Alberta Employment, Immigration and Industry

Outcomes & Indicators

Desk Reference Guide
May 2007

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MODULE 1: INTRODUCTION AND BACKGROUND

Background Information

Alberta Employment, Immigration and Industry (AEII) monitors the delivery of skills programs and services to ensure appropriate alignment between planned and actual delivery and achievement of expected performance standards. Performance information is used in skills program planning and resource allocation.

Historically, AEII has relied heavily on one key performance indicator and outcome as the primary measure of success of programs and to define the performance standards for skills training programs. That outcome was the percentage of clients employed or engaged in further education or training three and six months after program completion. The benchmark was set at 70%.

A single outcome provided limited information on the actual performance of our skills programs. In order to better evaluate the success of our programs, we needed more information on how clients are doing and how well the training programs are meeting their needs. A comprehensive set of measures was required to provide important details such as:

- Successful Completion
- Client Satisfaction with Programming
- Appropriate Skills Acquisition
- Alignment of Training with Employment
- Post-training Employment Status
- Pre- and Post-training Employment Income Comparison

The Outcomes and Indicators (O & I) Initiative was developed to meet two objectives: broaden performance measures and make the data about the programs available to Training Providers (described as External Providers on the O & I reports).

Outcomes and Indicators Initiative

The intent of the O & I Initiative is to gauge the performance of AEII's training programs and program delivery. The O & I Initiative offers a more comprehensive approach to measuring performance that includes 15 key performance indicators, which are rolled up into 5 individual outcomes.

The O & I Initiative was also intended to make more information available to Training Providers on how well their programs are doing and provide them with a comparison to similar programs at the provincial and regional level. This information will enable providers to identify areas that need to be changed, improved, and will ensure that AEII clients can benefit even more from our training programs.

O & I Reports are available to Training Providers starting in 2007/08 with data on the 5 outcomes and 15 key performance indicators for their own contracts/programs. In addition, Training Providers will also have access to a Provincial/Regional Averages Report to help provide a comparison to similar programs at the provincial and regional level. We currently have several months of data which outline the outcomes of clients after leaving AEII programs/services. ***Training Providers***: Refer to Access to Outcomes & Indicators Reports (Module 7) in this guide for further information on accessing your reports through ***datalink*** which is a distribution gateway offering cross-ministry opportunities to share data as well as reporting and analysis tools.

AEII is committed to assisting you in understanding the mechanics of the O & I, reading the reports and understanding the information that you will be provided with. As well, we are prepared to support you in resolving your issues in an effective and timely manner. In order to support you in accessing and understanding the O&I reports AEII has developed this ***O&I Desk Reference Guide***.

Reference Guide Objectives

The Desk Reference Guide has been created to:

- understand the phases of the Outcomes and Indicators Initiative,
- ensure everyone understands how the skills O & I data is collected through Work Outcomes Reporting Project (WORP) and Career Assisted Information System (CAIS),
- outline the various components of the skills Outcomes & Indicators including the 5 individual outcomes and 15 key performance indicators and how they are calculated,
- identify the role CAIS has in this initiative,
- provide a sample and a brief description of the O & I reports that will be available to Training Providers,
- understand the data collection process, as well as support the use and analysis of the reports,
- provide information on how to access the reports by region,
- demonstrate how to make comparisons to provincial and regional data,
- provide the users with information on how to activate their user name, and access O & I reports on SIE via ***datalink,***
- assist users to navigate through ***datalink*** comfortably,
- demonstrate ease of use, and considerations in analysis and understanding data.

Data Collection Process

The data for the O & I reports comes from The Work Outcomes Reporting Project (WORP). WORP is an on-going monthly suite of surveys that collects follow-up data from AEII clients. Collection of the survey data for the O & I measures commenced on April 1, 2005 and applies to services received in December 2004 (end date) and later. For details on all Outcomes & Indicators, see Appendix A – WORP Survey Questions.

This data is then sent to AEII's Strategic Information Environment (SIE) system which has been available to AEII users only. AEII will be extending the benefits of SIE to our business partners with whom we partner in delivering skills programming by making more information available.
(See Module 7: Access to O & I Reports.)

Currently there are two data collection methods used when calculating employment/training outcomes. One method utilizes a sample method through WORP and the other method utilizes a census method through CAIS.

WORP Survey

The **Work Outcomes Reporting Project** (**WORP**) surveys clients who have ***left*** the program within a specific period of time (including those who dropped out). Data is collected directly from respondents by an independent surveying company using Computer Assisted Telephone Interview (CATI) technology. Responding to the WORP survey is voluntary and the procedure includes sending ahead notification letters to the selected clients and providing a toll-free call-in number. Also, there is an option of completing the survey using the internet and other arrangements to accommodate the needs of the surveyed individuals.

WORP surveys those former clients at the 3 month interval (short-term), 12 or 18 months (medium term) and 30 months (long-term) after leaving the program/service. WORP utilizes a probability sample survey to collect follow-up data from former AEII program and/or service participants. In general, the main advantages of sampling are:

- Sampling can provide reliable information at far less cost than a census
- Information can be collected more quickly
- More attention can be devoted to data quality

WORP, through its sampling survey method, can provide data of a high quality and in a timely manner.

WORP data has been collected since 1998. However, there was a major revision to the WORP questionnaire and methodology in 2005 to accommodate the O & I process and requirements. The revised WORP survey has been in use since April 2005. Data is collected with the use of a standard survey and methodological approach which provides consistency of measures and reporting. These post-intervention results (i.e. employment/training and satisfaction information):

- are used to monitor training programs' performance,

- meet the expectations for accountability set out by the Office of the Auditor General, and
- provide key information to various strategic planning, policy analysis and program review exercises.

WORP was developed for program accountability purposes so that AEII could monitor and demonstrate to the Minister, Albertans and others that our programs and services are making a difference for clients. The department is committed to evidence-based decision making and continuous improvement, and WORP provides data that can be used along with other information to improve the programs and services for clients.

Comparing WORP and CAIS

Work Outcomes Reporting Project (WORP) is a sample survey, which means that characteristics of a population or universe (larger group) are determined based on information obtained from a representative subset of the population. WORP, being a probability sample survey, selects a sample for surveying in an appropriate manner to ensure that it represents the reference population – those Albertans who have left their AEII sponsored program/service in the reference period. Each client in the sample represents a certain number of clients in the population. WORP uses sampling weights to ensure that the responses received from the survey represent the total population. The initial design sampling weight can be thought of as the number of clients in the population represented by a sample client. In the reports you will access, you will note the term (weighted) beside each key performance indicator, which indicates that sampling weights have been applied to the data.

Career Assistance Information System (CAIS) data is collected through a census methodology and captures specific information 3 and 6 months after the client has ***completed*** the program. CAIS counts non-completers as not being employed or in training (i.e. a negative outcome). A census survey attempts to collect information from each individual who has left the program.

These two different data collection methods may produce dissimilar results. However, the data from both WORP and CAIS can provide a complementary, not conflicting, broader perspective on outcomes. The O & I reports provide us with information on performance measures, and can offer a more long term, comprehensive view of a program. CAIS provides us with information on deliverables and immediate program outcomes.

The chart on the following page provides an overview comparing WORP and CAIS:

WORP	CAIS
Probability Sample survey 3, 12, 18, 30 months	Census survey 3, 6 months
Independent surveying company	Providers conduct survey
Sample includes clients who have ***left*** the program	Non-completers counted as negative outcome
Weighted calculation on sample surveyed	All completers are included in the sample
5 outcome measures, 15 KPI	1 outcome for successful completers

For further information on sampling and weighting, reference Appendix B: **WORP Overview of this guide.**

MODULE 2: WORP SURVEY REPORTED IN OUTCOMES & INDICATORS

Programs that are surveyed through WORP and which will be reported in the O & I Initiative are:
Program Group: Training for Work

Programs:

- Integrated Training
- Workplace Training
- Occupational Training
- Self-Employment
- Alberta Job Corps
- Transitional Vocational Program

Program Group: Work Foundations

Programs:

- Skills Investment programs- EI Upgrading (SDU)
- Work Foundations Contracted Training-EI funded
- Work Foundations Contracted Training – AB funded
- Literacy and Numeracy (Grades 1-6)
- Adult Basic Education (Grades 7-9)
- Academic Upgrading (Grades 10-12)
- English as a Second Language (ESL)
- University/College Entrance Preparation
- Life Skills/Personal Management

NOTE: ***Initially, the O & I reports will only have 3-month follow-up data available***

What's in the report

Reports present the data organized into 15 key performance indicators that are rolled up to **five individual outcomes**:

A.1 Percentage of clients reporting they are employed or in further education or training after leaving a Skills Investments training program (weighted)

B.2 Percentage of clients reporting successfully completing the training (weighted)

B.3 Percentage of clients reporting satisfaction with the program and the program outcome (weighted)

B.4 Percentage of clients reporting gaining appropriate skills (weighted)

B.5 Percentage of clients reporting achieving appropriate employment (weighted)

Key Performance Indicator Code Description
A.1 Percentage of clients reporting they are employed or in further education or training after leaving a Skills Investments training program (weighted)
A.1.i Percentage of clients reporting they are employed after leaving a Skills Investments training program (weighted)
A.1.ii.Percentage of clients reporting they are in further education or training after leaving a Skills Investments training program (weighted)
B.2 Percentage of clients reporting successfully completing the training (weighted)
B.2.i Percentage of clients reporting successfully completing the training (weighted)
B.2.o Percentage of clients reporting completing their Skills Investments training program (weighted)
B.3 Percentage of clients reporting satisfaction with the program and the program outcome (weighted)
B.3.i Percentage of clients reporting satisfaction with their program (weighted)
B.3.ii Percentage of clients reporting satisfaction with their program outcome (weighted)
B.4 Percentage of clients reporting gaining appropriate skills (weighted)
B.4.i Percentage of clients reporting that they developed new work skills (weighted)
B.4.ii Percentage of clients reporting that they acquired life skills (weighted)
B.4.iii Percentage of clients reporting that skills acquired helped them find employment (weighted)
B.4.iv Percentage of clients reporting that skills acquired prepared them for the next level of education/training (weighted)
B5 Percentage of clients reporting achieving appropriate employment (weighted)
B.5.i Percentage of clients that obtained a substantial amount of work since leaving a training program (weighted)
B.5.ii Percentage of clients reporting they have full time employment (weighted)
B.5.iii Percentage of clients that have permanent employment (weighted)
B.5.iv Percentage of clients that have employment directly related to the AEII supported training (weighted)
B.5.v Percentage of clients that achieved improvements in employment income following training compared with the last job held prior to training (weighted)
B.5.vi Percentage of clients that have an average weekly wage greater than $300 before deductions (weighted)
Average of KPIs (weighted)

KPIs and Outcomes

The following section describes how the 15 **k**ey **p**erformance **i**ndicators (KPIs) roll up into the 5 individual outcomes and offers tips for interpreting the data. For a detailed description of how the O&I data is calculated, please refer to **Appendix D: O & I Calculation Methodology**.

Related KPIs below each Outcome

Immediately below each individual outcome on the Report, there are the key performance indicators that were used to roll up into that outcome. For example, A.1 outcome lists the following:

A.1.i Percentage of clients reporting they are employed after leaving a Skills Investments training program (weighted)

A.1.ii.Percentage of clients reporting they are in further education or training after leaving a Skills Investments training program (weighted)

Depending on the program that the client participated in, they may respond positively to **only one** of these questions.

A.1 Percentage of clients reporting they are employed or in further education or training after leaving a Skills Investments training program (weighted)

A.1.i Percentage of clients reporting they are employed after leaving a Skills Investments training program (weighted)
A.1.ii.Percentage of clients reporting they are in further education or training after leaving a Skills Investments training program (weighted)

TIP !

When examining your results, consider which program the client had left when responding to the survey. **Work Foundations** clients may be more likely to have lower percentages in questions relating to employment and higher percentages with regards to further training.

Training for Work-Integrated Training clients may be more likely to have higher results with regards to finding employment directly related to their training than clients in Work Foundations.

B.2 Percentage of clients reporting successfully completing the training (weighted)

B.2.i Percentage of clients reporting successfully completing the training (weighted)
B.2.o Percentage of clients reporting completing their Skills Investments training program (weighted)

TIP !

Note that there is one key performance indicator, B.2.o, that is included in the report but which does not roll up into the corresponding individual outcome B.2. This indicator has been provided as a comparator only to determine how many clients have completed their program vs how many clients have **successfully** completed their training.

B.3 Percentage of clients reporting satisfaction with the program and the program outcome (weighted)

B.3.i Percentage of clients reporting satisfaction with their program (weighted)
B.3.ii Percentage of clients reporting satisfaction with their program outcome (weighted)

Training for Work - Self-Employment

TIP !

You may find that that some clients in Training for Work - Self-Employment programs found it difficult to respond to the survey questions referring to permanent employment, finding employment, and earning more money, as they are their own employer.

Outcome B.3 will be a composite measure comprised of two key performance indicators. Each key performance indicator will receive one half of the total weight for the score for Outcome 3. Measurement of satisfaction with a composite score will help to avoid an “all or nothing” approach to measurement, as well as allow for identifying and recognizing partial client achievements within this outcome.

TIP !

You may need to take into consideration environmental factors at play when analyzing any major discrepancies in percentages in these two indicators.

B.4 Percentage of clients reporting gaining appropriate skills (weighted)

B.4.i Percentage of clients reporting that they developed new work skills (weighted)
B.4.ii Percentage of clients reporting that they acquired life skills (weighted)
B.4.iii Percentage of clients reporting that skills acquired helped them find employment (weighted)
B.4.iv Percentage of clients reporting that skills acquired prepared them for the next level of education/training (weighted)

This outcome will measure gains in knowledge and skills that apply to future employment, training and self-sufficiency. As this outcome has been added to the 2007-2010 AEII Business Plan, it will contribute to departmental reporting requirements.

Outcome B.4 will be a composite measurement comprised of four key performance indicators. Each indicator will receive one fourth of the total weight for the score. Measurement of appropriate skills with a composite score will help to avoid an "all or nothing" approach to measurement, as well as allow for identifying and recognizing partial client achievements within this outcome.

TIP !

Make note of:
KPI B.4.iii Ensuring that the skills acquired helped the client find employment relevant to training is important. Funding invested in training that leads to employment outside of the received training may not be effective or achieve desired results.
and
B.4.iv Ensuring that the skills acquired prepared clients for education or training at a higher level is important. Success is not achieved if clients enroll in training that merely repeats training taken earlier or start over again in an unrelated field.

B.5 Percentage of clients reporting achieving appropriate employment (weighted)

B.5.i Percentage of clients that obtained a substantial amount of work since leaving a training program (weighted)
B.5.ii Percentage of clients reporting they have full time employment (weighted)
B.5.iii Percentage of clients that have permanent employment (weighted)
B.5.iv Percentage of clients that have employment directly related to the AEII supported training (weighted)
B.5.v Percentage of clients that achieved improvements in employment income following training compared with the last job held prior to training (weighted)
B.5.vi Percentage of clients that have an average weekly wage greater than $300 before deductions (weighted)

Outcome B.5 will be a composite measure comprised of six key performance indicators.

Each key performance indicator will receive one sixth of the total weight for the score for outcome B.5. Measurement of appropriate employment with a composite score will help to avoid an "all or nothing" approach to measurement, as well it will allow for identifying and recognizing partial client achievement within this outcome.

TIP !

Note: B.5.i: "substantial amount of work" is defined as 300 hours for surveys conducted 3 months after the individual has left the program, and as follows for subsequent follow up surveys:

- 900 hours for 12 month surveys
- 1500 hours for 18 month surveys
- 1800 or 1200 hours for 30 month surveys depending on when the last survey was conducted.
  - 1800 hours if the previous survey was conducted 12 months prior
  - 1200 hours if the previous survey was conducted18 months prior

Our measure of substantial employment is based upon hours worked over a period of time and the measure takes into consideration both contract and regular work and is intended to determine the degree of labour force attachment gained by the client.

B.5.ii This indicator distinguishes between all forms of employment (as measured by Outcome B.5) and full-time employment. Full-time employment is defined as 30 or more hours per week.

B.5.iii This is intended to distinguish between contract, irregular and/or seasonal employment and permanent employment. Permanent employment is defined as year-round employment with a particular employer. Permanent employment is expected to last.

