

# **Employment Status Questionnaire (ESQ) Guide**

Ministry of Labour, Training and Skills Development

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# 1. Introduction

The ministry developed the Employment Status Questionnaire (ESQ) to improve the data collection process and outcome measures for clients of employment and training programs, create a consistent definition for employment status across programs, and increase the number of clients from whom data is collected. The ESQ is a mandatory tool for collecting information on clients' employment outcomes at exit and follow-ups after program intervention.

In Spring 2019, the ministry conducted an environmental scan of the employment outcome data collection systems within the ministry and those of other organizations and/or jurisdictions, e.g., Statistics Canada, and United States Department of Labor. Based on the scan, the ministry drafted and received approval for the ESQ.

The ESQ has 20 questions (see Appendix). The first 15 questions (1-15) include mutually exclusive categories that are consistent across programs with skip logic to ensure that clients being surveyed are focussed on the relevant questions. Some of the ESQ employment outcome questions are like questions in Common Assessment Tool, which is also being used for the Integrated Employment System. The last five questions (16-20) are designed to capture the experience of clients with respect to the interventions. Clients are to answer the questions with a focus on their perception and experience about the services they received from the ministry and/or service provider.

The ESQ was implemented in Employment Ontario Information System Case Management System (EOIS-CaMS) for Ontario Job Creation Partnerships, Canada-Ontario Job Grant, Ontario Bridge Training Program and SkillsAdvance Ontario in November 2021. The ESQ has also been implemented in the Employment Services Transformation (EST) prototype catchment areas and will be further implemented for EST in-scope programs (Employment Service, Youth Job Connection, Youth Job Connection: Summer, Ontario Employment Assistance Services and Supported Employment) when EST is rolled out province-wide.

## 2. Purpose of the Guide

The ESQ Guide was developed to guide users, ministry staff and service providers in navigating and administering the ESQ as a follow-up tool to gather relevant outcome information from clients of Employment Ontario (EO) programs and services. This guide provides information on:

- Context and purpose of ESQ;
- Design and goals of the ESQ;
- Explanation of ESQ questions;
- Accountability—Administration and roles/responsibilities; and
- General Questions and Answers on ESQ.

### **3. Goals of the Employment Status Questionnaire**

The ESQ was developed to achieve several goals with respect to the employment and training programs, including the following:

- The ESQ is a tool that is designed for collecting and capturing useful information on clients' employment outcomes at exit and follow-ups after completion of an EO funded training program or receiving services.
- The ESQ replaces the former employment outcome surveys/questions in EOIS-CaMS with a series of questions that ensure that each category of most of its questions is mutually exclusive and consistent across programs.
- The ESQ (Q1-Q15) standardizes the definitions for outcome related to employment status to improve data integrity and facilitate the aggregation and comparison of program outcomes.

### **4. Overview of the Employment Status Questionnaire**

The ESQ is a series of 20 questions that uses skip-logic and ensures that each employment status category of most of its questions is mutually exclusive and consistent across programs. The first 15 questions (1-15) include employment status categories such as the following:

- Employed and / or self employed;
- Unemployed;
- In training/education;
- Employed and in training/education; and
- Not in the labour force.

These standard outcome categories are supplemented with questions about the clients' employment status to capture the quality of employment gained, including full-time, part-time, seasonal, salary, number of weeks worked, etc. The questions are asked with a skip logic to ensure that Employment Ontario programs clients are only asked questions that are suitable to their outcomes (see ESQ document in Appendix 1).

The last 5 questions (16-20) are designed to capture the experience of clients with respect to the interventions they received. Clients are to answer the questions with a focus on their perception about and experiences with the services they received from the ministry and/or service provider. The interviewer should ask the client each question and instruct them to choose only the answer that describes their experience. All the ESQ questions are mandatory and administered at exit and all follow-up checkpoints,

including one, three, six or 12 months, depending on the programs' performance requirements and/or guidelines.

## **5. Modified Questions for Canada-Ontario Job Grant and SkillsAdvance Ontario**

The ESQ perception questions (Q16-20) have been modified for Canada-Ontario Job Grant (COJG) and SkillsAdvance Ontario (SAO) programs to accommodate incumbent workers in both programs.

These incumbent workers are currently employed and participating in training from their home positions or sent by their employers to take training provided by a training provider. The objective for these workers is mainly to improve on current job performance or to advance their career prospects. Therefore, the perception questions have been modified to capture these perspectives.

