

Supplementary Information on 2005-2006 Performance Indicators Human Resources and Skills Development Canada

The purpose of this material is to provide supplementary information on HRSDC's performance indicators that appear in the department's 2005-2006 Report on Plans and Priorities. It includes a description of the logic linking the performance results of the department's various activities to the achievement of its strategic outcomes, efforts to improve performance measurement, sources of the data used in indicators, and additional details and explanatory notes.

To support the HRSDC Performance Measurement Framework, information is included on contextual indicators that describe the environment in which HRSDC operates, and on each of the department's strategic outcomes.

1. HRSDC Contextual Indicators
2. Efficient and inclusive labour market transitions through temporary income support and active employment measures
(Employment Insurance and Employment Programs)
3. Enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills
(Workplace Skills)
4. Through access to learning, Canadians can participate fully in a knowledge-based economy and society
(Learning)
5. Safe, healthy, fair, stable, cooperative and productive workplaces
(Labour)
6. Enhanced community capacity to contribute to the reduction of homelessness
(Homelessness)
7. Seamless, integrated and multi-channel service delivery that ensures client satisfaction
(Service Delivery)

1. HRSDC Contextual Indicators

Contextual indicators describe the environment in which HRSDC operates and against which the attainment of its strategic outcomes can be evaluated. They monitor demographic and economic trends, labour market activities such as participation and earnings levels, skills and learning, as well as the distribution of income overall and in specific communities.

Though HRSDC has little or no direct influence on the contextual indicators, they account for broad trends, such as population ageing, that will profoundly change the context in which HRSDC will operate over the next decade, as well as short-term fluctuations, such as trade disputes or recessions, that may impede progress towards the strategic outcomes and may generate pronounced fluctuations in demand for the department's programs.

Indicator and Level	Data sources/Notes	
Demographic		
Net Population Growth, by source: (July 2003 to July 2004)	SOURCE: Quarterly Demographic Statistics, Statistics Canada, catalogue number 91-002-XIB, Tables 1 and 2.	
Total		0.9%
Natural increase		0.3%
Net migration		0.6%
Population Dependency Rates:	SOURCE: Statistics Canada, Estimates of Population; CANSIM Table 52-0001.	
19 years or less		24.4%
65 years or over		13.1%
Total		37.5%
Economic		
Real GDP growth: 3.3% (third quarter of 2004, year-over-year change, in 1997 dollars)	SOURCE: Statistics Canada, Canadian Economic Accounts Quarterly Review, catalogue number 13-010; November 30 th , 2004.	
Labour productivity growth, for business sector: -0.3% (third quarter of 2004, year-over-year change)	SOURCE: Statistics Canada, Canadian Economic Accounts Quarterly Review, catalogue number 13-010; November 30 th , 2004.	
Canada's productivity level, as percentage of the United States' productivity level: 94.2% (2002)	SOURCE: Statistics Canada, <i>The Output Gap between Canada and the United States: The Role of Productivity (1994-2002)</i> ; catalogue number 11-624-MIE no. 009.	
Employment growth: 288,000 (2004), based on annual averages	SOURCE: Statistics Canada, Labour Force Survey, <i>The Daily of January 7th, 2005</i> ; based on annual averages.	

Indicator and Level	Data sources/Notes
Real GDP per capita (1997 dollars) : \$35,300 (third quarter of 2004)	SOURCE: Real GDP (Chained 1997 dollars*) <i>Canadian Economic Accounts Quarterly Review</i> , Statistics Canada, catalogue number 13-010; November 30 th , 2004 * Statistics Canada uses "chained price indices" to remove the effects of price inflation and obtain measures of expenditures in constant dollars. For further information, see http://www.statcan.ca/english/concepts/chainfisher/methodology.htm Population <i>Quarterly Demographic Statistics</i> , Statistics Canada, catalogue number 91-002-XIB, volume 18, number 3.
Net worth per capita (1997 dollars): \$112,700 (2003)	SOURCE: Chained 1997 dollars*; nominal net worth from national balance sheet account, deflated with personal expenditures on goods and services deflator; Statistics Canada, CANSIM Tables 378-0004 and 380-0003; last updated in February and March 2004.
Real personal income, \$26,300 (2003), and real personal disposable income, \$20,300 (2003), (1997 dollars)	SOURCE: Chained 1997 dollars*; Nominal Figures from National Accounts deflated with Personal Expenditures on Goods and Services deflator; Statistics Canada, CANSIM Tables 380-0003 and 380-0004.
Earning growth, per capita: 1.1% (2003)	SOURCE: Chained 1997 dollars*; nominal earnings (wages and salary income) taken national accounts, deflated with personal expenditures on goods and services deflator; Statistics Canada, CANSIM Tables 380-0003 and 380-0004.
Labour market, skills and learning	
Participation rate: By age group (2004) <ul style="list-style-type: none"> • 15 years or over 67.6% • 15-24 years 67.1% • 25-54 years 86.5% • 55 years or over 30.8% 	SOURCE: Statistics Canada, Labour Force Survey; annual averages.
Employment rate: By age group (2004) <ul style="list-style-type: none"> • 15 years or over 62.7% • 15-24 years 58.1% • 25-54 years 81.3% • 55 years or over 29.1% 	SOURCE: Statistics Canada, Labour Force Survey; annual averages.
Unemployment rate: By age group (2004) <ul style="list-style-type: none"> • 15 years or over 7.2% 	SOURCE: Statistics Canada, Labour Force Survey; annual averages.

