NX AI Project Data

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# Section One: Inputs - Common Assessment

## Demographics:

* Birthdate
* Address
* Country Born
  + Arrival in Canada (date)
  + Status in Canada
  + Class of Immigrant
  + Province of Landing
* Marital Status
* Dependents
* Gender
  + LGBTQ Status
* Francophone
* First Nations, Metis or Inuit status
* Race
* Highest Education
  + Year Stopped School
  + Canadian Education

## Skills:

* Self-Identified Need for Language Skills
* Comfort with reading and understanding.
* Comfort communicating in writing.
* Comfort with verbal information.
* Comfort understanding and using numbers and simple math.
* Comfort using computers and digital technologies.

## Attitudes/Self-Efficacy:

* I can find paid work if I want to?
* When I make plans for my career, I am confident that I can make them work?
* I can perform effectively on many different tasks?
* I can find the services I need?
* I am connected to multiple people who provide advice, help and emotional support?

## Supports and Service Needs:

* Do you have reliable access to the internet and computer, smartphone or similar device?
* Do you have reliable transportation for daily activities?
* Do you have any caregiving responsibilities that may limit your ability to work?
  + Do you have someone else who can provide reliable care while you are at work?
* Current housing situation
  + Times moved in 6 months?
  + Concerns about having to move?
  + Need help with housing?
* Food insecurity – worry food would run out in last 12 months?
  + In the past 12 months food has run out
* Financial Assistance needed for food or shelter?
* Concern about personal safety?
* Do you need mental health support?
* Do you need help with managing substance use?

## Income and Assistance:

Main source of income

Utilized social assistance in the past year?

# Months/weeks on social assistance

## Disability:

8 categories of disability

* Difficulty seeing or hearing?
* Difficulty walking, using stairs, using hands or fingers, doing other physical activities?
* Difficulty learning, remembering, or concentrating?
* Diagnosed developmental or intellectual disability or disorder?
* Ongoing memory problems or periods of confusion?
* Emotional, psychological or mental health conditions?
* Health problem or long-term condition that lasted six months or more?
* Presence of pain?

Probing questions to identify nuances of the condition such as use of aids to address the condition, how effective the aids are, details of limitations, etc.

Whether the condition limits the daily activities of the individual.

## Employment Status and History:

* Convicted of a crime that has not been given a record suspension or pardoned?
* Criminal record and effects on job.
* Currently attending a post-secondary institution?
  + Details on education/training
* Current work status
  + Details on current job (wage, hours, current occupation, anticipation of continuing role e.g., upcoming layoff)
* Employment status
  + Distance from employment market
  + Reason for leaving last role
  + Occupation, wage, hours, length of time in last role
  + Work experience in Canada

## Employment Goals:

* Getting a job is more down to luck than the effort you put in?
* Having almost any job is better than being unemployed?
* Ability to work
* Preferred occupation
* Hours available
* Wage desired

Clients will be streamed A, B, or C. Clients streamed A will be expected to have minimal difficulty becoming employed while clients streamed C are expected to require intensive resources and support to become employable.

# Section 2: Program Interventions

Caseworkers have many interventions they can put in place for clients to achieve their employability goals. We can monitor plan-items for each client, including duration of time for the plan item and the amount spent.

## Life Stabilization:

Clients may have factors in their life that will make it difficult to hold a job. These factors may need to be addressed before a job search ensues). These items are typically referrals to community programs/services. When certain questions are answered in the Common Assessment, caseworkers should consider referral to services e.g., health, mental health, food insecurity, housing, etc.

At this time, there is no data on “referrals-in” in EORA to determine if clients have been referred to EO services from community partners i.e., cultural/newcomer, mental health, food bank, etc.) If clients have been referred in to service from a community agency, there may be a lower than expected referrals out since they are already associated with the services.

* Basic Needs – Crisis Resolution
* Basic Needs – Housing
* Basic Needs – Financial Supports
* Basic Needs – Food Security
* Basic Needs – Transportation
* Basic Skills – Self-Efficacy
* Health Supports – Primary Care and ongoing medical concerns
* Health Supports – Mental Health and addictions
* Community Supports – Dependent Care
* Community Supports – cultural transition
* Community Supports – Justice and legal support
* Community Supports – Newcomer services

## Employment Assistance Services – General:

These interventions include supports for resume, interview, job experience and employer interventions.

* Resource and information services general – access to computers, digital services, workshops, presentations
* Resource and Information Services – Digital Services – online employment services doe self-directed clients.
* Client counselling – employment related.
* Employability skills training
* Career exploration, planning and management
* Job search
* Job matching and development
* Volunteering
* Employer – job trials
* Employer – Job placements
* Employer coaching
* Job coaching
* Referrals and/or case management for self-employment and entrepreneurship

## Retention Services:

On the job supports to help the employer manage the new employee and help the employee keep the role.

