



EMPLOYMENT PROGRAM OF BC (EPBC) - OUTCOMES REPORT APRIL 1ST 2017 – MARCH 31ST 2018

PROGRAM DESCRIPTION: The Employment Program of BC (EPBC) is also referred to as EK Employment and WorkBC. EK Employment Centres, located in Cranbrook, Invermere, Fernie, and Golden, provide information, services, programs and support to help individuals find and keep a job. Staff assist individuals to find the services they need to start and succeed in their job search including: job search resources, personal employment planning, workshops, formal training, and specialized services.

PURPOSE: This report is intended for board, management, program staff, stakeholders, and persons served. Feedback and suggestions to assist with continuous quality improvement planning are both solicited and encouraged. The data referenced in this report was collected, recorded, and collated via the Integrated Case Management (ICM) database, the Business Intelligence Portal (BI Portal), Survey Monkey, and internally designed tracking sheets using Microsoft Excel that captures statistics. For Ministry reporting purposes the reporting unit is “episodes” and not “cases”. Therefore all case managed client statistics reflect this reporting grain. An episode represents a client’s unique interaction with the program.

Key Demographic Indicators	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	5 Year Comparative Average	Findings
# of Walk-Ins Served								
Cranbrook Contract	18,905	18,525	16,400	17,737	18,894	20,356	18,382	This year more walk-in traffic was recorded in the Cranbrook contract and less in the Fernie contract. This is likely due to the local labour market changes.
Fernie Contract	4,573	5,132	5,248	5,641	5,493	4,837	5,270	
Total # of Walk-ins Served	23,478	23,657	21,648	23,378	24,387	25,193	118,263	
# of Case Managed Clients								
Cranbrook Contract	366	703	628	876	1,190	1,169	1,120	The number of clients served through case management has decreased this fiscal. No trends have been established.
Fernie Contract	124	219	173	203	220	217		
Total Case Managed Clients	490	922	801	1,079	1,410	1,386		
Average Age Case Managed Clients	42	41	39	38	39	39	39 years	The average age of case managed clients has remained consistent year over year.
File Status at Year End	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	5 Year Comparative Average	Findings
Open	321	347	352	610	670	590	514	The number of open and closed files fluctuates at any given time and, therefore, increases or decreases are generally not considered cause for concern. Also, a large number of closures can indicate positives in that files are being maintained as per program standards meaning closed within required timeline or more clients are securing employment.
Closed	169	575	449	469	740	796	606	



Risks & Barriers / Specialized Populations	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	5 Year Comparative Average	Findings
# of Aboriginals	43	110	114	150	166	163	141	The number of clients served from specialized populations has continued to increase since Program launch and year over year. This increase in the delivery of services to specialized populations is a good result as it is an identified priority of the funding Ministry. Staff will continue to monitor for trends.
# of francophone	8	17	8	18	18	10	14	
# of immigrants	11	35	38	53	69	74	54	
# of youth	130	279	221	302	396	398	319	
# with disabilities	134	278	282	403	533	512	402	
# with multi-barriers	108	232	207	239	374	389	288	
# living in remote areas	264	458	384	489	556	503	478	
# surviving violence/abuse	25	57	58	59	119	123	83	

REFERRAL ELSEWHERE: Whenever risks and barriers become prevailing factors, program staff work collaboratively with clients to ensure appropriate community referral sources are identified and to provide assistance with the referral elsewhere process. Of the 52 case managed and self-help clients who responded to the survey, 41 indicated they were referred to an appropriate community resource either prior to or while accessing EPBC employment services. Five additional respondents indicated they were unsure if they had been referred elsewhere.

GOAL SETTING AND RESULTS: A standard component of the contract deliverables is for participants to obtain required services to increase their employability skills, gain employment and or a community attachment, and to improve employment readiness. Effectiveness measure monitor: a. the percentage of clients in each tier who have maintained employment at the identified follow-up periods of 4, 12, and 24 weeks. b. the number of clients who are provided with training services and then who achieve an attachment to the labour market within 24 weeks of training services completion which can be directly attributed to the training provided. c. the number of clients that entered into self-employment services, launched a business, and remained self-employed for 24 weeks.