B.5.iv Employment directly related to the AEII-training is defined as employment that substantively utilizes the occupation-specific skills provided during the training. The question may be interpreted by the respondent as follows:

- A graduate of a computer technician program is working in an area directly related to the training when working as a computer technician, or in any other capacity that draws heavily on the computer skills acquired during the training.
- In case of self-employment programs, employment directly related to the AEII supported training is self-employment.
- Alternatively, employment that could have been obtained without the training provided to the client is not employment directly related to AEII –supported training.

B.5.v This indicator will measure employment income only and will not take into account other factors such as employee benefits.

B.5.vi Clients working 40 hours/week and earning $7.50/hr will earn $300/week. Alternatively, clients working 30 hours/week and earning $10.00/hour will also earn $300/week. While this dollar amount may be somewhat low for clients coming out of some training programs, it may be on the high side for other types of clients that are coming out of other AEII programs. Therefore, the dollar amount chosen ($300/week) is a compromise between the two extremes. **This KPI is being reviewed to develop a different independent measure.**

TIP !

Both of B.4 and B.5 outcomes, roll up responses to key performance indicators that may not be relevant nor applicable to all programs, so be sure to consider the program in analyzing the results, e.g.

- The KPIs within Outcome B.5 may be more applicable for AEII clients leaving a program or service that are actively looking for work.
- Work Foundations clients who are going into further training, and Self-Employment clients may not have found "appropriate" or permanent employment as a result of their completing an AEII program, but they still may be very satisfied with the program they took.

MODULE 3: OUTCOMES & INDICATORS REPORTS

The following reports will be available to Training Providers:

Report ID	Description	PDF Report Name
CPS016e1	Provincial/Regional Summary Report – By Fiscal Year	Alberta Employment, Immigration, and Industry Skills Outcomes and Indicators 3-Month Outcome External Service Provider Report Provincial / Regional Summary Fiscal Year: 2006/2007 Service Received End Date: Month yyyy
CPS016e2	Provincial/Regional Summary Report – By Rolling Twelve Months	Alberta Employment, Immigration, and Industry Skills Outcomes and Indicators 3-Month Outcome External Service Provider Report By Rolling Twelve Months Provincial / Regional Summary Service Received End Date: Month yyyy
CPS016f1	Contract Report- By Fiscal Year	Alberta Employment, Immigration, and Industry Skills Outcomes and Indicators 3-Month Outcome External Service Provider Report By Contract External Service Provider: XXXXXXXXXXXXXX Fiscal Year: 2006/2007 Service Received End Date: Month yyyy
CPS016f2	Contract Report- By Rolling Twelve Months	Alberta Employment, Immigration, and Industry Skills Outcomes and Indicators 3-Month Outcome External Service Provider Report By Rolling Twelve Months By Contract External Service Provider: XXXXXXXXXXXXXX Service Received End Date: Month yyyy

CPS016g1	Program Report – By Fiscal Year	Alberta Employment, Immigration, and Industry Skills Outcomes and Indicators 3-Month Outcome External Service Provider Report By Program External Service Provider: XXXXXXXXXXXXXX Fiscal Year: 2006/2007 Service Received End Date: Month yyyy
CPS016g2	Program Report – By Rolling Twelve months	Alberta Employment, Immigration, and Industry Skills Outcomes and Indicators 3-Month Outcome External Service Provider Report By Program By Rolling Twelve Months External Service Provider: XXXXXXXXXXXXXX Service Received End Date: Month yyyy
CPS016h1	AEII Region Report – By Fiscal Year	Alberta Employment, Immigration, and Industry Skills Outcomes and Indicators 3-Month Outcome External Service Provider Report By AEII Delivery Centre Region External Service Provider: XXXXXXXXXXXXXX Fiscal Year: 2006/2007 Service Received End Date: Month yyyy
CPS016h2	AEII Region Report – By Rolling Twelve months	Alberta Employment, Immigration, and Industry Skills Outcomes and Indicators 3-Month Outcome External Service Provider Report By Rolling Twelve Months By AEII Delivery Centre Region External Service Provider: XXXXXXXXXXXXXX Service Received End Date: Month yyyy

Unintegrated records

The reports may also display Unintegrated data. Unintegrated data occurs when there is a mismatch with data between AEII systems (e.g. service received end dates do not match with CAIS and Student Finance (SF) system information). As CAIS is used to identify WORP survey participants, it is very important that client information is correctly entered and updated when changes occur.

Unintegrated data may result when a match is not possible among the following factors:

- Recipient name
- Program name
- Service Provider
- Start and end date in CAIS System
- Start and end date in SF System

Four attempts are made to make the data match. If these four attempts fail then the system identifies the data as being “Unintegrated”. Training Providers can reduce the incidence of unintegrated data by ensuring CAIS data is correctly entered and records are regularly updated. To have a report with Unintegrated data further investigated, consult your Contract Services Coordinator who will assist you in determining possible considerations and causes.

MODULE 4: READING & UNDERSTANDING REPORTS

Report Headers

As SIE is the source of all O&I reports, you will notice the SIE logo in the top left hand corner of each report. In the top centre of the report, there is a header that presents the report details as shown below.

Report CPS016e1

Strategic Information Environment

Alberta Employment, Immigration, and Industry
Skills Outcomes and Indicators
3-Month Outcome
External Service Provider Report
Provincial / Regional Summary
Fiscal Year: 2006/2007
Service Received End Date: July 2006

- The first two lines of the header are quite straightforward and do not require explanation (department name/O & I).
- The third line of the header specifies whether you are looking at the reports that were compiled based on the 3-, 12-, 18- or 30-month follow-up data.
- The fourth line is straightforward and simply informs that this is a report produced for an external service provider.
- The fifth line of the header specifies whether it is a Provincial/Regional summary report, or a report describing a specific training provider's performance.
- Next, the header specifies the fiscal year that the report refers to.
- The final line specifies the Service Received End Date. Service Received End Dates reflect up to what point in time the client received the service (e.g. Service Received End Date September 2006 reflects the performance of the relevant program that was delivered up to and including September 2006.) Service Received End Dates reflect the data that has been entered in AEII's source system (e.g. CAIS).

Report Columns

The Report column headers vary depending upon the report, and change within the report, so it is important to keep track of the heading you are reading data under.

CPS016e1: Provincial/Regional Summary by Fiscal Year

The **CPS016e1: Provincial/Regional Summary** provides summaries at the provincial level and for each region under which the program was offered. The column headers for this report are as shown below:

Provincial / Regiona
Fiscal Year: 20(
Service Received End [

Internal Region	Program Group	Program	Key Performar
Provincial Summary			A.1 Percentage of clients reportir training after leaving a Skills Inve

CPS016g1: External Service Providers' Program report

The CPS016g1 is data that will be available only to AEII and the External Service Provider who ran the programs listed. The column headers for this report are as shown below:

Servic

Program Group	Program	Internal Region	Contract	
Training for	Integrated Training	AEII Central	Contract Number	A.1 Percer training aft

The headers in the reports are described below:

Program Group	Parent program under which the program is offered, i.e. either Work Foundations or Training for Work
Program	Program under which the service is offered, e.g. Integrated Training, Academic Upgrading (grades 10-12).
Internal Region	Indicates in which region the particular program (contract) was delivered. The

	region column will only change if the external provider has contracts with more than one region.
Contract	AEII Contract Number assigned to the company providing training services for Work Foundations and Training For Work training programs.
Summary by Program Group	After data pertaining to a particular program has been presented, the summary for that program follows. • **Program Group/Program Summary** is included under the ***Internal Region*** column. • **The Program Group Summary,** which is the last sub-section of the program group section, is found under the ***Program*** column. • These additional summative features, i.e. **Program Group/Program Summary** and **Program Group Summary,** were incorporated in the O&I reports to average the data from o Various contracts that provide service under the same program category o Various programs/contracts that pertain to the same **Program Group** category.

Reports By Fiscal Year

The Quarters displayed on the reports by Fiscal Year are as follows:
Q1 is for clients leaving their programs within the period April – June
Q2 is for clients leaving their programs within the period July – September
Q3 is for clients leaving their programs within the period October – December
Q4 is for clients leaving their programs with the period January - March

Reports By Rolling 12 months

The reports by Rolling 12 months, display program data by the current 12 month period and the previous three 12 month periods. Each month, the data rolls forward. Report displays Service End Date e.g. “Service Received End Date: June 2007”.

Lag Time in Data

Due to the length of field work and database processes, WORP short term results are available approximately 6 months after the clients left their program (3 months until they are eligible to be surveyed plus 3 months to complete field work, verify and load results.)

Metadata

"The simplest definition of **metadata** is that it is data about data. An item of metadata may describe an individual data item or a collection of data items. Metadata is used to facilitate the understanding, use and management of data." Wikipedia

To assist you in reading and understanding the O & I reports, the following metadata documents which have been provided in the Appendix, are also available for AEII staff in SIE and for Training Providers through ***datalink:***

- Appendix B - WORP Overview describing how data is weighted and measured,
- Appendix C - Information Product Description documents found on each of the 8 reports,
- Appendix D - Outcomes and Indicators Calculation Methodology

Additional documents are also available as links from these three documents in SIE or ***datalink (e.g. FOIP: CPS Privacy Impact Assessment)***

Data Considerations

The purpose of these reports is a tool to enhance performance. Monitoring the results of the O & I reports will tell you what the results are, but won't tell you why. Further investigation will need to occur to determine rationale behind results.

Most questions will occur when the results do not appear as anticipated or expected, or when they appear contradictory with other results. When analyzing and viewing the reports keep in mind the following tips regarding factors that may impact the results of the report

TIPS!

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- It may be useful to compare the results of your programs with provincial or regional results.
- Where programs do not have an employment outcome, you will not anticipate positive responses on those questions.
- Timing: Clients who are temporarily employed between training sessions may provide more positive employment results, than 'in further training' results.
- Where a Training Provider does not offer the programs that are outlined, there will be no data displayed for that program.
- If clients did not respond to a question that is tabulated into a KPI result, the corresponding field in the report will show /0.

- 0% or 100%: These KPI values may be the result of having a small number of responses to the question that provides data for the KPI. This is more prevalent when examining KPI results at a program or training provider/contract level where there were few respondents or participants in that specific contract.

- The presence of unintegrated data will result in outcomes not being captured in your report. This data is usually insignificant and will have negligible impact on the statistics in the report.

- If there is no information to be displayed for a key performance indicator, the entire indicator will be removed from the report.

- Environmental factors such as a change in the program, or administration of it, during the time period reported on, may have an impact on the outcomes.

Statistical Analysis

You can access reports on your performance in Work Foundations and/or Training for Work programs to see how your institution is doing at a more general level (program group). O & I reports are also generated at granular levels of detail (program level). For example: Academic Upgrading or ESL are under the Work Foundations.

The reports at the **program group** level are compiled based on large number of respondents. This data satisfies most stringent requirements for data manipulation, and can generally be used to make generalizations and draw conclusions.

The data at the **program** and contract levels are compiled based on a smaller sample size. Therefore the finer-grain reports require a greater amount of caution when making generalizations and have some limitations for statistical analyses. However, the program level information in the O & I reports provides us with valuable operational data which can help identify areas of strength or areas where improvement is indicated. Hence, each report has a qualifier or disclaimer at the very bottom of the document.

The information contained in the report may be used by Alberta Employment, Immigration and Industry (AEII), in conjunction with other indicators, to assess the performance of AEII training programs and program delivery. The information contained in this report should not be used in isolation to draw inferences, conclusions or generalizations about the performance of the program(s), the training provider, or the learners; nor should it be disclosed to the public or used in any marketing campaign or reports to the public.

MODULE 5: VALUE OF OUTCOMES & INDICATORS

Outcomes & Indicators reports are useful for a variety of reasons:

- O & I offers a more comprehensive approach to measuring performance. Instead of one outcome and one benchmark that we have had so far, there will be 5 overall outcomes by which to gauge how well our clients are doing after leaving skills investments programming.
- O & I provides an independent measure of outcomes with the use of a standard survey and approach. It also ensures consistency of measures and reporting. This independent survey meets the expectations for accountability set out by the Auditor General.

The O&I reports can assist AEII and Training Providers in the planning, monitoring, and continuous improvement of programs. O & I provides an indicator of what programs are successful, where we are getting best results, and how clients are best served. The information can be used by AEII to:

- Help identify if a program is not meeting our objectives or needs adjustment
- Provide us with data that alongside other measures and tools is considered when determining program budgets and training provider allocations.

On the other hand, Training Providers can also use the reports to:

- To evaluate their program strengths and weaknesses and to assist them in determining where program adjustments may be required.
- Compare their results to regional and provincial averages, which can assist to monitor and improve services and best practices.

All in all, O & I supports the use of the best evidence in measuring success and drawing conclusions about the performance of skills investment programs.

MODULE 6: SUPPORTS AVAILABLE

The following supports are available:

1. Outcomes & Indicators Desk Reference Guide

The first level of support is the Outcomes & Indicators Desk Reference Guide that provides relevant information about the initiative, accessing and reading the reports.

2. Metadata.

Three metadata documents are available in this guide.

- Appendix B - WORP Overview describing how data is weighted and measured,
- Appendix C - Information Product Description documents found on each of the 8 reports,
- Appendix D - Outcomes and Indicators Calculation Methodology

Additional documents are also available as links from these three documents in SIE ***(e.g. FOIP: CPS Privacy Impact Assessment)***

3. Tiered support

A. Delivery Services: Contract Services Coordinator and SIE contacts

Your Contract Services Coordinator (CSC) currently has access to all O & I reports through an internal AEII application called SIE (Strategic Information Environment). Any questions or concerns should be directed to your Contract Services Coordinator who will be able to access the reports and discuss possible explanations for your inquiries, or for inquiries regarding the report itself. The CSC may refer the question to their SIE contact or contact them for confirmation of the data in the O & I reports.

B. SIE support

In cases where the CSC or their regional SIE Contact do not have an answer or explanation regarding the O&I data they will forward the question they have received from a Training Provider to the SIE Team in the Data Development and Evaluation Branch (DDE) in AEII.

Responses will be returned to the regional SIE Contact.

C. Program support

Don Gardener is available from the Workforce Support Division to assist with data interpretation and program questions at telephone #: 422-0012, e-mail: Don.Gardener@gov.ab.ca

MODULE 7: ACCESS TO OUTCOMES & INDICATORS REPORTS

Requesting a new user ID

For the purpose of retrieving your Skills Outcomes & Indicators (O&I) reports through ***datalink***, you will need to complete the steps outlined below.

Step 1:
Designate **ONE (1)** person (the "user") who will access and print the reports on a monthly basis.