## **6. Access to the Employment Status Questionnaire**

The ESQ and the modifications to the perception questions for COJG and SAO programs are available in EOIS-CaMS for ease of access and reference. The ESQ will also be made available in a PDF fillable version on the Employment Ontario (EO) Portal for users to print or download.

## **7. Clarification of Questions 1-15**

### **Q1: Status of Employment**

This question is designed to determine if the client is currently working, either in a job or their own business. A “yes” answer to this question would be classified as the client is “employed”. A “no” answer means that the person is “unemployed”. If the client is unemployed, the question should be skipped to Q12 which is to determine if the client is in school, in training or an apprentice.

### **Q2: Employed or Self-employed**

This question is designed to determine if the client is currently working as an employee, i.e., employed by someone, self-employed, i.e., have their own business, or both. The response would be “both” in cases where the individual is both employed by someone and managing their own business.

### **Q3: Number of Jobs**

This question requires a numeric value. The question is designed to determine the number of jobs the client currently has since individuals may be employed in multiple jobs.

#### **Q4: Job Description**

This question is to get an accurate description of the type of job that the client currently has. In some cases, the job title would be enough to describe the type of job that the person does, e.g., carpenter, electrician, etc. In other cases, however, the job title may not give a precise description, in which case the job title would be supplemented with a short description. Where the client has more than one job, the description of the type of job or title should be for the client's primary job.

The interviewers, as appropriate, should look up and include the NOC code for the job title. The NOC is the National Occupation Classification system, a systematic classification of all occupations in the Canadian labour market. Interviewers can search the NOC codes of job titles in EOIS-CaMS. The EOIS-CaMS ESQ module provides functionality for searching NOC codes. Interviewers can also search the NOC codes of job titles on [NOC website](#).

#### **Q5: Sector Employed**

This question is designed to capture the sector that the client's primary job is located, as described in the North American Industry Classification System (NAICS) code. If the client has multiple jobs, the description should focus on the primary job.

- The NAICS is a six-digit industry classification system developed by the statistical agencies of Canada, Mexico and the United States, and covers all economic activities in the three countries' economies. The first two digits are the economic sector, the third digit is the subsector, the fourth digit is the industry group, the fifth digit is the NAICS industry, and the sixth digit is the national industry.

Interviewers can search the NAICS code in EOIS-CaMS. The EOIS-CaMS ESQ module provides a good facility for searching NAICS codes. Interviewers can also search the codes through the search feature on [NAICS' website](#) by entering a description of the business for results.

#### **Q6: Job Permanency**

This question is designed to further capture the nature of the job that the client has and to determine whether the client has a permanent, seasonal, temporary or a casual job.

#### **Q7: Hours Worked**

This question is designed to determine if the client is working part-time or full-time hours. The answer provided will help to further determine and classify the client's employment status. Clients may provide the answer on a monthly, weekly or hourly

basis. The focus is on the number of hours worked on a weekly basis. The interviewer should update the hours to a weekly basis for consistency.

### **Q8: Hourly Wage**

The interest of this question is based on the gross hourly wage (before taxes and other deductions). As in the preceding question, if wage information is provided on a weekly/monthly/yearly basis, the interviewer should convert it into hourly wage for consistency.

### **Q9: Job Transiency**

This question is designed to determine if the client is planning on changing their current employment in the foreseeable future. The rationale for this question is to help in capturing the transient nature of current employment and possibility for progression towards permanency in the future. The question is not interested in the causes of the job transiency, which can be caused by various factors.

### **Q10: When last employed**

This question is designed to capture the last time the client was employed. The interviewer should prompt the client to ensure that they capture the approximate date of the last employment and then convert to approximate weeks or months.

### **Q11: Job Precariousness**

This question is designed to capture the precariousness of employment and possible sustainability of employment in the future. The term is used to refer to any type of work that is poorly remunerated or paid, unprotected, and insecure, including work for which workers are paid cash in hand or paid at below the minimum wage. The response for those without work history should be none or zero. The term can also determine the transient nature of the job in cases where the worker moves from job to job.

### **Q12: Schooling and Training**

This question is designed to determine client's schooling status, including college, university, apprenticeship or other training activities. The interviewer should mark responses referring to start dates in near future as "yes". An example will be in case where data collection is happening during the summer and the client intends to start schooling in the fall.

