PERFORMANCE MANAGEMENT **Phase II-A Report 64**

Generally, from closed plans unless noted. Must contain sub-goal (not learning activity) with a status of “In Progress” or “Completed” with **no** cancelled outcomes**.**

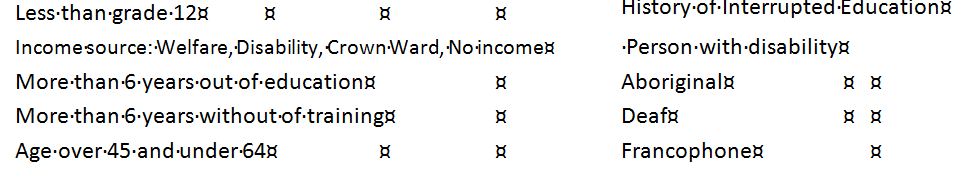
Generally, the numerator = who met the criteria / denominator = who COULD have met the criteria

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| --- | --- | --- | --- | --- |
| Dimension | Made up of | What is measured | From where? | NOTE |
| Customer Service  40% | 1. Customer satisfaction  (accounts for **15%** of the 40) | Learner rates 4 or 5 on recommending program | Exit form  /Learner exit& satisfaction | From closed service plans |
|  |  | Numerator: rating of 4 or 5  Denom= All plans with 1-5 ratings  Learner response rate= actual # of learners who responded |  |
| **Target: 90% of learners satisfied** | | |  |
|  |  |  |  |
| **2. Service coordination**  (accounts for **25%** of the 40) | Referrals into our program, during service and at exit | **In:** registration form, then cams.  **During**:  recorded in cams  **Exit**:  recorded in cams  Numerator= # of plans with at least one “countable” referral  Denom= total # of plans closed within report period  Actual= % of plans with a supported referral | From service plans closed  in Report period  note – report 60B won’t match  because it is based on active plans  + closed plans if they were active  during report period. |
| **Target: 50% of closed files have supported referrals**  See page 2 for referrals info | | | | |
| Referrals **in** do *not* count if from: other LBS providers **,**word of mouth; media; or no response  (recorded but not part of the measurement)  *Referred in: closed service plan and had to have had at least one competency*  *Formally referred, not word of mouth* | | | | |
| Referrals **out** count if**:**  Registered in Education – recognized high school or equiv.  Registered in Training – incl. LBS service provider – ie Learning Centre  Registered in ES – (Employment service)  Registered with Comm. Service that support learning  *Referred out : closed service plan and had to have had at least one competency*  *Learner confirmation that they are receiving services as result of LBS Service Provider*  *Referred out – community resources: learner confirmation that they are receiving service supporting achievement of goals as result of LBS Service Provider* | | | | |

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| --- | --- | --- | --- | --- |
| Dimension | Made up of | What is measured | From where? | NOTE |
| Effectiveness  (50%) | 1. Suitability/  Learner Profile  (accounts for **20%** of the 50) | Who we are serving | Registration form (Cams person home page and client summary  Numerator= # of suitability indicators  Denom= # of plans closed in report period  ACTUAL: avge % of suitability indicators PER learner  [sum of indicators divided by sum of closed plans divided by 10 (the number of indicators)] | From closed service plans |

**TARGET: 30% of learners have an average of 3 suitability indicators**

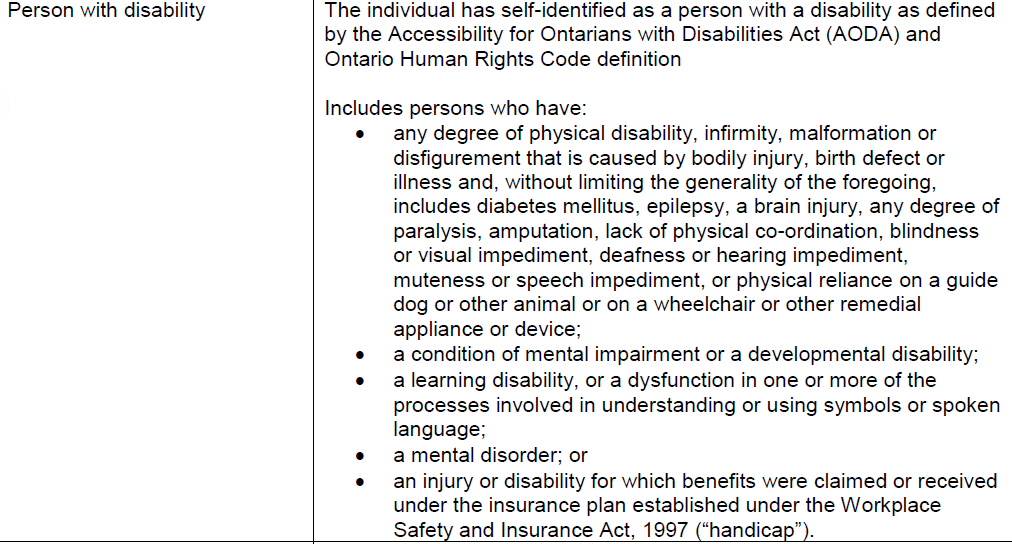
**SUITABILITY INDICATORS**



**Disability defined on next pg**

(Note – advised TCU (Brian) that the data dictionary does not include “no income” as one of the suitability indicators, although the report seems to pick it up for performance mgmt.)

Item 2 of Effectiveness on page 5



Use this to help a learner identify with a disability – many don’t know what is actually included

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Dimension | | Made up of | | What is measured | | From where? | | NOTE |
| Effectiveness  (50%) | | **2.Learner Progress**  (accounts for **30%** of the 50) | | Learners who have successfully completed at least ONE milestone related to goal path | | “Attained” Competency plan item ie read continuous text, manage money; etc(not incl. learning activities)  Numerator=# of plans with one competency plan item outcome of attained, entered during the report period  Denom= # of plans that were active or closed within the report period.  Actual=% of plans with at least one milestone completed (num/den) | | From active and closed service plans  (report 60B *should* match – same report criteria) |
| **Target: 60% achieving at least one milestone** | | | | | | | | |
|  | | | | | | | | |
| Dimension | Made up of | | What is measured | | From where? | | NOTE | |
| Efficiency  (10%) | Learners Served  (accounts for **10%)** | | All learners with active service plan  Incl. at least one milestone in progress or completed in cams | | Defined start and end dates on a competency sub goal.  Incl new and carry over | | From active and closed service plans  if learner was served within the same fiscal year | |
| learner #s could be increased by knowingly adding a learner that has no expectation of completing a milestone, but it will have a detrimental effect on learner progress results (due to progress denominator being based on the total # plans that COULD have met requirements).  Learner progress has a heavier weight (30%) | | | | | **Calculation example:**  **Annual target number 182 X pro-rated months ie, report is YTD apr-jun=3/12 or .25**  **182 X.25=45.5**  **YTD All Participants NUM is then divided by above result. Eg, all participant # is 25:**  **25/45.5= 55% Actual.** | | | |
| **Target: 100% (135 learners**) | | | | | | | | |
| New= new learner with serv. plan created in current reporting period. \comes from SP home pg, case details, start date field  Carry over= service plan created before current report period and still active at start of new report period | | | | | | | | |

Numbers come from LBS guidelines pg 76

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