



Get on the Information Superhighway!

Understanding the LBS Detailed Service Quality (DSQ) Report 64

September 23, 2021

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Pop Up PD
for Literacy Educators

Land Acknowledgement

We would like to begin by acknowledging the Indigenous Peoples of all the lands that we are on today. While we meet today on a virtual platform, we would like to take a moment to acknowledge the importance of the lands, which we each call home. We do this to reaffirm our commitment and responsibility in improving relationships between nations and to improving our own understanding of local Indigenous peoples and their cultures. From coast to coast to coast, we acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people that call this land home.

Presenter: Robyn Cook-Ritchie

About Pop Up PD for Literacy Educators

- free webinar series developed by Ontario's LBS Regional Networks, Sectors, & the Provincial Support Organizations for Literacy
- supports LBS practitioners with presentations on topics important to them
- English language webinars presented for LBS practitioners annually since 2015-2016; French language transcriptions are available on COFA's website!
- **all** webinar presentations, recording links & transcripts here:
<https://e-channel.ca/practitioners/pop-pd-resources>
- webinar topic ideas welcome at: e-channel@contactnorth.ca
- evaluation at the end-those who complete entered into a draw for a \$25 gift card

Today's Webinar...

- Management
 - Processes to collect good data
- Integrity
 - Processes to input good data
 - Timely data
- Analysis
 - Using the data to ask questions and make good decisions
 - Resources that may help

related to the five
core measures for
2021-2022 found in
Report 64

Currently Available Reports-SDS

- ▶ LBS - All Data - IR (#60A)
- ▶ LBS - All Data - Outcomes/Follow-ups (#60D)
- ▶ LBS - All Data - Service Plan/Profile (#60B)
- ▶ LBS - Case Activity (#61)
- ▶ DF - LBS - Participation (#62F)
- ▶ DF - LBS - Information Session (#62H)
- ▶ DF - LBS - Sub Goals And Plan Items (#62D)
- ▶ DF - LBS - Service Plans (#62C)
- ★ LBS - Detailed Service Quality (#64)
- ▶ DF - Literacy and Basic Skills DSQ (#64C)
- ▶ DF - Clients (Participants) (#32A)
- ▶ DF - Education History (#32B)
- ▶ DF - Employment History (#33B)
- ▶ DF - Follow-up Events (#32E)
- ▶ Service Plan Case Follow Up (#19A)
- ▶ Inactive Cases (#20)
- ▶ Data Correction Report: Unknown Outcome (#999A)
- ▶ Service Provider User Management (#42)
- ▶ SS - Activity (#43)



19 reports currently available

Currently Available Reports-Rollup

- LBS - All Data - IR (Rollup)- #60AR
- LBS - All Data- Outcomes/Follow-ups (Rollup) - #60DR
- LBS - All Data- Service Plan/Profile (Rollup) - #60BR
- LBS - Detailed Service Quality (Rollup) – #64R
- DF - Codes And Descriptions #33C

Available for the
province or by region:
Central
Eastern
Northern
Western

- Use roll up reports to compare where your SDS is in comparison to your region and the entire province.
- DF – Codes and descriptions- Individual files are created for each service delivery site, for clients, service plans, subgoals/plan items, employment history, education history, follow-up review events and aggregate data. There are two files created across the province – a code table with descriptions for lookup and a provincial employer data file. All files will have column headers. All non-closed service plans plus closed service plans with a last system update date within the current fiscal year and their related information are included in these data files. This determination is due to the fact that the service plan is what is associated to the service delivery site, not the client.

Useful Reports

Report 60B

LBS-All Data Service Plan/Profile

- Summarizes all profile information
- Gives you summary data for 4 of the 5 core measures

Report 60D

LBS-All Data Outcomes/Follow-ups

- Summarizes all outcome information
- Gives you summary data on completions and outcomes at exit, 3, 6 and 12 months

Report 61

LBS Case Activity

Shows all data related to service plans that are open, approved, active or have been closed (weekly)

Most Important Report!!!

Report 64 Detailed Service Quality

The **MOST IMPORTANT** report.

The only **performance measure** report.

This is the report you use to complete your Interim Report and Final Report.

- You will also use this report to complete your monitoring questionnaire



Report 64 shows performance commitments and actual results related to three dimensions of service:

- **Customer Service**
- **Effectiveness**
- **Efficiency**

The Performance Management Framework (PMF) to the LBS program makes the program more effective, efficient and customer-focused.

The LBS PMS clearly sets out three broad dimensions of service delivery success:

- 1. Effectiveness
- 2. Customer Service
- 3. Efficiency

Report 64- Where did that number come from?

