

ART user guide

Service Performance Measures





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Service Performance Measures

The 'Service Performance' page displays under the 'Admin tab' for users who have a 'Provider Admin' role.

Some common performance measure statistics are automatically calculated and displayed when the filters are applied. You can export data to calculate additional performance measure statistics by clicking the 'Export CSV' link.

Performance measure	Statistics
Number of enrolments as at 17/03/2022	107
Young people enrolled within 90 days of referral acceptance (NEET only)	100%
Initial Youth Service Plans completed within 30 days of enrolment (NEET only)	75%
Young people with a confirmed driver licence status (as at 17/03/2022)	96%
Young people engaged in full-time education, full-time training or work-based learning (as at 17/03/2022)	51%
Young people in employment that have achieved sustainable full-time employment (as at 17/03/2022) (NEET only)	100%
Exit Youth Service Plans completed prior to the young person exiting the service	44%

Performance measures

The following performance measures will be automatically calculated by ART:

Performance measure	Definition
Number of enrolments	This is measured as at the last day of the period. It is calculated by counting the number of enrolments that have no exit date or have an exit date that is after the 'to' date

Performance measure	Definition
<u>Young people enrolled within 90 days of referral acceptance (NEET only)</u>	<p>This is measured as at the last day of the period.</p> <p>It is calculated 90 days from the date of accepting the referral to contacting and enrolling the young person.</p>
Young people contacted within the last 30 days	<p>It is calculated as the percentage of young people that have had a contact noted or a Youth Service plan completed or reviewed during the 30 days before the 'To date'.</p> <p>Young people are only included in the calculation if they:</p> <ul style="list-style-type: none"> were enrolled at least 30 days before the 'To date' (because otherwise contact wasn't due during the period being measured), and were still enrolled on the 'To date'.
<u>Initial Youth Service Plans completed within 30 days of enrolment (NEET only)</u>	<p>This performance measure applies to NEET enrolments only, and only if the initial plan was due during the period.</p> <p>It is calculated as the percentage of NEET enrolments where an initial plan was completed within 30 days of the enrolment date.</p> <p>Young people are only included in the calculation if their enrolment:</p> <ul style="list-style-type: none"> started no more than 30 days before the 'From date' (because otherwise the plan wasn't due during the period being measured), started at least 30 days before the 'To date' (because otherwise the plan wasn't due before the end of the period being measured), and lasted at least 30 days (because otherwise the young person exited before the plan was due).
<u>Young people with a confirmed driver licence status</u>	<p>This is measured as at the last day of the period.</p> <p>Youth Service providers need to confirm the driver licence status for all young people enrolled in Youth Service. This includes young people with 'no licence'.</p>
<u>Youth Service Plans completed or reviewed with the young person within the last 90 days</u>	<p>This is measured as at the last day of the period.</p> <p>It is calculated as the percentage of young people that had an initial plan or plan review or exit plan completed during the 90 days before the 'To date'.</p> <p>Young people are only included in the calculation if they:</p> <ul style="list-style-type: none"> were enrolled at least 90 days before the 'To date' (because otherwise a review wasn't due during the period being measured), and were still enrolled on the 'To date'.

Performance measure	Definition
<p><u>Young people engaged in full-time education, full-time training or work-based learning</u></p>	<p>This is measured as at the last day of the period.</p> <p>It is calculated as the percentage of enrolments that had an education, training or work-based learning activity that was in progress and didn't require reconfirmation on the 'To date' or was completed no more than 90 days before the 'To date'.</p> <p>Young people are only included in the calculation if they:</p> <ul style="list-style-type: none"> • were still enrolled on the 'to' date, • have completed an initial plan (because education status doesn't need to be confirmed until after an initial plan is completed), • don't have a full or partial exemption (YP/YPP only), and • don't have a paid employment need and a paid employment activity that is in progress (NEET only).
<p><u>Young people in employment that have achieved sustainable full-time employment (NEET only)</u></p>	<p>This is measured as at the last day of the period.</p> <p>It is calculated as the percentage of enrolments that have a 'paid employment' activity in process on the 'To date'.</p> <p>Young people are only included in the calculation if they:</p> <ul style="list-style-type: none"> • were still enrolled on or before the 'To date' • exited on or after the 'To date' • have completed an initial Youth Service plan. • do not have an education, training or work-based learning activity in progress • do not have a completed education activity more than 90 days before the 'To date' • have a paid employment need and a paid employment activity that is in progress. <p>From this calculation, it also includes young people who have 31 days employment milestone that was completed on or before the 'To date'</p>
<p>Exit Youth Service Plans completed prior to the young person exiting the service</p>	<p>This is measured for exits during the period.</p> <p>It is calculated as the percentage of enrolments where an exit plan was completed on or before the exit date.</p> <p>Young people are only included in the calculation if:</p> <ul style="list-style-type: none"> • the exit was at least 30 days after the enrolment started (because an exit plan is not required unless the young person is enrolled for more than 30 days), • an initial Youth Service plan was completed (because an exit plan is not required if an initial Youth Service plan was not completed), • the young person's benefit was granted (YP and YPP only), and • the enrolment did not end because of a transfer to another provider, a transfer to another benefit, death, imprisonment or a duplicate record.