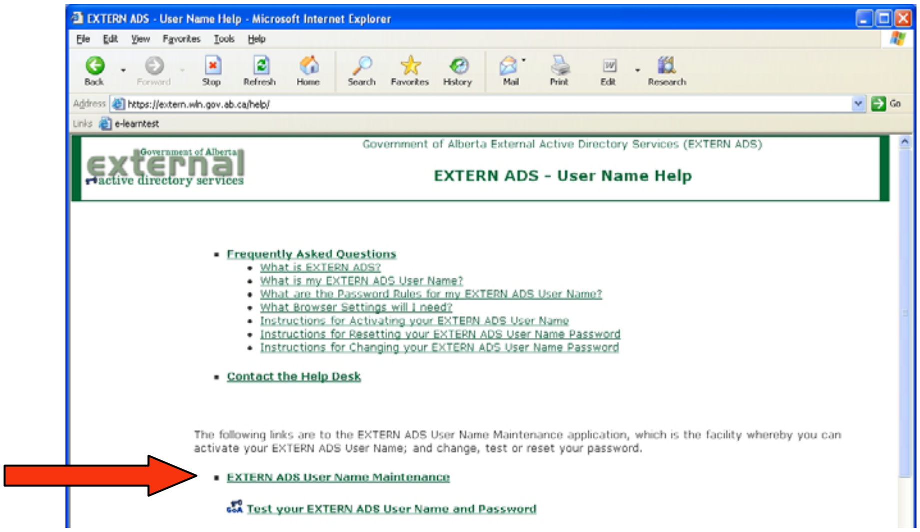
Step 2:
Email Carlos Wong-Martinez at carlos.wong-martinez@gov.ab.ca the following information (please complete and email the form on Appendix E):

1. Organization's Information:
   - Name and address (city, province, postal code)
   - Name and phone number of a contact person within the organization

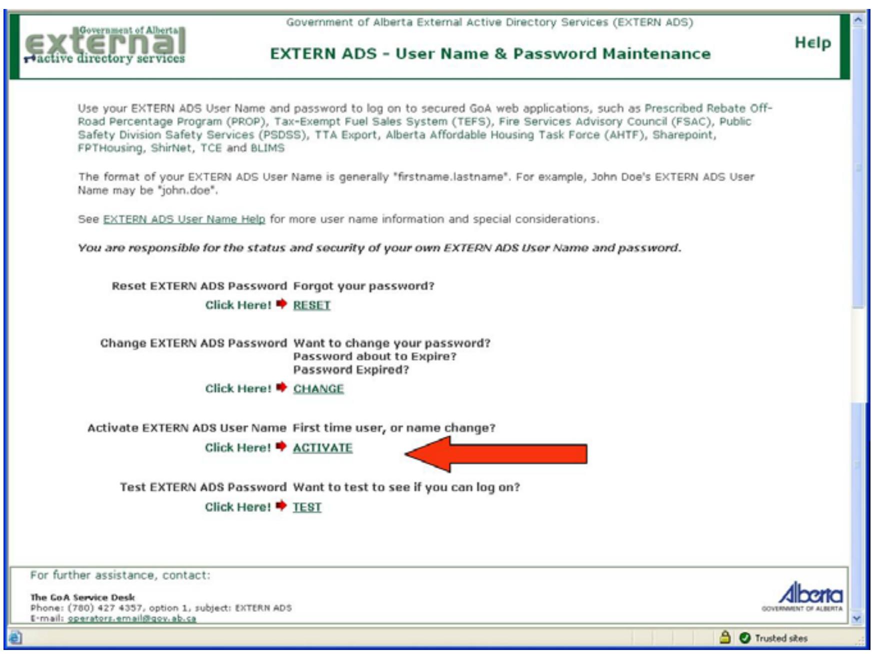
2. User's (individual person) Information:
   - First Name, Last Name
   - Date of Birth[1]
   - E-mail address
   - Phone Number

[1] *The date of birth is collected by the Alberta Secure Access Service (ASAS) for user identification purposes before electronically distributing a Personal Identification number (PIN) to a user which is required for the ASAS enrollment process. This is used in compliance with the Freedom of Information and Protection of Privacy Act (FOIP) and increases the level of security for the user, the institution and the Government of Alberta.*

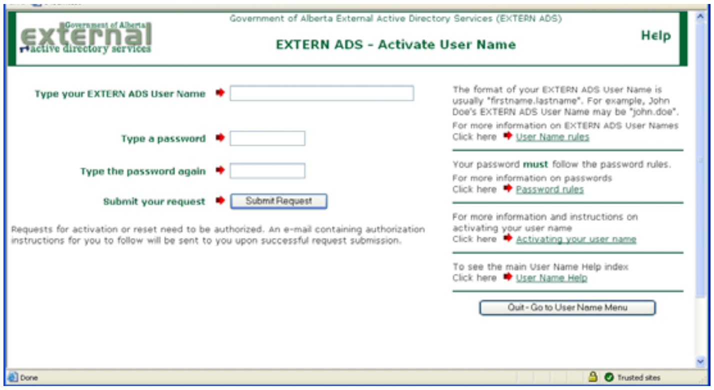
Step 3:
The user will be emailed instructions for activating their User Name at the Extern ADS URL along with the ***datalink*** URL to be used once activation has been complete. Click on the https://extern.wln.gov.ab.ca/help/ (EXTERN ADS USER NAME MAINTENANCE) link.



Step 4: At the EXTERN ADS - User Name and Password Maintenance page, click the **Activate** link**.**



Step 5:
At the **EXTERN ADS Activate** page, enter your user name, your password and your password again (for confirmation) and click "**Submit Request**".



- Passwords must be at least 7 characters long;
- Passwords must NOT include any part of your user name
  - for example, if your user name was "Kelly.Doe",
    your password could not contain either "Kelly" or "Doe";
- Passwords must include at least one Upper case letter (A, B, C, ...);
- Passwords must include at least one lower case letter (a, b, c, ...);
- Passwords must include at least one number (1, 2, 3, ...);
- Passwords must NOT be reused
  - that is, when changing your password, you must use a new password;
- Passwords can include special characters;
  - that is, ` ~ ! @ # $ % ^ & * ( ) _ + - = { } | [ ] : " ; ' ? , .

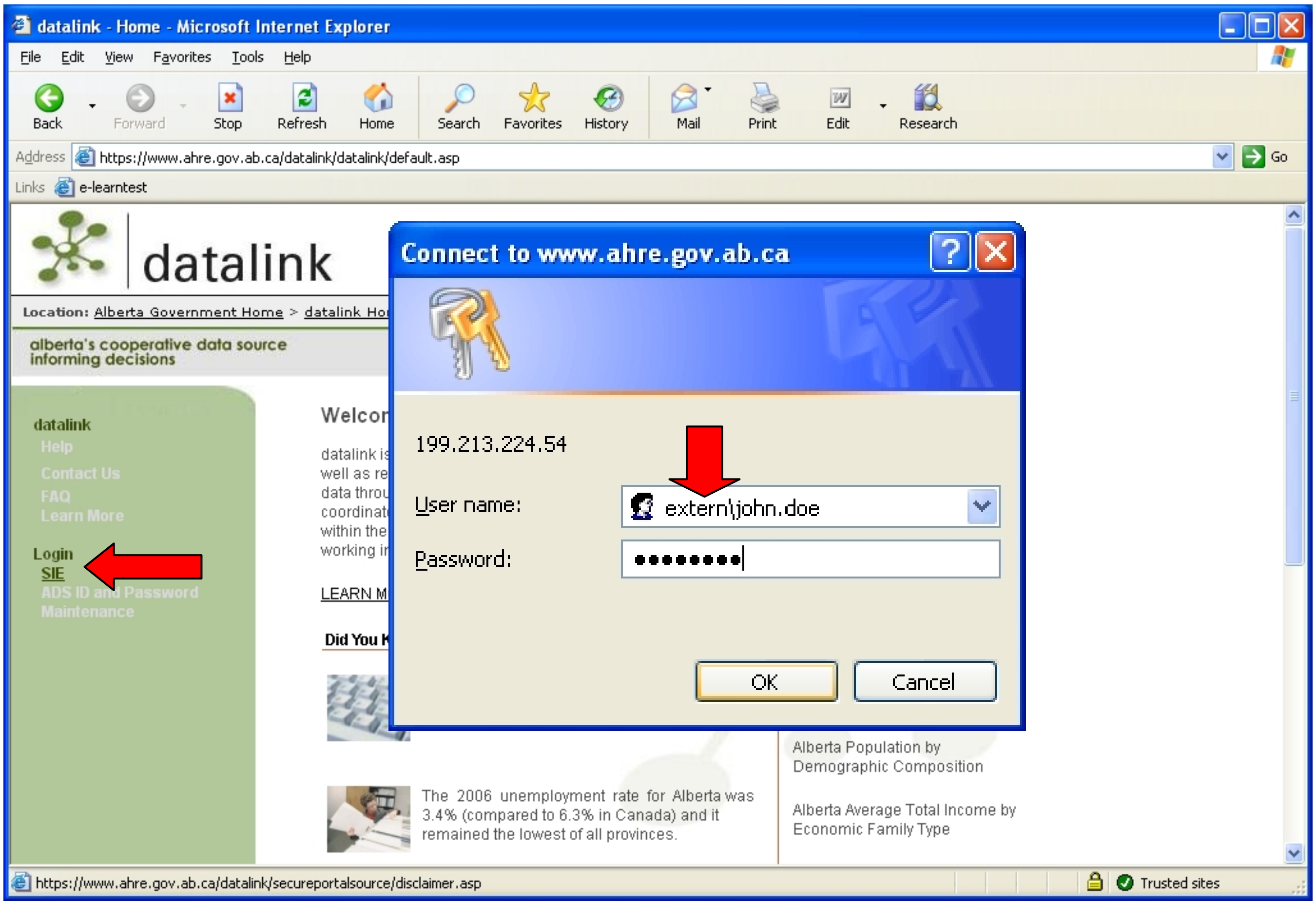
Step 6:
An email is sent to you with authorization instructions upon successful request submission.

- You must access your email and authorize Activation within **1** hour of submitting your request; or
- If you are a non-email recipient, contact the RGE Service Desk within **1** hour.

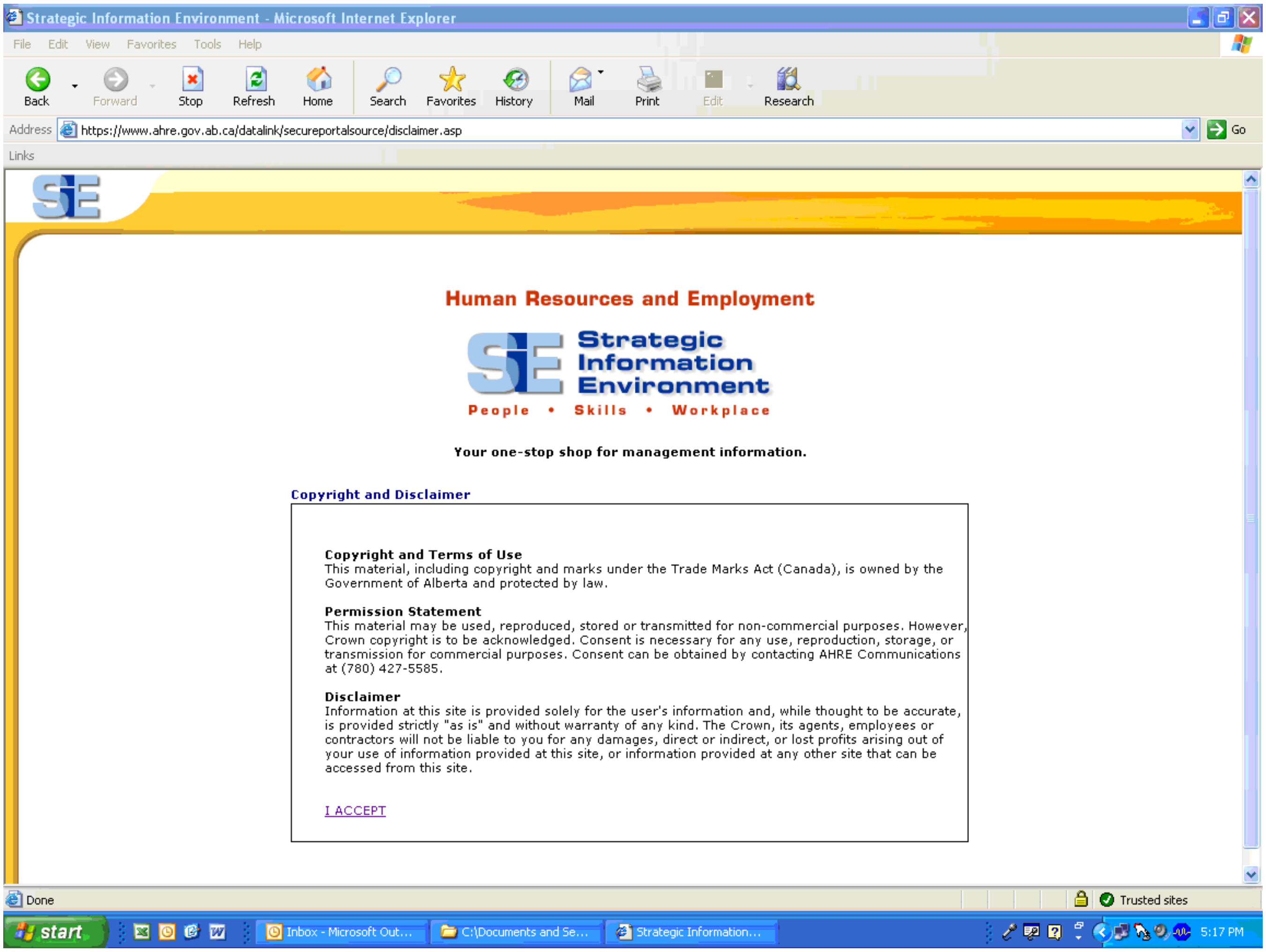
If you have any problems, contact the RGE Service Desk, E-mail: RGE.helpdeskIAT@gov.ab.ca, Phone: (780) 427-4357, option 1, subject: EXTERN ADS. Service Desk Hours are 24 hours – 7 days a week.

Step 7:

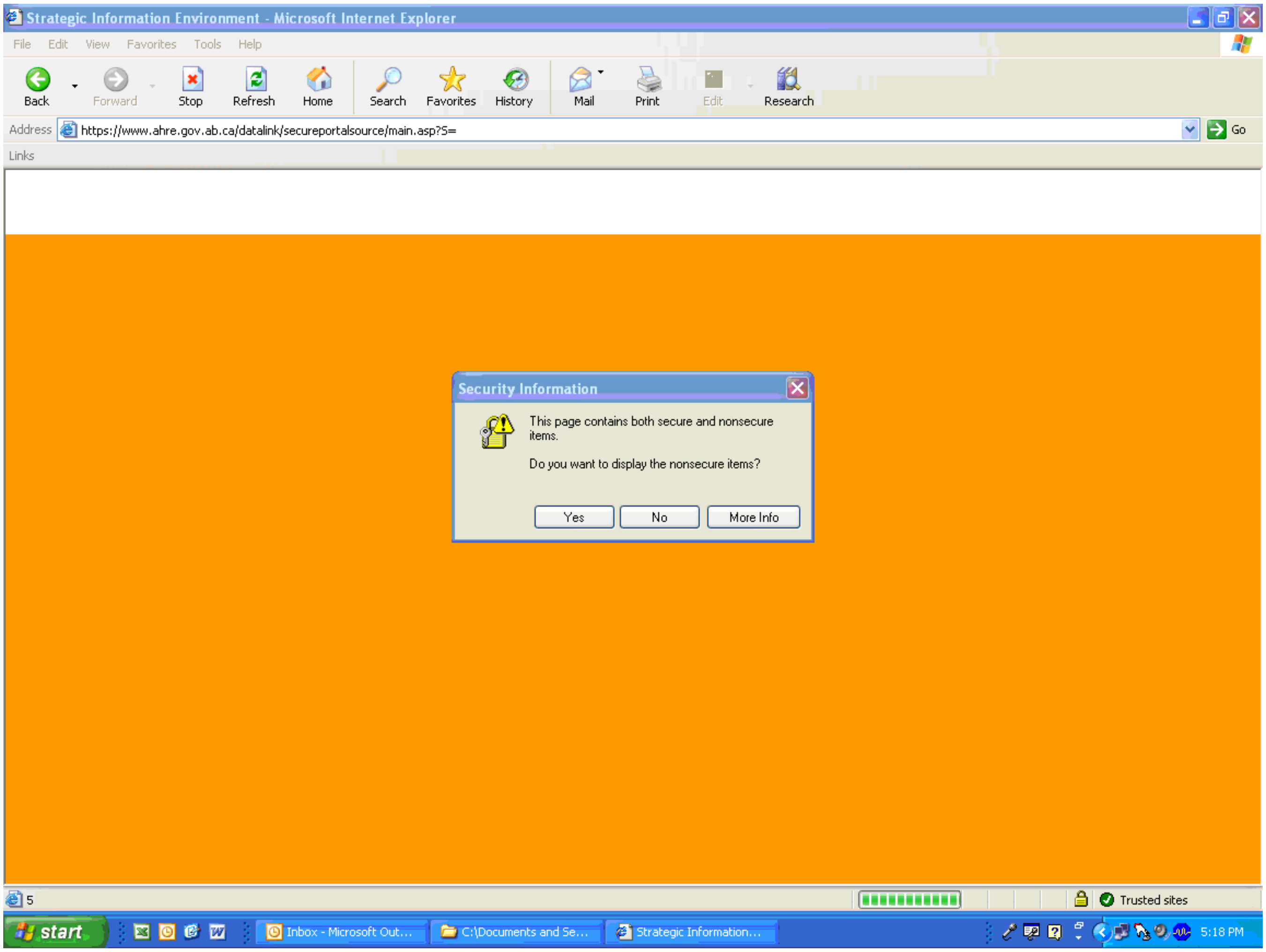
Once your User name and password have been activated, proceed to the ***datalink*** URL that has been provided: https://www.ahre.gov.ab.ca/datalink/datalink/default.asp Click on the SIE link under Login on the left navigation bar and enter your User name with the **"extern\"** prefix.



