



Glossary of Data Elements: Action Plan Project

WORKFORCE DEVELOPMENT AGREEMENT

Purpose: To provide definitions of the data elements found in the Workforce Development Agreement (WDA) REDCap Action Plan Project. Definitions of data elements in the WDA Service User Project can be found here. For further information on how to complete the form, please refer to the **REDCap Technical Guide** in the [WDA Resource Sheet](#).

CONTENTS

SERVICE USER FORM	2
Staff Information	2
Service User Information.....	2
Form Status.....	2
ACTION PLAN FORM	3
Service User Information.....	3
Action Plan Information.....	3
Form Status.....	4
INTERVENTION FORM.....	5
Service User Information.....	5
Action Plan Information.....	5
Intervention Information.....	5
Form Status.....	7

SERVICE USER FORM

Staff Information

1. **Assign to REDCap User:** the field that identifies the staff member who is currently responsible for maintaining the service users WDA record. This field can be updated if a service user is transferred from one staff member to another. A drop-down list is pre-populated with all staff in the data access group (DAG).

Service User Information

2. **Legal Last Name:** the service user's legal last name. Where a service user only has one legal name, the "Legal Last Name" field will be used.
Note: This field is not a search field, but it is used to populate the name fields at the top of the Action Plan Form and Intervention Form.
3. **Legal First Name:** the service user's legal first name. Where a service user only has one legal name, the "Legal Last Name" field will be used.
Note: This field is not a search field, but it is used to populate the name fields at the top of the Action Plan Form and Intervention Form.
4. **Service User:** a list of existing service users entered in the WDA Service User database. To select a service user in this field, click on the field and begin typing the service user's name. Based on the information entered, a list of matches will begin to appear. Continue typing until the correct service user appears. Only service users who have been entered into the WDA Service User database will be included in this list; if a service user does not appear, please enter their information in the WDA Service User database.
Once a service user is selected from this list, all of the service user's information listed in the WDA Service User database will be linked to the current Action Plan. Begin typing the service user's name in the field, and service users with similar names will filter.

Form Status

5. **Complete?:** this field indicates which forms are currently active. Options for this field include:
 - **Incomplete:** a form where the information is not complete.
 - **Unverified:** some information in the form may not be correct and needs to be verified, **please do not use.**
 - **Complete:** a form where all information fields have been completed.

ACTION PLAN FORM

Service User Information

This section is automatically completed based on the information provided in the **SERVICE USER FORM**. If any fields are empty in this section, please return to the **SERVICE USER FORM** and complete all fields.

Action Plan Information

1. **Provincial Office Code:** this field captures the unique identifier representing a specific service provider's location or service provider's location and position.
2. **Action Plan Previous Employment:** this data element captures the employment status of the service user prior to starting their intervention. It is to be classified according to the categories below:
 - **Unemployed:** this category includes those who (a) are on temporary layoff with an expectation of recall and are available for work, or (b) are without work, have actively looked for work in the past four weeks, and are available for work, or (c) have a new job to start within four weeks from reference week, and are available for work. Service users on work experience who are unpaid or receiving a non-wage support are considered unemployed.
 - **Employed:** employed persons are those who work at a job or business, who have paid work in the context of an employer-employee relationship (not including self-employment). This includes those who have a job, but are not at work due to factors such as own illness or disability, personal or family responsibilities, vacation, labour dispute or other reasons. This category does **not** include service users on layoff, between casual jobs, or with a job to start at a future date. Employment may be permanent or temporary (work under a fixed-term contract, in contrast to permanent work where there is no end-date), full-time or part-time.
 - **Self-Employed:** self-employed service users are working owners of an incorporated or unincorporated business, farm or professional practice, with or without paid help. The "unincorporated" group includes self-employed workers who do not own a business (such as babysitters and newspaper carriers). Self-employed workers include unpaid family workers, i.e. persons who work without pay on a farm or in a business or professional practice owned and operated by another family member living in the same dwelling.
 - **Not in the labour force:** service users not in the labour force are those who, prior to the intervention, were unwilling or unable to work - that is, they were neither employed nor unemployed. This category also includes discouraged workers, who want to work but are not currently looking for work because they believe no suitable work is available.
3. **Action Plan Precarious Employment:** precarious employment is defined as the service user's perception that their employment is unstable or does not satisfy their employment goals (e.g. holding multiple jobs, contract work, insufficient hours, work below their qualifications, etc.). For all those service users who identify as being employed above, report "Yes", "No" or "Prefer not to Report".
 - **Prefer not to report:** can be selected for those service users who prefer not to report their precarious employment status.
4. **Action Plan Start Date:** the start date of the action plan. An action plan is typically developed by the service provider to outline a series of activities or programs/services a service user will complete in order to achieve a specific employment-related goal.
5. **Action Plan End Date:** the end date of the action plan. This cannot be a future date.
6. **Action Plan Result Date:** this field only appears if a date is entered in the "Action Plan End Date" field. It is the date when the final outcome of the action plan or intervention was reached. This data element is necessary in order to know in which fiscal year to report the "Action Plan Result Code". This date cannot be a future date.

