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 Service40% | 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 5Denom= All plans with 1-5 ratingsLearner 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 camsNumerator= # of plans with at least one “countable” referralDenom= total # of plans closed within report periodActual= % of plans with a supported referral | From service plans closed in Report periodnote – report 60B won’t match because it is based on active plans+ closed plans if they were activeduring 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 summaryNumerator= # of suitability indicatorsDenom= # of plans closed in report periodACTUAL: 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 periodDenom= # 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 planIncl. 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 fieldCarry 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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