

MEMORANDUM

DATE: November 19, 2021

TO: Service System Managers – Prototype Catchment Areas

FROM: John Lee
Director, Strategic Partnerships and Evaluation Branch

SUBJECT: Third-Party Evaluation of the
Employment Services Transformation Prototype Phase

Thank you and your service provider network and partners for your ongoing commitment to delivering services to Ontarians and helping people find jobs.

I am writing to announce the launch of a third-party evaluation of the Employment Services Transformation prototype phase.

The Ontario Ministry of Labour, Training and Skills Development, in close collaboration with the Ministry of Children, Community and Social Services, is carrying out a comprehensive evaluation of the Employment Services Transformation prototypes. The evaluation was launched in July 2021 and will continue to the beginning of 2023.

The evaluation will help the ministry assess:

- the implementation of the integrated model in the prototype phase
- the delivery of services within the integrated model
- the extent to which the integrated system is attaining its intended outcomes.

The ministry has contracted Goss Gilroy Inc. to conduct the evaluation, which will include key informant interviews, focus groups, and surveys with stakeholders (i.e., service system managers, social assistance caseworkers, service providers, community partners, municipalities, employers and clients).

Next Steps

In the coming weeks, Goss Gilroy Inc. will be contacting various stakeholders. Your organization may be invited to participate in the evaluation activities. In such instances, Goss Gilroy Inc. will detail how they plan to seek your input, with whom within your organization they wish to speak, and will make arrangements for your time accordingly.

Your input is critical to the success of the evaluation, while your participation is voluntary. The ministry will use the evaluation findings for continuous improvement and enhancing client outcomes.

Responses will remain confidential and will not be attributed to any individual or organization in any reports that result from this study.

If you have any questions, please feel free to contact Judy Cerny, Ministry of Labour, Training and Skills Development, at 647-982-9643 or judy.cerny@ontario.ca.

We thank you in advance for your time and any support you may provide for this evaluation.

Sincerely,

John Lee

CC: Cindy Perry, Director, Analytics and Measurement Branch,
Ministry of Children, Community and Social Services

Gladys Ahovi, Director, Strategic Workforce Policy and Programs Branch,
Ministry of Labour, Training and Skills Development

David Cronin, Director, Program Delivery Support Branch,
Ministry of Labour, Training and Skills Development

Sunny Sharma, Director, Business Innovation and Implementation Branch,
Ministry of Children, Community and Social Services