

Performance Measures Methodology

1.1 Expected-to-Work clients as a per cent of BC's adult population.	
Description	<p>This measure tracks temporary assistance clients 19 to 64 years of age with employment obligations (i.e. in the Expected To Work or Expected To Work-Medical Condition categories) reported as a proportion of BC's population in the same age group. A lower percentage indicates that fewer people expected to work are in need of assistance and more are participating in the workforce.</p> <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	<p>Assisting clients to find employment continues to be a critical aspect of the Ministry's mission. Changes in the volume of individuals receiving assistance that are expected to work indicate the strength of the economy, the effectiveness of the programs, and incentives provided to individuals to find employment.</p>
Data Sources	<p>Population estimates are obtained from BC Stats, an arms-length independent source of provincial statistics. The Ministry's caseload data is obtained from the Ministry's Management Information System (MIS), an electronic case management system.</p>
Comments	<p>The baseline for this measure was established in 2001/02. Since then, the methodology for calculating this measure has been adjusted to include the Expected To Work – Medical Condition category introduced in 2004.</p>

1.2 Per cent of all clients who are Persons with Disabilities.	
Description	<p>This measure tracks the proportion of the Ministry's cases receiving disability assistance. A higher percentage may be indicative of:</p> <ul style="list-style-type: none"> - decreasing number of individuals receiving temporary assistance - and/or increasing number of individuals who are receiving disability assistance <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	<p>A strong economy and an aging population are expected to have a significant impact on the composition of Ministry's caseload. The Ministry tracks this measure to anticipate future trends in the Ministry's caseload composition and emerging trends in the needs of clients with disabilities.</p> <p>The Ministry uses this data for budget allocation, forecasting, policy development, and ensuring delivery of appropriate services that meet the changing needs of the Ministry's clients.</p>
Data Sources	The Ministry's caseload data is obtained from the Ministry's Management Information System (MIS), an electronic case management system.
Comments	The baseline for this measure was established in 2001/02 and results have been reported yearly since then.

1.3 - Percent of Ministry services provided to clients that meet or exceed established service standards	
Description	Detailed methodology for this measure is currently under development. The Ministry is continuing to identify key programs and attributes of service that are important to our clients.
Why is it important?	Service standards are fundamental to building a citizen-focused culture reflective of the Ministry's Organizational Values and Service Code. Effective service standards will inform program design and support consistent service delivery across the province.
Data Sources	To be determined.

1.4 - Percent of reconsideration decisions that are made within 10 business days	
Description	<p>Clients can apply to Reconsideration Adjudicators to review the Ministry's decisions regarding eligibility for assistance and services. 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.</p> <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	<p>This measure indicates how well the Ministry is responding to client's increasing demand for review. Information on reconsiderations and appeals also allows the Ministry to assess compliance with policy, service standards, and the principles of administrative fairness. The Ministry engages in ongoing appraisal of the reconsideration and appeal process as part of its overall evaluation of service delivery.</p>
Data Sources	<p>Data for this measure is obtained from the Ministry's electronic Reconsiderations and Appeals System, which contains information on the number and outcomes of reconsiderations.</p>
Comments	<p>The adjudication of health decisions in particular represents a large and growing proportion of the reconsideration requests that the Ministry undertakes annually.</p> <p>The baseline for this measure was established in 2003/04 and results have been reported yearly since then.</p>

2.0 - Average time to process new Persons with Disabilities applications	
Description	<p>This measure evaluates the Ministry's performance in the review and adjudication of applications for designation as a Person with Disabilities. A shorter timeframe for this measure indicates that clients are receiving more timely and efficient service.</p> <p>Data for this measure is collected monthly. For the purpose of annual reporting, results for this measure reflect the average number of working weeks required to adjudicate an application during the fiscal year.</p>
Why is it important?	<p>The length of the adjudication process reflects the Ministry's ability to provide timely decisions that comply with legislative requirements and the principles of administrative fairness.</p>
Data Sources	<p>This measure is tracked by the Ministry's Health Assistance Branch.</p>
Comments	<p>The baseline for this measure was established for 2005/06.</p>

2.1 - Percentage of persons receiving disability assistance with income from working or a volunteer supplement	
Description	<p>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 Ministry clients designated as Persons with Disabilities.</p> <p>Clients with disabilities who volunteer may be eligible to receive a monthly volunteer supplement. Because not all clients who volunteer apply for the supplement, this measure provides a conservative count of volunteer activity.</p> <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	<p>Supporting persons with disabilities who are interested in working or volunteering in finding these opportunities continues to be an important mandate for the Ministry. Income from these sources 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 receiving disability assistance to contribute to their communities, reduce social isolation through enhanced relationships with others and lead enriched lives.</p>
Data Sources	<p>The Ministry's Management Information System (MIS) tracks the number of volunteer supplements issued each month. Income from working is also being tracked by the system and applied towards earning exemptions. This information is used to report on results for this measure.</p>
Comments	<p>The baseline for this measure was established in 2001/02 and results have been reported yearly since then.</p>

4.0 - Percentage of BCEP clients who achieve \$560 or 70 hours per month.	
Description	This measure tracks the percentage of BCEP clients who move into BCEP employment, defined as achieving at least \$560 in earnings or 70 hours of employment each month. This measure is an indicator of the effectiveness of the program in helping clients with employment obligations secure sustainable employment.
Why is it important?	Achieving sustainable employment is a key element of the Ministry's strategy to assist clients in achieving their social and economic potential. BCEP services are delivered by third party contractors who are responsible for meeting a range of service level requirements. This includes finding employment for a minimum of 25 percent of BCEP clients within 60 days of acceptance into the program.
Data Sources	Program data is maintained on the Ministry's Management Information System (MIS) and supported by the Employment Division. Program outcomes are monitored and reported on a monthly or as-needed basis.
Comments	The methodology for collecting and reporting on this measure will be made available in early 2007.