### **Q13: Status of Education/Training**

This question is designed to capture whether the client is attending school or training and the type of schooling or training that the client is currently undertaking.

#### **Q14: Student Status**

This question is intended to help determine instances of simultaneous employment and study, i.e., employed full-time and student full-time, employed part-time and student full-time, employed full-time and student part-time, employed part-time and student part-time.

#### **Q15: Employment Situation**

This question is designed to capture status of the client's employment and the action being taken about it. There are various employment situations that are described, and the intent is to capture precisely the employment situation that is applicable to the client. There is also an explanation on how to classify the employment situation when a "yes" answer is provided by the client. The question also provides an opportunity for a "not sure" and "prefer not to say" response.

### **8. Clarification of Questions 16-20 (Perception Questions)**

Questions (16-20) are perception questions and are designed to capture the experience of clients with respect to the services they received. The interviewer should ask the client each question and instruct them to choose only the answer that describes their experience. Clients are to answer the questions with a focus on their perception about their experiences with the services they received from the ministry and/or service provider.

The ESQ perception questions are simple and on a 1-5 scale:

- Strongly Disagree;
- Somewhat Disagree;
- Neither Agree nor Disagree;
- Somewhat Agree; and
- Strongly Agree.

The perception questions are designed to determine the client's perception about the quality of services they received during program intervention, including the suitability of services provided, appropriateness of approach, possibility of repeat service demand and if client would recommend services to someone in similar circumstances. Clients who respond to the question with the 4<sup>th</sup> (somewhat agree) or 5<sup>th</sup> (strongly agree) satisfaction rating are considered satisfied.



## 9. Application

These guidelines are intended to assist the users of the ESQ in collecting employment outcome information from Employment Ontario clients, including capturing and monitoring outcome of clients' intervention at exit and follow-ups after program exit.

### a. Monitoring

The ESQ is a monitoring tool for assessing the performance programs and uses standardized questions to determine the outcome for clients, the quality of service provided and relevance of the service to the client. It will assist in the monitoring and follow-up components of service delivery and assessing how well clients are progressing towards their career objectives and the quality of service they received from the ministry and/or service providers. This will help the ministry to better plan future programming and adjust programs as necessary.

### b. Exit

"Exit" occurs when clients reach their employment plan goal, are no longer actively participating in program/service, have decided against continuing, or cannot be assisted further. In most EO programs, an exit interview is a required step for service provider staff to review progress against the employment service plan, and to assess whether the client would benefit from further referrals or support.

### c. Follow-up

The ministry conducts follow-up interviews to collect information on clients' outcomes and satisfaction at various intervals following clients' exit from participation in a program. These intervals range from exit, one month, three months, six months, 12 months to 24 months and may vary with program type. The number of follow-ups is based on the purpose, design, length of the particular program and as articulated in the program guidelines. Follow-ups are conducted by service providers and sometimes by ministry staff, using telephone, letter and in-person interviews.

The information from follow-up surveys assists the ministry in effectively monitoring and evaluating program results, determining best practices, areas for improvement, system planning and performance monitoring.

## **10. Accountability**

### *7.1 Administration*

The ESQ can be administered verbally or electronically by ministry and EO service providers' staff at exit and during follow-ups after program intervention. The follow-up intervals are determined in accordance with each program's performance management framework and/or program guidelines. Also, the client may print or download the ESQ when advised to do so.

### *7.2 Roles and Responsibilities*

#### *7.2.1 Service Provider Staff*

Use the ESQ in conducting exit and follow-up interviews consistent with guidelines and tips provided in this guide.

#### *7.2.2 Ministry Staff*

Use the ESQ in conducting exit and follow-up interviews consistent with guidelines and tips provided in this guide.

#### *7.2.3 Relevant Program Areas*

The Strategic Partnerships and Evaluation Branch, Strategic Workforce Policy and Programs Branch and Finance, Analysis and Systems Support Branch and Program Delivery Support Branch work together in developing, implementing, and revising the ESQ and developing communication and training strategy/products.

#### *7.2.4 Strategic Partnerships and Evaluation Branch*

Develop the ESQ, interpret the intent of the ESQ as required and work with program areas in updating the ESQ, communicating and developing training products for staff and service providers.

#### *7.2.5 Finance, Analysis and Systems Support Branch*

Develop ESQ modules and deploy into production in EOIS-CaMS for operational use, maintain and update modules as necessary.

