

ASPECT BC Member Discussion Meeting Notes

Innovative Ideas for Performance Outcomes

Tuesday, August 28, 2018

Current performance outcomes are measured by one or more of the following ways and differ from contract to contract.

- ESS (Employment Services & Supports)
 - Tracking performance (based on employment status)
- PBT (Project-Based Training)
 - Goal is sustainable employment, employers increased involvement and employee are working in their field.
- IST (Innovative Skills Training)
 - Moving on to further education leading to better employment
 - Sustainable used to equal 52 weeks in duration – hard with seasonal work etc.
 - Moving to do they have the skills to be continually employed
 - Moving to more flexibility to design programming to service the diverse needs of BC, minimize requirements for funding allocation requirements, allow for interventions to meeting outcomes

Client follow-Up Ideas Our Members Use

- Host two reunions a year with refreshments and prizes for previous clients; success is limited.
- Use social media and create program participant groups to communicate throughout the program and for follow up.
- Bring previous program participants back to mentor current cohorts.

Client Participation in Programs - Comments

- We plan program attendance knowing that we will likely lose 2 or three participants for very valid reasons. Sometimes not able to reach client to request and exemption.
- In Ontario where the system is outcomes based, service providers conduct cognitive behavioural therapy (motivational interviewing) and coaches were certified. It was successful in identifying interests and barriers sooner.
- Outcomes need to be based on incremental steps toward sustainable employment. For example, mental health/anxiety can take a long time and sometimes just talking to an employer can be a huge step for a client.

Outcome Measurement Considerations:

- Catchments need different outcomes based on the labour market in their areas. Rural and seasonal employment has its unique challenges.
- Although some issues are related to poverty reduction challenges and income assistance rules, outcomes should capture casual work and short-term positions. These are groundwork to full employment.
- Sometimes follow up confirmation comes from a family member that the client is still working. If the client is difficult to contact it's a good thing because they are likely still working.
- Not all clients are equal: introduce a tier system to better comment on client's progress.

Rural Transportation Solutions for Employment Success

The group identified the challenges in their areas.

- Rural transportation issues challenge pre-employment and post-employment.
- Lack of local transit; situation is getting worse with Greyhound cancelling service. If public transportation does exist, it may not run during work hours. Limited taxi services can be expensive and do not serve outside communities.
- Currently, some service providers are driving clients to their jobs with program supports, but others are concerned about liability for their organizations. Regardless, this is a temporary solution.
- Bus tickets and gas vouchers only help if there are buses or the client has access to a car.
- Driver's license fines cannot be paid by the province. Learners have no car to practice in outside of lessons. Time limits imposed by the graduated license system provides further challenges.

We discussed possible solutions:

- Job developers are working with employers to arrange ride shares and supports for their employees.
- Community development corporations and First Nations bands are working toward finding solutions.
- Accessing current transportation infrastructures a possibility: utilizing school buses and other transportation subsidized for medical appointments. Perhaps an agreement with school districts and others possible.
- Introduce "Rural Uber" or develop self-employment supports to meet the demand. However, not a solution in all jurisdictions because of limited cell phone or Internet service. Satellite phone and satellite Internet service can be negatively impacted by the weather/smoke. Some areas do not have access to land-line telephones.

Moving forward:

- Employment supports offered by the Province should take into consideration the unique transportation challenges in rural communities.
- The problem cannot be solved by one organization alone; likely a community-government partnership is needed.
- Employers need to be encouraged to be a part of the transportation solution.