

# BC Employment Program - Contractor Service Levels

(PDF) July 4, 2006

The ministry has established contractual service levels as high level controls to ensure that BCEP objectives are met, while still allowing Contractors flexibility in applying services and Supports to participants. The table below details these service levels.

| Category                            | BCEP – Contractual Service Levels   |
|-------------------------------------|---|
| <b>Client Intake and Next Steps</b> | <ul style="list-style-type: none"> <li>- Of the Clients who are referred and who show up, at least 95 per cent are accepted into the BCEP (i.e. the 95 per cent does not include “no shows”), calculated monthly on a cumulative basis.</li> <li>- Of those Clients accepted, calculated monthly on a cumulative basis:               <ul style="list-style-type: none"> <li>▪ At least 90 per cent (MHAD: 75%) are routed directly to DWS; and</li> <li>▪ A maximum of 10 per cent (MHAD: 25%) are routed directly to ISS – this also includes those Clients that are accepted into DWS and are routed to ISS prior to the completion of the 60 day services period.</li> </ul> </li> <li>- Clients are accepted, not accepted or designated as “no show” within 21 days of referral (monitored on an individual Client basis).</li> </ul> |
| <b>DWS Client Services</b>          | <ul style="list-style-type: none"> <li>- 25 per cent (MHAD: 10%) of those Clients accepted into DWS achieve initial BCEP Employment within 60 days of DWS acceptance, calculated on a Cohort basis.</li> <li>- Participants may remain in DWS for a maximum of 60 days for the initial DWS services period if they do not achieve BCEP Employment during that time; if they do achieve BCEP Employment, they will remain another 60 days for the DWS follow-up period (monitored on an individual Participant basis).</li> </ul>  |
| <b>ISS Client Services</b>          | <ul style="list-style-type: none"> <li>- Participants may remain in ISS for a maximum of 180 days for the initial ISS services period if they do not achieve BCEP Employment during that time; if they do achieve BCEP Employment, they will remain another 180 days for the ISS follow-up period (monitored on an individual Participant basis).</li> <li>- Every ISS Participant should receive Services.</li> <li>On a Cohort basis:               <ul style="list-style-type: none"> <li>- Average time Participants remain in ISS whether or not they achieve BCEP Employment is 120 days from the acceptance date, calculated monthly on a cumulative basis.</li> </ul> </li> </ul>   |
| <b>Costs</b>                        | <p>Two consecutive completed Cohorts can not exceed:</p> <ul style="list-style-type: none"> <li>- Maximum average cost per Participant for ISS Client Services: \$1,600.</li> <li>- Maximum average cost per Participant for ISS Supports: \$220.</li> <li>- Maximum average cost per Participant for DWS Supports: \$100.</li> </ul>   |
| <b>Sub-contracting</b>              | <ul style="list-style-type: none"> <li>- At least 25 per cent of the total fees for DWS and ISS Client Services should be paid to Arm’s-length Community-based Service Providers, calculated quarterly.</li> </ul>  |
| <b>Systems</b>                      | <ul style="list-style-type: none"> <li>- During the BCEP initiation phase, the ministry intends to establish a service level baseline, and subsequent performance metrics, for this service level category. Service level criteria will be jointly established through the Governance Framework and may include metrics such as:               <ul style="list-style-type: none"> <li>▪ % of records rejected due to a format error;</li> <li>▪ % of records rejected due to a content error; and</li> <li>▪ % of errors resolved within 24 hours of return.</li> </ul> </li> </ul>   |
| <b>Reporting</b>                    | <ul style="list-style-type: none"> <li>- Invoices – Monthly (calendar-based);</li> <li>- Services – Monthly (calendar-based);</li> <li>- Acceptances or returns, including “no show” reports – Daily*;</li> <li>- Strengths and barriers information – Daily*;</li> <li>- Follow-up report(s) – Within 15 calendar days of the follow-up date;</li> <li>- Employment reports – On achieving BCEP Employment; and</li> <li>- 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.</li> </ul> <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>  |
| <b>Participant Satisfaction</b>     | <ul style="list-style-type: none"> <li>- Measure will be jointly developed during the term of the Contract and will be included through the Governance Structure.</li> </ul>  |

