

Category	BCEP Job Club Contractual Service Levels
Client Intake and Next Steps	<ul style="list-style-type: none"> - Of the Clients who are referred and who show up, at least 95 per cent are accepted into the BCEP Job Club (i.e. the 95 per cent does not include 'no shows'), calculated monthly on a cumulative basis. - Of those Clients accepted, calculated monthly on a cumulative basis: <ul style="list-style-type: none"> ▪ 100 percent of Clients are routed directly to ISS. - Clients are accepted, not accepted or designated as 'no show' within 21 days of referral (monitored on an individual Client basis).
ISS Client Services	<ul style="list-style-type: none"> - Participants may remain in ISS for a maximum of 120 days if they do not achieve BCEP Employment during that time; if they do achieve BCEP Employment, they will remain another 90 days for the ISS follow-up (monitored on an individual Participant basis). - Every ISS Participant should receive Services. - 25 per cent of those Clients that are accepted into ISS achieve BCEP Employment, calculated on a Cohort basis.
Costs	<p>For BCEP RED, one completed Cohort can not exceed:</p> <ul style="list-style-type: none"> - Maximum average cost per Participant for ISS Client Services: \$1,400. - Maximum average cost per Participant for ISS Supports: \$200. - Minimum average billable hours of service in first 30 days per Participant: 35 hours. - The total value of the Life Skills Services provided to Participants from any Cohort (Job Club) during ISS must not exceed 25% of the total value of all ISS Services provided to all the Participants from that Cohort (Job Club) during ISS.
Sub-contracting	<ul style="list-style-type: none"> - At least 25 per cent of the total fees for ISS Client Services should be paid to Arm's-length Community-based Service Providers, calculated quarterly.
Reporting	<ul style="list-style-type: none"> - Invoices – submitted Monthly (after the 15th day); - Services – Monthly (calendar-based); - Strengths and barriers information – Daily*; - Follow-up report(s) – Within 15 calendar days of the follow-up date; - Employment reports – On achieving BCEP Employment and to be submitted within 7 days of being informed; and - Additional information which may be required on an ad hoc basis (for issue management, BCEP audit/evaluation, etc.) – Within 5 business days, or less where required under legislation. <p>*Daily reporting is required only on the days that these activities occur; reporting is not required on the days where there is no new activity.</p>
Participant Satisfaction	<ul style="list-style-type: none"> - Measure will be jointly developed during the term of the Contract and will be included through the Governance Structure.