#### 7.2.6 Strategic Workforce Policy and Programs Branch

Provide program policy support and work with the Strategic Partnerships and Evaluation Branch in updating the ESQ, communicating and developing training products for staff and service providers.

#### 7.2.7 Program Delivery Support Branch

Provide program expertise/support and work with the Strategic Partnerships and Evaluation Branch in updating the ESQ, communicating and developing training products for staff and service providers.

## Appendix 1: Employment Status Questionnaire (ESQ)

Question	Answer options/ skip pattern
<p>1. Are you currently working at a job or business?</p>	<ul style="list-style-type: none"> <li>• Yes Go to #2 (If yes, status defined as “Employed”)</li> <li>• No Go to #12</li> </ul>
<p>2. Are you currently working as an employee, self-employed or both?</p>	<ul style="list-style-type: none"> <li>• Employee Go to #3</li> <li>• Self-employed Go to #3</li> <li>• Both Go to #3</li> </ul>
<p>3. How many jobs do you currently have?</p>	<ul style="list-style-type: none"> <li>• Numeric value Go to #4</li> </ul>
<p>4. If value for Q.3 is 1- How would you describe the work you do, i.e., your job title?</p> <p>If value for Q.3 is &gt;1- How would you describe the work you do, i.e., your job title in your primary job?</p>	<ul style="list-style-type: none"> <li>• NOC code Go to #5</li> </ul>
<p>5. If value for Q.3 is 1- How would you describe the sector you work in?</p> <p>If value for Q.3 is &gt;1- How would you describe the sector you work in your primary job?</p>	<ul style="list-style-type: none"> <li>• NAICS code Go to #6</li> </ul>
<p><b>Prompt for interviewer:</b></p> <p><b>If value for Q.3 is &gt;1, complete response to Q.6 through Q.9 for primary job, then come back to Q.6 and complete response through Q.9 for the second job. Repeat process for each additional job.</b></p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p>6. How would you best describe the nature of your job?</p>	<ul style="list-style-type: none"> <li>• Permanent Job Go to #7</li> <li>• Seasonal Job</li> </ul>

Question	Answer options/ skip pattern
<p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>- Read the categories to respondent.</li> </ul>	<p>Go to #7</p> <ul style="list-style-type: none"> <li>• Temporary, term or contract job (non-seasonal) Go to #7</li> <li>• Casual Job Go to #7</li> <li>• Other (Specify) Go to #7</li> </ul>
<p>7. Excluding overtime, on average, how many paid hours do you usually work per week?</p> <p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>- some clients might be able to calculate hours on a monthly basis, need to then translate into weekly hours of work.</li> </ul>	<ul style="list-style-type: none"> <li>• # of hours worked Go to #8</li> <li>• Not sure Go to #8</li> </ul> <p>Part-time or full-time employment status can be determined based on answer.</p>
<p>8. What is your hourly wage [including tips and commissions], before taxes and other deductions?</p> <p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>- Some clients may want to provide wage information in weekly/monthly/yearly format. Interviewer to capture that and convert into hourly wage for consistency purposes.</li> </ul>	<ul style="list-style-type: none"> <li>• Hourly wage information Go to #9</li> <li>• Prefer not to say Go to #9</li> </ul>
<p>9. Are you looking to change your current employment in foreseeable future?</p>	<ul style="list-style-type: none"> <li>• Yes Go to #10</li> <li>• No Go to #10</li> <li>• Not sure Go to #10</li> </ul> <p>Transient nature of current employment can be determined based on answer.</p>
<p>10. When is the last time you were unemployed?</p>	<ul style="list-style-type: none"> <li>• Date Go to #11</li> </ul> <p>Duration of employment will be calculated based on answer.</p>
<p>11. How many times have you changed employment since you were last unemployed?</p>	<ul style="list-style-type: none"> <li>• Numeric value Go to #12</li> </ul> <p>Sustainability of employment can be identified based on answer.</p>

