

# Employment Service Client Outcomes Open Datasets:

## Frequently Asked Questions for Service Providers

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**Note:** This frequently asked questions (FAQs) document accompanies a corresponding [memo about the ES Client Outcomes Datasets](#).

**Q: What is being prepared?**

A: Two datasets are being prepared that contain the outcomes of Employment Service (ES) clients whose service plan closed in the 2015-2016 fiscal year. Both datasets contain the same data elements, but are organized differently—the first dataset presents the data for each service delivery site (SDS) while the second presents the data for each census division (CD).

**Q: Who is the dataset being released to?**

A: A draft of the dataset is being released to service providers on the [Employment Ontario Partners' Open Data Portal](#) (EO Partners' Portal) for their comment and feedback. After service provider comments have been incorporated in revisions to the dataset, the dataset will be approved by the ministry and released to the public on the [Employment Ontario Geo Hub](#) and the government-wide [Data Catalogue](#).

**Q: When will the dataset be released to service providers?**

A: The dataset and accompanying documentation will be available on the EO Partners' Portal on July 7, 2017.

**Q: How can I access the EO Partners' Portal?**

A: Service providers will need to register to use the EO Partners' Portal. Service providers need to [go to the EO Partners' Portal](#), create a username, and register using the service provider name and service delivery site ID. After registration has been approved, an email will be sent from "[eo.analytics@ontario.ca](mailto:eo.analytics@ontario.ca)" to create a password. Instructions on using the EO Partners' portal are available on the website after registration. If you need assistance registering for the EO Partners' Portal, [email the Open Data Team](#) or [Research Analyst Robert Coleman](#). For more detail, please [refer to the memo](#) containing more information on the EO Partners' Portal.

**Q: How can I provide feedback?**

A: Service providers can post comments on the EO Partners' Portal itself, or send comments by email to [the Open Data Team](#) or [Research Analyst Wesley Ferris](#).

**Q: How long do service providers have to provide feedback on these two datasets?**

A: Service providers are asked submit their feedback by July 21, 2017, after which the feedback will be incorporated in the final draft of the datasets and then sent for ministry approval before public release.

**Q: What documents will accompany the dataset?**

A: Both datasets will be accompanied by two documents: a technical dictionary that explains every variable in the dataset; and a contextual document that describes the ES program and how data on client outcomes is collected. These documents will be available to the general public when the dataset is released.

**Q: Why is the ministry releasing this data now?**

A: Ontario's Open Government initiative requires all OPS ministries to make all data 'open by default,' unless the data cannot be released for privacy, legal, contractual, or commercially-sensitive reasons. The ES Client Outcomes data does not fall under these exemptions and, therefore, must be released as Open Data. The ETD is also committed to releasing data that is deemed 'high-value,' as determined by the number of requests for this data made by stakeholders, service providers, through the Freedom of Information (FOI) process, and the extent to which data can enhance transparency and improve program performance. On this basis, ES Client Outcomes have been found to be 'high-value,' and the release of this data has been prioritized.

**Q: Will other service providers be able to see the outcomes of our ES clients?**

A: All service providers registered to use the EO Partners' Portal will be able to view all of the data that is included in the dataset. If you have any questions about the data released for your organization, and would like to provide feedback, please use the EO Partners' Portal or [email the Open Data Team](#) or [Research Analyst Wesley Ferris](#).

**Q: Does this dataset include Service Quality Scores (SQS)?**

A: No, the dataset does not include service quality scores. A separate dataset is being prepared for release later this summer that contains the Employment Service SQS value for each service delivery site for the 2015-2016 fiscal year, along with the metrics that comprise the SQS value.

**Q: When was the dataset created?**

A: The data was extracted from MAESD's Employment Ontario Information System-Case Management System (EOIS-CaMS) on May 8, 2017.

**Q: Will data on ES client outcomes be released for other fiscal years?**

A: Yes, the ministry is committed to releasing data on ES client outcomes for both historical and more recent fiscal years, as the data becomes available. We anticipate releasing this data later in 2017 and early 2018, after the 2015-2016 data on other Employment Ontario programs has been released.

**Q: How was the data checked and verified?**

A: Corporate and regional staff, and subject matter experts, have been consulted on the accuracy of the data. Additionally, all ETD staff have had the opportunity to provide feedback on the dataset and supporting documentation.

**Q: The data is not correct for our organization. Can we request a change?**

A: If you have comments or see inaccurate data, please use the EO Partners' Portal to provide feedback, or [email the Open Data Team](#) or [Research Analyst Wesley Ferris](#).