

Employment Services Transformation Prototype Phase Third-Party Evaluation Questions and Answers

1. Why is the Ministry of Labour, Training and Skills Development conducting a third-party evaluation of Employment Services Transformation?

The Ministry of Labour, Training and Skills Development, in close collaboration with the Ministry of Children, Community and Social Services, is conducting a third-party evaluation of the prototype phase of Employment Services Transformation to 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.

Evaluations are a standard element of ministry activity to ensure evidence-informed decision making and continuous improvement.

2. Who is conducting the evaluation activities?

The ministry has hired independent evaluation firm, Goss Gilroy Inc., to conduct the evaluation, in accordance with the government's procurement process.

3. When will the evaluation take place?

The evaluation was launched in July 2021 and will continue until March 2023.

4. How will the evaluation be conducted?

The evaluation will be conducted using a mixed methods approach, including a document review, literature review, key informant interviews, focus groups, site visits, and surveys. The surveys, interviews, and focus groups will be administered online or via telephone. Alternative approaches will be used to administer site visits (e.g. virtual, phone calls) if in-person contact is limited. Respondent accommodations will be arranged by the consultant or ministry on an as-needed basis.

5. Who is being consulted throughout the evaluation process and how is the consultation process determined?

Key stakeholders that will be consulted include service system managers, clients, employers, social assistance and Employment Ontario caseworkers, service providers, community partners and municipalities, and staff from the Ministry of Labour, Training and Skills Development and the Ministry of Children, Community and Social Services. The consultation process follows industry and ministry evaluation standards and best practices.

6. How will the consultant ensure respondents' confidentiality?

The ministry and the consultant take participants' confidentiality very seriously. There are protocols in place to ensure that all responses are kept confidential and not attributed to any individual or organization in any reports that result from this study. Information provided will be used for the sole purpose of the evaluation.

An informed consent process will also be in place. Participation in any evaluation activities would be voluntary.

7. How will the ministry use the evaluation findings?

The ministry will use the evaluation findings to inform decision-making and produce evaluative evidence to support ministry assessments of the Employment Services Transformation implementation.

The evaluation is intended to inform policy and delivery decisions at the aggregate, provincial level. This evaluation is independent of contract management and performance management processes already in place.