Question	Answer options/ skip pattern
<p>12. Are you currently attending a school, college, university, apprenticeship or other training program?</p> <p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>- Mark responses referring to start dates in near future as Yes. For example, if data collection is happening during summer-time and client intends to start schooling in fall.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes Go to #13</li> <li>• No (if #1 = Yes, then go to #16; if #1 = No, then go to #15)</li> </ul>
<p>13. How would you best describe the education or training you are attending?</p> <p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>- Read the categories to respondent.</li> </ul>	<ul style="list-style-type: none"> <li>• Attending a school (elementary, high school or equivalent) Go to #14</li> <li>• Registered in an apprenticeship program Go to #14</li> <li>• Attending a college Go to #14</li> <li>• Attending a university Go to #14</li> <li>• In other training or skills development program Go to #14</li> <li>• Other (specify) Go to #14</li> </ul>
<p>14. Are you enrolled as a full-time or part-time student?</p>	<ul style="list-style-type: none"> <li>• Full-time (If #1=No, status defined as “Not in Labour Force,” but Go to #15 for further analysis. If #1=Yes, then Go to #16)</li> <li>• Part-time (If #1=No then Go to #15, if #1=Yes then Go to #16)</li> </ul> <p>Instances of simultaneous employment and study can be determined based on answer (i.e., employed full-time and student full-time, employed part-time and student full-time, employed full-time and student part-time, employed part-time and student part-time).</p>
<p>15. Which of the categories best describes your current employment situation?</p> <p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>- Read the categories to respondent.</li> </ul>	<ul style="list-style-type: none"> <li>• Employed but currently on a leave (e.g., vacation, maternity leave, seasonal layoff but expecting to return, etc.) (If yes, status defined as “Employed”)</li> <li>• Not employed and looking for work (If yes, status defined as “unemployed”)</li> <li>• Not employed with an employment offer (If yes, status defined as “unemployed”)</li> </ul>

Question	Answer options/ skip pattern
	<ul style="list-style-type: none"> <li>• Not employed and not looking for work (If yes, status defined as “Not in Labour Force” i.e., NILF)</li> <li>• Not employed and unable to work (If yes, status defined as “NILF”)</li> <li>• Not sure</li> <li>• Prefer not to say</li> </ul>
<p><b>Please answer questions #16-20 by thinking about your experience with the services you received.</b></p> <p><b><i>Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.</i></b></p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p>16. You got the kind of services you think you needed.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>17. The services you received were the right approach for helping you.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>18. If you were to seek help again, you would seek it from us.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>19. You are likely to recommend the program to someone looking for similar services as those you received.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>20. You did not need to seek additional employment or training related services on your own.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>

## Appendix 2: ESQ Specific Questions for Canada-Ontario Job Grant

**Purpose:** The purpose of this document is to identify question options for the Employment Status Questionnaire (ESQ) to capture the perception of clients, who would receive training from a training provider through Canada-Ontario Job Grant (COJG). These questions will replace the last five questions in the ESQ, and will be asked after the first 15 questions from the ESQ.

**Background:** The ESQ was developed to collect more useful outcome information from clients after exit from employment and training programs. The ESQ collects consistent information on client's employment outcomes, as well as the client's experience with services.

Question	Answer options/ skip pattern
<p><b>Please answer questions #16-18 by thinking about your experience with the training you received.</b></p> <p><b><i>Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.</i></b></p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p>16. You got the kind of training you think you needed.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>17. You are satisfied with the way the training was delivered.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>18. The training you received helped improve your skills.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>19. Did you receive an industry/sector recognized credential, certificate,</p>	<ul style="list-style-type: none"> <li>• Yes (please, specify)</li> <li>• No</li> <li>• Not sure</li> </ul>



Question	Answer options/ skip pattern
<p>diploma, or other formal recognition for completing this training?</p>	
<p>20. Are you still employed with the same employer that you worked with while on training?</p> <p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>- If answer is <b>No</b>, proceed to question #21. For other answers, the survey is now complete.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Prefer not to say</li> </ul>
<p>21. Which of the following best describes the reason for not working with the same employer?</p>	<ul style="list-style-type: none"> <li>• Job placement ended and was not hired on</li> <li>• Was laid off by the employer</li> <li>• Got a similar job elsewhere</li> <li>• Got a better job elsewhere</li> <li>• Other reason (please, specify)</li> <li>• Prefer not to say</li> </ul>

Questions to be asked during follow-up at **three months** after exit:

Questions to be asked during follow-up at **12 months** after exit:

Question	Answer options/ skip pattern
<p><b>Please answer questions #16 and 17 by thinking about your experience with the training you received.</b></p> <p><b>Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.</b></p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p>16. The training you received helped you better perform your job.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>17. The training you received helped you advance in your career (e.g., promotion, wage increase, find a better job).</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree Go to #19</li> <li>• Somewhat Disagree Go to #19</li> </ul>