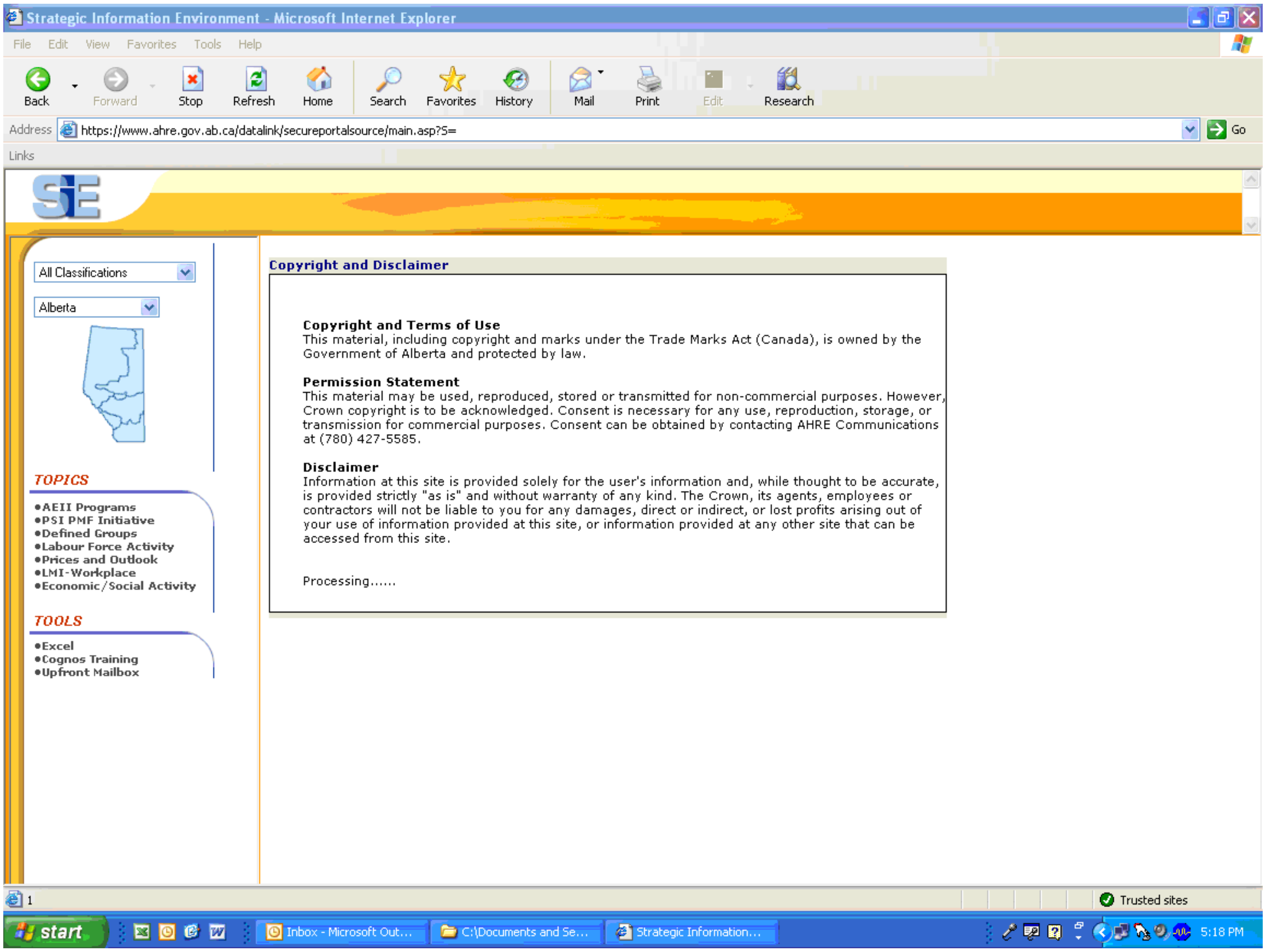
Step 8:
The following copyright and disclaimer screen will be displayed. Click on "I ACCEPT"



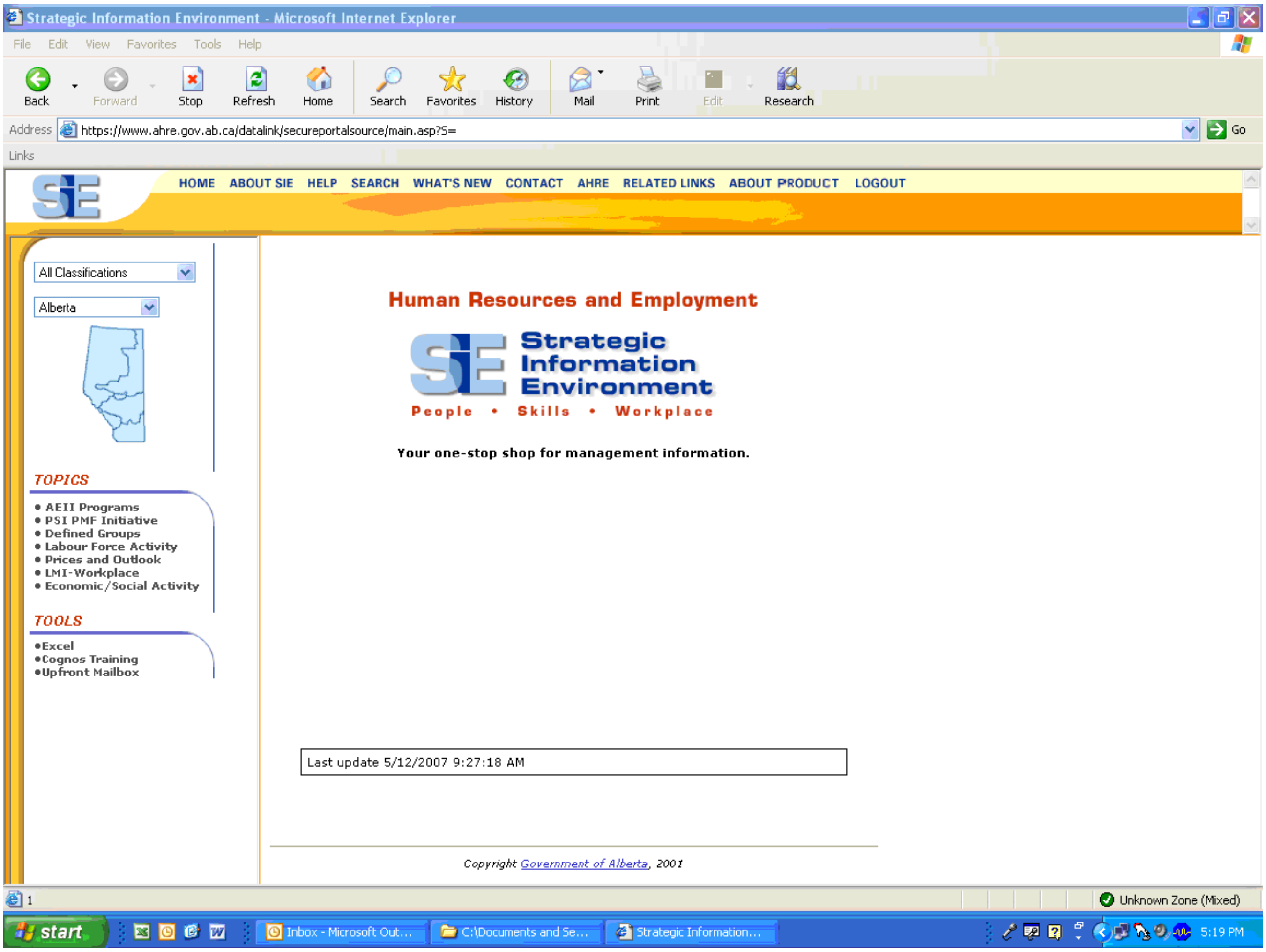
Step 9:
The following Security Information screen will be displayed. Click on “Yes”.



Step 10:
The following SIE copyright and disclaimer screen will be displayed.



Step 11:
After the screen has completed processing your request, the following SIE screen will be displayed.



Step 12:
Once you have logged into SIE via ***datalink***, do the following:

1. Click on SEARCH from the top menu bar
2. Enter Report number or Training Provider.
3. Click on GO icon

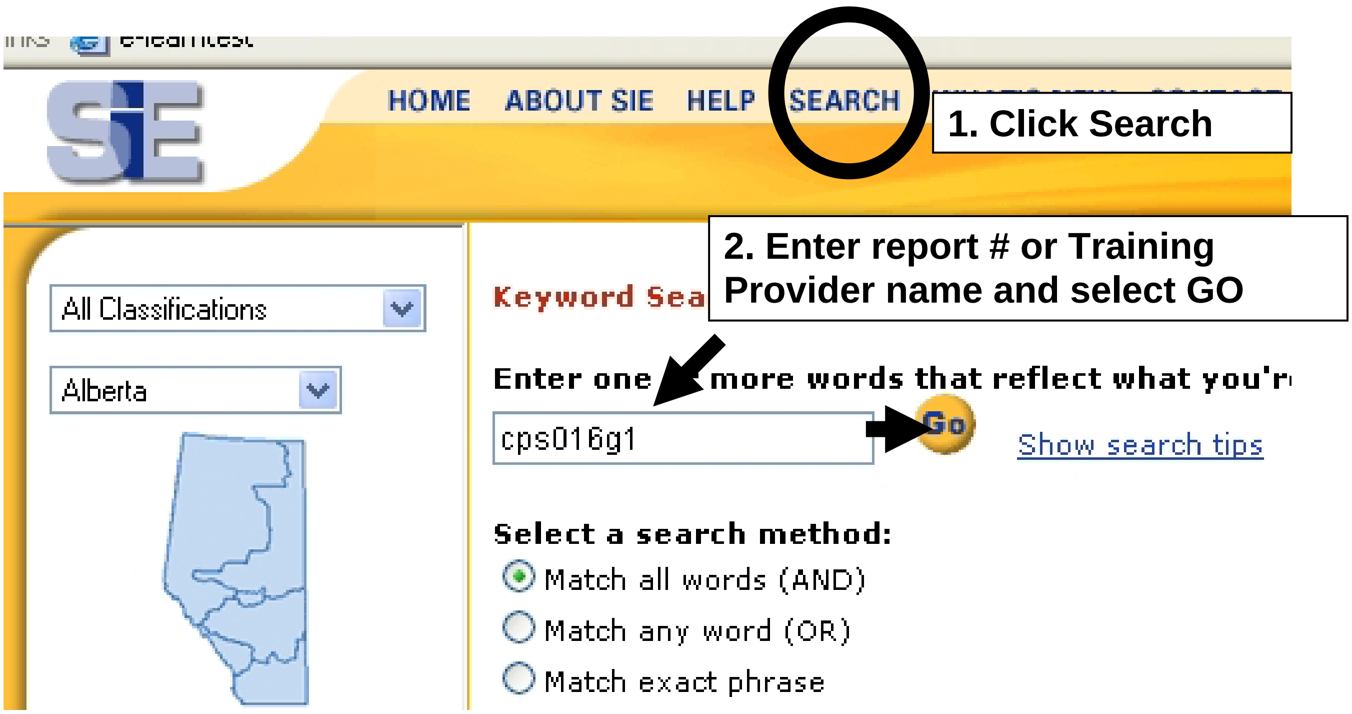
Training Provider name will provide a list of all reports that are available to you:

1. CPS016e 1 provincial/regional (quarterly) report
2. CPS016e2 provincial/regional (rolling 12 month) report

3. CPS016f1 provider/contract report (quarterly)
4. CPS016f2 provider/contract report (rolling 12 months)

5. CPS016g1 provider/program report (quarterly) (recommended)
6. CPS016g2 provider/program report (rolling 12 months)

7. CPS016h1 provider/region report (quarterly)
8. CPS106h2 provider/region report (rolling 12 months)



Administration of Reports

- All reports will be available in PDF format only.

- Each Training Provider will receive access only to their own reports along with the Provincial/Regional summary reports New reports will replace any existing ones around the 8th of each month. Training Providers are responsible for security of all reports they download, save or print and for maintaining their own archival records.

- No archival system is available at this time.

Note: when you download a report and save to your computer, be sure to rename your report as all reports default to the same name: **fileAccess.pdf**

MODULE 8: *DATALINK*

1. What is *datalink*?

datalink is a virtual "hub" or portal allowing users to access a wide range of data and statistical information. ***datalink*** will be the place for users (depending on level of authorization) to access either secure and/or public Statistics Canada data, data collected and interpreted by the GOA or others, and analyses relating to socio-economic issues facing Albertans. ***datalink*** also provides opportunities for collaboration among content owners around issues such as data standards, access and usability.

2. Why do we need *datalink*?

datalink provides Training Providers an electronic means to accessing Outcomes and Indicators Reports in a secure manner. ***datalink*** supports informed decision-making by providing access to good data.

MODULE 9: LOOKING TO THE FUTURE

Training Providers and AEII will be able to access the O&I reports, in May 2007. The first year of this initiative will focus on the introduction of the O&I reports, and provide the opportunity for users to develop an understanding of O&I and use the reports. As well, AEII is interested in feedback from Training Providers to assist us in refining and possibly modifying these reports so that they are even better in the future.

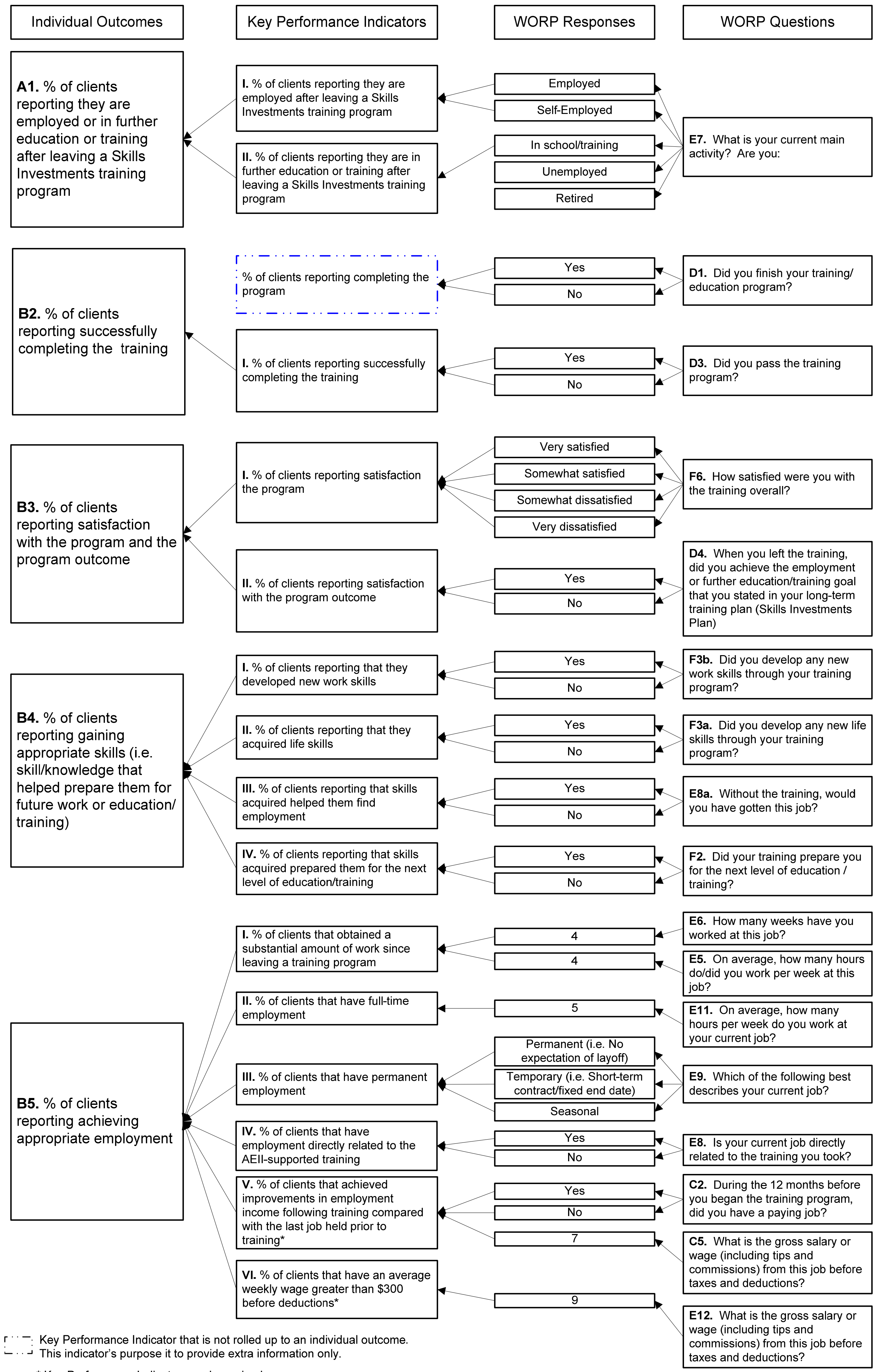
Subsequently, AEII will revise program and accountability policies to reflect the broader set of performance measures and consult with Training Providers to develop appropriate benchmarks reflecting the information provided by O & I and other management information.