Indicator and Level	Data sources/Notes
<ul style="list-style-type: none"> • 15-24 years 13.4% • 25-54 years 6.0% • 55 years or over 5.6% 	
Part-time employment rate, as a proportion of all those employed: 18.4% (2004)	SOURCE: Statistics Canada, Labour Force Survey; annual averages.
Hourly earnings, by education level: Annual average (2004) Overall \$20.30 Less than high school diploma \$15.10 High school diploma or incomplete post-secondary studies \$17.60 Post-secondary certificate or diploma \$20.10 University degree \$26.30	SOURCE: Statistics Canada, Labour Force Survey; annual averages; calculated by HRSDC; for adults 25 to 64 years old, not currently attending school.
International comparison of learning performance of 15 year-olds: number of countries performing significantly better than Canada in reading, mathematics and science. Reading 1 country Mathematics 2 countries Science 4 countries	SOURCE: Bussière, Patrick, Fernando Cartwright, and Tamara Knighton (2004) <i>Measuring up: Canadian Results of the OECD PISA Study; The Performance Of Canada's Youth in Mathematics, Reading, Science and Problem Solving, 2003 First Findings for Canadians Aged 15</i> , jointly published by Human Resources and Skills Development Canada, Statistics Canada and the Council of Ministers of Education of Canada; available at http://www.pisa.gc.ca .
Proportion of the 20-24 year-old and 25-64 year-old population with a high school diploma (2001): 20-24 75.0% 25-64 65.6%	SOURCE: Statistics Canada, Census 2001 product 97F0017XCB01005.IVT.
Proportion of working age Canadians (16-65) with Level 2 literacy or below.	Data expected to be available September 2005.
Growth rate of components of Labour Force inflows, (average annual growth rates, 1999-2003): Net immigration 0.70% School leavers 3.50% Retirements -1.70%	SOURCE: COPS Reference 2003 & Demographic Scenario 2003.
Employment growth by skill level (based on occupation classification): Overall (2004) 1.8% Management 5.2% Usually requiring <ul style="list-style-type: none"> • university degree 2.6% • college degree 0.6% 	SOURCE: Statistics Canada, Labour Force Survey; HRSDC calculations based on annual averages for 2003 and 2004.

Indicator and Level	Data sources/Notes
<ul style="list-style-type: none"> • high school diploma 2.1% • on-the-job training 1.5% 	
<p>Net change in Labour Force Composition by educational attainment:</p> <p>Total (2004) 1.35%</p> <p>Less than high school diploma -2.24%</p> <p>High school diploma or incomplete post-secondary education 2.11%</p> <p>Post-secondary diploma 1.73%</p> <p>University degree 2.42%</p>	<p>SOURCE: Statistics Canada, Labour Force Survey; HRSDC calculations based on annual averages for 2003 and 2004.</p>
Socio-economic	
<p>Incidence of low income, in 2002:</p> <p>All persons 9.6%</p> <p>Under 18 years 10.7%</p> <p>18-64 years 9.7%</p> <p>65 year or over 6.9%</p>	<p>SOURCE: HRSDC computations, based on Statistics Canada's Public Use Microdata File (PUMF) of the Survey of Labour and Income Dynamics (SLID); Percentages presented herein differ slightly from those presented in <i>Income in Canada, 2002</i>, Table 8.1-1 Catalogue number 75-202-XIE.</p>
<p>Depth of low income, in 2002 - average percentage by which families' after-tax income falls short of their after-tax low-income cutoffs:</p> <p>All persons 31.5%</p> <p>Under 18 years 28.2%</p> <p>18-64 years 34.8%</p> <p>65 year or over 16.09%</p>	<p>SOURCE: Statistics Canada, and HRSDC calculations based on Public use microdata file of the Survey of Labour and Income Dynamics.</p> <p>NOTE: Depth of low income is calculated as the average amount by which families would need to increase their income to reach the Low Income Cut-off (LICO), based on the size of the family unit and community size; this amount is expressed as a percentage of the appropriate LICO. All figures on an after-tax basis (base 1992). For definition of LICO, and figures for 2002, please see the following Statistics Canada publication: http://www.statcan.ca/english/research/75F0002MIE/75F0002MIE2004002.pdf</p>
<p>Proportion of Census Tracts in Census Metropolitan Areas with Low-Income Rate Greater than 40%: 6.3% (2000)</p>	<p>SOURCE: Andrew Heisz and Logan McLeod (2004), <i>Low-income in Census Metropolitan Areas, 1980-2000</i>, Table A6.1, page 85, Statistics Canada, Catalogue no. 89-613-MIE — No. 001.</p>
<p>Proportion of Low-Income Households in Census Metropolitan Areas Living in Low-Income Neighbourhoods: 11.9% (2000)</p>	<p>SOURCE: Andrew Heisz and Logan McLeod (2004), <i>Low-income in Census Metropolitan Areas, 1980-2000</i>, Table A6.2, page 85, Statistics Canada, Catalogue no. 89-613-MIE — No. 001.</p>

2. STRATEGIC OUTCOME: Efficient and inclusive labour market transitions through temporary income support and active employment measures

The following text explains the development of indicators used by HRSDC to measure progress achieved over time toward the strategic outcome.

For the 2005-2006 Report on Plans and Priorities (RPP), a review was conducted to provide an integrated set of indicators for this strategic outcome, including indicators for the Employment Insurance program and employment services; program elements funded both by EI and the Consolidated Revenue fund; and program interventions delivered by the Department, by provincial/ territorial governments through Labour Market Development Agreements, and by a variety of third parties.

The review focused on developing strategic outcome indicators that provide a broad view of the functioning of the Canadian labour market. The measures selected are readily available as time series, allowing for comparison over time and across jurisdictions. As public sector employment programs are only one of a number of influences on the overall performance of the Canadian labour market, the indicators chosen reflect areas of specific public policy concern.

Program indicators were selected for their ability to provide information on four essential qualities for program outcomes: access to income support and active measures; the adequacy of program interventions; the labour market efficiency and effectiveness of the interventions; and measures relating to service delivery, which are reported under the strategic outcome: Seamless, integrated and multi-channel service delivery that ensures client satisfaction.

In terms of reporting results, the information used in most cases is derived from Statistics Canada surveys or administrative data (see table below for details). Many measures are also reported in the "Employment Insurance Monitoring and Assessment Report," which is provided to the Minister of Human Resources and Skills Development each year by the Canada Employment Insurance Commission. The report can be found at the following address http://www.hrsdc.gc.ca/en/ei/reports/eimar_2003.shtml.

The strategic outcome indicator for the ratio of EI regular beneficiaries to the number of unemployed, commonly called the "B/U ratio," is included as a broad indicator of program coverage that can track changes over time. However, the B/U ratio is an incomplete measure, since some individuals who are unemployed cannot be beneficiaries and some recipients of EI benefits are not counted among the unemployed. Note that the first program indicator (Percentage of unemployed targeted by the Employment Insurance program eligible to collect regular Employment Insurance benefits: 2003 result 84%) is a more narrow measure derived from the Employment Insurance Coverage Survey conducted by Statistics Canada.

The rate of participation of members of designated groups in Employment Benefits and Support Measures is provided as an indicator of the inclusion of members of these groups in these programs. It should be noted that some of the results reported depend on self-identification by program participants.

