

## Youth Service Canada

<b>General Information</b>									
Lead Department	Human Resources Development Canada								
Partners	Youth Service Canada part of the Youth Employment Strategy  Businesses, organizations, municipalities and band/tribal councils.								
Effective Date	April 1, 1998								
Expiry Date	March 31, 2005								
Web Site	<a href="http://youth.hrdc-drhc.gc.ca">http://youth.hrdc-drhc.gc.ca</a> This web site is HRDC's National Youth Site.								
Purpose	To assist youth in preparing for, obtaining and maintaining employment, and in making a successful transition into the labour market. Youth Service Canada focuses on providing youth facing greater barriers to entering the labour market with opportunities to acquire valuable job experience and life skills while strengthening their sense of accomplishment and attachment to their communities, and ultimately transition to the labour market.								
Roles and Contributions	Delivery of program primarily through third parties, typically non-profit organizations at the community level that create community service projects. The Government of Canada provides contribution funds in support of participant's remuneration, and overhead costs.  HRDC's roles and contributions are publicly communicated through the local Human Resource Centres and the Youth website.								
<b>Resources</b>									
Funding	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;"></th> <th style="width: 20%; text-align: right;">2000-01</th> <th style="width: 20%; text-align: right;">2001-02</th> <th style="width: 20%; text-align: right;">2002-03</th> </tr> </thead> <tbody> <tr> <td>Youth Service Canada</td> <td style="text-align: right;">\$ 30.6M</td> <td style="text-align: right;">30.6M</td> <td style="text-align: right;">30.6M</td> </tr> </tbody> </table>		2000-01	2001-02	2002-03	Youth Service Canada	\$ 30.6M	30.6M	30.6M
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Tracking and Reporting	Information about youth programming is tracked through internal departmental systems. Sponsor level tracking is also documented within these systems.  Aggregate financial information is publicly reported in the Departmental Performance Report and Public Accounts.								
<b>Measurement and Reporting</b>									
Outcomes	Outcomes are linked to program objectives, that is, to assist youth in preparing for, obtaining and maintaining employment, and in making a successful transition into the labour market, e.g., numbers employed or returned to school.  Key outputs include the number of interventions completed, action plans initiated and completed.								

Indicators	<p>At present, indicators used are “number of youth returned to school” and “number of youth employed”.</p> <p>For Youth at Risk, the number of clients who have completed an intervention, and have an employment action plan is an integral part of the results-based accountability framework.</p> <p>The role of partners has been highlighted as key to client success and also forms part of the results-based accountability framework.</p> <p>The development of additional indicators, to track changes to employment situation over a longer period of time, or track client progression to the labour market, and to capture the involvement of communities and partners with the newly developed results-based accountability framework.</p> <p>Information about youth programming is tracked through internal systems; the reporting of results is part of the overall EPB accountability structure with client results documented in within internal departmental systems.</p>
Comparable Indicators	<p>Program uses societal indicators to provide context to past performance, however there is no defined set of societal indicators that will be continually used or monitored on a regular basis.</p>
Evaluation/Third Party Assessments	<p>There is an ongoing evaluation framework associated with the Youth Initiatives, which has been in place since the beginning of the program.</p> <p>There have been two evaluations conducted since 1998. They are the Youth Service Canada Summative evaluation and Longitudinal Follow- Up of the Summative evaluation. These evaluations are available through the HRDC website.</p> <p>Each year since 1997 (that is 1997, 1998, 1999 and 2000), an assessment of participants in program has been conducted by COMPAS Research. These assessment reports follow the program participants once a year for three years.</p> <p>Has also been part of department-wide assessment strategy, and Program Management Initiative</p>
Shared Information and Best Practices	<p>Youth Programming in general has been the subject of a “Lessons Learned” review - “The Effectiveness Employment-Related Programs for Youth: Lessons Learned from Past Experience”, available through HRDC’s Evaluation and Data Development site: <a href="http://www11.hrdc-drhc.gc.ca/edd/lessons.list">http://www11.hrdc-drhc.gc.ca/edd/lessons.list</a></p>
Public Reporting	<p>Reports to the public (and Parliament) through various vehicles – through the Departmental Performance Report, the Internet and other published information about the program.</p> <p>Public information about individual grants and contribution programs is available at <a href="http://www18.hrdc-drhc.gc.ca/">http://www18.hrdc-drhc.gc.ca/</a></p>

<b>Involving Canadians</b>	
Provisions for Citizens to Participate in Developing Social Priorities and Reviewing Outcomes	HRDC currently involves Canadians through the regular evaluation process – that is, through client surveys, third party evaluations, consultations with partners who deliver the program
Feedback Mechanisms to the Public	<p><a href="http://youth.hrdc-drhc.gc.ca/common/contct.shtml">http://youth.hrdc-drhc.gc.ca/common/contct.shtml</a> This web page offers an opportunity for the public to send feedback. This web site can also be accessed from the home page by clicking on the icon that reads “Contact Us”.</p> <p>Correspondence and 1-800 telephone number are alternative methods for the public to send feedback. The public as well as organizations and community groups can also contribute to local HRCC business planning.</p>
<b>Service Commitments</b>	
Public Availability of Eligibility Criteria	Information regarding the Youth Service Canada is available at local Human Resource Canada Centres and on the internet at <a href="http://youth.hrdc-drhc.gc.ca/programs/ysc.shtml">http://youth.hrdc-drhc.gc.ca/programs/ysc.shtml</a> , publications such as Youth Link etc 1-800 etc.
Existence and Availability of Service Commitments	<p>No specific service commitments for youth programming, as income support to youth is paid through the sponsoring organizations.</p> <p>Local Human Resources Canada Centres have posted service standards.</p>
Measurement and Public Reporting	Not applicable <sup>1</sup>
<b>Appeals and Complaints</b>	
Existence, Availability and Communication of Mechanisms	<p>Local Human Resource Canada Centres have acted as a conduit for complaints on an informal, case-by-case basis.</p> <p>HRDC does not currently have a special appeals and complaints process for Youth Service Canada. In addition, this program is based on discretionary funding and is largely delivered through third parties at the local Human Resource Canada Centres level.</p>
Tracking and Public Reporting	Not applicable <sup>1</sup>
<b>Mobility</b>	
Existence of Measures	There are no residency requirements for participants in the Youth Service Canada program.

<sup>1</sup>**Not applicable:** when the section does not apply.