

Appendix C: Performance Measures Methodology

1.1 Percentage of B.C.'s population aged 19-64 receiving temporary assistance with employment-related obligations.

DESCRIPTION

This measure tracks Temporary Assistance clients aged 19 to 64 with employment-related obligations (i.e. in the Expected To Work (ETW) or Expected To Work-Medical Condition (ETW-MC) categories), reported as a proportion of B.C.'s population in the same age group. A lower percentage indicates better client outcomes as more ETW clients participate in the workforce and fewer are in need of assistance.

RELEVANCE

Assisting clients to find employment continues to be a critical aspect of the ministry's mission. Changes in the volume of ETW individuals receiving assistance indicate the strength of the economy and the effectiveness of the programs and incentives provided to individuals to find employment.

A missed target of this measure could lead to further analysis of labour market conditions, employment plans, program effectiveness and the employability of the existing client base, to better understand opportunities for improvement of the ministry's strategy.

FORMULA

$$\left(\frac{\text{Ave. Monthly Total of ETW and ETW-MC clients receiving TA}}{\text{BC Population Aged 19 - 64 in 2005}} \right) \times 100$$

This measure includes only those B.C. residents aged 19-64, who are clients of Temporary Assistance under the BC Employment and Assistance program, and have employment-related obligations. This includes clients in the Expected to Work (ETW) and Expected to Work – Medical Condition (ETW-MC) categories.

Temporary Assistance is also paid to Temporarily Excused (ETW-TE) clients (e.g. mothers with a child under 3 years of age) and Persons with Persistent Multiple Barriers (PPMB); neither of which have employment-related obligations and as such, are excluded from the calculation. Additionally, clients receiving Disability Assistance and Children in the Home of a Relative are excluded from this measure.

DATA SOURCE AND RELIABILITY

Caseload data is obtained from the ministry's Management Information System (MIS), an electronic caseload management system. Data is reliable due to the controls applied to ensure accuracy of income assistance payments.

Provincial population data is obtained from BC Stats, the central statistical agency in British Columbia.

LIMITATIONS

Results for this measure are influenced by a number of external factors, such as the economy and demographics, and internal factors, including ministry policies and program structure.

While many jurisdictions measure the population receiving income assistance, cross-jurisdictional comparison is challenging as definitions of employment obligations and client groups vary.

HISTORY AND FUTURE OF MEASURE

In 2001/02, the ministry established a baseline for the percentage of British Columbia's total population receiving Temporary Assistance. This measure was subsequently discontinued and replaced with the existing measure as it is a better reflection of the working age population in need of assistance.

The targets published in the 2005/06 and 2006/07 Service Plans excluded the ETW-MC category, which was introduced in 2004/05. The target in the 2005/06 Service Plan Report has been adjusted to include the ETW-MC client designation.

1.2 Average percentage of clients with employment-related obligations who leave the caseload each month.

DESCRIPTION

This measure tracks the proportion of employable clients (e.g. in the ETW and ETW-MC categories) who stopped receiving income assistance each month. An increase in the measure indicates that there are more people who no longer require income assistance.

RELEVANCE

Assisting clients to achieve financial independence is a critical aspect of the ministry's mission. This measure is an indicator of the strength of the economy and the effectiveness of the assistance and incentives provided to individuals to become financially independent and thus leave the caseload.

A missed target of this measure could lead to further analysis of labour market conditions, employment plans, program effectiveness, and the employability of the existing client base, to better understand opportunities for improvements to the ministry's strategy. As the caseload of clients with employment-related obligations declines, those remaining on the caseload may require more time and support before finding sustainable employment.

FORMULA

$$\left(\frac{\text{Ave. Monthly Total of ETW and ETW-MC cases that did not receive TA the following month}}{\text{Ave. Monthly Total of ETW and ETW-MC cases receiving TA}} \right) \times 100$$

This measure includes only those B.C. residents, aged 19-64, who receive Temporary Assistance (TA) under the BC Employment and Assistance program and have employment-related obligations. This includes cases in the categories of Expected to Work (ETW) or Expected to Work – Medical Condition (ETW-MC).