The level of household consumption one year after receipt of Employment Insurance indicator assesses the direction in the change in household consumption since the time of the job separation. This provides an indicator of overall well-being of clients, and indirect evidence of the adequacy of EI and other sources of income support. It is derived from the Canadian Out of Employment Panel Survey (COEP) conducted by Statistics Canada.

The indicators of duration of employment and changes in earnings for participants in Employment Benefits and Support Measures (EBSM), or similar provincial-territorial programs under a Labour Market Development Agreement, are derived from the preliminary results of summative evaluations conducted in partnership with provincial and territorial governments. The results are qualitatively different from other indicators, as they are derived from evaluations using quasi-experimental design and sophisticated econometric analysis. Preliminary results for British Columbia, Quebec and Newfoundland and Labrador have been reported in the 2003 Monitoring and Assessment Report.

All employment programs clients are tracked for an “employed or self-employed” outcome, the ultimate objective of the active measures. This indicator is a monthly count of clients who have been determined employed/self-employed following an employment program intervention.

Since the ultimate outcome is remote for some categories of employment clients, an intermediate outcome, “returning to school,” is tracked on a monthly basis for youth-at-risk clients (assisted through the Youth Employment Strategy) and for Aboriginal clients (assisted through Aboriginal Human Resources Development Agreements).

Efficient and inclusive labour market transitions through temporary income support and active employment measures	
Strategic Outcome Indicators	
Indicator and Current Level	Data sources/Notes
Percentage of unemployed looking for work for one year or more (52 weeks and over): 9.1% (2004)	SOURCE: Statistics Canada, Labour Force Survey; annual averages.
Percentage of youth (15–24 year-olds) not in the labour force or in school: 9.3% (2004)	SOURCE: Statistics Canada, Labour Force Survey; annual averages.
Involuntary part-time employment as a proportion of all part-time employment: 26.8% (2004)	SOURCE: Statistics Canada, Labour Force Survey; annual averages.

<p>Employment Insurance regular beneficiaries to unemployed ratio (the B/U ratio): 43.3% (2003)</p>	<p>SOURCE: EI administrative data; Statistics Canada, Labour Force Survey.</p> <p>NOTE: The B/U ratio has the advantage of simplicity and historical availability and provides a broad indicator of program coverage that can track changes over time. However, the B/U ratio is an incomplete measure, since some individuals who are unemployed can not be beneficiaries and some recipients of EI benefits are not counted among the unemployed.</p>
<p>Program Indicators (Note that the service delivery indicators associated with the Insurance and Employment program activities can be found under the Strategic Outcome “Seamless, integrated and multi-channel service delivery that ensures client satisfaction.”)</p>	
<p>Indicator and Current Level or Objective</p>	<p>Data sources/Notes</p>
<p>Access</p>	
<p>Percentage of unemployed targeted by the Employment Insurance program eligible to collect regular Employment Insurance benefits: 2003 result 84%</p>	<p>SOURCE: Employment Insurance Coverage Survey.</p> <p>NOTE: Objective is not set for this indicator. Instead, current level or most recent result is provided as benchmark.</p>
<p>Rate of Participation of Designated Groups and Older Workers in Employment Benefits and Support Measures (EBSM), 2003 results:</p> <ul style="list-style-type: none"> • Women 45.3% • Persons with disabilities 4.7% • Aboriginal persons 7.1% • Visible minorities 6.0% • Older workers (over 55) 5.9% 	<p>SOURCE: HRSDC administrative data.</p> <p>NOTE: Objectives are not set for this indicator. Instead, current levels or most recent results are provided as benchmarks.</p> <p>Data on persons with disabilities, aboriginal persons, and visible minorities are based on self-identification. The employment programs specifically designed for members of some of these designated groups (e.g., the Aboriginal Human Resources Development Strategy) are excluded from this indicator.</p>
<p>Adequacy</p>	
<p>Proportion of regular entitlement collected by Employment Insurance claimants: 2003 result 65.8%</p>	<p>SOURCE: EI administrative data.</p> <p>NOTE: Objective is not set for this indicator. Instead, current level or most recent result is provided as benchmark.</p>
<p>Proportion of Employment Insurance maternity/parental entitlement collected by Employment Insurance claimants: 2003 result 85.2%</p>	<p>SOURCE: EI administrative data.</p> <p>NOTE: Objective is not set for this indicator. Instead, current level or most recent result is provided as benchmark.</p>

Labour market efficiency	
<p>Level of household consumption one year after Employment Insurance benefit.</p> <p>Latest result (July to September 2002): 14.7% of respondents reported a decline in household consumption</p>	<p>SOURCE: Canadian Out of Employment Panel Survey (COEP) 1995 to 2002, Statistics Canada.</p>
<p>Duration of employment for clients participating in EBSM or similar provincial/territorial programs under LMDA.</p>	<p>SOURCE: Qualitative results from summative evaluations of EBSMs to be reported.</p>
<p>Earnings for clients participating in EBSM or similar provincial/territorial programs under LMDA.</p>	<p>SOURCE: Qualitative results from summative evaluations of EBSMs to be reported.</p>
<p>Number of youth clients who return to school following an employment program intervention (Youth Employment Strategy).</p> <p>2005-2006 Objective: 2,000</p>	<p>SOURCE: Administrative Data from the Common System for Grants and Contributions - Client Module.</p> <p>NOTE: This outcome is linked to service provided to 10,000 new Youth clients served through Skills Link and Career Focus, some of whom also find employment and are recorded under that program indicator (Clients employed).</p> <p>In addition to the 2,000 Skills Link and Career Focus clients who return to school, there will be an additional 48,000 Summer Career Placement (SCP) participants returning to school (this number is not included in the program indicator because it was derived through a different methodology).</p>
<p>Number of Aboriginal clients who return to school following an employment program intervention (Aboriginal Human Resources Development Agreements).</p> <p>2005-2006 Objective: 8,000</p>	<p>SOURCE: Administrative Data from the Common System for Grants and Contributions - Client Module.</p> <p>NOTE: This outcome is linked to service provided to 50,000 new Aboriginal clients served through Aboriginal Human Resources Development Strategy, some of whom also find employment and are recorded under that program indicator (Clients employed).</p>

<p>Number of clients employed or self-employed following an employment program intervention, and as a proportion of client action plans closed.</p> <p>2005-2006 Objective: 260,000</p>	<p>SOURCE: Standard File and the Common System for Grants and Contributions - Client File.</p> <p>NOTE: Actual results to be reported. The 2005-2006 Anticipated Results are national projections based on historical client and program data. A further target setting exercise will be undertaken with provinces and territories and regions in March and April of 2005. This outcome is linked to service provided to 482,400 new clients served through employment programs, some of whom also return to school and are recorded under that program indicator (Clients returning to school). This program indicator does not include non-insured clients employed.</p>
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3. STRATEGIC OUTCOME: Enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills

In support of this strategic outcome, the Workplace Skills Branch, in collaboration with partners including sector councils, employers, unions, provincial and territorial governments, promotes workplace-related skills development, recognition, and utilization that reflect the realities of the changing workplace.