Phase 11-A:
Five measures
in 2021-2022

Dimension	Measure	Weight	Standard	SQS Value
Customer Service (40%)	1. Customer Satisfaction	15%	90%	1.35
	2. Service Coordination	25%	50%	1.25
Effectiveness (50%)	3. Suitability/Learner Profile (all 12 indicators)	20%	30%	0.6
	5. Learner Progress	30%	60%	1.8
Efficiency (10%)	7. Learners Served	10%	90%	0.9
			SQS Standard	5.9

- These three dimensions (customer service, effectiveness and efficiency) are weighted to indicate their value when combined to measure overall service quality.
- Within each dimension of service quality, core measures of performance are identified and weighted.
- The standard is what you measure your agency performance against

What will be different in Phase II-B?



Customer Service ?%

Effectiveness ?%

Efficiency 10%

- If Completions and Gains Learner are incorporated into Effectiveness that dimension will therefore likely be weighted higher with Customer Service being weighted less.

Customer Service- Weight 40%

Two Core Performance Measures:

- Customer Satisfaction (15%)
- Service Coordination (25%)

- The Customer Service dimension has two core performance measures: Customer Satisfaction and Service Coordination.
- **Customer Satisfaction** (15%) is a measure of service satisfaction from learners exiting the program. Learners are asked to indicate, on a scale of 1 to 5, how likely they are to recommend the LBS program to someone looking for similar services.
- **Service Coordination** (25%) is a measure of how the service provider supports access to and from other education, training and community services, and how this is effectively incorporated into a learner's plan.

Dimension-Customer Service (40%)

Measure #1: Customer Satisfaction (15%)



- This number is based on **closed** service plans
- Data comes from the answer to the question **“On a scale of 1-5, how likely are you to recommend the LBS Program to someone looking for similar services as those you received”** -learners who respond to the question with a rating of 4 or 5 are considered satisfied
- This information is captured on the *Participant Exit Form* and is entered when a service plan is closed
- Found on the service plan home page
- 2021-2022 target: 90%

- **Customer Satisfaction (15%)** is a measure of service satisfaction from learners exiting the program.

Customer Satisfaction



Management

1. Is this information collected from the learner at exit in a formal way? (e.g. using the old Learner Satisfaction Survey or another survey)?
2. Is this information kept in the learner file?
3. Is customer satisfaction data collected at points other than exit?

Integrity

Prior to closing a file in CaMS do we have a process in place to make sure we have collected the customer satisfaction data so it can be entered? (e.g. closing file checklist)

Customer Satisfaction

Analysis

Are 90% of our learners satisfied with our service?

Review **report 64** on a monthly basis

If not:

- Ask learners why not and make changes based on that information
- Survey learners more frequently
- Implement an anonymous suggestion box

Possible changes:

- Hours of operation
- Offer short-term targeted programming options

Dimension-Customer Service (40%)

Measure #2: Service Coordination (25%)

- Based on closed service plans

Three sources:

- Referred in (when a service plan is opened –captured on the *Participant Registration Form (PRF)*)
- Referral during service (as a service plan sub-goal)
- Referred at exit (as a service plan sub-goal)
- Referrals in from EO-Literacy and Basic Skills Providers, or Informal or Word or Mouth/Media Referral are not included
- 2021-2022 target: 50%



- **Service Coordination (25%)** is a measure of how the service provider supports access to and from other education, training and community services, and how this is effectively incorporated into a learner's plan.
- Service Coordination tracks how well a service provider works within the LBS and EO delivery system and in the community. It measures the percentage of learners in the LBS program who experience effective, supported referrals into, during or at exit from the LBS program.

Service Coordination



Management

1. At intake, do we record a “referral in” on the PRF if there is one?
2. Do we keep track of any referrals made during service and record them on the learner plan?
3. Do we record referrals made at exit and record it on the learner plan?
4. Do we keep additional documentation related to referrals in the learner file?

Integrity

- Do we make sure that a “referral in” is recorded in CaMS when a service plan is opened?
- Are referrals during service and at exit that are recorded on the learner plan entered on the service plan in CaMS?
- Do we check to make sure all referrals have been entered prior to closing a service plan in CaMS?

Know what referrals count!



- Referrals in from EO-Literacy and Basic Skills Providers, or Informal or Word or Mouth/Media Referral are not included in the performance measure but still important to capture! This is the same for some of the referrals out.
- **Review the report 64 guide** to see what referrals “count”

Service Coordination

Analysis

Are we meeting the service coordination target of 50%? Where do I find this information?