Temporary Assistance is also paid to ETW-TE cases (e.g. mothers with a child under 3 years of age) and Persons with Persistent Multiple Barriers; neither of which have employment-related obligations. Those cases are excluded from the calculation. Additionally, cases receiving Disability Assistance and Children in Home of a Relative are excluded from this measure.

DATA SOURCE AND RELIABILITY

Caseload data is obtained from the ministry's Management Information System (MIS), an electronic caseload management system. Data is reliable due to the controls applied to ensure accuracy of income assistance payments.

LIMITATIONS

This measure tracks the total number of cases leaving income assistance each month but does not identify the reason a particular client has left the caseload (e.g. obtained employment, enrolled in an educational institution, etc.). The ministry records reasons for file closure when information is available. In many cases, clients do not inform the ministry of the reason for leaving assistance. The ministry is currently working towards an improved methodology to measure client outcomes after leaving the caseload.

HISTORY AND FUTURE OF MEASURE

Results for this measure were initially reported in the 2005/06 Service Plan using 2004/05 data for the baseline. This measure is continued in the 2006/07–2008/09 Service Plan.

2.1 Percentage of B.C.'s population receiving income assistance.

DESCRIPTION

This measure tracks the percentage of British Columbia's population who are receiving income assistance. This includes Temporary Assistance, Disability Assistance, and Child in the Home of a Relative assistance. A lower percentage indicates that more people in the province have jobs and do not require income assistance.

RELEVANCE

This measure is an indicator of how well the ministry has achieved the desired outcome of clients achieving independence through ministry programs. It is also an important indicator of the economic health of the province and of the overall demand for ministry programs.

A missed target of this measure could lead to further analysis of employment plan and program effectiveness, labour market conditions, health impacts of an aging population, and the employability of the existing client base, to better understand opportunities for improvements to the ministry's strategy. As the caseload of clients with employment-related obligations declines, those remaining on the caseload may require more time and support before finding sustainable employment.

FORMULA

$$\left(\frac{\text{Ave. Monthly Total of Income Assistance clients}}{\text{BC Population in 2005}} \right) \times 100$$

This measure includes all recipients (direct clients and their dependents) receiving Temporary Assistance, Disability Assistance and Child in the Home of a Relative assistance.

DATA SOURCE AND RELIABILITY

Caseload data is obtained from the ministry's Management Information System (MIS), an electronic caseload management system. Data is reliable due to the controls applied to ensure accuracy of income assistance payments.

Provincial population data is obtained from BC Stats, the central statistical agency in British Columbia.

LIMITATIONS

Results for this measure are influenced by a number of external factors, such as the economy and demographics, and internal factors, including ministry policies and program structure.

While many jurisdictions measure the population receiving income assistance, cross-jurisdictional comparison is challenging as conditions of eligibility vary.

HISTORY AND FUTURE OF MEASURE

This measure was initially reported in 2003/04 using 2001/02 data for the baseline. This measure is discontinued in the 2006/07 Service Plan, based on the ministry's refined strategic focus and emphasis on the few critical indicators of performance and client-centred service delivery. This measure's information is largely captured in measures 1.1, 2.2, and 2.3.

2.2 Percentage of total caseload receiving Disability Assistance.

DESCRIPTION

This measure tracks the proportion of all individuals receiving ministry assistance that are receiving Disability Assistance. A higher percentage may be the result of a decrease in the number of individuals receiving Temporary Assistance, success at finding employment, or the growth in the number of individuals receiving Disability Assistance.

RELEVANCE

The ministry's caseload is shifting to a higher proportion of clients with disabilities. This measure is a leading indicator of change in demand for ministry services.

A missed target of this measure could lead to further analysis of demand for Disability Assistance versus Temporary Assistance, including a review of labour market conditions, employment plans and program effectiveness, employability characteristics of the existing Temporary Assistance client base, and the impacts of an aging population on health to better understand opportunities for improvements to the ministry's strategy.