Three strategic outcome indicators and four program indicators are used to measure investment in and recognition and utilization of skills that help the branch to monitor progress toward the strategic outcome objectives. The strategic outcome indicators measure performance pertaining to supporting investment in and recognition of skills. Efforts are being made to develop an indicator specifically pertaining to the utilization of skills.

At the program indicator level, the indicator on the percentage of the labour market represented by an exemplary sector council contributes to measuring the support being given to investment in and recognition and utilization of skills. The recognition and utilization of skills are further monitored by measuring the percentage of occupations that have an essential skills profile developed. Recognition of skills is also measured through an indicator on the number of trades people who received Red Seal endorsement, while an indicator that measures the number of job seekers and jobs in the Job Bank provides an additional perspective for monitoring the utilization of skills.

Work to enhance performance indicators pertaining to this strategic outcome was undertaken during the year and the importance of continuing to improve indicators is recognized in areas such as foreign credential recognition where a performance measurement strategy is under development, and for the Foreign Workers Program and the Training Center Infrastructure Fund where indicator development has been hampered by a lack of suitable data.

Enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills

Strategic Outcome Indicators

Indicator and Current Level	Data sources/Notes
<p>Percentage of adult workforce who participated in job-related formal training: 34.7% (2002)</p>	<p>SOURCE: Statistics Canada, <i>Working and training: First results of the 2003 Adult Education and Training Survey</i>, Cat. No 81-595 MIE, no 15, April 2004.</p> <p>NOTE: Formal, job-related training includes courses or programs related to a worker's current or future job, where a participant follows a planned program and receives some form of formal recognition upon completion.</p>
<p>Percentage of adult workforce who participated in employer-supported job-related training: 25.0% (2002)</p>	<p>SOURCE: Statistics Canada, <i>Working and training: First results of the 2003 Adult Education and Training Survey</i>, Cat. No 81-595 MIE, no 15, April 2004.</p> <p>NOTE: Employer support includes any of a range of activities including providing the training, paying for the training (either directly or by reimbursing an employee), allowing the trainee to work a flexible schedule to accommodate training, or providing transportation to or from the training location.</p>
<p>Average earnings of recent immigrant university graduates as a percentage of the earnings of Canadian-born university graduates: 65% (2000)</p>	<p>SOURCE: 2001 Census - Statistics Canada 97F0019XCB01056; released on July 24, 2003; based on average wages and salary earnings, for recent immigrants (1995-1999) and for Canadian-born.</p>

Program Indicators (Note that the service delivery indicator associated with the Workplace Skills program activity can be found under the Strategic Outcome “Seamless, integrated and multi-channel service delivery that ensures client satisfaction.”)

Indicator and Current Level or Objective	Data sources/Notes
<p>Percentage of labour market represented by an exemplary sector council.</p> <p>2005-2006 Objective: 50%</p>	<p>SOURCE: Exemplary scorecards assessment and North American Industrial Classification System (NAICS).</p> <p>NOTE: The annual achievements of sector councils individually are all different with different milestones depending on the industry. For that reason, an annual evaluation (based on empirical data collected through a results-based management and accountability framework) is conducted under the generic concept of "exemplary sector councils."</p> <p>Exemplary is assessed by an annual evaluation against the following criteria:</p> <ul style="list-style-type: none"> - Representative of the collective interest of all key stakeholders in the sector; - Responsive to real & relevant industry needs; - Connected with learning institutions and other relevant stakeholders beyond the immediate orbit of the sector (e.g., other government departments); - Achieving results that are tangible and measurable through organizational Results-based Management and Accountability Frameworks; and - Administratively sound in accounting for public funds.
<p>Percentage of occupations that have an essential skills profile developed.</p> <p>2005-2006 Objective: 57%</p>	<p>SOURCE: The data is based on the number of completed essential skills profiles at the end of the fiscal year. This does not include translation and web posting. The percentage is calculated by dividing the number of completed profiles by the number of 4-digit unit groups (520) in the National Occupational Classification (NOC).</p>
<p>Number of trades people who received Red Seal endorsement.</p> <p>2005-2006 Objective: 13,000</p>	<p>SOURCE: Statistics Canada’s Registered Apprentices Information System (RAIS) & Provincial data.</p>

<p>Number of job seekers and jobs in Job Bank.</p> <p>2005-2006 Objective: Increase by 5%</p>	<p>SOURCE: HRSDC Administrative data.</p> <p>NOTE: This indicator contains two aspects: Number of job seeker visits (registered job seekers) and the number of Jobs in Job Bank.</p> <p>1. Number of job seeker visits</p> <p>This indicator is used to monitor web site traffic and to assess the level of activity and visibility of a web site/on-line program. It is also used to compare the activity of similar web sites, and to make management decisions regarding further developments and improvements to the existing site and the usability of on-line information and service provided to clients.</p> <p>It is a widely accepted indicator for on-line information and is used to establish trends in the activity on each Web site over a period of time (on a monthly or annual basis).</p> <p>2. Number of Jobs in Job Bank</p> <p>This indicator is used to measure the level of success, as well as to identify areas that need improvement. It also indicates the extent to which employers are using the Job Bank as a free of charge job posting system.</p>
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4. STRATEGIC OUTCOME: Through access to learning, Canadians can participate fully in a knowledge-based economy and society

The Learning Branch plays a key role in developing and delivering programs and services that facilitate access to learning opportunities. The list of strategic and program outcome indicators enables the Learning Branch to monitor progress towards our goal of achieving the following strategic outcome: through access to learning, Canadians can participate fully in a knowledge-based economy and society.

