



Glossary of Data Elements: Service User Project

WORKFORCE DEVELOPMENT AGREEMENT

Purpose: To provide definitions of the data elements found in the Workforce Development Agreement (WDA) REDCap Service User Project. Definitions of data elements in the WDA Action Plan 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](#).

Service User Information

1. **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.
2. **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.
3. **"Preferred" Name:** the service user's preferred name. If the service user does not have a preferred name, meaning they go by their legal first name, leave this field empty.
4. **Date of Birth:** date of birth consists of the year, month, and day of birth.
5. **Social Insurance Number Provided:** a "Yes" or "No" selection based on if the service user has provided their Social Insurance Number (SIN) for data collection.
6. **Social Insurance Number:** the valid nine-digit SIN acts as a unique identifier for service users. It is also required for linking service user's data with Employment Insurance (EI), Canada Revenue Agency (CRA), and social assistance data to assess longer-term outcomes of participation. Linking is not used by the Government of Canada for the purpose of determining eligibility for assistance or benefits.
7. **Email Address:** the service user's email address. This can be left blank if the service user does not have an email address.
8. **Phone Provided:** a "Yes" or "No" selection based on if the service user has provided their phone number for data collection.
9. **Phone Number:** a telephone number is a ten-digit number including the area code.

Address Information

10. **Address Provided:** this field indicates if the service user will provide an address for data collection. The options include "Yes", "Service Office Address" or "No". "Service Office Address" can be selected if the service user does not have an address and the office where they receive services is the best address for the service user to be contacted at.
11. **Street Address:** the street address consists of a building number, street name and apartment number (if applicable). If the service user does not have an address the address of the office where they are receiving service can be used (see "Address Provided" field above).



12. **Town/City:** the town or city that the service user resides in. If the service user does not have a fixed address, the town or city where the service office is located can be selected. If the town or city is not available in the drop down list, please contact wda@interiorhealth.ca.
13. **Province:** the province that the service user resides in. The only option available in this drop down is “British Columbia”.
14. **Postal Code:** the postal code of the service user’s residence. If the service user does not have a fixed address, the postal code of the service office can be selected.

Demographics

15. **Service User’s Gender:** the gender of the service user as reported by the service user. Options include:
 - **Male:** service user who identify their gender as male;
 - **Female:** service user who identify their gender as female;
 - **Other:** service user whose gender identity exists outside of the gender binary, e.g. a non-binary person would be entered under “Other”.
 - **Prefer not to report:** selected when a service user is not comfortable with reporting their gender.
16. **Marital Status:** the options are “Married or equivalent”, “Single” and “Prefer not to report”.
 - **Married or equivalent:** a service user who is married or living in a common-law relationship. Service users who are no longer living with (separated), divorced, or widowed should not be entered as “Married or equivalent”.
 - **Single:** a service user who has:
 1. Never been married;
 2. Been married but is no longer living with his/her spouse (separated) and has not remarried;
 3. Obtained a legal divorce and has not remarried; or
 4. Been widowed and has not remarried.
 - **Prefer not to report:** selected when a service user is not comfortable reporting their marital status.
17. **Number of Dependents:** indicates the number of dependents for whom the service user provides care. A dependent is defined as an individual who lives in the same household as the service user and for whom they have caregiving responsibilities. The dependent may be a child by birth, marriage, or adoption, may be a foster child, or an adult dependent (e.g. an adult offspring with a disability). Service users need to indicate the number of dependents for whom they provide care.
 - **Prefer not to report:** selected when a service user is not comfortable reporting their number of dependents.
18. **Number of dependents, if greater than 10:** this field only appears if “Greater than 10” is selected in the “Number of Dependents” field. A numeric value must be entered.
19. **Language Spoken:** this data captures service users’ official language of choice or the language in which they interact with service providers. The options are “English only”, “French only”, “English and French” or “Not a federal official language”.
20. **Education Level:** represents the highest level of education completed by the service user prior to participating. This data element is required to analyze the impact of participation by education level and is to be classified according to the categories below.
 - **High School (Secondary School) Diploma or equivalent:** completion of high school diploma or equivalent.
 - **Some Post-Secondary Training:** post-secondary program incomplete.

- **College, CEGEP, or other non-university certificate, or diploma, or degree:** a certification, diploma, or degree from a post-secondary institution that is not a university. Includes vocational or apprenticeship training.
 - **University Certificate or Diploma:** a certification or diploma from a university that is not a degree.
 - **Less than High School:** no formal education or incomplete high school or equivalent.
 - **University Degree:** bachelor's, master's or doctoral degree from a university.
 - **Other:** any educational qualifications that do not fit in the above described categories. There is a *mandatory* field to provide a description of the highest level of education.
 - **Prefer not to report:** selected when a service user is not comfortable with reporting their highest level of education.
21. **Educational Level Comment:** this field only appears if "Other" is selected in the "Education Level" field. A free-text field where a description of the service user's highest level of education can be entered.
22. **Person with a Disability:** this data element provides information about persons with disabilities served and is to be reported as "Yes", "No", or "Prefer not to report". A disability can be self identified and/or diagnosed by a health care professional.
- **Prefer not to report:** selected when a service user is not comfortable reporting their disability status.
23. **Indigenous Identity:** refers to whether a service user self-identifies as Indigenous, that is, First Nations (North American Indian), Métis, or Inuk (Inuit) and/or as a Registered or Treaty Indian (that is, registered under the *Indian Act* of Canada) and/or being a member of a First Nation or Indian band. This data element is to be reported as "Yes", "No", or "Prefer not to report".
- **Prefer not to report:** selected when a service user is not comfortable reporting their Indigenous identity.
24. **Visible Minority Status:** indicates if the service user identifies as a visible minority, as reported by the service user. The Employment Equity Act defines visible minorities as "persons, other than Indigenous peoples, who are non-Caucasian in race or non-white in colour". Indigenous persons are not included in this category and should be included in the "Indigenous Identity" field. This data element is to be reported as "Yes", "No", or "Prefer not to report".
- **Prefer not to report:** For those service users who do not feel comfortable reporting their visible minority status.
25. **Immigrant Status:** refers to a person who is a landed immigrant or permanent resident. Some immigrants have resided in Canada for a number of years, while others have arrived recently. Some immigrants are Canadian citizens, while others are not. Most immigrants are born outside Canada, but a small number are born in Canada (e.g. individuals born of embassy staff). This data element is to be reported as "Yes", "No", or "Prefer not to report".
- **Prefer not to report:** selected when a service user is not comfortable reporting their immigrant status.
26. **Provide Immigration Year:** this field only appears if "Yes" is selected for the "Immigrant Status" field. Indicates if a service user is willing to provide the year of their immigration to Canada. Options include "Yes" and "No".
27. **Immigration Year:** this field only appears if "Yes" is selected for the "Immigrant Status" field. Record the four-digit year of the service user's immigration to Canada.

Form Status

28. **Complete?:** this field indicates which records are missing information about the service user. Options for this field include:

- **Incomplete:** a record with empty data fields. Empty fields refers to fields where no information is entered; if a service user does not want to provide information and “Prefer not to report” is selected, this field is completed.
- **Unverified:** some information in the form may not be correct and needs to be verified, **please do not use.**
- **Complete:** a record where all information has been recorded.