Finally, we are planning to develop further measures to assist in gauging the performance of skills investment programs. While the Skills Outcomes and Indicators will provide us with valuable data the information needs to be considered in context. AEII will continue to develop additional measures and indicators beyond O & I to take into account other factors affecting program outcomes. Thus we will be sure that our performance measures are truly comprehensive and reflective of the quality of the programs AEII clients attend.

APPENDIX A: WORP SURVEY QUESTIONS

Appendix A

TABLE 1: INDIVIDUAL OUTCOMES, KEY PERFORMANCE INDICATORS, WORP RESPONSES, AND WORP QUESTIONS



Key Performance Indicator that is not rolled up to an individual outcome. This indicator's purpose it to provide extra information only.

* Key Performance Indicator may be revised

APPENDIX B: WORP OVERVIEW

WORP Overview

Background

The Work Outcome Reporting Project (WORP) is undertaken by the Data Development and Evaluation Branch of Alberta Employment, Immigration and Industry (AEII). WORP is an on-going monthly suite of surveys that collect follow-up **outcomes** data on former AEII clients. Former clients who may be surveyed include those who participated in the department's various employment and training programs, received a service, or received income support through Alberta Works. WORP addresses the broad questions regarding the influence that AEII programs and services have on the labour market participation, both current and future, of former clients, and their satisfaction with the programs and/or services received. The data also assist department staff in designing future programming for various client groups.

Data from WORP have been available, depending on the program or service, since October 1998. WORP underwent a major change relating to the types of programs/services being surveyed, its survey methodology and survey timing in April 2005. This overview describes the current version of WORP.

WORP Objectives

WORP information is being collected primarily for accountability purposes. Some post intervention information (i.e., employment and satisfaction information) is used for department performance measurements and for in-depth statistical analyses. More specifically, WORP information assists departmental staff in making informed decisions when considering changes to programs and services and for accountability purposes as highlighted below:

- Post intervention results (i.e., employment and satisfaction information) are used to monitor departmental performance and to meet the expectations for accountability set out by the Office of the Auditor General.
- Data collected through WORP can be used to monitor performance of programs, services and various client groups and provide key information to various strategic planning, policy analysis and program review exercises.
- In addition to calculating gross outcomes, WORP data can be used for net impact and other in-depth statistical analysis. Factors that predict success for clients can also be determined using WORP data.
- Information in WORP can also be used in selected evaluation activities of AEII.

Target Population

The target population for WORP **includes all clients that have left their program within a specific period of time** (see attached listing of Training Status Codes included in the survey populations). Excluded are clients living in institutions (e.g. prisons, community homes, group homes, etc), those living outside of Canada at the time of the survey and those who have specifically requested that they should not be contacted.

Survey Timing

Former clients may be surveyed at three intervals: short-term (3 months after leaving the program/service), medium term (12 or 18 months, depending on the type of intervention) and long-term (30 months). Former Career Information clients may be interviewed only at the short-term interval. For former Income Support clients, they may be interviewed at the short or medium terms. As for former clients of Training For Work/Work Foundations, they may be interviewed at all three intervals.

Sampling Methodology, Design and Sample Size

WORP is a sample survey. In sample surveys, characteristics of a population or universe (larger group) are determined based on information obtained from a representative subset of the population. Sometimes, where the population is small, the entire population is included, and a census is undertaken.

Sampling methods are classified as either probability or non-probability. In probability samples, each member of the population/universe has a known non-zero probability of being selected. Probability sampling methods include simple random sampling, systematic sampling, cluster sampling and stratified sampling. In non-probability sampling, members are selected from the population in some non-random manner. These include convenience sampling, judgment sampling, quota sampling, and snowball sampling.

The advantage of probability sampling is that sampling “error” can be calculated. Sampling error is the degree to which a selected sample might differ from the population. When inferring to the population, results are reported plus or minus the sampling error. In non-probability sampling, the degree to which the sample differs from the population remains unknown.

The total monthly sample size for WORP is based on the need for a reliable estimate and cost constraints. In general, the size of the sample is such that the precision in the estimates at the provincial level is ± 5%, 19 times out of 20 for each month. However, if the total population size (universe) for a program in a month is less than 400, a complete census is undertaken for that program in that month.

Responding to the WORP survey is voluntary, and data are collected directly from survey respondents. The WORP survey is conducted by an independent professional surveying company and uses Computer Assisted Telephone Interview (CATI) technology.

WORP uses differing sampling designs depending on the program. In general, it is a probability sample that is based on a stratified design. Three basic AEII programming groups are included in the WORP sample every month:

1. Career Information Program

A fixed number of clients are selected every month irrespective of the total number of clients eligible for the survey. The sampling design involves stratified random sampling with Career Information Services codes as the strata. Examples of Career Information Service codes are Workshops, Exposure courses and Career Advice (a detailed listing of those sub-program elements that could be included in the monthly survey are found at the end of this overview). The fixed number of clients is allocated to the Services Codes proportionally. If the total number of clients for a service code is less than 50, all former clients from that Service Code are included in the sample.

2. Training For Work/Work Foundations Programs

The design for this program stream is based on a stratified multi-stage design. The strata used are defined by cross-classification of the six AEII regions, and the size/type of service provider or contractor. The size/type of service provider /contractor currently considered is those with an Accountability Framework Agreement (AFA), the ‘under 50’ providers and contracted services.

The sampling design is a two-stage stratified design. The first stage of sampling consists of selecting service providers from within each cross-classification. The second stage of sampling consists of selecting clients from within each selected provider. The sample of providers/contractors is selected in each stratum using a probability proportional-to-size (PPS) sampling design. Some providers/contractors (i.e. those with an AFA) are sampled with a probability of one. The PPS sampling design provides higher probabilities of selection of the larger primary sampling units.

In the second stage of the sampling design, a sample of former clients is selected from the providers selected in the first stage. If the number of clients in a selected service provider/contractor is less than 30, then all clients are included in the sample. Otherwise the number of clients selected is based on proportional allocation.

Please refer to listing at end of this overview for sub-program elements.

3. Expected-to-Work and Not Expected-to-Work Clients

A fixed number of clients are selected every month irrespective of the total number of clients eligible for survey. The sampling design involves stratified random sampling with income support client categories as the strata. Examples of client categories are Self-Employed, Available for Work/Training and Medical Barriers (see listing at end of overview for all those included). The fixed number of clients is allocated to the client categories proportionally. If the total number of clients in a client category is less than 50, a census is conducted and all clients are included in the sample.

Non-Response Adjustment In WORP

WORP is a probability sample survey and therefore the sample is selected to represent the reference population - Albertans who left their AEII sponsored training program or service in the reference time period. In probability surveys, each client in the sample represents a certain number of clients in the population. The number of clients in the population that each sampled client represents is determined by the way the sample selection is designed. The initial design sampling weight can be thought of as the number of clients in the population represented by a sample client. The initial sampling design weight is assigned at the time of selection; it is simply the inverse of the probability of selection.

If all selected clients in the sample were traced, contacted and interviewed, then the initial design weight assigned to each client would represent accurately and exactly the number of clients in the target population. However, not all clients who are selected may respond to the survey. When a selected client does not respond to the survey, a survey non-response has occurred.

The best way to deal with the issues of survey non-response is to build in efforts, such as extra follow-ups or callbacks at the design stage to eliminate it.

WORP uses the modeling approach and/or cross-classification of design variables like client's age, region, gender etc. to adjust for survey non-response and to calculate the weights assigned to survey responses.

Types of Information Collected

Six basic types of information are collected from the surveys:

Confirmation of Client Status and Program Awareness: Did they receive the services as indicated in the AEII data system; how and where did they first learn about the program.

Client Activities Prior to Taking Training: For those who had a prior job, a series of questions are asked about this job (e.g., wages, hours of work, occupation and industry) are asked; clients can be queried on up to 3 previous jobs.

Client Activities After Leaving Training: Have they been employed since receiving the program/service? What is their main activity?

Current Employment Status: For those employed at the time of the survey, they are asked a series of questions pertaining to that job (e.g., type of job; hours worked, wages, type of occupation and industry); those not employed are asked their reason for not being employed and the types of income they may have.

Satisfaction With Services Received: Did they learn new skills? Are they using those skills they learned? Are they satisfied with the assistance they received in finding and maintaining employment? Are they planning to take further training/education? Are they satisfied overall with their participation and services received?

Demographics: Topics covered include marital status, number of dependents, special needs group status (i.e., aboriginal, visible minority, disability; immigrant), languages spoken, and volunteering activities.

The amount of detailed information available varies by program and survey period as each questionnaire is designed to capture selected information required by program/service staff. However, there are key questions that are common to all the questionnaires.

Quality Control Measures in WORP

There are seven quality control measures put in place for WORP to ensure valid and reliable data:

The consultant (i.e., surveying firm) was chosen based on their understanding of the project requirements, previous experience conducting large-scale survey research, high degree of professionalism, and extent of their quality control efforts.

Telephone interviews are conducted with the assistance of a Computer Assisted Telephone Interview (CATI) system. This system allows programmers to insert automatic data-checking programming to minimize illogical responses, out-of-range codes, as well as other sources of data collection errors.

All questionnaires are pre-tested to ensure that the questions elicit clear, concise, and appropriate responses from the participants.

A client program participation verification process is carried out every month before the survey data extract is sent to the consultant for surveying.

The consultant is responsible for monitoring the data collection process, which includes monitoring at least 10% of the interviews in-progress to ensure accurate data collection. AEII is also provided with an opportunity to monitor the data collection process.

Before submitting the survey results to AEII, the consultant is responsible for further checks for appropriate skip patterns, out-of-range codes, and accurate coding of open-ended questions.

Upon submission of survey results to AEII, DDE staff undertakes an extensive series of processing steps to thoroughly verify each record received. The data are also checked for obvious inconsistencies, including the coding of industry and occupation information.

Disclosure Control Measures in WORP

Under the Freedom of Information and Protection of Privacy (FOIP) Act, DDE is prohibited from releasing any data that could allow individual clients to be identified. Various confidentiality rules, such as suppression of personal information, use of aggregate data only, are applied to all data that are released. If necessary, data are suppressed to prevent direct or residual disclosure of identifiable data.

Formal Training Status Codes Used in Selecting Those Former Participants for WORP Surveys

1. LEVEL 2 COURSES: Career Information-Excluding Job Placement

Only former clients with training END status of:
- CM (Successful Completion)

are eligible to be surveyed.

2. LEVEL 3 COURSES: Job Placement, Work Foundations & Training For Work

Former Clients with Formal training END Status codes of:
- CM (Successful Completion);
- UC (Unsuccessful completion);
- WM (Waiting for marks);
- RO (Referred out/Exited) and
- TW (Terminated/Withdrew)

are eligible to be surveyed.

<u>Exceptions for Level 3 courses:</u>

a) Under the RO (Referred out/Exited) group clients with the following training sub-statuses:
- DC (Deceased);
- UL (Unlawfully at large/incarcerated);
- RE (Referred elsewhere)

are not eligible to be surveyed.

b) Under the TW (Terminate/Withdrew) group clients with the following training sub-statuses:
- PT (Dropped from full time to part-time studies);

are not eligible to be surveyed.

Sub-Programs That WORP Surveys

A. Career Information:

- **Career Advice/Service Needs Determination:**
- Career Advice/Service Needs Determination - Career Planning
- Career Advice/Service Needs Determination - Driver Training
- Career Advice/Service Needs Determination - Educational Plan
- Career Advice/Service Needs Determination - Job Search
- **Job search/Shadowing**
- Part-Time Studies-AEII Part-time Bursary-$300
- Part-Time Studies-Historical
- Part-Time Studies-Training Advice
- Part-Time studies-Skills Investment Bursary-$1,200
- Workshop-Career Planning
- Workshop-Educational Planning
- Workshop-Job Satisfaction
- Workshop-Job search
- Workshop-Labour Market Information
- Workshop-Orientation
- Workshop-Self assessment and Personal Development
- Workshop-Work Alternatives
- **Work-start (Historical)**
- **Student Finance Issues/Appeal**
- Exposure Course-Alberta Best
- Exposure Course-Computer
- Exposure Course-Driver Training
- Exposure Course-Food Handling
- Exposure Course-Occupational Safety
- Exposure Course-Trades Orientation
- Exposure Courses-Historical
- **Job Placement**

B. Work Foundations:

- Skills Investment programs- EI Upgrading (SDU)
- Work Foundations Contracted Training- EI funded
- Work Foundations Contracted Training- AB funded
- Literacy and Numeracy (Grades 1-6)
- Adult Basic Education (Grades 7-9)
- Academic Upgrading (Grades 10-12)
- Academic Upgrading (Historical)

- English As a Second Language (ESL)
- University/College Entrance Preparation
- Life Skills/Personal Management

C. Training For Work:

- Workplace Training contract Full time-EI funded
- Workplace Training contract Full time-AB funded
- Workplace Training contract Part- time-AB funded
- Assisted Placement-Historical
- Training on the Job-Historical
- Integrated Training Contracted- EI Funded
- Integrated Training Tuition Based Full time-EI Funded
- Integrated Training Contracted- AB Funded
- Integrated Training Tuition Based Full time-AB Funded
- Occupational Training Contracted Full-Time- EI Funded
- Occupational Training Tuition Based Full time-EI Funded
- Occupational Training Contracted Full-Time- AB Funded
- Occupational Training Tuition Based Full time-AB Funded
- Occupational Training Contracted Part-Time- AB Funded
- Self-Employment – EI funded
- Self-Employment-AB funded
- Alberta Job Corps
- Transitional Vocational Program

D. Expected to Work/Not Expected to Work:

Expected to Work

- Self Employed
- Employed Full-Time
- Employed Part-Time
- Available for Work/Training
- Attending Short-Term Program
- Temporary Unable to Work/Train – Health Problems
- Temporary Unable to Work/Train – Family Care

Not Expected to Work

- Medical or Multiple Barriers
- Severe Handicap
- Self Employed
- Employed Full-Time
- Employed Part-Time
- Attending Short-Term Program

APPENDIX C: INFORMATION PRODUCT DESCRIPTION

Appendix C: Meta Data Information Product Descriptions

Table of Contents

Other metadata products available in *datalink* and SIE

CPS016f1 – Outcomes and Indicators 3 Month Outcome
External Service Provider Report
By Contract – Fiscal Year

CPS016f2 – Outcomes and Indicators 3 Month Outcome
External Service Provider Report
by Contract - Rolling 12 Months

CPS016g1 – Outcomes and Indicators 3 Month Outcome
External Service Provider Report
By Program – Fiscal Year

CPS016g2 – Outcomes and Indicators 3 Month Outcome
External Service Provider Report
By Program - Rolling 12 Months

CPS016h1 – Outcomes and Indicators 3 Month Outcome
External Service Provider Report
By AEII Region – Fiscal Year

CPS016h2 – Outcomes and Indicators 3 Month Outcome
External Service Provider Report
By AEII Region – Rolling 12 Months

Title	Sample Information Product Description CPS016e1 O&I Provincial and Regional Summary Report by Fiscal Year		
Last Reference Date	2/27/2007	Date Refreshed	2/27/2007
Creator	Alberta Employment, Immigration and Industry	Date Submitted	2/27/2007
Publisher	Alberta Employment, Immigration and Industry	Interpretation Contact	Don.Gardener@gov.ab.ca
Domain	AEII	Product Code	CPS016e1
Product Type	PDF	Privacy Level	Internal
Category(s)	Labour Force Activity	Subcategory(s)	Training, Skills and People Supports
Geography	Alberta		

Full Description

This summary report shows Outcomes and Indicators for the Province and the Six Regions by quarterly period for the current fiscal year. Data is from the Work Outcomes Reporting Project (WORP) 3 - month Training For Work (TFW) and Work Foundation (WF) follow-up surveys.