Our strategic outcome indicators relate to participation in post-secondary education and other adult learning opportunities which are the results we are trying to influence and allow us to track progress toward the achievement of our outcome over the medium to long term. Our program indicators are more immediate measures of program take-up and are intended to provide detailed, shorter-term results which can be used for monitoring and improving programs and services.

In general terms, the Learning Branch has been effective in gathering data relative to program deliverables or outputs. In addition to the work already completed in the Branch, our program areas are currently strengthening their ability to report on their results, by reviewing their performance measurement strategies, including work on their Results-based Management and Accountability Framework.

Through access to learning, Canadians can participate fully in a knowledge-based economy and society																							
Strategic Outcome Indicators																							
Indicator and Current Level		Data sources/Notes																					
Percentage of population with post-secondary diplomas/degrees, (2004): 25–64 year-olds = 44.6% 25–34 year-olds = 53.3% 35–64 year-olds = 41.8%		SOURCE: Statistics Canada, Labour Force Survey.																					
Percentage of adult population (aged 25–64) who participated in adult learning opportunities: 36.7% (2002)		SOURCE: Statistics Canada, 2003 Adult Education and Training Survey, HRSDC calculations. NOTE: “Adult learning opportunities” is defined as participation of Canadians in one of three types of adult learning: formal schooling; other organized courses and programs; and, informal learning.																					
Post-secondary participation of 18–21 year-olds by family after-tax income quartile when youth were of age 16. (2001)		SOURCE: Statistics Canada, Survey of Labour Income and Dynamics (SLID), HRSDC calculation.																					
<table border="1"> <thead> <tr> <th>Family After-tax Income Quartile</th> <th colspan="2">PSE Participation</th> </tr> <tr> <td></td> <th>University</th> <th>College</th> </tr> </thead> <tbody> <tr> <td>Lowest</td> <td>21%</td> <td>30%</td> </tr> <tr> <td>Lower-middle</td> <td>25%</td> <td>32%</td> </tr> <tr> <td>Upper-middle</td> <td>30%</td> <td>37%</td> </tr> <tr> <td>Highest</td> <td>38%</td> <td>30%</td> </tr> <tr> <td>Overall</td> <td>29%</td> <td>32%</td> </tr> </tbody> </table>	Family After-tax Income Quartile	PSE Participation			University	College	Lowest	21%	30%	Lower-middle	25%	32%	Upper-middle	30%	37%	Highest	38%	30%	Overall	29%	32%		
Family After-tax Income Quartile	PSE Participation																						
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Proportion of adults who were attending university or college, by age groups. (October 2004)		SOURCE: Statistics Canada, Labour Force Survey.																					
<table border="1"> <thead> <tr> <th>Age Group</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>25–34</td> <td>9.1</td> </tr> <tr> <td>35–44</td> <td>3.3</td> </tr> <tr> <td>45–54</td> <td>1.8</td> </tr> <tr> <td>55–64</td> <td>0.5</td> </tr> <tr> <td>Overall, 25–64</td> <td>3.8</td> </tr> </tbody> </table>	Age Group	Percentage	25–34	9.1	35–44	3.3	45–54	1.8	55–64	0.5	Overall, 25–64	3.8											
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25–34	9.1																						
35–44	3.3																						
45–54	1.8																						
55–64	0.5																						
Overall, 25–64	3.8																						

Program Indicators (Note that the service delivery indicators associated with the Learning program activity can be found under the Strategic Outcome “Seamless, integrated and multi-channel service delivery that ensures client satisfaction.”)

Indicator and Current Level or Objective	Data sources/Notes
<p>Percentage of post-secondary education students (PSE) with a Canada Student Loan or Study Grant.</p> <p>2005-2006 projected estimate: 45%</p>	<p>SOURCE: Canada Student Loans Program Database.</p> <p>NOTE: This indicator tracks the percentage of students in PSE who have a Canada Student Loan (CSL) or grant. It relates the number of students with loans and grants to the changing total number of students attending PSE.</p>
<p>3-year loan default rate.</p> <p>2005-2006 Objective: 26%</p>	<p>SOURCE: Canada Student Loans Program Database.</p> <p>NOTE: This indicator tracks the default rate of Canadians who have received a CSL loan and were unable to repay within 3 years of graduation.</p>
<p>Number of Canadians attending PSE in the current fiscal year and who have ever received a Canada Education Savings Grant (CESG).</p> <p>2005-2006 Objective: 165,000</p>	<p>SOURCE: Canada Education Savings Grant Program Reporting Database.</p> <p>NOTE: This indicator tracks the number of CESG beneficiaries who have received, in the current fiscal (e.g., 2005-2006), the following payments from their RESP(s) to attend PSE:</p> <ul style="list-style-type: none"> • an Educational Assistance Payment (EAP) which represents only the CESG and accumulated interest in the RESP; and/or • PSE contribution withdrawal which represents RESP contributions withdrawn only.
<p>Percentage of Canadians under 18 years of age who have ever received a Canada Education Savings Grant (CESG).</p> <p>2005-2006 Objective: 36%</p>	<p>SOURCE: Canada Education Savings Grant Program Reporting Database.</p> <p>NOTE: This indicator tracks the number of Canadians under 18 years who have ever received a Canada Education Savings Grant.</p>
<p>Percentage of children eligible for the Canada Learning Bond who have a Registered Education Savings Plan.</p> <p>2005-2006 Objective: 22%</p>	<p>SOURCE: Canada Education Savings Grant Program reporting database.</p> <p>NOTE: Canada Learning Bond (CLB) aims to kick-start education savings in low-income families by providing grants of up to \$2,000 of education savings by age 15. Children eligible for the CLB are those born on or after January 1, 2004 into families entitled to the National Child Benefit (NCB) supplement.</p>

5. STRATEGIC OUTCOME: Safe, healthy, fair, stable, cooperative and productive workplaces

The Labour Program's mandate can be defined in general terms as the employment relationship and the work environment. Labour law and policy defines and structures the relationship between employers and employees, whether the employees are unrepresented or are organized into legally recognized unions. Labour laws define the basic work environment, making sure it is safe, healthy and productive and reflects a fair balance of rights and responsibilities.

The employment relationship and work environment are critical to the productivity and successful functioning of private and public sector organizations, and equally important to the personal and family lives of the vast numbers of individuals who go to work every day. At the macro level, these factors are crucial to the health and well-being of the working population, and to the dynamism of the economy as a whole, particularly in an economy dependent on human capital.

