

DEMYSTIFYING THE DSQR

THURSDAY SEPTEMBER 17, 2026 | 2 – 3:30 PM



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THE MINDS BEHIND THE MYSTERY



PRESENTER Barb Glass began her career as a teacher in the York Region District School Board. In 1990, she moved to North Bay and spent 23 years at Canadore College, teaching and coordinating adult upgrading, pre-apprenticeship and related access/pathways programs for mature students. Barb moved to Conestoga College as Chair, Preparatory programs, followed by a 3-year position at Niagara College as Associate Dean, Access Programs. In 2016, Barb began her current position as Executive Director of the College Sector Committee for Adult Upgrading (CSS). Since 2001, Barb has also operated her own consulting business serving the adult education sector.



PRESENTER Robyn Cook-Ritchie is the Executive Director at Laubach Literacy Ontario (LLO). Her consulting company RCR Consulting has focused on adult literacy for the past two decades working with literacy organizations across the province on research and development projects and practitioner training. She also coordinates the Get SET and Language Instruction for Newcomers to Canada programs at the Grand Erie District School Board. She completed a degree in Sociology/Anthropology and followed up with a Bachelor of Laws (LLB) degree. Although her educational focus was law, she "fell" into — and in love with — the adult learning and literacy field years 30 ago and never looked back.



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STATEMENT OF RECOGNITION

While we meet today on a virtual platform, let's take a moment to recognize, respect and acknowledge the importance of the lands we occupy and from which we benefit.

Today, let's reaffirm our commitment and responsibility to improve relationships between nations -- and our own understanding of local Indigenous peoples and their cultures.

Let's remind ourselves that, wherever we are, we live on the ancestral and unceded territory of Inuit, Métis, and First Nations people.



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ABOUT POP UP PD FOR LITERACY EDUCATORS

- free webinar series developed by Ontario's Get SET Regional Networks & the Provincial Support Organizations for Literacy
- supports Get SET practitioners with presentations on topics important to them
- English language webinars presented for Get SET practitioners annually since 2015-2016
- **all** webinar presentations, recording links & transcripts here:
[Pop Up PD Resources for LBS Educators](#)
- webinar topic ideas welcome at: e-channel@contactnorth.ca



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PLEASE COMPLETE
THE
EVALUATION AT THE
END OF THIS
WEBINAR
or BEFORE YOU
LEAVE!

or else....

Your feedback is vital!

It helps us to plan future Pop Up PD sessions and is an integral part of our reporting to Ministry. These evaluations help demonstrate the value of, and demand for, Pop Up PD in our professional community.

Thank you for taking the time to share your thoughts... and for helping us continue to deliver informative webinars like this one.



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The DSQR: Mystery or Evidence?

The Detailed Service Quality Report (DSQR) can sometimes feel like a mysterious collection of numbers, measures and results. But once we know what clues to look for, the DSQR becomes a powerful tool for understanding our programs and making informed decisions.



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In today's investigation, we'll uncover the secrets behind the detailed service quality report...



...related to the
five core
measures for
2026-2027 found
in Report 64



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Setting the Scene



Management Keeper of the Haunted House

- Clarify who oversees the service quality journey.
- Roles, responsibilities, and accountability for keeping the process on track.



Integrity Truth Beneath the Mask

- Ensuring the data is accurate, consistent, complete, and trustworthy.
- Detecting and preventing misleading or “phantom” information.



Analysis Follow the Clues

- Looking beyond the surface to uncover patterns, trends, and warning signs.
- Turning clues in the data into meaningful questions.



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Useful Reports

Report 60B

Get SET-All Data Service Plan/Profile

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

Report 60D

Get SET-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

Get SET - Case Activity

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



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Report 64

Detailed Service Quality

The **MOST IMPORTANT** report.