7. **Action Plan Result Code:** this field only appears if a date is entered in the “Action Plan Result Date” field. This code reflects the result achieved by the service user at the end of the action plan. This data element is recorded at the close of an action plan when the service provider/case manager has completed their work with a service user or because they must close the action plan at the end of the fiscal year. The “Action Plan Result Code” is recorded as one of the following:
- **Unemployed but available for work:** the service user has not obtained employment.
 - **Employed:** the service user has found employment directly following participation.
 - **Self-Employed:** the service user has found self-employment directly following participation.
 - **Returned to School:** the service user has returned to school for further education/training as a result of participation.
 - **Unspecified – participant could not be reached:** the service user is no longer participating in the action plan and cannot be contacted to determine an outcome.
 - **Not in the labour force:** the service user is not looking to join the labour force.
 - **Starting a New Action Plan:** the service user has achieved a goal related to employability but is still not ready for labour market participation and is moving on to a new goal/new action plan.

Form Status

8. **Complete?:** this field indicates which records are currently active, meaning action plans that are not yet complete. Options for this field include:
- **Incomplete:** a record with a currently active action plan.
 - **Unverified:** some information in the form may not be correct and needs to be verified, **please do not use.**
 - **Complete:** a record where the action plan has been completed.

INTERVENTION FORM

Service User Information

*This section is automatically completed based on the information provided in the **SERVICE USER FORM**. If any fields are empty in this section, please return to the **SERVICE USER FORM** and complete all fields.*

Action Plan Information

*This section is automatically completed based on information provided in the **ACTION PLAN FORM**. If the Provincial Office Code or Start Date fields are empty in this section, please return to the **ACTION PLAN FORM** and complete these fields.*

Intervention Information

1. **Intervention Title:** intervention title is used to categorize the type of intervention(s) being provided to the service user.
Options include:
 - **Pre-Employment Support Services:** services designed to increase independence and to enhance employment skills and opportunities.
 - **Supported Education Services:** services designed to increase independence and successfully complete post-secondary studies.
 - **Supported Employment Services:** services designed to support service users to successfully achieve and maintain competitive employment.

2. **Intervention Code:** an intervention is a discrete program/service that a service user participates in or receives. Multiple interventions can be reported for a service user and interventions can overlap. If the program/service provided to the service user includes more than one of the categories below, multiple interventions can be recorded for the service user. Interventions are to be named according to the categories listed below:
 - **111 - Job search assistance:** provides structured and individualized supports to assist service users based on their existing level of skills and qualifications, in conducting informed job search activities. Activities include individual or group assistance with: job searches; resume writing; interview and job preparation; job finding clubs, etc. Activities focus on finding work.
 - **112 - Counselling / Case Management:** individualized case management services and counselling supports that monitor service users' progression in implementing their action plan and/or provide specialized assessments and professional diagnostic services related to physical, social, intellectual, and/or psychological traits that may have an impact on their ability to participate in training or to occupy specific jobs.
 - **113 - Unassisted services:** employment resource centres make available information on the local labour market, employment opportunities, career planning, education and training programs, and equipment to support unassisted job search, career planning, occupational requirements, and training programs.
 - **114 - Other Employment Assistance:** employment assistance service supported activities that are not identified in the other categories. This can include job retention activities and job placement assistance.
 - **211 - Occupational skills training:** funded interventions through public or private post-secondary institutions leading to certification or diploma with the aim of obtaining employment for service users. This includes service users training while employed.
 - **212 - Short-Term Training:** short duration training certificates/courses (e.g. first aid certifications, food safety) needed to meet the specific job or industry requirements.
 - **213 - Literacy, essential skills, language training and adult basic education:** service users receive interventions that focus on upskilling of literacy, essential skills, language training and/or are provided assistance to complete their high school diploma or high school equivalency. This category includes any literacy, essential skills, or language training conducted for pre-apprenticeship programs.