Historical and Future Content

Collection of the survey data for the Outcomes and Indicator measures in this report commenced on April 1, 2005 and apply to services received in December 2004 (end date) and later.

Usage Considerations

Service Received End Dates

Service Received End Dates reflect up to what point in time the client received the service (e.g. Service Received End Date September 2006 reflects the performance of the relevant program that was delivered up to and including September 2006.) Service Received End Dates reflect the data that has been entered in AEII's source system (e.g. CAIS).

Data Quality

The total monthly sample size for WORP is based on the need for a reliable estimate and cost constraints. In general, the WORP surveying strives for an accuracy level of a 95% confidence level; the size of the sample is such that the precision in the estimates at the provincial level is + 5%, 19 times out of 20 for each month. However, if the total population size (universe) for a program in a month is less than 400, a complete census is undertaken for that program in that month. For further information, please refer to the WORP Overview.

0% or 100% KPI Values

Caution should be exercised looking at these KPI values. This may be the result of having a small amount of respondents for the information being examined in the report. This is more prevalent when examining more specific KPI results (for example, a lower level of region, institution and time period). Your regional Contract Service Coordinator can provide weighted response data by accessing the Strategic Information Environment (SIE) when necessary.

Appropriate Employment

The KPIs within Individual Outcome B.5 are applicable for AEII clients leaving a program or service that are actively looking for work.

Associated Products

CPS016e1 – Outcomes and Indicators Provincial and Regional Summary Report – By Fiscal Year

CPS016e2 - Outcomes and Indicators Provincial and Regional Summary Report – By Rolling Twelve Months

CPS016f1 - Outcomes and Indicators Contract Report – By Fiscal Year

CPS016f2 - Outcomes and Indicators Contract Report – Rolling Twelve Months

CPS016g1 - Outcomes and Indicators Program Report – By Fiscal Year

CPS016g2 - Outcomes and Indicators Program Report – Rolling Twelve Months

CPS016h1 - Outcomes and Indicators AEII Region Report – By Fiscal Year

CPS016h2 - Outcomes and Indicators AEII Region Report – Rolling Twelve Months

FOIP Issues

Please refer to the CPS Privacy Impact Assessment

Generation Frequency

Monthly

Originating Data Source(s)

Integrated data from Central Client Directory (CCD), Local Income Support Application (LISA), and Career Assistance Information System (CAIS) and Student's Finance System (SF)

Level of Detail

Refer to Level column of the Report Items table (see below).

Internal Data Elements

For a detailed description of the measure calculations used in this report, refer to the Outcomes and Indicators Calculation Methodology.

Report Items

Report Item	Level / Derivation	Key Performance Indicator Code Description
Reporting Period	Rolling 12 Month Periods	The Rolling 12 Month period of the Service Received End Date. The Service Received End Date is the date that the primary recipient ended or the benefit associated with the service ended. The current Rolling 12 Month period is based on the most recent group of 12 months plus Rolling 12 Month periods for 3 previous years.
	Fiscal Year	4 quarters
All Regions		The provincial AEII region under which the program is offered.
All Institutions	Institution	The location organizational unit that provided the service. Most often, a campus or a company.
All Programs	Program	The parent program under which the program is offered.
	Program Group	The program under which the service is offered.
	Program Sub-element	The service being provided to the recipients.
Contract Number		The AEII Contract Number assigned to the company providing training services for Work Foundations and Training For Work training programs.
Individual Outcome A.1 (Weighted)	Weighted KPI A.1.i + KPI A.1.ii Shown as a percentage	Percentage of clients reporting they are employed or in further education or training after leaving a Skills Investments training program
KPI A.1.i (Weighted)	Weighted KPI A.1.i Positive Responses / Weighted KPI A.1.i Total Valid Responses Shown as a percentage	Percentage of clients reporting they are employed after leaving a Skills Investments training program.
KPI A.1.ii (Weighted)	Weighted KPI A.1.ii Positive Responses / Weighted KPI A.1.ii Total Valid Responses Shown as a percentage	Percentage of clients reporting they are in further education or training after leaving a Skills Investments training program.
KPI B.2.o (Weighted)	Weighted KPI B.2.o Positive Responses / Weighted KPI B.2.o Total Valid Responses Shown as a percentage	Percentage of clients reporting completing their Skills Investments training program
Individual Outcome B.2 (Weighted)	Equal to Weighted KPI B.2.i	Percentage of clients reporting successfully completing the training
KPI B.2.i (Weighted)	Weighted KPI B.2.i Positive Responses / Weighted KPI B.2.i Total Valid Responses Shown as a percentage	Percentage of clients reporting successfully completing the training
Individual Outcome B.3 (Weighted)	Average of Weighted KPI's B.3.i and B.3.ii	Percentage of clients reporting satisfaction with the program and the program outcome
KPI B.3.i (Weighted)	Weighted KPI B.3.i Positive Responses / Weighted KPI B.3.i Total Valid Responses Shown as a percentage	Percentage of clients reporting satisfaction with their program
KPI B.3.ii (Weighted)	Weighted KPI B.3.ii Positive Responses / Weighted KPI B.3.ii Total Valid Responses Shown as a percentage	Percentage of clients reporting satisfaction with their program outcome

Individual Outcome B.4 (Weighted)	Average of Weighted KPI's B.4.i, B.4.ii, B.4.iii, and B.4.iv	Percentage of clients reporting gaining appropriate skills
KPI B.4.i (Weighted)	Weighted KPI B.4.i Positive Responses / Weighted KPI B.4.i Total Valid Responses Shown as a percentage	Percentage of clients reporting that they developed new work skills
KPI B.4.ii (Weighted)	Weighted KPI B.4.ii Positive Responses / Weighted KPI B.4.ii Total Valid Responses Shown as a percentage	Percentage of clients reporting that they developed life skills
KPI B.4.iii (Weighted)	Weighted KPI B.4.iii Positive Responses / Weighted KPI B.4.iii Total Valid Responses Shown as a percentage	Percentage of clients reporting that skills acquired helped them find employment
KPI B.4.iv (Weighted)	Weighted KPI B.4.iv Positive Responses / Weighted KPI B.4.iv Total Valid Responses Shown as a percentage	Percentage of clients reporting that skills acquired prepared them for the next level of education/training
Individual Outcome B.5 (Weighted)	Average of KPI's B.5.i, B.5.ii, B.5.iii, B.5.iv, B.5.v and B.5.vi.	Percentage of clients reporting achieving appropriate employment
KPI B.5.i (Weighted)	Weighted KPI B.5.i Positive Responses / Weighted KPI B.5.i Total Valid Responses Shown as a percentage	Percentage of clients that obtained a substantial amount of work since leaving a training program
KPI B.5.ii (Weighted)	Weighted KPI B.5.ii Positive Responses / Weighted KPI B.5.ii Total Valid Responses Shown as a percentage	Percentage of clients reporting they have full time employment
KPI B.5.iii (Weighted)	Weighted KPI B.5.iii Positive Responses / Weighted KPI B.5.iii Total Valid Responses Shown as a percentage	Percentage of clients that have permanent employment
KPI B.5.iv (Weighted)	Weighted KPI B.5.iv Positive Responses / Weighted KPI B.5.iv Total Valid Responses Shown as a percentage	Percentage of clients that have employment directly related to the AEII-supported training
KPI B.5.v (Weighted)	Weighted KPI B.5.v Positive Responses / Weighted KPI B.5.v Total Valid Responses Shown as a percentage	Percentage of clients that achieved improvements in employment income following training compared with the last job held prior to training
KPI B.5.vi (Weighted)	Weighted KPI B.5.vi Positive Responses / Weighted KPI B.5.vi Total Valid Responses Shown as a percentage	Percentage of clients that have an average weekly wage greater than $300 before deductions.

Terms and Definitions: Metadata Overview

Acronyms: ***datalink*** Acronyms

Title	Sample O&I CPS016e2 O & I Provincial and Regional Report –R12		
Creator	Alberta Employment, Immigration and Industry	Date Submitted	2/27/2007
Publisher	Alberta Employment, Immigration and Industry	Interpretation Contact	Don.Gardener@gov.ab.ca
Content Domain	AEII	Product Code	CPS016e2
Product Type	Impromptu report	Privacy Level	Internal
Category(s)/	AEII Programs	Subcategory(s)	Outcomes and Indicators (KPIs)
Geography	Alberta		

Full Description

This report shows the Outcomes and Indicators as a summary for the Province and the Six Regions by the current 12-month period and the previous three 12-month periods. Data is from the Work Outcomes Reporting Project (WORP) 3 - month Training For Work (TFW) and Work Foundation (WF) follow-up surveys.

Historical and Future Content

Collection of the survey data for the Outcomes and Indicator measures in this report commenced on April 1, 2005 and apply to services received in December 2004 (end date) and later.

Usage Considerations

Service Received End Dates

Service Received End Dates reflect up to what point in time the client received the service (e.g. Service Received End Date September 2006 reflects the performance of the relevant program that was delivered up to and including September 2006.) Service Received End Dates reflect the data that has been entered in AEII's source system (e.g. CAIS).

Data Quality

The total monthly sample size for WORP is based on the need for a reliable estimate and cost constraints. In general, the WORP surveying strives for an accuracy level of a 95% confidence level; the size of the sample is such that the precision in the estimates at the provincial level is + 5%, 19 times out of 20 for each month. However, if the total population size (universe) for a program in a month is less than 400, a complete census is undertaken for that program in that month. For further information, please refer to the WORP Overview.

0% or 100% KPI Values

Caution should be exercised looking at these KPI values. This may be the result of having a small amount of respondents for the information being examined in the report. This is more prevalent when examining more specific KPI results (for example, a lower level of region, institution and time period). Your regional Contract Service Coordinator can provide weighted response data by accessing the Strategic Information Environment (SIE) when necessary.

Appropriate Employment

The KPIs within Individual Outcome B.5 are applicable for AEII clients leaving a program or service that are actively looking for work.

Associated Products

CPS016e1 – Outcomes and Indicators Provincial and Regional Summary Report – By Fiscal Year

CPS016e2 - Outcomes and Indicators Provincial and Regional Summary Report – By Rolling Twelve Months

CPS016f1 - Outcomes and Indicators Contract Report – By Fiscal Year

CPS016f2 - Outcomes and Indicators Contract Report – Rolling Twelve Months

CPS016g1 - Outcomes and Indicators Program Report – By Fiscal Year

CPS016g2 - Outcomes and Indicators Program Report – Rolling Twelve Months

CPS016h1 - Outcomes and Indicators AEII Region Report – By Fiscal Year

CPS016h2 - Outcomes and Indicators AEII Region Report – Rolling Twelve Months

FOIP Issues

Please refer to the CPS Privacy Impact Assessment

Generation Frequency

Monthly

Originating Data Source(s)

Integrated data from Central Client Directory (CCD), Local Income Support Application (LISA), and Career Assistance Information System (CAIS) and Student's Finance System (SF)

Level of Detail

Refer to Level column of the Report Items table (see below).

Internal Data Elements

For a detailed description of the measure calculations used in this report, refer to the Outcomes and Indicators Calculation Methodology.

Report Items

Report Item	Level / Derivation	Key Performance Indicator Code Description
Reporting Period	Rolling 12 Month Periods	The Rolling 12 Month period of the Service Received End Date. The Service Received End Date is the date that the primary recipient ended or the benefit associated with the service ended. The current Rolling 12 Month period is based on the most recent group of 12 months plus Rolling 12 Month periods for 3 previous years.
	Fiscal Year	4 quarters
All Regions		The provincial AEII region under which the program is offered.
All Institutions	Institution	The location organizational unit that provided the service. Most often, a campus or a company.
All Programs	Program	The parent program under which the program is offered.
	Program Group	The program under which the service is offered.
	Program Sub-element	The service being provided to the recipients.
Contract Number		The AEII Contract Number assigned to the company providing training services for Work Foundations and Training For Work training programs.
Individual Outcome A.1 (Weighted)	Weighted KPI A.1.i + KPI A.1.ii Shown as a percentage	Percentage of clients reporting they are employed or in further education or training after leaving a Skills Investments training program
KPI A.1.i (Weighted)	Weighted KPI A.1.i Positive Responses / Weighted KPI A.1.i Total Valid Responses Shown as a percentage	Percentage of clients reporting they are employed after leaving a Skills Investments training program.
KPI A.1.ii (Weighted)	Weighted KPI A.1.ii Positive Responses / Weighted KPI A.1.ii Total Valid Responses Shown as a percentage	Percentage of clients reporting they are in further education or training after leaving a Skills Investments training program.
KPI B.2.o (Weighted)	Weighted KPI B.2.o Positive Responses / Weighted KPI B.2.o Total Valid Responses Shown as a percentage	Percentage of clients reporting completing their Skills Investments training program
Individual Outcome B.2 (Weighted)	Equal to Weighted KPI B.2.i	Percentage of clients reporting successfully completing the training
KPI B.2.i (Weighted)	Weighted KPI B.2.i Positive Responses / Weighted KPI B.2.i Total Valid Responses Shown as a percentage	Percentage of clients reporting successfully completing the training
Individual Outcome B.3 (Weighted)	Average of Weighted KPI's B.3.i and B.3.ii	Percentage of clients reporting satisfaction with the program and the program outcome
KPI B.3.i (Weighted)	Weighted KPI B.3.i Positive Responses / Weighted KPI B.3.i Total Valid Responses Shown as a percentage	Percentage of clients reporting satisfaction with their program
KPI B.3.ii (Weighted)	Weighted KPI B.3.ii Positive Responses / Weighted KPI B.3.ii Total Valid Responses Shown as a percentage	Percentage of clients reporting satisfaction with their program outcome

Individual Outcome B.4 (Weighted)	Average of Weighted KPI's B.4.i, B.4.ii, B.4.iii, and B.4.iv	Percentage of clients reporting gaining appropriate skills
KPI B.4.i (Weighted)	Weighted KPI B.4.i Positive Responses / Weighted KPI B.4.i Total Valid Responses Shown as a percentage	Percentage of clients reporting that they developed new work skills
KPI B.4.ii (Weighted)	Weighted KPI B.4.ii Positive Responses / Weighted KPI B.4.ii Total Valid Responses Shown as a percentage	Percentage of clients reporting that they developed life skills
KPI B.4.iii (Weighted)	Weighted KPI B.4.iii Positive Responses / Weighted KPI B.4.iii Total Valid Responses Shown as a percentage	Percentage of clients reporting that skills acquired helped them find employment
KPI B.4.iv (Weighted)	Weighted KPI B.4.iv Positive Responses / Weighted KPI B.4.iv Total Valid Responses Shown as a percentage	Percentage of clients reporting that skills acquired prepared them for the next level of education/training
Individual Outcome B.5 (Weighted)	Average of KPI's B.5.i, B.5.ii, B.5.iii, B.5.iv, B.5.v and B.5.vi.	Percentage of clients reporting achieving appropriate employment
KPI B.5.i (Weighted)	Weighted KPI B.5.i Positive Responses / Weighted KPI B.5.i Total Valid Responses Shown as a percentage	Percentage of clients that obtained a substantial amount of work since leaving a training program
KPI B.5.ii (Weighted)	Weighted KPI B.5.ii Positive Responses / Weighted KPI B.5.ii Total Valid Responses Shown as a percentage	Percentage of clients reporting they have full time employment
KPI B.5.iii (Weighted)	Weighted KPI B.5.iii Positive Responses / Weighted KPI B.5.iii Total Valid Responses Shown as a percentage	Percentage of clients that have permanent employment
KPI B.5.iv (Weighted)	Weighted KPI B.5.iv Positive Responses / Weighted KPI B.5.iv Total Valid Responses Shown as a percentage	Percentage of clients that have employment directly related to the AEII-supported training
KPI B.5.v (Weighted)	Weighted KPI B.5.v Positive Responses / Weighted KPI B.5.v Total Valid Responses Shown as a percentage	Percentage of clients that achieved improvements in employment income following training compared with the last job held prior to training
KPI B.5.vi (Weighted)	Weighted KPI B.5.vi Positive Responses / Weighted KPI B.5.vi Total Valid Responses Shown as a percentage	Percentage of clients that have an average weekly wage greater than $300 before deductions.

