, where and when is it measured on the Detailed Service Quality Report**  **(DSQ/ Report 64)** | **Weight** | **Min Provincial Standard** |
| **Customer Service**  **40%** | **Customer Satisfaction** | A measure of the feedback from learners who exit the program about their satisfaction with the service they have received. | **Exit Form** | 1. Customer Satisfaction   ***CLOSED Service Plan***  *Answered 4 or 5 to exit question* | 15% | 90% |
| **Service Coordination**  Information & Referral  &  Learner Referrals  In & Out | A measure of how the service provider’s coordination, integration and supported access to and from services are effectively incorporated into the program | **Participant Registration Form** | 1. Service Coordination   ***CLOSED Service Plan***  *Only 1 referral per service plan – in or out.* | 25% | 50% |
| **Effectiveness**  **50%** | **Suitability/**  **Learner Profile** | A measure of who is being served - Suitability Indicators. Ideally need average of 3 indicators per service plan. (see below) | **Participant Registration Form** | 1. Suitability   ***CLOSED Service Plan***  *Averages all indicators per service plan* | 20% | 30% |
| **Learner Progress** | A measure of the successful completion of the required learning activities, ***Milestones*** and culminating tasks related to the learner’s goal path. (Milestones only for Phase IIA) | **PRF and data entered into CaMS** | 1. Progress   ***ACTIVE and CLOSED Service Plan***  *only 1 Milestone per service plan* | 30% | 60% |
| **Efficiency**  **10%** | **Learners Served** | A measure of the number of learners with a service plan. | # of Learners entered into  CaMS with PRF | 7. Learners Served  ***ACTIVE and CLOSED LEARNER***  *carry over and new learners (no duplicate learners – and NOT service plans)* | 10% | 90% (100%) |