The employment relationship is one of the basic building blocks of both the economy and society. It serves as the platform on which many of the structures providing economic security are based (such as pensions, employment insurance, disability insurance, etc). For this reason, labour policies are often closely linked to other social and economic policies and programs.

The Labour Program indicators provide benchmarks that track progress in achieving the desired outcomes.

The *Canada Labour Code* provides a framework for the constructive and peaceful resolution of disputes between federally regulated private sector employers and the trade unions that represent their employees. Stability in labour-management relationships and a fair distribution of wealth are significant contributory factors to a productive labour force and an efficient economy. A high incidence of collective bargaining settlements in the federal jurisdiction without work stoppages is a positive indicator that the labour relations legislative framework is supporting labour and management in the conduct of effective and productive workplace relations.

It can be difficult to isolate the definitive causes of work stoppages. In the 1970's, for example, escalating rates of inflation placed enormous pressures on the parties to incorporate wage adjustments that protected employees' living standards while attempting to control rising production costs. Causes of work stoppages can lie beyond the legislative framework despite the best efforts to create balanced and effective mechanisms to deal with disputes.

The Federal Mediation and Conciliation Service provides dispute prevention and dispute resolution assistance and continues to maintain an enviable settlement record.

The frequency with which Labour Program inspectors are able to settle unjust dismissal complaints is a product of the level of the parties' understanding and compliance with respect to federal labour standards. Education, promotion and enforcement of these standards contribute not only to a reduction in the number of complaints of unjust dismissal, but also lead to a more expedient settlement of complaints that are filed. Both prevention and the expedient settlement of such complaints contribute to fairness in the workplace, while also minimising the potentially significant costs associated with the formal proceedings necessary to hear and decide unresolved cases.

Ongoing analysis of injury incidence rates over time enables the Labour Program to identify occupational health and safety trends within Canadian federal workplaces. Their identification and an understanding of the factors that influence these trends permit the Labour Program to better focus attention on the industries and workplaces in most need of intervention. Working in collaboration with employers and affected employees, the Labour Program can encourage active engagement within federal jurisdiction workplaces to meet and surpass occupational health and safety goals.

The Labour Program's National Labour Operations Directorate is designing a comprehensive results-based management accountability framework to increase its capacity to focus on strategic outcomes in clear, measurable ways. This process also includes a complete review of current performance indicators.

Safe, healthy, fair, stable, cooperative and productive workplaces	
Strategic Outcome Indicators	
Indicator and Current Level	Data sources/Notes
Hours lost as a proportion of the usual weekly hours of all full-time employees (in percentage): 3.6% (2003)	<p>SOURCE: Statistics Canada, Labour Force Survey, CANSIM Table 279-0029.</p> <p>NOTE: Includes hours lost for illness, disability or personal reasons or family responsibility. Excludes women on maternity leave.</p>
Injury incidence rate per 100 workers, all federal jurisdictions: 5.89 (2003)	<p>SOURCE: HRSDC, Labour Program, Occupational Health, Safety and Compensation, Federal Jurisdiction Work Injuries Database.</p>

<p>Percentage of total working days lost due to work stoppages: 0.10% (2004)</p>	<p>SOURCE: HRSDC, Labour Program, Workplace Information.</p> <p>NOTE: The activities of the Labour Program directly impact workplaces under federal jurisdiction (those sectors that are covered by the <i>Canada Labour Code</i>). However, this indicator measures days lost in all industries in Canada, most of which are not within federal jurisdiction. The current corresponding figure for total days lost due to work stoppages in the federal jurisdiction is 0.4%.</p>
<p>Program Indicators</p>	
<p>Indicator and Current Level or Objective</p>	<p>Data sources/Notes</p>
<p>Percentage of collective bargaining disputes settled under Part I (Industrial Relations) of the <i>Canada Labour Code</i> without work stoppage.</p> <p>2005-2006 Objective: To settle 90% of all collective bargaining disputes without a work stoppage</p>	<p>SOURCE: HRSDC, Labour Program, Federal Mediation and Conciliation Service, Mediation and Arbitration Records System database.</p>
<p>Percentage of unjust dismissal complaints settled by inspectors (Part III of the <i>Canada Labour Code</i>).</p> <p>2005-2006 Objective: 75%</p>	<p>SOURCE: HRSDC, Labour Program, Labour Standards and Workplace Equity, Labour Program database of ongoing and completed Labour Affair Officers assignments.</p>
<p>Disabling Injury Incidence Rate (DIIR) measuring the change in the rate of time-loss injuries, illnesses and fatalities within federal jurisdiction industries from year to year.</p> <p>2005-2006 Objective: Reduce the disabling injury incidence rate by 10% over five years (by 2008-2009) in those high-risk industries where we are targeting proactive interventions</p>	<p>SOURCE: HRSDC, Labour Program, Occupational Health, Safety and Compensation, Federal Jurisdiction Work Injuries Database.</p>

6. STRATEGIC OUTCOME: Enhanced community capacity to contribute to the reduction of homelessness

In March 2003, the Government of Canada renewed the National Homelessness Initiative (NHI) for an additional three years (2003-2006). Under this next phase of the NHI, the Government is putting a stronger emphasis on: supporting the coordinated delivery of a range of services to prevent and break the cycle of homelessness; establishing sustainable, long-term solutions; and fostering effective partnerships and investments needed to tackle this multi-faceted issue. Under this community-based initiative, the NHI will assist communities in making the shift from emergency shelters to transitional and supportive housing that will help homeless individuals and families achieve and maintain self-sufficiency.

Consequently, with the purpose of contributing to the reduction of homelessness (the ultimate outcome), the NHI is focusing on building transitional and supportive housing and, where it remains a community priority, the building of emergency shelters. This approach will contribute to the development of a comprehensive continuum of supports to help homeless Canadians and prevent those at-risk from falling into homelessness. The NHI is also putting great efforts on building the sustainable capacity of communities to address homelessness. The intention is that these activities will ultimately lead to the achievement of “Enhanced community capacity to contribute to the reduction of homelessness”.

Progress towards the Strategic Outcome will be measured via the achievement of the following medium-term outcomes: enhanced support and services available to meet the needs of homeless individuals and families and those at risk of homelessness; increased knowledge and understanding of homelessness; and broader engagement of partners to address homelessness.