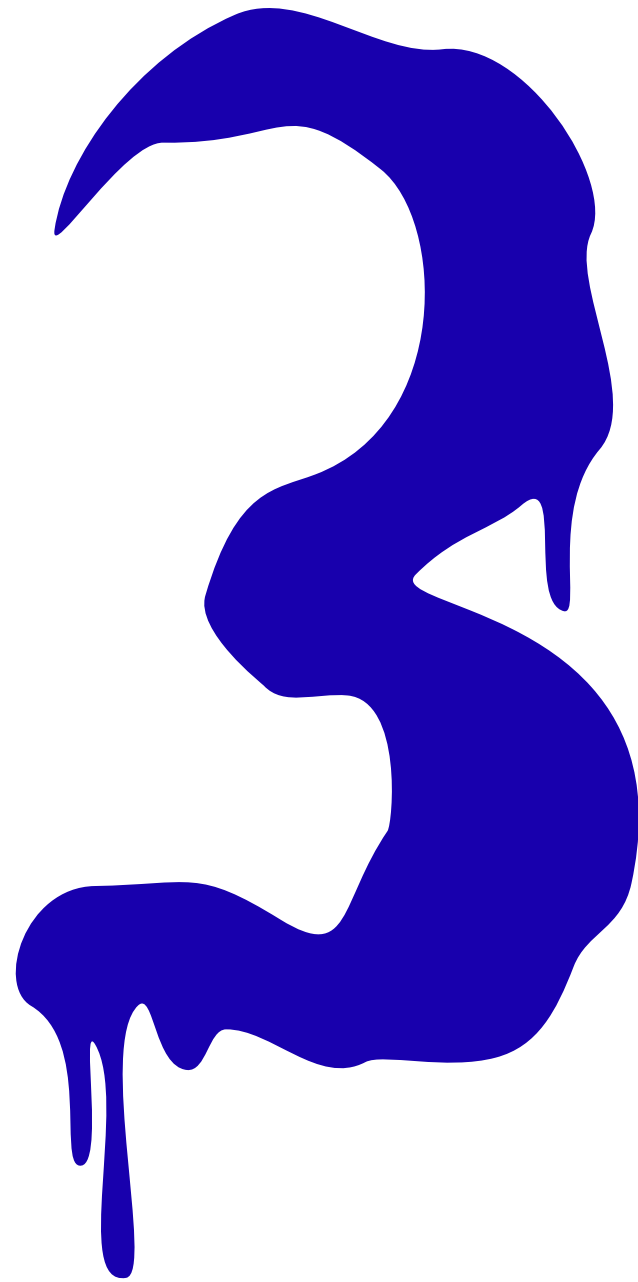
The only **performance measure** report.

This is the report used to complete
Activity Report 1, Activity Report 2 and
the Monitoring Questionnaire.



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

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



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Report 64 –

Where did that number come from?

Phase 11-A:
Five measures
in 2026-2027

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 (Provincial)	5.9



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Dimension

Customer Service - Weight 40%

Two Core Performance Measures

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



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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 Get SET 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
- Entered on the service plan home page
- 2026-2027 target: 90%



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Customer Satisfaction



Management

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



Integrity

- Prior to closing a file in CaMS is there a process in place to make the the customer satisfaction data has been captured so it can be entered? (e.g. closing file checklist)



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Customer Satisfaction



Analysis

Are 90% of our learners **who complete the exit survey** satisfied with the service?

Review report 64 on a monthly basis

Gather Clues

- 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



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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-Get SET Providers, or Informal Word of Mouth/ Media Referrals are not included.

2026-2027 target: 50%



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Service Coordination



Management

- At intake, is “referral in” recorded if there is one on the PRF if there is one
- Are any referrals made during service recorded them on the learner plan?
- Are referrals made at exit and recorded on the learner plan?
- Is additional documentation related to referrals in the learner file?



Integrity

- Is 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?
- Is there a process to ensure all referrals have been entered prior to closing a service plan in CaMS?



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Know what referrals count!

- Referrals in from EO-Get SET Providers, or Informal Word or Mouth/Media referrals are not included in the Service Coordination measure but are still important to capture! This is the same for some of the referrals out.
- **Review the Report 64 Guide** to see what referrals “count”



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Service Coordination



Analysis

Is the service coordination target of 50% being met?

