

## **Indicator Development Example**

<b>Evaluation Question</b>	List relevant indicators from information you already gather	Brainstorm some possible new quantitative indicators (numbers, percentages, rates of change, etc.)	Brainstorm some possible new qualitative indicators (stories, photos, examples, case studies)
Has the switch to a de-centralized model for Ontario Works intake made the system more accessible?	% of callers who hang up while on hold (old system vs. new)	# of legal challenges to screening decisions	Caseworkers opinions about the quality of client information sent to them by intake
	% of applicants screened out		Client feedback on access
	# of complaints received		