* Retention support planning – identifying goals of the retention support
* Accessible workplace consultation for clients with a disability]
* Ongoing job coaching
* On-the-job training
* Mentoring
* Job retention crisis response
* Supporting changes in work activities and supervision
* Employer retention coaching
* Additional services to find another job

## Specialized Services:

Services for clients with complex and specific needs e.g., culturally appropriate supports, supports for people with disabilities

* Employment services for people with disabilities
* Workplace consultation for clients with a disability
* Employer job carving
* Employer education and training
* Culturally appropriate employment services for indigenous peoples
* Employment services for Francophones
* Employment services for youth with higher support needs
* Employment services for newcomers

## Employment-Related Financial Supports for Job seekers and Employers:

* Job seeker – Accommodation needs – assistive devices and adaptive technology
* Job seeker – Accommodation needs – job-specific communication skills and training
* Job seeker –Accommodation needs – on-the-job supports
* Job seeker – Diagnostic assessment
* Job seeker – Certification charges
* Job seeker – Academic credential or professional accreditation assessment
* Job seeker – Language skills assessment
* Job seeker – Short-term skills training
* Job seeker – emergency/infrequent child care
* Job seeker – employment-related transportation
* Job seeker – work clothing and/or grooming
* Job seeker – Employment-related special equipment and supplies
* Job seeker – translation of international academic documents
* Job seeker – Specialized hardware

## Employer Financial Supports:

* Employer Job trials with financial supports
* Employer – Job placements with financial supports
* Employer – Job accommodation

## Enhanced Referrals for Skills Development:

* Referrals to educational institutions or funded programs

# Section 3: Referral Sources

## Referrals In – Social Assistance:

Clients referred in by social Assistance (OW or ODSP)

Whether referral is open, assigned, on hold, returned to social assistance or completed.

## Referrals In – TRF and RASP Referrals:

TRF referrals come from individuals who signed up for Employment Insurance two weeks prior. The metric shows who has been called in a 48 hour timeframe, who was followed up with 2 weeks later and how many clients came into EO service.

RASP referrals are from a Ministry website where individuals can send a direct message to service providers to request EO service. – the metric identifies who was responded to in a 48 hour timeframe, who was followed up with within 2 weeks and who was entered into service.

# Section 4: Client Demographics and Outcomes

The following data is provided through the EORA system in CaMS

## Demographics:

* Gender
* Age
* Referred or not-referred by Social Assistance
* Source of income
* Clients from ODSP
* Clients with a disability
* Francophone
* Indigenous
* Racialized
* Youth with higher support needs

## Outcomes:

* Clients referred to education or closed to another EO program
* Clients enrolled in school
  + School Status (working/part-time/full-time)
* Length of Time EAP was open
* Employed (self-employed, working for someone else, or both)
  + Outcome wage
  + Outcome hours
* Satisfaction with Services at Outcome

At 1, 3, 6, 12-month check-ins

* Employment status.
* Hours worked.
* Wage Worked.
* School Attendance.

Other:

* % of clients working 20+ hours at outcome, 1-Month, 3-Months, 6-Months, 12-Months
* Early exits – clients who were exited from service before they completed their EAP. This includes the reason that the client’s file was closed – (at times includes dissatisfaction with services).

# Section 5: Performance Management Framework

* # clients from Stream A, B, and C against targets.
* % of clients served in each stream.
* % clients from each specialized population against target proportion.
* Completion of training or education (i.e., referrals to school or funded programs).
* Client satisfaction against targets.
* Clients employed at 3-months against targets.

## Performance-Based Funding:

Reports on how much Performance-based funding has been earned can be found in EORA.

Reports on 1,3,6, and 12 checkpoints that have not been completed can be found in EORA.

## Financial Supports:

Reports on spending on financial supports including category and amount – based on pre-defined plan items can be found in EORA.

# Section 6: Analysis Considerations

## Analysis to Date:

Client characteristics (demographics, answering yes to questions on disabilities, justice, poverty – the circumstance affects their daily life or ability to get a job) and circumstances and plan-items implemented (i.e., determine if appropriate strategies are in place for optimal outcome).

Note: This exercise along with chart audits revealed that service providers are not entering all of their interventions as plan items, and the service providers have committed to improving their record keeping in the CaMs system to ensure that all Employment Ontario interventions are captured.

## Desired KPIS Not Yet Available in EORA:

1. Referrals in from community agencies – what is the relationship between service providers and community agencies – strong relationships will support improved intakes and it is anticipated that referrals out will create optimal circumstances for clients to get employment and stay employed.
2. % of clients who cannot be contacted at each checkpoint – may be able to get from ESCases. Who are the clients who are most likely to not be contacted i.e., is it related to poverty (run out of minutes at the end of the month) or is related to Stream (i.e., clients with minimal interventions do not feel they owe the service provider data), or it is another reason i.e., satisfaction with services, concerns about government overreach?
3. Outcome occupation – to match whether clients got what they wanted at the Common Assessment phase (may be able to get from ESCases). Are we just getting clients the job they had before or are we helping clients meet their personal goals?
4. Clients who came in with a new job or a job where they were facing adversity, who received retention supports only to keep the new job.
5. Clients transferred between providers – is there a trend in certain clients that are not being well served by a particular agency i.e., Stream C clients move providers due to lack of perceived support.
6. Future analysis could include client characteristics and circumstances and how they influence employed outcomes – jot a job, kept a job, wages and hours.