CATEGORY: CLIENT EFFECTIVENESS

Objective: Effectiveness Measures	Indicator	Applied to Whom	Target Goal Expectancy	Actual Result	Met or Exceeded
Cranbrook Contract					
% of Tier 1 clients who maintain LMA	90% of Tier 1 clients will maintain LMA for 12 weeks	Tier 1 clients who achieve LMA for 12 weeks	90%	87%	X
% of Tier 2 clients who maintain LMA	80% of Tier 2 clients will maintain LMA for 4, 12 and 24 weeks	Tier 2 clients who maintain LMA for 4, 12 and 24 weeks	80%	89%	✓
% of Tier 3 clients who maintain LMA	50% of Tier 3 clients will maintain LMA for 4, 12 and 24 weeks	Tier 3 clients who maintain LMA for 4, 12 and 24 weeks	70%	78%	✓

% of Tier 4 clients who maintain LMA	25% of Tier 4 clients will maintain LMA for 4, 12 and 24 weeks	Tier 4 clients who maintain LMA for 4, 12 and 24 weeks	60%	33%	X
% of Tier 2, 3 and 4 clients who achieve Labour Market Attachment that is aligned with Training Services received within 24 weeks of completing the Training Service	75% of Tier 2, 3 and 4 clients who attend training will achieve Labour Market attachment aligned with training provided	Tier 2, 3 and 4 clients who attend training and achieve Labour Market attachment aligned with training provided	75%	80%	✓
% of Tier 2, 3 and 4 clients who went into self-employment services launched a business that was still open and successful after 24 weeks	75% of Tier 2, 3 and 4 clients who when into self-employment services and launched a business remained self-employed for 24 weeks	Tier 2, 3 and 4 clients who went into self-employment services and launched a business remained self-employed for 24 weeks	75%	100%	✓
Fernie Contract					
% of Tier 1 clients who maintain LMA	90% of Tier 1 clients will maintain LMA for 12 weeks	Tier 1 clients who achieve LMA for 12 weeks	90%	100%	✓
% of Tier 2 clients who maintain LMA	80% of Tier 2 clients will maintain LMA for 4, 12 and 24 weeks	Tier 2 clients who maintain LMA for 4, 12 and 24 weeks	80%	81%	✓
% of Tier 3 clients who maintain LMA	50% of Tier 3 clients will maintain LMA for 4, 12 and 24 weeks	Tier 3 clients who maintain LMA for 4, 12 and 24 weeks	70%	75%	✓
% of Tier 4 clients who maintain LMA	25% of Tier 4 clients will maintain LMA for 4, 12 and 24 weeks	Tier 4 clients who maintain LMA for 4, 12 and 24 weeks	60%	100%	✓
% of Tier 2, 3 and 4 clients who achieve Labour Market Attachment that is aligned with Training Services received within 24 weeks of completing the Training Service	75% of Tier 2, 3 and 4 clients who attend training will achieve Labour Market attachment aligned with training provided	Tier 2, 3 and 4 clients who attend training and achieve Labour Market attachment aligned with training provided	75%	80%	✓
% of Tier 2, 3 and 4 clients who went into self-employment services launched a business that was still open and successful after 24 weeks	75% of Tier 2, 3 and 4 clients who when into self-employment services and launched a business remained self-employed for 24 weeks	Tier 2, 3 and 4 clients who went into self-employment services and launched a business remained self-employed for 24 weeks	75%	100%	✓



Findings: All but two of the identified targets were achieved. In one of the two missed, the contract area came within three percent. For the second missed, the Cranbrook contract had only six Tier 4 clients. This low sample results in percentages that are excessively skewed and cannot be considered representative of accomplishments or challenges.

Recommendations: Continue to monitor the existing effectiveness measures on a monthly basis.

Past Participant Feedback: Past Participant feedback is intended to solicit feedback from clients after they have left the program. However, due to contractual policy obligations (as set by the funder: Ministry of Social Development and Social Innovation) and FOIPPA, we are unable to access any client information after file closure. As such, past participant feedback is gained from those clients who re-enter our services after their file has been closed for a minimum of 1 month. It is our hope that once out of the program, the past participant has formulated thoughts about the program they may not have had while in the program. During the past fiscal year only one returning client completed the past participant survey, 100% (1 of 1) indicated they have seen an improvement in their life and continue to make positive changes as a result of the program services. The one client indicated the skills previously gained were useful and stated staff were able to assist them in obtaining their employment goal.

CATEGORY: PROGRAM EFFICIENCIES: The measures of service utilization include: action plans completed within 20 to 40 business days depending on client employability tier, clients receive supports or first service within 10 days of assessment and Variable Service Fee (VSF) rates.