Terms and Definitions: Meta Data Overview

Acronyms: datalink Acronyms

APPENDIX D: O & I CALCULATION METHODOLOGY

Employment, Immigration and Industry

OUTCOMES AND INDICATORS
SKILLS INVESTMENT STRATEGY

Outcomes and Key Performance Indicators

Calculation Methodology

Created as part of
The Training Programs and Services
Outcomes and Key Performance Indicators
Information Product

April 04, 2007

Strategic Policy and Supports, Skills Policy
Workforce Supports Division

Document History

Document Location

This document is an appendix to the Training Programs and Services Outcomes and Key Performance Indicators Information Product documentation that is maintained on the IES Systems SharePoint site at:

Revision History

Revision Number	Revision Date	Summary of Changes: Author	Changes Marked
1.0	December 17, 2004	Original drafts by WORP team and Skills Policy Branch	N
1.1	February 24, 2005	Updates based on updated WORP survey by Ann Hollifield, IMAS Business Analyst.	Y
1.2	May 9, 2005	Updates to Individual Outcomes calculation formula	N
1.3	May 31,2005	Updates to Individual Outcomes calculation formula	N
1.4	February 2, 2006	Updates to Individual Outcomes calculation formula	Y
1.5	February 8, 2006	Updates to individual Outcomes calculation formula after meeting with Dan Hodgson	N
1.6	February 22, 2006	Updates to Individual Outcomes calculation formula to KPI 5v	N
1.7	February 28, 2006	Updated to Individual Outcomes calculation formula – KPI5v and KPI5vi	N
1.8	April 4, 2007	Variable names in the formulas have been changed to conform to those appearing in the External Service Providers Outcomes & Indicators Reports	N

Outcome 1 **A.1**	**Percentage of clients reporting they are employed or in further education or training after leaving a Skills Investments training program**
Calculations & Formulas	$A.1 = (A.1.i + A.1.ii)$

Key Performance Indicator A.1.i	**Percentage of clients reporting they are employed after leaving a Skills Investments training program.**
Calculations & Formulas	The percentage of client reporting they are employed after leaving a Skills Investments training program is calculated by generating a frequency for the question “What is your current main activity” (question E7) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question E7=”Employed” OR “Self-employed” Next obtain the count (n_2) of the number of records where Question E7=” Employed” OR “Self-employed” OR “In school/Training” OR “Unemployed” OR “Retired” $\%\_Employed = \frac{(n_1)}{(n_2)}$

Key Performance Indicator A.1.ii	**Percentage of clients reporting they are in further education or training after leaving a Skills Investments training program**
Calculations & Formulas	The percentage of client reporting they are in further education/training after leaving a Skills Investments training program is calculated by generating a frequency for the question “What is your current main activity” (question E7) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question E7=”In School/Training” Next obtain the count (n_2) of the number of records where Question E7=” Employed” OR “Self-employed” OR “In school/Training” OR “Unemployed” OR “Retired” $\%\_In\_school = \frac{(n_1)}{(n_2)}$

Outcome 2 B.2	**Percentage of clients reporting successfully completing the training**
Calculations & Formulas	$B.2 = B.2.i$

Key Performance Indicator (DANGLING – not reported)	**Percentage of clients reporting completing their Skills Investments training program**
Calculations & Formulas	The percentage of client reporting completing their Skills Investments training program is calculated by generating a frequency for the question "Did you complete the [Recall program/service/training]? (question D1) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question D1="yes" Next obtain the count (n_2) of the number of records where Question D1b="yes" OR "no" $\% \_Completed\_training = \frac{(n_1)}{(n_2)}$

Key Performance Indicator B.2.i	**Percentage of clients reporting successfully completing the training**
Calculations & Formulas	The percentage of client reporting successfully completing their Skills Investments training program is calculated by generating a frequency for the question "Did you pass your [Recall program/service/training]?"" (question D3) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question D3="yes" Next obtain the count (n_2) of the number of records where Question D3="yes" OR "no" $\% \_Successfully\_completed\_training = \frac{(n_1)}{(n_2)}$

Outcome 3 B.3	**Percentage of clients reporting satisfaction with the program and the program outcome**
Calculations & Formulas	$B.3 = \frac{(B.3.i + B.3.ii)}{(2)}$

Key Performance Indicator B.3.i	**Percentage of clients reporting satisfaction with their program**
Calculations & Formulas	The percentage of client reporting satisfaction with their Skills Investments training program is calculated by generating a frequency for the question “How satisfied were you with the training overall?’ (question F6) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question F6=”Very Satisfied” OR “Somewhat Satisfied” Next obtain the count (n_2) of the number of records where Question F6=”Very Satisfied” OR “Somewhat Satisfied” OR “Somewhat Dissatisfied” OR “Very dissatisfied” $\%\_Satisfied\_with\_training = \frac{(n_1)}{(n_2)}$

Key Performance Indicator B.3.ii	**Percentage of clients reporting satisfaction with their program outcome**
Calculations & Formulas	The percentage of client reporting satisfaction with their Skills Investments training program outcome is calculated by generating a frequency for the question “When you left the training, did you achieve the employment or further training/education goal that you stated in your long-term training plan (Skills Investment Plan)?” (question D4) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question D4=”yes” Next obtain the count (n_2) of the number of records where Question D4=”yes” OR “no” $\%\_Satisfied\_with\_outcome = \frac{(n_1)}{(n_2)}$

Outcome 4 B.4	**Percentage of clients reporting gaining appropriate skills**
Calculations & Formulas	$B.4 = \frac{(B.4.i + B.4.ii + B.4.iii + B.4.iv)}{(4)}$

Key Performance Indicator B.4.i	**Percentage of clients reporting that they developed new work skills**
Calculations & Formulas	The percentage of clients reporting that they developed new work skills is obtained by generating a frequency for the question “Did you develop any new work skills (e.g. typing, operating machinery, teamwork, punctuality, etc.) through your training program?” (question F3b) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question F3b=”yes” Next obtain the count (n_2) of the number of records where Question F3b=”yes” OR “no” $\%\_New\_work\_skills = \frac{(n_1)}{(n_2)}$

Key Performance Indicator B.4.ii	**Percentage of clients reporting that they acquired life skills**
Calculations & Formulas	The percentage of clients reporting that they developed life skills is obtained by generating a frequency for the question “Did you develop any new life skills (e.g. time management, organization skills, budgeting, anger management, etc.) through your training program?” (question F3a) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question F3a=”yes” Next obtain the count (n_2) of the number of records where Question F3a=”yes” OR “no” $\%\_Life\_skills = \frac{(n_1)}{(n_2)}$

Key Performance Indicator B.4.iii	**Percentage of clients reporting that skills acquired helped them find employment**
Calculations & Formulas	The percentage of clients reporting that skills acquired helped them find employment is obtained by generating a frequency for the question "Without the training would you have gotten this job?" (question E8a) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question E8b_JOB1="no" Only individuals who have indicated that they are employed or self-employed are asked question E8b. The appropriate base for calculating this indicator is the number of individuals who have provided a valid response to the question "What is your current main activity" (question E7a). Obtain the count (n_2) of the number of records where Question E7a=" Employed" OR "Self-employed The denominator should not include those clients who are currently "in school" because the question is only applicable to those who are currently "employed" or "self-employed". By including "in school" in the denominator, the % will seem lower than it really is. This KPI should be based on those who are currently employed (i.e. the % that felt that without the training they would not have gotten the job). $\%\_Helped\_find\_employment = \frac{(n_1)}{(n_2)}$

Key Performance Indicator B.4.iv	**Percentage of clients reporting that skills acquired prepared them for the next level of education/training**
Calculations & Formulas	The percentage of clients reporting that skills acquired prepared them for the next level of education/training is obtained by generating a frequency for the question "Did your training program prepare you for the next level of education or training?" (question F2) which appears on the WORP Work Foundations/Training for Work questionnaire. First obtain the count (n_1) of the number of records where Question F2="yes" Next obtain the count (n_2) of number of record where Question F2="yes" OR "no" $\%\_Prepared\_for\_next\_level = \frac{(n_1)}{(n_2)}$

Outcome 5 **B.5**	**Percentage of clients reporting achieving appropriate employment**
Calculations & Formulas	$B.5 = \frac{(B.5.i + B.5.ii + B.5.iii + B.5.iv + B.5.v + B.5.vi)}{(6)}$

Key Performance Indicator B.5.i	**Percentage of clients that obtained a substantial amount of work since leaving a training program**
Calculations & Formulas	The percentage of clients that obtained a substantial amount of work is obtained by analyzing the questions: "On average, how many hours do/did you work per week at this job? (2 jobs)" (question E5) and "How many weeks did you work at this job? (2 jobs)" (question E6) which appear on the WORP Work Foundations/Training for Work questionnaire. Both of these questions are asked for the 2 most recent jobs held since leaving the program. Responses for each job are stored under the variables as follows: E5a_JOB1 E5a_JOB2

	E6a_JOB1 E6a_JOB2 Create 2 new variables: (TOAL_HOURS1AND TOTAL_HOURS2) that measures 'Total Hours worked per week" using the following formulas TOTAL_HOURS1 = E5a_JOB1 *E6a_JOB1 TOTAL_HOURS2 = E5a_JOB2 *E6a_JOB2 Create another new variable, TOTAL_HOURS (measures "total hours worked since leaving training program), using the following formula TOTAL_HOURS = TOTAL_HOURS1 + TOTAL_HOURS2 For the purpose of this indicator a substantial amount of work has been defined as 300 hours for surveys conducted 3 months after the individual has left the program, and as follows for subsequent follow up surveys: • 900 hours for 12 month surveys • 1500 hours for 18 month surveys • 1800 or 1200 hours for 30 month surveys depending on when the last survey was conducted. o 1800 hours if the previous survey was conducted 12 months prior o 1200 hours if the previous survey was conducted18 months prior Obtain the count (n_1) of the number of records where TOTAL_HOURS > = 300 (or as noted above for follow up surveys) Only individuals who have indicated that they have been employed since leaving the program are asked questions E5a and E6a. The appropriate base for calculating this indicator is the number of individuals who have provided a valid response to the question ""Have you been employed at any time since you left the [Recall service/program/training]? That is, since [Recall End Date]? (question D8). Note that subsequent surveys ask a slightly different question "Have you been employed at any time since [recall last interview date]?" (question E3c) Obtain the count (n_2) of the number of records where Question D8=" yes" OR "no" for the 3 month survey OR Obtain the count (n_2) of the number of records where Question E3c=" yes" OR "no" for the 12,18 and 30 month surveys $\%\_Substantial\_amount\_of\_work = \frac{(n_1)}{(n_2)}$

Key Performance Indicator B.5.ii	**Percentage of clients reporting they have full time employment**
Calculations & Formulas	The percentage of clients reporting they have full time employment is obtained by analyzing responses to the question "On average, how many hours do you usually work per week at your current jobs?" (question E11) which appears on the WORP Work Foundations/Training for Work questionnaire. A maximum of 2 responses can be given, if the client has 2 current jobs. Responses for each job are stored under the variables as follows: E11a_JOB1 E11a_JOB2 Filter the data to show records where the following statement is true: For E11a_JOB1: E11a_JOB1_DKNR does not equal "Don't Know" or "No Response" and for E11a_JOB2: E11a_JOB2_DKNR does not equal "Don't Know" or "No Response" For the purpose of this indicator, full time employment has been defined as 30 hours per week or more. Obtain the count ($WF(n_1)$) of the number of records where Question (E11a_JOB1 + E11a_JOB2) > = 30 for Work Foundations clients Obtain the count ($TFW(n_1)$) of the number of records where Question (E11a_JOB1 + E11a_JOB2) > = 30 for Training for Work clients Only individuals who have indicated that they are employed or self-employed are asked question E11. The appropriate base for calculating this indicator is the number of individuals who have provided a valid response to the question "What is your current main activity" (question E7a). The intent of this KPI is to tell us the % of clients that have obtained full-time employment. For Work Foundations, there are two acceptable outcomes: employment or in school/training. Therefore, in the calculation of "appropriate employment", the denominator should be "employed", "self-employed", "unemployed" or "retired". This excludes those Work Foundations clients that are currently "in school/training" because it is acceptable for clients to pursue further training; therefore by excluding those clients that are "in school/training", they will not show up as a negative statistic.

	Work Foundations *%_Full_time_employment*= $\frac{WF(n_1)}{WF(n_2)}$ where $(WF(n_2))$ is the count of the number of records where Question E7a= "employed" OR "self-employed" or "unemployed" or "retired" and the client was in a Work Foundations program or service. For Training For Work, on the other hand, there is only one acceptable outcome: employment. In this case it is appropriate to include "employed", "self-employed", "in school", "unemployed", or "retired" in the denominator where those clients who are "in school" should count as a negative statistic. Training For Work *%_Full_time_employment*= $\frac{TFW(n_1)}{TFW(n_2)}$ where $(TFW(n_2))$ is the count of the number of records where Question E7a= "employed" OR "self-employed" or "in school" or "unemployed" or "retired" and the client was in a Training For Work program or service. $\%\_Full\_time\_employment = \frac{WF(n_1)+TFW(n_1)}{(n_2)}$ where (n_2) is the count of the number of records where Question E7a= "employed" OR "self-employed" or "in school" or "unemployed" or "retired" and the client was in any type of Training for Work or Work Foundations program or service.

Key Performance Indicator B.5.iii	**Percentage of clients that have permanent employment**
Calculations & Formulas	The percentage of clients reporting they have permanent employment is obtained by generating a frequency for the question "Which of the following best describes your current job?" (question E9) which appears on the WORP Work Foundations/Training for Work questionnaire. A maximum of 2 responses can be given, if the client has 2 current jobs. Responses for each job are stored under the variables as follows: E9a_JOB1 E9a_JOB2

	First obtain the count (n_1) of the number of records where either Question E9a_JOB1 or E9a_JOB2="Permanent (i.e. No expectation of layoff)" Only individuals who have indicated that they are employed or self-employed are asked question E9a. The appropriate base for calculating this indicator is the number of individuals who have provided a valid response to the question ""What is your current main activity" (question E7a). The intent of this KPI is to tell us the % of clients that have obtained permanent employment. For Work Foundations, there are two acceptable outcomes: employment or in school/training. Therefore, in the calculation of "appropriate employment", the denominator should be "employed", "self-employed", "unemployed" or "retired". This excludes those Work Foundations clients that are currently "in school/training" because it is acceptable for clients to pursue further training; therefore by excluding those clients that are "in school/training" they will not show up as a negative statistic. Work Foundations %_Permanent_employment= $\frac{WF(n_1)}{WF(n_2)}$ where ($WF(n_2)$) is the count of the number of records where Question E7a= "employed" OR "self-employed" or "unemployed" or "retired" and the client was in a Work Foundations program or service. For Training For Work, on the other hand, there is only one acceptable outcome: employment. In this case it is appropriate to include "employed", "self-employed", "in school", "unemployed", or "retired" in the denominator where those clients who are "in school" should count as a negative statistic. Training For Work %_Permanent_employment= $\frac{TFW(n_1)}{TFW(n_2)}$ where ($TFW(n_2)$) is the count of the number of records where Question E7a= "employed" OR "self-employed" or "in school" or "unemployed" or "retired" and the client was in a Training For Work program or service. $\%\_Permanent\_employment = \frac{WF(n_1) + TFW(n_1)}{(n_2)}$ where (n_2) is the count of the number of records where Question E7a= "employed" OR "self-employed" or "in school" or "unemployed" or "retired" and the client was in any type of Training for Work or Work Foundations program or service.