If not:

- Determine where the gaps are- use **report 60B** to give you a summary of "referral in" and "referral out" information
- Make sure you are capturing all referrals that take place
- Discuss it at your service planning meeting with other community partners
- Invite referral partners to visit your site, visit referral partners

LBS Service Coordination Success Stories : http://www.communityliteracyofontario.ca/wp/wp-content/uploads/2013/08/june_2012_our_voice.pdf

Marketing LBS and the OALCF:

http://www.communityliteracyofontario.ca/wp/wp-content/uploads/2013/08/jan_2013_our_voice_marketing_lbs_and_oalcf.pdf

Effectiveness Weight 50%

Four Core Performance Measures:

- Suitability/Learner Profile (20%)
- Learner Progress (30%)
- Completion of Goal Path (N/A)
- Learner Gains (N/A)

- The Effectiveness dimension measures those being served by the LBS service provider and includes four performance measures: Suitability/Learner Profile (and what the services achieve for those learners), Completion of Goal Path, and Learner Progress
- Currently, in Phase II-B, two measures of Effectiveness comprise 50% of the Ministry's evaluation of overall service quality.
- **Suitability/Learner Profile (20%)** is a measure of LBS Learner characteristics. It examines and quantifies identified barriers to achieving the learner's goals related to employment, apprenticeship, post-secondary education,

secondary school credit and independence. This measure ensures that the service providers are working with clients who are most in need of LBS services. Suitability/Learner Profile in the LBS PMS is measured with multiple suitability indicators, such as education level, time out of training, age, etc.

- **Learner Progress** (30%) is a measure of the successful completion of the required milestones on a learner's goal path.

Dimension-Effectiveness (50%)

Measure #3: Suitability/Learner Profile (20%)

- Based on closed service plans
- Phase II-A includes all 12 suitability indicators
- This information is captured on the *Participant Registration Form (PRF)* and recorded when creating the case in CaMS, and when entering information on the Person Home Page and in the Client Summary in CaMS
- 2021-2022 target: 30%

Effectiveness	
3	Suitability
	1. <Grade 12
	2. OW/ODSP recipient
	3. No source of income
	4. Crown ward
	5. More than 6 years out of education
	6. More than 6 years without training
	7. Age over 45 and under 64
	8. History of interrupted education
	9. Person with Disability
	10. Aboriginal
	11. Deaf
	12. Francophone

Suitability/Learner Profile

Management

1. Is the PRF filled out completely?
2. Does intake staff understand which items on the PRF relate to suitability/learner profile in CaMS?
3. Is the PRF and CaMS person home page updated if a client self-identifies after the intake process (e.g. person with a disability)?

Integrity

Is the information on the person home page in CaMS correct and up to date?

Do all learners have a client summary in CaMS? – Use report 60B to determine if any are missing

Is client summary completed and up to date in CaMS?

Suitability/Learner Profile

Analysis

Are we meeting our suitability criteria?

If not:

- What suitability indicators are not represented? -Use report 60B for a summary of the suitability indicators represented or use the sort feature in Report 61
- Think about ways your agency can target underrepresented groups.
- Do your referral partners understand the suitability criteria for the LBS Program?

Eliciting suitability indicators

Tips

- Read/review the PRF with the client to ensure they understand all the sections
- Explain all the supports that might available for clients with a disability etc.
- Explain that it is completely up to them whether they self-identify – build trust with the client
- Make sure they understand the information disclosed is confidential

Best Practice Interviews Resource:

<https://learningnetworks.ca/resources-publications/western-region-best-practice-interviews-with-programs/>

- Best practice interviews have both a webinar with a transcript as well as a tip sheet related to suitability.

Dimension-Effectiveness (W-50%)

Measure #5: Learner Progress (W-30%)

- Based on both active and closed service plans
- It is the percentage of learners who have completed at least one milestone in the current reporting period
- Data comes from “attained” **competency** plan items
- 2021-2022 target: 60%



Learner Progress

Management

1. Have practitioners had adequate training related to the administration of milestones?
2. Do learners understand that they will need to complete milestones as part of the program?
3. Do instructors have easy yet secure access to milestones?
4. Is there at least one milestone related to the learner goal path identified on each learner plan?

Integrity

- Is there a process in place to make sure completed milestones are recorded in CaMS?
- Are completed milestones stored in the learner file?
- When milestones are completed are they updated in CaMS in a timely fashion?
- Do we check to make sure all milestones have been entered prior to closing a service plan in CaMS?

Learner Progress

Analysis

Are at least 60% of the learners attaining one milestone?

If not:

Ensure there are clear processes in place so that learners and practitioners understand the expectations around completion of milestones.

Make sure ongoing training delivery includes a variety of task-based activities that will help practitioners and learners know when they are ready to attempt milestones.