Objective Type: Efficiency Measures	Indicator	Applied to Whom	Target Goal Expectancy	Actual Result	Met or Exceeded
% of Tier 2, 3 or 4 clients who have an action plan developed within 20, 30 or 40 business days	80 % of Tier 2, 3 or 4 clients who are accepted into the program have a signed action plan on file within 20, 30 or 40 business days	Tier 2, 3 or 4 clients who are accepted into case managed services and have a completed action plan	Tier 2 80% Tier 3 80% Tier 4 80%	Cranbrook 97% 96% 100%	✓
% of Tier 2, 3 or 4 clients who have an action plan developed within 20, 30 or 40 business days	80 % of Tier 2, 3 or 4 clients who are accepted into the program have a signed action plan on file within 20, 30 or 40 business days	Tier 2, 3 or 4 clients who are accepted into case managed services and have a completed action plan	Tier 2 80% Tier 3 80% Tier 4 80%	Fernie 100% 100% 100%	✓
% of clients who receive their first service or financial support within 10 business days of assessment	80% of clients who receive their first service or financial support within 10 business days of assessment	Client who are accepted into case management for services or financial supports	80%	Cranbrook (97%) Fernie (98%)	✓
Findings: Both contracts well exceeded all program efficiencies.		Recommendations: Continue to monitor the existing efficiency.			



CATEGORY: PROGRAM SATISFACTION

Objective: Client Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Staff were professional, responsive, willing to listen and provided non-judgmental support to case managed clients.	Clients indicated they were satisfied	All case managed clients who responded to the survey	85%	100 % 23 of 23	✓
Staff were available in self-help resource centre when needed	Self-help clients indicated staff were available when requiring assistance/ support	All self-help clients who responded to the survey	85%	97% 28 of 29	✓
Objective: Stakeholder Input	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
Stakeholders found services offered through physical or virtual employment service centre helpful and met their expectations. ¹	Stakeholders indicated they were satisfied with the services provided	All stakeholders who responded to survey	85%	100% 1 of 1	✓
Findings: All respondents to the surveys indicated they are satisfied with the services and availability of program staff. Very little feedback was received from stakeholders through the survey. This low sample results in percentages that are excessively skewed and cannot be considered representative of accomplishments or challenges.		Recommendations: Continue to monitor clients and stakeholder satisfaction rates and attempt to gather more feedback from stakeholders and clients. Ensuring feedback from stakeholders is received will be essential to complete.			

PROGRAM ACCESSIBILITY: During the fiscal year, program staff did not receive any requests for accommodation of persons served outside of normal practise.

Objective Type: Access Measures	Indicator	Who Applied To	Target Goal Expectancy	Actual Result	Met or Exceeded
% of BCEA employment obligated clients referred by Ministry for services have their initial appointment within 10 business days of the referred date	80% of Tier 2, 70% of Tier 3 and 60% of Tier 4 clients will have their initial appointment scheduled within 10 business days of being referred	BCEA employment obligated clients who are referred by Ministry	Tier 2 80% Tier 3 70% Tier 4 60%	Cranbrook 100% 93% 100%	✓

¹ Stakeholders include: employers, community referral sources, training institutions.



% of BCEA employment obligated clients referred by Ministry for services have their initial appointment within 10 business days of the referred date	80% of Tier 2, 70% of Tier 3 and 60% of Tier 4 clients will have their initial appointment scheduled within 10 business days of being referred	BCEA employment obligated clients who are referred by Ministry	Tier 2 80% Tier 3 70% Tier 4 60%	Fernie 100% 100% 0%	✓
Job Postings on the EK Employment website	2040 jobs posted on the website for both catchments combined	All jobs advertised on the EK Employment website	100%	133% (2714 total; target 2040)	✓
Clients, employers / others viewing our EK employment website	240,000 site visits from employers, job seekers and others who utilize our website	Employers, job seekers and others who access our website for job postings and other resource information	100% 240,000 20,000 /mo.	75% 181,191 of 240,000 Average 15,099/mth	X
Findings: Website visit targets were not achieved this fiscal, while other accessibility targets were well exceeded. Note, the Fernie contract target related to BCEA Clients shows 0% as no Clients were included in this measure.		Recommendations: Continue to monitor the established program accessibility measures.			

CATEGORY: PROGRAM ADMINISTRATIVE OBJECTIVES

Objective Type	Indicator	Applied to Whom	Target Goal Expectancy	Actual Result	Met or Exceeded
Provide one team building and training session annually	Full-time staff that attended the team building and training sessions.	All full-time employment staff that attend the annual team building session	100%	100% 1 of 1	✓
Provide external training professional development opportunities	Staff that attend external training sessions	Staff that attend external training opportunities.	100%	100% 2 of 2	✓
Findings: We were able to provide one team building / training session during the course of the fiscal year. As applicable to various staff positions, staff were invited to participate in additional professional development opportunities hosted internally and as possible externally.		Recommendations: Over the coming year external professional development opportunities will be scheduled and we will ensure as many staff as possible are able to access learning through direct participation or debriefing. Internally we will organize one team building event.			

Completed by: Justine Kennedy, Director of Employment Services

Date Completed: April 16 2018

Reviewed by: Carey Fraser, Executive Director