Key Performance Indicator B.5.iv	**Percentage of clients that have employment directly related to the AEII -supported training**
Calculations & Formulas	The percentage of clients that have employment directly related to the AEII-supported training is obtained by generating a frequency for the question "Is your current job directly related to the training you took?" (question E8) which appears on the WORP Work Foundations/Training for Work questionnaire. A maximum of 2 responses can be given, if the client has 2 current jobs. Responses for each job are stored under the variables as follows: E8a_JOB1 E8a_JOB2 First obtain the count (n_1) of the number of records where either Question E8a_JOB1 or E8a_JOB2="yes" Only individuals who have indicated that they are employed or self-employed are asked question E8. The appropriate base for calculating this indicator is the number of individuals who have provided a valid response to the question ""What is your current main activity" (question E7). Obtain the count (n_2) of the number of records where Question E7=" Employed" OR "Self-employed" OR "In school" OR "Unemployed" OR "Retired" The intent of this KPI is to tell us the % of clients that have employment directly related to their training. For Work Foundations, there are two acceptable outcomes: employment or in school/training. Therefore, in the calculation of "appropriate employment", the denominator should be "employed", "self-employed", "unemployed" or "retired". This excludes those Work Foundations clients that are currently "in school/training" because it is acceptable for clients to pursue further training; therefore by excluding those clients that are "in school/training" they will not show up as a negative statistic. Work Foundations %_Related_employment= $\frac{(n_1)}{(n_2)}$ where (n_2) is the count of the number of records where Question E7a= "employed" OR "self-employed" or "unemployed" or "retired"

	For Training For Work, on the other hand, there is only one acceptable outcome: employment. In this case it is appropriate to include “employed”, “self-employed”, “in school”, “unemployed”, or “retired” in the denominator where those clients who are “in school” should count as a negative statistic. Training For Work %_Related_employment= $\frac{(n_1)}{(n_2)}$ where (n_2) is the count of the number of records where Question E7a= “employed” OR “self-employed” or “in school” or “unemployed” or “retired” $\%\_\mathrm{Re}lated\_employment = \frac{WF(n_1)+TFW(n_1)}{(n_2)}$ where (n_2) is the count of the number of records where Question E7a= “employed” OR “self-employed” or “in school” or “unemployed” or “retired” and the client was in any type of Training for Work or Work Foundations program or service.

Key Performance Indicator B.5.v	**Percentage of clients that achieved improvements in employment income following training compared with the last job held prior to training**
Calculations & Formulas	**1. Obtain the number of individuals who were not employed prior to training but were employed after training** Any individual who was not employed during the 12 months prior to training, but was employed at the time the post-program follow-up was conducted, has experienced an improvement in employment income. Filter the data based on responses to the questions: “During the 12 months before you began the [Recall program/service/training], did you have a paying job?” (question C2b) and “What is your current main activity? “ (question E7a) which appear on the WORP Work Foundations/Training for Work questionnaire. Obtain a count (n_1) of the number of records where the following statement is true: Question C2b = “no” <u>AND</u> Question E7a = “Employed” or “Self-Employed”
	2. Obtain the number of individuals who were employed prior to training and their employment income increased after training Individuals who were employed prior to training and have indicated that they are currently employed or self-employed may have experienced an improvement in employment income. Filter the data to show records where the following statement is true: Question C2b = “yes” <u>AND</u> Question E7a = “Employed” or “Self-Employed”

	To determine individuals PREVIOUS employment earnings (i.e. before training):
	Individuals who were employed during the 12 months prior to training are asked “Including tips and commissions, what is your [See below] rate of pay?” (question C5a through e) for the 2 most recent jobs held during that 12 month period.
	To know which of the five C5 possible questions (C5a, C5b, C5c, C5d, C5e) to ask, individuals must first be asked question C5 “What is the easiest way for you to tell us your wage or salary (including tips and commission) before taxes and other deductions? The question is asked for the 3 jobs held before training but this information product will only be concerned with the 2 most recent jobs (i.e. the two held just before training).
	
	First:
	
	Obtain the response from C5_JOB1 (One of Hourly, Weekly, Bi-weekly, Monthly, Yearly, Other)
	
	Second:
	
	If C5_JOB1 = Hourly then
	Obtain response from C5a_JOB1
	
	If C5_JOB1 = Weekly then
	Obtain response from C5b_JOB1
	
	If C5_JOB1 = Bi-weekly then
	Obtain response from C5c_JOB1
	
	If C5_JOB1 = Monthly then
	Obtain response from C5d_JOB1
	
	If C5_JOB1 = Yearly then
	Obtain response from C5e_JOB1
	
	Even if a Clients response to C5_JOB1a through e is negative (for example: ‘No’, No Response’ or ‘DKNR’) the Clients response for C5_(a through e)_JOB2 MUST still be examined for potential use in the KPI.
	
	If C5_JOB2 has a valid response (see above and below for a list of valid responses) then
	
	If C5_JOB2 = Hourly then
	Obtain response from C5a_JOB2

	If C5_JOB2 = Weekly then
	        Obtain response from C5b_JOB2
	
	If C5_JOB2 = Bi-weekly then
	        Obtain response from C5c_JOB2
	
	If C5_JOB2 = Monthly then
	        Obtain response from C5d_JOB2
	
	If C5_JOB2 = Yearly then
	        Obtain response from C5e_JOB2
	
	Apply an additional filter to show only the valid responses for question C5a,C5b,C5c,C5d,C5e (whichever has responses) where a valid response is not equal to "Don't Know", or "No Response"). If it is necessary to convert C5a *JOB1 or C5aJOB2* to a weekly wage it should be multiplied by the corresponding C4_JOB1 or C4_JOB2.
	For all wage calculations that examine JOB1 AND JOB2 if there are values for both jobs they should be added together when examining these in relation to the wage threshold for Outcomes and Indicators.
	
	For example:
	If a client's wage is $400.00 for JOB1 and $150.00 in JOB2 the weekly wage would be $550.00.
	
	To determine individuals CURRENT employment earnings (i.e. after training):
	
	Individuals who have indicated that they are currently employed or self-employed are asked the question "Including tips and commissions, what is your [See below] wage or salary, before taxes and other deductions?" The question is asked twice, if the person holds more than one current job.
	
	To know which of the five E12 possible questions (E12a, E12b, E12c, E12d, E12e) to ask, individuals must first be asked question E12 "What is the easiest way for you to tell us your wage or salary (including tips and commission) before taxes and other deductions?" The question is asked twice, as the individual could hold more than one job concurrently.

	First:
	Obtain the response from E12_JOB1 (One of Hourly, Weekly, Bi-weekly, Monthly, Yearly, Other)
	
	Obtain the response from E12_JOB2 (One of Hourly, Weekly, Bi-weekly, Monthly, Yearly, Other)
	
	Second:
	If E12_JOB1 = Hourly then
	    Obtain response from E12a_JOB1
	
	If E12_JOB1 = Weekly then
	    Obtain response from E12b_JOB1
	
	If E12_JOB1 = Bi-weekly then
	    Obtain response from E12c_JOB1
	If E12_JOB1 = Monthly then
	    Obtain response from E12d_JOB1
	If E12_JOB1 = Yearly then
	    Obtain response from E12e_JOB1
	
	Even if a Clients response is negative (for example: ‘No’, No Response’ or ‘DKNR’) the Clients response for E12(a through 2)_JOB2 MUST still be examined for potential use in the KPI.
	
	If E12_JOB2 has a valid response (see above and below for a list of valid responses) then
	    If E12_JOB2 = Hourly then
	        Obtain response from E12a_JOB2
	
	    If E12_JOB2 = Weekly then
	        Obtain response from E12b_JOB2
	
	    If E12_JOB2 = Bi-weekly then
	        Obtain response from E12c_JOB2
	
	    If E12_JOB2 = Monthly then
	        Obtain response from E12d_JOB2
	
	    If E12_JOB2 = Yearly then
	        Obtain response from E12e_JOB2
	
	Once the filters are applied, obtain a count (n_2) of the number of records where the hourly wage in the last job held prior to training is less than the hourly wage in the current job (or jobs) (i.e. where the following statement is true):

C5(one of a through e)_JOB1 + C5(one of a through e)_JOB2 < E12(one of a through e)_JOB1 + E12(one of a through e)_JOB2.

Ensure all wage variables are for the same time interval. If not, each variable should be converted to “Weekly”. To convert from the other time periods to weekly use the following formula:

If E12_JOB1 = Hourly then
    Obtain response from E12a_JOB1

Create a new variable called WEEKLY_WAGES_JOB1 by applying the following formula
    WEEKLY_WAGES_JOB1 = E12a_JOB1 * (E11a_JOB1)

If E12_JOB1 = Weekly then
    Obtain response from E12b_JOB1
    WEEKLY_WAGES_JOB1 = E12b_JOB1

If E12_JOB1 = Bi-weekly then
    Obtain response from E12c_JOB1
    WEEKLY_WAGES_JOB1 = E12c_JOB1 / 2

If E12_JOB1 = Monthly then
    Obtain response from E12d_JOB1
    WEEKLY_WAGES_JOB1 = E12d_JOB1 / 4.25

If E12_JOB1 = Yearly then
    Obtain response from E12e_JOB1
    WEEKLY_WAGES_JOB1 = E12e_JOB1 / 52

Use the same five formulas as above to calculate and convert JOB2 wages all to weekly.
(WEEKLY_WAGES_JOB2).

3. Obtain the appropriate base for calculating a percentage

An improvement in employment income can only be measured for individuals who provided a valid response to the question “During the 12 months before you began (Recall program/service/training) did you have a paying job?”.

Obtain a count (n_3) of the number of records where

Question C2b = “Yes” OR “No”

	4. Calculate a percentage The counts obtained in steps 1 and 2 are added together and the sum is divided by the count obtained in step 3. $\%improved = \frac{(n_1)+(n_2)}{(n_3)}$

Key Performance Indicator B.5.vi	**Percentage of clients that have an average weekly wage greater than $300 before deductions**
Calculations & Formulas	For all wage calculations that examine JOB1 AND JOB2; if there are values for both jobs they should be added together when examining these in relation to the wage threshold for Outcomes and Indicators. For example: If a client's wage is $400.00 for JOB1 and $150.00 in JOB2 the weekly wage would be $550.00. The percentage of clients with an average weekly wage greater than $300 is obtained by analyzing the questions "Including tips and commissions, what is your [See below] wage or salary, before taxes and other deductions?" (question E12a-e, using E12 as noted above) and "On average, how many hours do you usually work per week at your current job?" (question E11a) which appear on the WORP Work Foundations/Training for Work questionnaire. Note that Question E11a is asked twice, if the individual currently holds two jobs (concurrently). Answering these questions is the criteria for valid wage information. **Filter X** Both JOB1 and JOB2 will be used to determine if the Client provided a valid wage response. It will also be used to determine the # of records to be used in the calculation. If JOB1 has valid wages and JOB2 does not, the record should be used. If JOB2 has valid wages and JOB1 does not, the record should be used. If JOB1 and JOB2 do not have valid wage information this record should not be used. Filter the data to show records where the following statement is true:

	Filter X1
	
	E12_JOB1 = hourly
	AND E12a_JOB1 is not equal to E12a_JOB1_DKNR ("Don't Know", "No Response", "Not Applicable" or "blank")
	AND has a value > 0
	AND E11a_JOB1 is not equal to E11a_JOB1_DKNR ("Don't Know", "No Response", "Not Applicable" or "blank")
	AND has a value > 0
	The exact same filtering method <u>MUST</u> be used with the Clients JOB2 information.
	Substitute JOB 2 for JOB1 in all the calculations above.
	
	Filter X2
	E12 is not equal to "hourly"
	AND E12_JOB1 is not equal to E12a_JOB1_DKNR ("Don't Know", "No Response", "Not Applicable" or "blank")
	AND E12_JOB1(b through e) is not equal to E12a_JOB1(b through e)_DKNR ("Don't Know", "No Response", "Not Applicable" or "blank")
	AND has a value > 0
	
	The exact same filtering method <u>MUST</u> be used with the Clients JOB2 information.
	
	Substitute JOB 2 for JOB1 in all the calculations above.
	To know which of the five E12 possible responses (E12a, E12b, E12c, E12d, E12e) to obtain the wage or salary value, first check the response to E12 "What is the easiest way for you to tell us your wage or salary (including tips and commission) before taxes and other deductions? Note that the question is asked twice, as the individual could hold more than one job concurrently.
	
	First:
	Obtain the response from E12_JOB1 (One of Hourly, Weekly, Bi-weekly, Monthly, Yearly, Other)
	Obtain the response from E12_JOB2 (One of Hourly, Weekly, Bi-weekly, Monthly, Yearly, Other)
	Second:
	If E12_JOB1 = Hourly then
	    Obtain response from E12a_JOB1
	
	Create a new variable called WEEKLY_WAGES_JOB1 by applying the following formula
	    WEEKLY_WAGES_JOB1 = E12a_JOB1 * (E11a_JOB1)

	If E12_JOB1 = Weekly then
	Obtain response from E12b_JOB1
	WEEKLY_WAGES_JOB1 = E12b_JOB1
	
	If E12_JOB1 = Bi-weekly then
	Obtain response from E12c_JOB1
	WEEKLY_WAGES_JOB1 = E12c_JOB1 / 2
	
	If E12_JOB1 = Monthly then
	Obtain response from E12d_JOB1
	WEEKLY_WAGES_JOB1 = E12d_JOB1 / 4.25
	
	If E12_JOB1 = Yearly then
	Obtain response from E12e_JOB1
	WEEKLY_WAGES_JOB1 = E12e_JOB1 / 52
	
	If E12_JOB2 has a valid response (see above and below for a list of valid responses) then
	
	If E12_JOB2 = Hourly then
	Obtain response from E12a_JOB2
	
	Create a new variable called WEEKLY_WAGES_JOB2 by applying the following formula
	WEEKLY_WAGES_JOB2 = E12a_JOB2 * (E11a_JOB2)
	
	If E12_JOB2 = Weekly then
	Obtain response from E12b_JOB2
	WEEKLY_WAGES_JOB2 = E12b_JOB2
	
	If E12_JOB2 = Bi-weekly then
	Obtain response from E12c_JOB2
	WEEKLY_WAGES_JOB2 = E12c_JOB2 / 2
	
	If E12_JOB2 = Monthly then
	Obtain response from E12d_JOB2
	WEEKLY_WAGES_JOB2 = E12d_JOB2 / 4.25
	
	If E12_JOB2 = Yearly then
	Obtain response from E12e_JOB2
	WEEKLY_WAGES_JOB2 = E12e_JOB2 / 52

	Obtain a count (n_1) of the number of records from the filter applied in Filter X (X = X1 + X2) (WEEKLY_WAGES_JOB1 + WEEKLY_WAGES_JOB2) > = 300 Obtain the count (n_2) of the number of records where Both JOB1 and JOB2 will be used to determine if the Client provided a valid wage response. It will also be used to determine the # of records to be used in the calculation. If JOB1 has valid wages and JOB2 does not the record <u>should be</u> used. If JOB2 has valid wages and JOB1 does not, the record <u>should be</u> used. If JOB1 and JOB2 do not have valid wage information this record <u>should not</u> be used. The appropriate base for calculating this indicator is the following: ***Filter Z1*** For responses where E12 = “a” - hourly, calculate the # of records where: E12 = hourly AND E12a > 0 AND E11a > 0 ***Filter Z2*** For responses where E12 = any b through e, calculate the # of records where: E12(b through e) AND the corresponding E12(b through e) > 0 (n2) = Z1 + Z2 $\%\_Wages\_\$300\_or\_more = \frac{(n_1)}{(n_2)}$

APPENDIX E: USER ID REQUEST FORM

Please complete this form and email to Carlos Wong-Martinez at carlos.wong-martinez@gov.ab.ca . If you have any questions you may contact Carlos at the email address listed above or by phone at (780) 415-0560.

External Outcomes & Indicators Service Providers Information Request Form					
Organization Name	____________________________				
Address	____________________________				
	____________________________				
City	___________________	**Province**	__________	**Postal Code**	________
Contact in case of questions:					
Name	____________________________				
Title	____________________________				
Phone	(____) ____ - ________				
Individual who will be granted access to the Outcomes & Indicators Service Providers reports*:					
Name	____________________________				
Title	____________________________				
Date of Birth	____/____/______				
	Month / Day / Year				
Email Address	____________________________				
Phone Number	(____) ____ - ________				
*In the future, it will be possible to change this individual if your organization requires it					

APPENDIX F: FREQUENTLY ASKED QUESTIONS (WHEN AVAILABLE)