Gather Clues

- Determine where the gaps are - use report 60B for a summary of “referral in” and “referral out” information
- Make sure all referrals taking place are being captured
- Discuss it at the service planning meeting with other community partners
- Invite referral partners to visit the site, visit referral partners



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Dimension

Effectiveness - Weight 50%

Four Core Performance Measures

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



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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 Get SET “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
- 2026-27 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



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Suitability/Learner Profile



Management

- Is the PRF filled out completely?
- Does intake staff understand which items on the PRF relate to suitability/learner profile in CaMS?
- Are the PRF and the Person Home Page in CaMS updated if a client self-identifies after the intake process, e.g. discloses that they are person with a disability?



Integrity

- Is the information on the Person Home Page 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 complete and up to date in CaMS?



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Suitability/Learner Profile



Analysis

Is the suitability criteria being met?

Gather Clues

- 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.
- How can the agency can target other groups (e.g. underrepresented groups).
- Do referral partners understand the suitability criteria for the Get SET program?



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Eliciting suitability indicators

- 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 the them whether they self-identify – build trust with the client.
- Make sure they understand the information disclosed is confidential.



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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
- 2026-2027 target: 60%



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Learner Progress



Management

- Have practitioners had adequate training related to the administration of milestones?
- Do learners understand that they will need to complete milestones as part of the program?
- Do instructors have easy yet secure access to milestones?
- 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 ensure 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?
- Is there a check to ensure all milestones have been entered prior to closing a service plan in CaMS?



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Learner Progress



Analysis

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

Gather Clues

- 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.



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Dimension Efficiency - Weight 10%

One Core Performance Measure:

- Learners Served (10%)



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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”
- 2026-2027 target: 90% but..... each service delivery agency has a performance commitment target of 100%



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Learners Served



Management and Integrity

Do all staff know many learners the agency has as a yearly target? (See applicable Schedule of your transfer payment agreement).

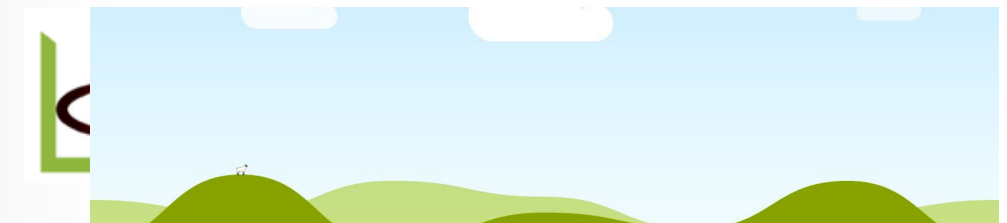


Gather Clues

- 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 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?



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Learners Served



Analysis

Is the agency meeting the target number of learners?

Gather Clues

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



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Close files promptly!

- CaMS data is used by the Ministry to monitor Get SET programs on 5 different measures.
- Of the 5 performance measures the Ministry uses to monitor Get SET programs, 4 use data from closed files.
- The more promptly files are closed, the more accurate the data will be at any given point in time.
- Accurate and up-to-date data in CaMS will help the program achieve the performance measures.



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Mystery Solved?

The DSQR shouldn't be a mystery. It should be one piece of evidence we use to solve the mystery.

1. Build collection processes that ensure data is accurate, consistent, timely, complete, and trustworthy.
2. Ask questions before drawing conclusions.
3. Use clues to look beyond the surface to uncover patterns, trends, and warning signs.
4. Turn clues in the data into meaningful questions. Move from "What happened?" to "Why did it happen?"
5. Using evidence to make informed decisions and improve service quality.



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**THANK
YOU!**

MERCI!

MIIGWETCH!

Webinar resources:

[Pop Up PD Resources for LBS Educators](#)

Webinar evaluation:

The link will automatically open when you exit the webinar.



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