

Demystifying the Detailed Service Quality Report (DSQR 64)

A summary of questions and answers from this POP-UP PD webinar

AN IMPORTANT NOTE | This resource consolidates questions raised during the webinar and Zoom chat. Answers reflect the guidance provided by the presenters during the session and have been lightly edited for clarity and readability.

This resource does not replace your organizational practices or Ministry of Labour, Immigration, Training and Skills Development (MLITSD) guidelines. Always consult current Get SET Guidelines and your organization's established procedures.

Customer Satisfaction

What happens if we don't get an exit survey completed?

if the exit survey is not completed, they will not be counted towards your customer service score. You will notice on your DSQR that the YTD All Participants denominator (Den) will be less than the number of learners you have actually exited.

How does one "prove" the learner filled out an exit survey?

There should be a copy of the learner's response saved in the learner's file. It should be available for your ETC to view during a file audit.

Service Coordination & Referrals

If we make more than one referral in a learner plan, does it count or they only measure the first one?

Only one referral per learner plan will count towards the service co-ordination score. However, all referrals should be included to show that you are responding to the learner's needs. Multiple referrals can also tell the big picture story of complex case load or if the case file is ever audited.

If you give 2 referrals for one person, how is that counted?

The first referral that "counts" is the one that is counted.

If you have a referral that doesn't "fit" with one of the categories identified by the ministry but it is a formal referral "Other Structured Referral" is a good catch-all and counts.

Do referrals OUT to Get SET service providers count?

Yes, but referrals IN from Get SET providers do not count towards your SQS.

How can the learner number be lower than the learner response rate under customer satisfaction?

All exit survey/learner satisfaction survey responses are counted in the denominator (under the Den column), but only positive responses (surveys with answers of 4 or 5) are counted in the numerator (under the Num column).

Suitability**If they are already in CaMS and are identified as having a disability but the person hasn't self-identified on our PR form should we remove it?**

Every effort should be made to keep the person's details and self-identification as accurate as possible, but it is not recommended to change it. It's part of the "tombstone" data, and changing it would break the match for the agency that entered it if they were audited. It is recommended to leave the data unchanged on CaMS and make notes on the PRF that it differs.

Are mental health challenges considered a disability? The point is it is up to the learner to identify?

Both are correct

Why are one of the twelve suitability factors if is age between 45 and 64?

The ministry has marked this age group as a priority population to account for the unique labor market barriers by this demographic.

If someone discloses a suitability factor during service and we update it in CaMS, do we also edit the PRF? Or just make a note in their file?

We recommend that you do both, but this is an internal decision.

We regularly serve learners aged 64, particularly in our digital skills programs. There is high demand, as many learners need assistance learning how to complete digital forms. I strongly recommend revising this policy to better reflect these needs.

The Learning Networks of Ontario also advocate this to the Ministry and we continue to ask for a review/update of the Suitability indicators. The Ministry's position has been that the Suitability indicators still represent the people who the program is designed to serve in terms of the barriers to education that they come with.

Are suitability and progress both based on open and closed plans?

Learner Progress is based on both active and closed service plans. Suitability is based only on closed service plans. On your DSQR, you will notice that the YTD All Participants Den (Denominator) column has a different number in the Learner Progress row than all other sections.

Learner Progress & Milestones

In CaMS do we always have to have a milestone open that shows what they are working towards?

Yes, that is a typical best practice.

What happens if a learner completes more than one milestone in a year? Is there a goal to have a certain # per learner per year?

A learner can complete as many milestones as you put on their learner plan in a year. Learners must complete a minimum of one milestone per year.

The ministry sets a target for the fiscal year of 60% progress but assign an SQS for this measurement in April/May. Do they consider this when looking at our monthly SQS score? It will automatically be lower at the beginning of the fiscal.

Many programs don't meet all of the measures in the first half of the fiscal year. The Ministry expects improvement through the year. Your DSQR takes this into account by reporting your “% YTD of Target” where your progress is only measured against the number of months into the fiscal year.

If a learner has completed one milestone and finds employment and can't come back, does that mean their file is complete or incomplete?

For data integrity, you should ask, did they achieve what they came to do, or did they not achieve what they came to do? If yes, the file would be complete.

The learner counts towards your SQS Learner Served if they successfully completed one milestone and their service plan is closed.

If a learner who is active leaves after the second class. Does that learner still count for learners served?

More information is needed to answer this question. The learner counts towards your SQS Learner Served if they successfully completed one milestone and their service plan is closed. It is unlikely progress would be made and milestone completed over the course of two classes.

If we beat our target this year, does that automatically raise our quota for next year?

No, it doesn't automatically raise your target for the next year, though it can happen. Speak to your ETC if you have concerns.

I thought that as long as they have a milestone "in progress" that they would count as an active learner?

That is correct.

Reports and Resources

I used to have the way they calculate the numbers to reach the totals in the Detailed Service Quality Report (DSQR). Where can I find that?

Page 31 on this guide covers how to calculate the Service Quality Score on the DSQR:

https://eopg.labour.gov.on.ca/wp-content/uploads/2025/01/lbs_reporting_participant_guide.pdf

I found this information (EOIS Case Management System Service Provider Guide: Reporting) about both reports 60B and 61. Could you please share a current one?

The guide (from 2013) is the most recent version. It was stored on myEOIS, and should be available on EOPG soon: <https://eopg.labour.gov.on.ca/en/resources/employment-ontario-information-systems/>

There is a PDF called How to fill out the PRF that has highlighted parts describing how the data shows up in our reports.

It was created by a local Get SET service provider (not MLITSD). [A copy was shared here.](#)

Where can you get French language prep for milestones?

<https://ressources.centrepora.com/COFA/etudes-de-cas.html>

Sometimes people don't think of themselves as having a disability and say no to that question, but they are actually on ODSP

These resources might help provide some tips on how to have the conversation with the learner to share that information:

<https://careerwise.ceric.ca/2023/04/13/the-no-1-strategy-for-supporting-clients-who-wont-disclose-their-invisible-disability/>

<https://connectability.ca/2017/12/04/a-job-coachs-tips-on-disclosure-in-the-workplace/>

<https://aced.iwh.on.ca/jdapt/support-worker>

KEY TAKEAWAY | Use the DSQR as more than a scorecard. Look for patterns, ask why results are occurring, and check that CaMS data is accurate, complete, consistent and timely. Strong documentation of referrals, suitability information, milestones, customer satisfaction and service plans supports both reporting and service quality.

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