

# Navigating the Architecture of an Outcome Based Delivery Framework

Part of the EXTREME MAKEOVER – ONESTEP EDITION WORKSHOP SERIES

Aimed at management who are responsible for designing, implementing and supervising employment services under the **Employment Ontario ES program**, this course equips you with an understanding of the evaluation and impact indicators of Employment Service Performance Management. Topics include the principles of CIPMS, data collection and recording, understanding the identified measures, and performing the necessary mathematical calculations to assess service quality standards. We provide assistance in considering your application of the principles by covering local workforce issues, organizational vision and missions, available resources, and community needs. Working within available budgets, these techniques will allow you to plan services to most effectively and efficiently meet measurement standards.

## 3 sessions to choose from:

When: ~~September 29, 2010~~ **SOLD OUT!**

October 5, 2010

October 28, 2010

Time: 9:00am - 4:00pm

Where: ONESTEP

3100 Steeles Avenue West, Suite 503  
Concord, ON L4K 3R1

Cost: ONESTEP Members: \$395.00 + HST

Non-Members: \$445.00 + HST



**Register online at <http://www.events.onestep.on.ca>**

For more information contact ONESTEP at [events@onestep.on.ca](mailto:events@onestep.on.ca) or 905-669-1679

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## Learning Objectives

Individuals will be able to:

- Review the indicators of Employment Service Performance Management
- Understand the indicators of impact, suitability, service coordination, and efficiency
- Consider available budgets to structure local service delivery frameworks to most effectively and efficiently meet measurement standards
- Analyze factors contributing to organizational success and develop solutions for continuous improvement

## Learning Outcomes

Individuals will possess:

- Working knowledge of the organizational evaluation methodology of Employment Ontario Employment Services
- Ability to analyze site statistical information (service quality targets, provincial standards) and consider actions towards continuous improvement
- Ability to develop a draft local budget and proposed delivery framework based on unit numbers, allocations, and resourcing to achieve expected outcomes

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## Learning Modules

Individuals will learn:

- Principles of CIPMS
  - ▣ Defining the measures
  - ▣ Collecting Evidence
  - ▣ Establishing reasonableness
  - ▣ Growth targets
  - ▣ Math 101
  
- Adjusting a Provincial program to reflect local needs
  - ▣ Defining your organization (vision, mission, parameters, resources, workforce)
  - ▣ Defining your community needs (gaps, resources, consultation)
  - ▣ Develop a draft budget based on unit allocations and resourcing to meet expected outcomes

Please contact ONESTEP if you require more customized onsite training for your staff at [events@onestep.on.ca](mailto:events@onestep.on.ca) or 905-669-1679.



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