The Strategic Outcome and NHI program indicators will provide a benchmark to demonstrate the long-term benefits of the program and reveal the current situation in order to track progress in achieving the Strategic Outcome over time.

The Strategic Outcome Indicators used by the NSH to measure progress in 2005-2006 are linked to the medium-term outcomes mentioned above. Therefore, an increase in transitional and supportive housing facilities and services (in comparison to emergency shelters) will demonstrate the achievement of a comprehensive continuum of supports. The broader engagement of partners helping to build sustainable capacity of communities to address homelessness will be illustrated by an increase in: new funding partners; new sectors; and new funding partners in new and existing sectors.

As for the NHI program indicators, they will provide detailed, short-term results. They will demonstrate the achievement of NHI’s immediate outcomes of increasing local capacity and resources through a more coordinated response, a more inclusive decision-making around homelessness and an increase in accessible sources of information and data.

The challenge of counting the homeless population comes from the fact that there is little coherent information or reliable methodology to determine the size and scope of the homeless population on a provincial, territorial or national basis. To better address these knowledge gaps, the NHI will continue to lead the implementation of the Homeless Individuals and Families Information System (HIFIS) initiative. The objective of the HIFIS initiative is to enable service providers to organize and share data supported by an electronic data management system by 2006. The NHI will benefit from the network of data-sharing communities and the development of a national database that will serve to better define homelessness trends and support analysis, guide policy development, and improve management practices within the shelter system.

Enhanced community capacity to contribute to the reduction of homelessness	
Strategic Outcome Indicators	
Indicator and Current Level	Data sources/Notes
Emergency shelters in Canada in 2004: 482	<p>SOURCE: National Homelessness Initiative (NHI) Integrated Management Information System (IMIS) data base, Homeless Individuals and Families Information System (HIFIS) data base, 61 Supporting Communities Partnership Initiative (SCPI) Community Plans update for the period of 2003-2006 and 61 Community Plan assessments for the period of 1999-2003.</p> <p>NOTE: An emergency shelter is a communal shelter intended for tenures of a few nights up to six months, for people who have no other available accommodation.</p>
Transitional housing in Canada in 2004: 336	<p>SOURCE: NHI IMIS data base, HIFIS data base, 61 SCPI Community Plans update for the period of 2003-2006 and 61 Community Plan assessments for the period of 1999-2003.</p> <p>NOTE: Transitional housing offers housing and services intended to facilitate self-reliance and self-sufficiency. This housing is intended for an individual's use for up to three years.</p>
Supportive housing in Canada in 2004: 48	<p>SOURCE: NHI IMIS data base, HIFIS data base, 61 SCPI Community Plans update for the period of 2003-2006 and 61 Community Plan assessments for the period of 1999-2003.</p> <p>NOTE: Supportive housing is public, private or non-profit owned housing with some form of support component, intended for people who cannot live independently in the community, where providers receive funding for support services. The tenure may be long term.</p>

<p>Number of National Homelessness Initiative funding partners in 2004: 3,174</p>	<p>SOURCE: NHI IMIS data base, 61 SCPI Community Plans update for the period of 2003-2006 and 61 Community Plan assessments for the period of 1999-2003.</p>
<p>Percentage of NHI funding partners by Sectors for 2004:</p> <ul style="list-style-type: none"> • Non-profit 46% • All levels of government (e.g. federal/agencies, provincial/territorial, regional/municipal) 27% • Private sector 9% • Others (such as faith communities, unions, etc.) 18% 	<p>SOURCE: NHI IMIS data base, 61 SCPI Community Plans update for the period of 2003-2006 and 61 Community Plan assessments for the period of 1999-2003.</p>
<p>Program Indicators</p>	
<p>Indicator and Current Level or Objective</p>	<p>Data sources/Notes</p>
<p>Percentage of investments directed toward the continuum of supports and services based on priorities established by the community.</p> <p>2003-2006 Objective: At least 75% invested in community priorities.</p>	<p>SOURCE: NHI IMIS data base and HRSDC administrative data.</p> <p>NOTE: SCPI-funded communities face a range of policy, program, service delivery and socio-economic challenges and risks that are described in plans that set out the context for the target objective.</p> <p>The continuum of supports includes all supports and services that would be needed to assist a homeless or at-risk person to become self-sufficient, where possible. The continuum includes prevention, emergency shelter, transitional housing and services, supportive housing and permanent housing.</p>
<p>Ratio of total NHI investments versus funding by type of partners for each province and territory 2003-2006.</p> <p>2003-2006 Objective: 1 to 1.5.</p>	<p>SOURCE: NHI IMIS data base and HRSDC administrative data.</p>
<p>Increase in accessible sources of information/data on homelessness.</p> <p>2003-2006 Objective: Evidence of uptake of data/information.</p>	<p>SOURCE: NHI IMIS data base and HRSDC administrative data.</p>

7. STRATEGIC OUTCOME: Seamless, integrated and multi-channel service delivery that ensures client satisfaction

HRSDC continues to modernize the way that programs and services are delivered and remains committed to serving Canadians in a way that demonstrates the timeliness, fairness, knowledge, competence, courteousness and results that citizens deserve. The department will also play an integral role in the new Service Canada initiative, which is expected to be completed over a three-year period and will offer one-stop multi-channel access (online, telephone, by mail, and in-person) to Government of Canada programs and services. Meeting these commitments heightens the importance of ensuring that performance indicators are in place to measure success in achieving the strategic outcome: seamless, integrated and multi-channel service delivery that ensures client satisfaction.

The performance indicators related to the delivery of the Employment Insurance program facilitate improved performance measurement, integrated risk management and public reporting. In response to the Auditor General's observations (November 2003), Employment Insurance program indicators related to claims processing were revised for 2004-2005. The inclusiveness related to timeliness of claims processing has been improved substantially reflecting nearly 100% of all claims processed. As of 2004-2005, the program indicators represent a more balanced approach to performance measurement by focusing on both internal processes (Speed of Decision) and the client's perspective (Speed of Payment).

In supporting risk management, a new indicator has been introduced to measure the percentage of validations of the Social Insurance Number of Employment Insurance applicants with the Social Insurance Registry, focusing on prevention. Overall, the Employment Insurance performance measures provide improved public reporting.

Other indicators available to monitor success in achieving this strategic outcome include indicators to measure the number of employment programs clients served, client satisfaction with labour market information products and services, client satisfaction with the overall quality of services provided by the Canada Student Loans Program, and the satisfaction of Registered Education Savings Plan providers with the overall quality of service they have received.