Best Practice Interviews Resource: <https://learningnetworks.ca/resources-publications/western-region-best-practice-interviews-with-programs/>

- Best practice interviews have webinar, transcript and tip sheet related to Learner progress



Resources to Support Learner Progress



<http://taskbasedactivitiesforlbs.ca/>



<https://learningnetworks.ca/resource-s-publications/common-assessment-for-the-oalcf-goal-paths-resource-package-literacy-northwest/>

Efficiency Weight 10%

One Core Performance Measure:

- Learners Served (10%)

- Efficiency is the final dimension of service quality and includes one core measure and one indicator.
- Efficiency measures the percentage of the targeted number of learners with an active learner plan who are served

Dimension-Efficiency (10%)

Measure #7: Learners Served (10%)



- The number includes all learners with an active learner plan served
- Only one service plan per learner is counted
- Only service plans with at least one milestone are included
- The milestone must be “in progress” or “completed”
- 2021-2022 target: 90% but..... each service delivery agency has a performance commitment target of 100%

Learners Served

Management and Integrity

- Do we know how many learners we have to serve? (See Schedule E of your service delivery agreement)
- Are learner plans developed in a timely fashion for each learner?
- Are all service plans entered in the system in a timely fashion?
- Are all our service plans “active” in the system. Check under “view my files on CaMS”.
- Do all service plans in CaMS have a “completed” or “in progress” milestone?

Learners Served

Analysis

Are we meeting our numbers?

If not:

- What client group could we target that we are not serving?- Use Report 60B
- Who are our current referral partners? Which other partners could we focus on?
- Are our services accessible?
- Could we offer itinerant or mobile service?
- Do our operating hours meet the needs of the learners?
- Is our agency contact information and service description up-to-date on the Web, in social media and in any print material?
- Do we offer programming that meets the needs of clients being served by other partners such as Employment Services of Ontario Works?



Targeted Training

- Short-term focused programming that can be used to target specific needs or groups of learners
- Finite- there is a start and a finish
- Address the needs of learners
- Supports the development of partnerships with other agencies



- Managing Myself
- Org and Time Management
- Budgeting
- Problem Solving
- Personal Learning Styles and Goal Setting
- Modern Math



Targeted Training to Boost Efficiency



- Who are our referral partners now?
- Who else can we target?
- Use Report 60B- LBS All Data- Learner/Profile to find this information



- Make sure you add all referrals to learner plans and service plans in CaMS- not just the first one- or you won't be able to extract good data from report 60B <http://www.laubach-on.ca/bookstore/book/tutor-eighth-edition>



Targeted Training Resources



Literacy Resources and Discussion Forum

Search You are not logged in. Log

COMMUNITY LITERACY OF ONTARIO Laubach Literacy Ontario EMPLOYMENT ONTARIO

Home

Resources:

- Independence Goal Path
- Employment Goal Path
- Apprenticeship Goal Path
- Secondary School Credit

Literacy Resources and Discussion Forum

Welcome to Community Literacy of Ontario's and Laubach Literacy Ontario's **Literacy Resources and Discussion Forum** for Ontario's Literacy and Basic Skills (LBS) agencies.

The site contains an annotated resource library. Resources are sorted into relevant categories, each with a built-in search feature. Resources can be downloaded or linked to directly. You can use the global search button on the upper right hand corner of the page or you can search within each of the categories.

CLO and LLO are excited to continue to provide literacy agencies with a forum to freely network with their colleagues across the province. LBS agencies are encouraged to exchange ideas, ask questions, share links and network with others within the field.

Literacy Resources and Discussion Forum

<https://lbrsourcesandforum.contactnorth.ca/>

Use the search term **"targeted training"**



Understanding the LBS Detailed Service Quality (DSQ) Report 64

- Make sure you add all referrals to learner plans and service plans in CaMS- not just the first one- or you won't be able to extract good data from report 60B <http://www.laubach-on.ca/bookstore/book/tutor-eighth-edition>

On the radar

- Learner Gains
- Completions



- **Completion of Goal Path** is a measure of those who successfully complete all elements of the learner plan. Completion of Goal Path indicators are captured in EOIS CaMS, however, this measure is not presently factored into the PMF.
- **Learner Gains** is a measure of the gains learners show (using the IALSS 500-point scale) in areas of reading, document use and numeracy. There is currently no measure for Learner Gains, but this may be implemented at a later date.

The must haves...



- Webinar evaluation:
<https://surveys.oalcf-echannel-repository.ca/s3/Pop-UP-PD-21-22-Web-2-DSQ-Report-64>
- Register for future webinars at: <https://learningnetworks.ca/resources-publications/popuppd/>
- Webinar resources:
 - English <https://e-channel.ca/practitioners/pop-pd-resources>
 - French <https://apprentissageenligne.ca/formateurs/programme-afb-ressources-de-la-communaute-de-pratique-en-ligne>

Thank you and acknowledgements



Members of the Pop Up PD for LBS Educators committee:

Contact North for technical support.

Deaf Literacy Now for providing ASL interpretation.

COFA for translating the webinar for the Francophone agencies.

And

Adult Education Association (ABEA), College Sector Committee (CSC), Literacy Link Niagara (LLN), Literacy Link South Central (LLSC), Literacy Northwest (LNW), QUILL Learning Network, Tri-County Literacy Network (TCLN).