Additional performance measures

Additional performance measures can be calculated from the **CSV export data**, including:

Performance measure	Definition
Average clients per coach	<p>This is measured as at the last day of the period.</p> <p>It is calculated as the number of enrolments that have no exit date or have an exit date that is after the 'to' date, divided by the number of coaches that have at least one young person assigned to them.</p> <p>Note: the result may not be accurate if the coach assignment has been changed since the 'to date'.</p>
Budgeting programmes or at least two unit standards in personal financial management completed	<p>This is measured as at the last day of the period, for YP/YPP enrolments only.</p> <p>It is calculated as the percentage of young people that have completed a budgeting course.</p> <p>Young people are only included in the calculation if they:</p> <ul style="list-style-type: none"> • were still enrolled on the 'to' date, • have completed an initial plan (because milestones don't need to be confirmed until after an initial plan is completed), and • don't have a full exemption.
Parenting programmes or refresher training completed	<p>This is measured as at the last day of the period, for YPP and Young parent partner enrolments only.</p> <p>It is calculated as the percentage of young parents that have completed a parenting course.</p> <p>Young parents are only included in the calculation if they:</p> <ul style="list-style-type: none"> • were still enrolled on the 'to' date, • have completed an initial plan (because milestones don't need to be confirmed until after an initial plan is completed), and • don't have a full exemption.
Children enrolled with a Primary Health Organisation	<p>This is measured as at the last day of the period, for YPP and Young Parent Partner enrolments only.</p> <p>It is calculated as the percentage of young parents whose child/ren are currently enrolled with a PHO or are on a waiting list.</p> <p>Young parents are only included in the calculation if they:</p> <ul style="list-style-type: none"> • were still enrolled on the 'to' date, • have completed an initial plan (because milestones don't need to be confirmed until after an initial plan is completed), and • don't have a full exemption.

Performance measure	Definition
Children enrolled with a local Well Child provider	<p>This is measured as at the last day of the period, for YPP and Young Parent Partner enrolments only.</p> <p>It is calculated as the percentage of young parents whose child/ren are currently enrolled with a local Well Child provider.</p> <p>Young parents are only included in the calculation if they:</p> <ul style="list-style-type: none"> • were still enrolled on the 'to' date, • have completed an initial plan (because milestones don't need to be confirmed until after an initial plan is completed), and • don't have a full exemption.
Children attend an approved early childhood education programme or other suitable childcare	<p>This is measured as at the last day of the period, for YPP and Young Parent Partner enrolments only.</p> <p>It is calculated as the percentage of parents whose child/ren are enrolled in and/or attending early childhood education.</p> <p>Young people are only included in the calculation if they:</p> <ul style="list-style-type: none"> • were still enrolled on the 'to' date, • have completed an initial plan (because milestones don't need to be confirmed until after an initial plan is completed), • don't have a full exemption, and • have an education, training or work-based learning activity that is in progress or was completed no more than 90 days ago.
NCEA level 2 or equivalent achieved prior to the young person exiting the service	<p>This is measured for exits during the period.</p> <p>It is calculated as the percentage of exited young people that have either:</p> <ul style="list-style-type: none"> • An NCEA Level 2 date that is before the young persons earliest Enrolment start date and the earlier of the 'To date' or their latest Exit date, or • An NCEA Level 3 date that is before the young persons earliest Enrolment start date and the earlier of the 'To date' or their latest Exit date, or • An NZQA Level 4 date that is before the young persons earliest Enrolment start date and the earlier of the 'To date' or their latest Exit date. <p>Young people are only included in the calculation if an initial plan was completed (because qualifications don't need to be confirmed until after an initial plan is completed)</p>

Service performance data

Clicking the 'CSV export' link will download a file with details for enrolments that were active between the 'From Date' and the 'To Date'.

For example:

- To export details for all enrolments that were active during a quarter, filter from the start of the quarter to the end of the quarter.
- For all current and previous enrolments, filter to today (leaving the 'From Date' blank).
- For current enrolments only, filter from today to today.

Note: If you click the FILTER button to generate the statistics, then change a filter option and click the Export CSV link without clicking the FILTER button again, the filter change will not apply. You need to click the FILTER button to apply the filters before clicking the Export CSV link.

The data fields in the CSV export are as follows:

Field	Description / Source
Provider region	The region of the provider (e.g. East Coast for a provider whose provider number starts with ECST). Note: This is not the region of the young person
Provider number	The provider identifier (e.g. ECST1234)
Provider name	The known-as name for the provider
Service	The service of the enrolment (NEET or YP/YPP).
Service type	The most recent service type for the enrolment if the service is YP/YPP. Either YP, YPP, Partner or Parent Partner.
Rating	The service level intensity rating for the young person, if the service is NEET. This will be the young person's current NEET revised rating if any, otherwise the young person's model rating if any, otherwise blank.
Client number	The young persons SWN if any, otherwise the ART identifier.
Client name	The young persons full name (legal first name and legal surname)
Referral type	Automatically referred to you; Transfer from another provider or Manual referral (NEET)
Date referred	Date the referral was sent to the provider
Date accepted	Date the provider accepted the referral
Enrolment start date	The effective start date for this enrolment
Exit date	The effective exit date for this enrolment, if there is one and it is on or before the 'To date'. Note: Enrolments will not be included if the exit date is before the 'From Date'.