FORMULA

$$\left(\frac{\text{Ave. Monthly Total of PWD cases}}{\text{Ave. Monthly Total of all Assistance cases}} \right) \times 100$$

"All Assistance Cases" is comprised of Temporary Assistance, Disability Assistance and Child in the Home of a Relative assistance cases.

DATA SOURCE AND RELIABILITY

Caseload data is obtained from the ministry's Management Information System (MIS), an electronic caseload management system. Data is reliable due to the controls applied to ensure accuracy of income assistance payments.

LIMITATIONS

This measure is driven by a number of factors including the effectiveness of ministry employment plans and programs to assist those with employment-related obligations to find employment. As such, this measure does not reflect disability trends alone.

HISTORY AND FUTURE OF MEASURE

This measure was introduced in the 2004/05 Service Plan using 2001/02 data for the baseline. This measure is continued in the 2006/07–2008/09 Service Plan.

2.3 Percentage of persons receiving Disability Assistance who declare income from working or receive volunteer supplements.

DESCRIPTION

This measure tracks the number of clients receiving Disability Assistance benefits who have also earned employment income and/or volunteer supplements. An increase in this measure indicates improved community participation, independence, and employability among persons with disabilities.

RELEVANCE

Providing support for Persons with Disabilities (PWD) in gaining employment or volunteer opportunities is an important mandate for the ministry. This measure is an indicator of progress as part-time work may be a stepping-stone to full-time employment, and volunteer work may lead to employment, as it often provides valuable skills and experience. Volunteering is also an opportunity for clients to contribute to their communities, reduce social isolation through enhanced relationships with others, and lead enriched lives.

A missed target of this measure could lead to further analysis of the effectiveness of ministry efforts to improve self-reliance for PWD clients to better understand opportunities for improvements to the ministry's strategy.

FORMULA

$$\left(\frac{\text{Ave. Monthly Total of PWD cases reporting employment or volunteer income}}{\text{Ave. Monthly Total of PWD Cases}} \right) \times 100$$

This measure includes all PWD cases that reported income from employment or volunteering. Volunteer income is currently provided by the ministry in the form of volunteer supplements.

DATA SOURCE AND RELIABILITY

Income and caseload data are obtained from the ministry's Management Information System (MIS), an electronic caseload management system. Data is reliable due to the controls applied to ensure accuracy of income assistance payments.

LIMITATIONS

PWD clients who volunteer are eligible to receive a monthly volunteer supplement and have to fill out an application. Because not all clients who volunteer apply for the supplement, this measure provides a conservative count of volunteer activity.

HISTORY AND FUTURE OF MEASURE

Ministry of Employment and Income Assistance

The 2003/04 Service Plan presented a measure of the number of PWD clients with employment income only. The current measure was introduced in the 2004/05 Service Plan including both employment and volunteer income, using 2003/04 data for the baseline. This measure is continued in the 2006/07–2008/09 Service Plan.

3.1 Average number of working days required for the adjudication of short-term nutritional supplement requests.

DESCRIPTION

This measure evaluates the timeliness of the ministry's performance in the review and adjudication of requests for short-term nutritional supplements provided by the ministry. A lower number of working days means applicants are waiting less time for a decision and, in particular, eligible applicants will have their nutritional needs met sooner.

RELEVANCE

Nutritional supplements are critical to the wellbeing of vulnerable clients, including infants and Persons with Disabilities. Their ability to access these resources in a timely manner is clearly an important objective. This measure is both easily obtained and is a clearly understandable indicator of the timeliness of providing an urgent need.

A missed target of this measure could lead to further analysis of the volume of requests and the processes designed to deliver the service.

FORMULA

$$\left(\frac{\text{Total \# of Days to adjudicate Short-term Nutritional Supplement requests}}{\text{Total \# of Short-term Nutritional Supplement requests}} \right)$$

DATA SOURCE AND RELIABILITY

Applications arriving through the daily mail are logged onto a spreadsheet together with the time required for adjudication and are reported internally on a weekly basis. The data is reliable as data collection occurs at application intake.