- **214 - Apprenticeship:** apprentices are employed persons who are attached to an employer and registered with an apprenticeship agency. Apprentices are released by their employer in order to attend technical classroom training.
 - **215 - Other Skills Development:** other skills development activities that are not identified in the other categories.
 - **222 - Job Creation Partnership:** community-oriented projects that provide work experience to service user.
 - **223 - Self-Employment Assistance:** financial assistance to service users as they prepare for and implement a new business.
3. **Intervention Related National Occupational Classification (NOC):** this field only appears when the “211 - Occupational skills training” selection is made in the “Intervention Code” field. The National Occupational Classification (NOC) is the national reference on occupations for collecting, analyzing and disseminating occupational data for labour market information and employment-related program administration. NOC codes: <https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1267777>
4. **NOC Version:** this field only appears when the “211 - Occupational skills training” selection is made in the “Intervention Code” field. Enter the version of the NOC code that is entered in the “Intervention Related National Occupation Classification (NOC)” field. Available options are
- **2021 (latest version):** this is the current preferred version of codes that should be entered;
 - **Unknown:** all other versions of the NOC should be entered under this category.
5. **Intervention Start Date:** the start date of the intervention. The “Intervention Start Date” should be on or after the “Action Plan Start Date”, and must not be a future date.
6. **Intervention End Date:** the end date of the intervention. This cannot be a future date.
7. **Intervention Outcome:** this field only appears if a date is entered in the “Intervention End Date” field. This field records the outcome of the service user’s participation in the intervention. Outcomes include:
- **Complete:** if the service user has completed the intervention as part of an action plan (as defined above);
 - **Incomplete:** if the service user has only partially completed the intervention as part of the action plan (as defined above);
 - **Failed to report:** if the service user is lost to contact and the term of the action plan has expired;
 - **Cancelled:** if the intervention has been cancelled outside of the service users control (e.g. service user was enrolled in a course and the course was cancelled);
 - **Reschedule:** if the service user and/or service provider decide that the intervention should be discontinued at present, but may be restarted in the future.
8. **Intervention Language of Service:** the language in which the service user interacts with service providers. The options are “English Only”, “French Only”, “Not a federal official language” or “Unknown”.
9. **Intervention Essential Skills:** this field only appears when the “213 – Skills Development-Literacy, Essential Skills, Language Training and Adult Basic Education” selection is made in the “Intervention Code” field **and** if a date is entered in the “Intervention End Date” field. This data element demonstrates that service users have experienced an increase in an essential skill. Only one essential skill needs to be assessed. When the essential skill to be assessed is not clear, literacy should be selected. Essential skills that can be assessed include:
- Literacy (or reading) is the understanding of materials in written sentences or paragraphs (i.e. emails, manuals, etc.).
 - Numeracy is using numbers and thinking in quantitative terms to complete tasks.
 - Document use is comprised of finding, understanding, or entering information (e.g. text, symbol, numbers) in various types of documents, such as tables or forms.

- Writing is the set of skills needed to compose handwritten or typed text to communicate information and ideas.
- Oral communication is the skills needed to exchange thoughts and information with other people by speaking, listening and using non-verbal cues, such as body language.
- Thinking is the skills needed to solve problems, make decisions, think critically, plan, remember details and find information.
- Digital technology/skills (used to be called computer use) is the set of skills needed to understand and use digital systems, tools and applications, and to process digital information.
- Working with others is the set of skills needed to interact with other people (one or more).
- Continuous learning is the ability to continually develop and improve one's skills and knowledge in order to work effectively and adapt to changes.

Options for reporting in this field include "Yes" or "No".

10. **Intervention Credential Available:** this field only appears if a date is entered in the "Intervention End Date" field. Indicates if a nationally or provincially/territorially recognized credential/certificate could have been achieved as a result of the intervention. A credential is defined as a degree or certificate that is nationally or provincially/territorially recognized; for example, a university degree, college certificate, trades designation, high school diploma or equivalent, or safety certification

Options for reporting in this field include "Yes" or "No".

11. **Intervention Credential:** this field only appears if "Yes" is entered in the "Intervention Credential Available" field. A credential is defined as a degree or certificate that is nationally or provincially/territorially recognized; for example, a university degree, college certificate, trades designation, high school diploma or equivalent, or safety certification. This data element can be reported as "Yes", "No" or "Not Applicable".

Form Status

12. **Complete?:** this field indicates which interventions are currently active, meaning interventions that are not yet complete. Options for this field include:

- **Incomplete:** a currently active intervention.
- **Unverified:** some information in the form may not be correct and needs to be verified, **please do not use.**
- **Complete:** a form where the intervention has been completed.