In the context of the Service Canada Initiative, indicators for service delivery will be reviewed and improved in 2005-2006 to take into account multi-channel service delivery.

Seamless, integrated and multi-channel service delivery that ensures client satisfaction

Strategic Outcome Indicators

2001-2002 client satisfaction survey results, by program activity:	SOURCE: Human Resources Development Canada Client Satisfaction Surveys.
Insurance – 77%	June-July 2001
Employment (Employment Benefits and Support Measures) – 83%	February-March 2002
Learning (Canada Student Loans) – 71%	February-March 2002
Labour (Occupational Safety and Health and Labour Standards) – 69%	January-February 2003

Program Indicators

Indicator and Current Level or Objective	Data sources/Notes
<p>Employment Insurance Percentage of initial and renewal claims finalized within 21 days from date of filing and 21 days of registration for revised claims.</p> <p>2005-2006 Objective: 85%</p>	<p>SOURCE: HRSDC Insurance Administrative Systems.</p>
<p>Percentage of initial and renewal claims for which a payment or a non-payment notification is given to the claimant within 28 days from date of filing.</p> <p>2005-2006 Objective: 80%</p>	<p>SOURCE: HRSDC Insurance Administrative Systems.</p>
<p>Percentage of appeals scheduled to be heard by the Board of Referees within 30 days of receipt of the appeal.</p> <p>2005-2006 Objective: 90%</p>	<p>SOURCE: HRSDC Insurance Administrative Systems.</p> <p>NOTE: The Board of Referees, which operates as an independent and impartial administrative tribunal, is the first level of appeal provided by the <i>EI Act</i> for claimants and employers. Administrative support for the boards is provided by departmental staff. This Service Delivery indicator measures and reports on the department's level of achievement in processing appeals in a timely manner. The 30 day and 90% objectives are appropriate considering the immediacy of need for many of our clients.</p>

<p>Percentage of client appeal dockets received at the office of the Umpire within 60 days from date of appeal filing (date of receipt).</p> <p>2005-2006 Objective: 100%</p>	<p>SOURCE: HRSDC Insurance Administrative Systems.</p> <p>NOTE: The Umpire, which operates as an independent administrative tribunal at arm's length from the department, is the second level of appeal provided by the <i>EI Act</i> for claimants and employers. This Service Delivery indicator measures and reports on the department's level of achievement in processing client Umpire appeal dockets in a timely manner. The 60 day and 100% objectives are set by the EI regulations.</p>
<p>Percentage of accurate Employment Insurance payments as measured by the Comprehensive Tracking System calculated on a 12 month moving average nationally.</p> <p>2005-2006 Objective: 95%</p>	<p>SOURCE: HRSDC Insurance Administrative Systems.</p> <p>NOTE: This measure is based on monitoring results of a sample of claims which provides results on the basis of a twelve-month moving average. There is a six-month interval between the time period being reviewed and when results are available.</p>
<p>Percentage of validations of the Social Insurance Number of Employment Insurance applicants with the Social Insurance Registry.</p> <p>2005-2006 Objective: 100%</p>	<p>SOURCE: HRSDC Insurance Administrative Systems and the Front-End SIN Validation Program.</p> <p>NOTE: SIN Validation is a risk mitigation exercise which checks the SIN on registered EI applications, raising flags where information provided by claimants differs from that stored on the SIR database. 100% validation will be reported through Appli-web (for claims with source codes identifying them as having been filed online or through Citizen Access Workstation Service) and through Front-End SIN Validation (for claims with source codes identifying all other application channels).</p>
<p>Savings from Employment Insurance detection activities.</p> <p>2005-2006 Objective: \$210M</p>	<p>SOURCE: Investigation and Control Management Information System (ICMIS).</p> <p>NOTE: In response to the Auditor General (November 2003 report) the department is taking a focused approach toward risk, quality and prevention of abuse in the payment of Employment Insurance benefits while continuing detection activities. As a result, the objective has been reduced to reflect only direct savings (overpayments and penalties) and no longer includes indirect savings. Lower penalty levels also drive the reduction.</p>

<p>Employment Programs Number of employment programs clients served.</p> <p>2005-2006 Objective: 482,400</p>	<p>SOURCE: Standard File and the Common System for Grants and Contributions - Client File.</p> <p>NOTE: Actual Results to be reported.</p> <p>The 2005-2006 Anticipated Results are national projections based on historical client and program data. A further target-setting exercise will be undertaken with provinces and territories and regions in March and April of 2005. There will be an additional 50,000 Summer Career Placement participants served (number not included because it was obtained through a different methodology).</p> <p>It should be noted that one client may receive more than one intervention. Some of the new Clients served during the current year will achieve an outcome in the current year, others in a subsequent year. Moreover, some outcomes reported for the year will follow service started and reported in a previous reporting period. Therefore, current year outcomes may not correspond to current year Clients served.</p> <p>This indicator does not include EBSM non-insured clients nor former EI claimants from provinces/territories other than Quebec.</p>
<p>Workplace Skills Client satisfaction with labour market information products and services – usefulness in conducting a job search.</p> <p>2005-2006 Objective: Survey results to be reported</p>	<p>SOURCE: An Accountability Framework for Local LMI has been developed and is being implemented this year. The methodology provides for an annual client satisfaction survey, with results to be available in 2005.</p> <p>NOTE: Labour market information is more than information useful in conducting a job search. It is used to make informed decisions concerning all types of labour market transitions e.g. career related decisions, training and skills upgrading.</p>
<p>Learning Client satisfaction with the overall quality of services provided by the Canada Student Loans Program.</p> <p>2005-2006 Objective: Survey results to be reported</p>	<p>SOURCE: CSLP Client Satisfaction Survey.</p> <p>NOTE: This indicator is intended to measure the satisfaction of clients with the quality of service they have received from the program.</p>
<p>Client (Registered Education Savings Plan Providers) satisfaction with the overall quality of services provided by the Canada Education Savings Grant.</p> <p>2005-2006 Objective: Survey results to be reported</p>	<p>SOURCE: CESG Client Satisfaction Survey.</p> <p>NOTE: This indicator is intended to measure the satisfaction of CESG promoters, such as financial institutions and banks, with the quality of service they have received from the program or the call centre.</p>

