

TIMES™

Transformation
Integrated
Measurement
Evaluation
System



What is TIMES™?

TIMES™ is a custom-built measurement and evaluation system that captures data in real-time as community members use YSM programs. It measures program success on an individual basis along a five-point scale; there are 18 indicators to be measured, such as shelter, mental health, and employment readiness.

By using TIMES™, we quantify the qualitative experiences that we witness every day. We're able to visually chart how our programs are being used or customized so that we can better support our community members and employers and create better outcomes for both. This data is further leveraged to demonstrate cause and effect between our services and our members' well-being.

PATHWAYS TO MEANINGFUL INCOME: AN EMPLOYER'S PERSPECTIVE

Toronto is home to 500,000 residents struggling with poverty. Since 1896, YSM has supported vulnerable populations with grassroots services, including food security, housing, education, and employment [support](#).

Over the past six years, we've been analyzing our approach to wraparound services by capturing data using TIMES™, our custom-built data aggregation software. **Pathways To Meaningful Income** is a three-part series that examines the data behind our community members' journeys toward successful employment outcomes. In part two, we address how employers are meaningfully impacted as well.

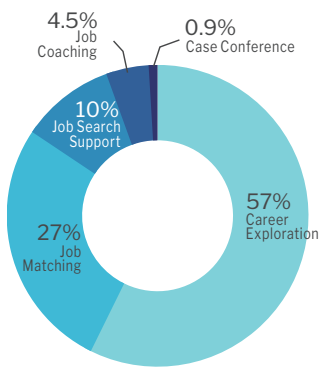
NOT JUST A JOB. IT'S A LIFELINE.

For four years, Paragon Security has been a partner in supporting YSM in connecting job seekers to meaningful employment. As a company, they align with YSM's beliefs to empower and uplift communities and provide opportunities in an employee-centred, holistic way.

The partnership began with a tailored approach to training and recruitment of YSM community members pipelined for employment at Paragon. This led to high comprehension and knowledge among the candidates — but yet we were finding that there was still a high failure rate upon final testing for the security license. Through interviews and assessments, we learned that while they understood the curriculum, many didn't have the technical know-how of test-taking.

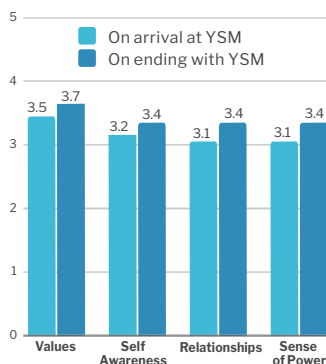
By adding a Test Taking Workshop to the Paragon Security training program, community member pass rates increased to an astounding **85%**.

Top Services for Workforce Development Programming (WFD) Participants



*Values don't equal 100% due to rounding

Individual Assessment of Self-Worth



People are equipped to move from a survival mindset to a thriving mindset. They know the value of money but **they also believe that there is a future.**

— Angie Peters,
YSM President and CEO

A Calculated Approach to Employment

Finding meaningful employment is a three-way connection between YSM staff, community members, and employer partners. Through the use of TIMES™ data management, we're able to understand community member needs with empathy and use it as a guide to match them to the right employer.

With a diverse range of community members, each have their own set of needs when seeking employment. According to the data, over a quarter require job matching services, an overwhelming **57%** need help assessing their job options, and another nearly **15%** use YSM's job search support and job coaching services.

This tells us that we must provide a comprehensive suite of services to fulfill the vast array of needs, while at the same time work with employers as they navigate this complex pathway and ensure that their employment needs are still being accommodated. This mutually beneficial exchange of support to both job seekers and job providers creates a healthy ecosystem for all.

This process includes an initial needs assessment, custom employee development and training programs, and ongoing evaluations to support community and employer success. By creating a sustainable hiring model, we support a future that's more diverse, equitable, and inclusive while helping companies tackle the labour shortages that plague many of Toronto's industries.

From Surviving to Thriving

Through the use of TIMES™, we've observed marked improvements in career and life skills development. Measured on a five-point scale, there are significant jumps in employment readiness, employment status, economic judgment, and economic stability.

But one of the most significant metrics is Sense of Power. This is the self-assessment of one's confidence and belief that they have personal agency over their life. Interestingly, as more support services are used by program participants, their Sense of Power increased from when they began with our programs to when they ended. YSM's partnership with Paragon was successful because it stemmed from a thoughtful response to a barrier that had stripped candidates of their sense of power, even though they were ready and willing to step into meaningful work. By addressing this barrier, candidates were equipped to move forward successfully.

Employment has a direct impact on one's self-worth. It helps us end chronic poverty by creating a springboard that leads to measurable growth in all other aspects of life.

Interested in how data can move your poverty-reduction strategy forward?

Call us at 416-929-9614