Field	Description / Source
Exit reason	The 'exit reason', if there is an exit date that is on or before the 'To Date'. This will be the exit reason if exited, or 'Transfer' if transferred out.
Exit destination	The 'exit destination' if known, if there is an exit date that is on or before the 'To Date'. For NEET enrolments this will be the exit destination if exited or the new provider name if transferred out. For YP/YPP enrolments this will be blank if exited, or the new provider name if transferred out.
Initial plan completed	The date the Initial Youth Service plan was completed for this enrolment, if there is one and it is on or before the 'To Date'.
Benefit granted	The 'benefit granted' date as displayed in the administration checklist for this enrolment, if the service is YP/YPP and it is on or before the 'To Date'
Last contacted	The most recent contact date (from a note or plan review confirmation) between <ul style="list-style-type: none"> • The enrolment start date, and • The earlier of the exit date (if any) and the 'To date'.
Plan reviewed	The most recent date that a Youth Service plan was completed or reviewed for this enrolment, up to the 'To Date'. Note: This could be an Initial Youth Service Plan or Youth Service Plan Review or Exit Youth Service Plan.
Exit plan completed	The date the Exit Youth Service plan was completed for this enrolment, if there is one and it is on or before the 'To Date'.
Coach	The coach from this provider's organisation who is currently assigned to the young person, if any.
Coach group	The client access group of the coach, if the coach belongs to a client access group.
Exemption	The young persons exemption from their youth activity obligations, if any. <ul style="list-style-type: none"> • 'Full' if the service is YP/YPP and the young person had a full exemption on the earlier of the exit date (if any) and the 'To date', • 'Partial' if the service is YP/YPP and the young person had a partial exemption on the earlier of the exit date (if any) and the 'To date', Otherwise blank.
Education confirmed on	The most recent education confirmation date, if any, between <ul style="list-style-type: none"> • The enrolment start date and • The earlier of the exit date (if any) and the 'To date'.

Field	Description / Source
Education status	<p>The 'engagement in education status' as at the 'To date'.</p> <ul style="list-style-type: none"> • Blank if the young person was not enrolled on the 'To date'. • 'In progress' if an education activity was in progress on the 'To date' and there is an education confirmed on date that is less than 90 days before the 'To date'. • 'Reconfirmation required' if an education activity was in progress on the 'To date' but there is no education confirmed on date that is less than 90 days before the 'To date'. • 'Completed' if no education activity was in progress on the 'To date' but an education activity was completed less than 90 days before the 'To date' • Otherwise blank.
Education provider	The name of the activity provider as at the education confirmed on date, if any.
NCEA level 1	The NCEA level 1 attained on date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
NCEA level 2	The NCEA level 2 attained on date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
NCEA level 3	The NCEA level 3 attained on date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
NZQA level 4	The NCQA level 4 attained on date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
Driver licence status confirmed	The date the driver licence status was last confirmed, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
Learner licence	The date the learner car driver licence was attained, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
Restricted licence	The date the restricted car driver licence was attained, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
Full licence	The date the full car driver licence was attained, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
Driver licence costs	The sum of all driver licence costs for the enrolment with a date that is before the 'To Date', if any, excluding any costs with a 'do not pay' flag
Budgeting course completed	The most recent budgeting milestone date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
Parenting course completed	The most recent parenting milestone date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
ECE enrolment	<p>The most recent ECE enrolment status if the service type is YPP or Parent Partner, if any, if it is before the earlier of the exit date (if any) and the 'To date'.</p> <p>Note: This is the childhood education status from a parenting confirmation</p>
PHO enrolment	<p>The PHO enrolment status if the service type is YPP or Parent Partner, if any, if it is before the earlier of the exit date (if any) and the 'To date'.</p> <p>Note: This is the PHO enrolment status from a parenting confirmation</p>

Field	Description / Source
Well Child checks	The Well Child checks status if the service type is YPP or Parent Partner, if any, if it is before the earlier of the exit date (if any) and the 'To date'. Note: This is the Well Child check status from a parenting confirmation
LSV course attended	The most recent LSV milestone date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
Paid employment	'Yes' if the young person has a Paid Employment need and there was a paid employment activity in progress on the 'To Date'. Otherwise blank.
31 days employment	The most recent 31 days employment milestone date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
182 days employment	The most recent 182 days employment milestone date, if any, if it is before the earlier of the exit date (if any) and the 'To date'.
Programme costs	The sum of all programme costs for the enrolment with a date that is before the 'To Date', if any, excluding any costs with a 'do not pay' flag
Date of birth	The young persons date of birth, in DD/MM/YYYY format.
Age	The young persons age in years, as at the 'To Date'.
Gender	The young persons gender as recorded in ART (male, female or gender diverse)