LIMITATIONS

This measure is affected by both the ministry's capacity to handle substantial increases in the volume of adjudications in a timely manner, and clients' provision of complete and comprehensive documentation and information. Incomplete documentation can lengthen the adjudication period.

HISTORY AND FUTURE OF MEASURE

This measure was introduced in the 2005/06 Service Plan with a baseline to be established within the fiscal year. This measure is discontinued in the 2006/07 Service Plan, based on the ministry's refined strategic focus and emphasis on the few critical indicators of performance and client-centred service delivery. The ministry is committed to implementing service standards that address issues of timeliness for a range of supplements, including nutritional supplements.

4.1 Percentage of reconsideration decisions that are made within ten business days.

DESCRIPTION

Clients can apply to Reconsideration Adjudicators to review a ministry decision. This measure gauges the proportion of these decisions that are made within 10 business days. A higher percentage for this measure indicates the ministry is doing a better job of meeting regulatory requirements and providing timely and efficient service to clients.

RELEVANCE

Providing responsive services is an important objective of the ministry. The adjudication of health decisions in particular represents a large and growing proportion of the reconsideration requests that the ministry undertakes annually which has impacted the results of the measure. This measure will indicate how well the ministry is responding to this increasing demand.

A missed target of this measure could lead to further analysis of the volume and type of requests, and the processes designed to deliver the service. The ministry is continually refining its processes to improve the results of this measure.

FORMULA

$$\left(\frac{\text{Total \# of reconsideration decisions made within 10 business days}}{\text{Total \# of reconsideration decisions}} \right) \times 100$$

DATA SOURCE AND RELIABILITY

The ministry relies upon the Reconsideration and Appeal System (RAS) database for statistics concerning requests for reconsideration and reconsideration decisions. All reconsideration decisions are entered in RAS. The data is considered reliable as ministry procedures ensure all requests are recorded and tracked.

LIMITATIONS

This measure is affected by both the ministry's capacity to handle the volume of reconsiderations in a timely manner as well as the time required to gather the appropriate documentation. For example, health decisions, representing a large and growing proportion of the reconsideration requests, are often complex and require additional input and analysis from medical professionals, which sometimes delays the process.

HISTORY AND FUTURE OF MEASURE

This current measure was introduced in the 2004/05 Service Plan with the baseline to be established in the same year. This measure is continued in the 2006/07–2008/09 Service Plan.

4.2 Percentage of appeals commenced within the 15-business day statutory time limit.

DESCRIPTION

This measure evaluates the ministry's performance in appeal commencement in terms of timeliness targets as set out in the *Employment and Assistance Act*. A higher percentage means that more appeals are commencing within the statutory time limit.

RELEVANCE

Clients have the right to request an appeal of ministry decisions through the Employment and Assistance Appeal Tribunal (EAAT), a body independent of the ministry. The appeal process begins after a client has gone through the reconsideration process and is still dissatisfied with the outcome. Applicants in need have passed through both an application and reconsideration process at this point, thus emphasizing the need for timeliness.

A missed target of this measure could lead to an analysis of the volume and type of appeals and the processes designed to deliver the service. The efficient processing of appeals is monitored and procedures are amended, when required, to ensure appeal timelines are within statutory requirements.

FORMULA

$$\left(\frac{\text{Total \# of appeals commenced within 15 business days}}{\text{Total \# of appeals}} \right) \times 100$$

DATA SOURCE AND RELIABILITY

Statistics on this performance measure are entered into the Employment and Assistance Appeal Tribunal's information, tracking and reporting system. Reports on this measure are run on an as-needed basis. Data is reliable as a system of double-checking via closed appeal file review is in place.

LIMITATIONS

There are no material limitations.

HISTORY AND FUTURE OF MEASURE

This measure was introduced in the 2003/04 Service Plan with a baseline using data from 2002/03. This measure is discontinued in the ministry's 2006/07 Service Plan as the target of 100% has been consistently achieved, and is expected to continue to be achieved in future years.