Question	Answer options/ skip pattern
	<ul style="list-style-type: none"> <li>• Neither Agree nor Disagree Go to #19</li> <li>• Somewhat Agree Go to #18</li> <li>• Strongly Agree Go to #18</li> </ul>
<p>18. Which of the following best describes your career advancement as a result of the training you received?</p>	<ul style="list-style-type: none"> <li>• Promotion Go to #19</li> <li>• Wage increase Go to #19</li> <li>• Got a better job elsewhere (If answer is “got a better job elsewhere”, survey is complete. Mark answer to Q#19 as “No” and Q#20 as “Got a better job elsewhere”.)</li> <li>• Other (please specify) Go to #19</li> </ul>
<p>19. Are you still employed with the same employer that you worked with while on training?</p> <p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>– If answer is <b>No</b>, proceed to question #20. For other answers, the survey is now complete.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Prefer not to say</li> </ul>
<p>20. Which of the following best describes the reason for not working with the same employer?</p>	<ul style="list-style-type: none"> <li>• Job placement ended and was not hired on</li> <li>• Was laid off by the employer</li> <li>• Got a similar job elsewhere</li> <li>• Got a better job elsewhere</li> <li>• Other reason (please, specify)</li> <li>• Prefer not to say</li> </ul>

## Appendix 3: ESQ Specific Questions for SkillsAdvance Ontario

**Purpose:** The purpose of this document is to identify question options for the Employment Status Questionnaire (ESQ) to capture the perception of incumbent worker clients of SkillsAdvance Ontario (Employer Stream). These questions will replace the last five questions in the ESQ, and will be asked after the first 15 questions from the ESQ.

**Background:** The ESQ was developed to collect more useful outcome information from clients after exit from employment and training programs. The ESQ (attached at the end) collects consistent information on client's employment outcomes, as well as the client's experience with services.

**Questions to be asked at exit:**

Question	Answer options/ skip pattern
<p><b>Please answer questions #16-19 by thinking about your experience with the training you received.</b></p> <p><b><i>Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.</i></b></p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p>16. You got the kind of training you think you needed.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>17. You are satisfied with the way the training was delivered.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>18. The training you received helped improve your skills.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
<p>19. The training you received will help you better perform your job.</p>	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>

Question	Answer options/ skip pattern
20. Did you receive an industry/sector recognized credential, certificate, diploma, or other formal recognition for completing this training?	<ul style="list-style-type: none"> <li>• Yes (please, specify)</li> <li>• No</li> <li>• Not sure</li> </ul>

Questions to be asked during follow-ups at **three, six and 12 months** after exit:

Question	Answer options/ skip pattern
<p><b>Please answer questions #16-18 by thinking about your experience with the training you received.</b></p> <p><b><i>Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.</i></b></p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
16. The training you received helped improve your skills.	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
17. The training you received helped you better perform your job.	<ul style="list-style-type: none"> <li>• Strongly Disagree</li> <li>• Somewhat Disagree</li> <li>• Neither Agree nor Disagree</li> <li>• Somewhat Agree</li> <li>• Strongly Agree</li> </ul>
18. The training you received helped you advance in your career (e.g., promotion, wage increase, find a better job).	<ul style="list-style-type: none"> <li>• Strongly Disagree Go to #20</li> <li>• Somewhat Disagree Go to #20</li> <li>• Neither Agree nor Disagree Go to #20</li> <li>• Somewhat Agree Go to #19</li> <li>• Strongly Agree Go to #19</li> </ul>
19. Which of the following best describes your career advancement as a result of the training you received?	<ul style="list-style-type: none"> <li>• Promotion Go to #20</li> <li>• Wage increase Go to #20</li> <li>• Got a better job elsewhere</li> </ul>

Question	Answer options/ skip pattern
	<p>(If answer is “got a better job elsewhere”, survey is complete. Mark answer to Q#20 as “No” and Q#21 as “Got a better job elsewhere”.)</p> <ul style="list-style-type: none"> <li>• Other (please specify)</li> </ul> <p>Go to #20</p>
<p>20. Are you still employed with the same employer that you worked with while on training?</p> <p><b>Prompt for interviewer:</b></p> <ul style="list-style-type: none"> <li>– If answer is <b>No</b>, proceed to question #21. For other answers, the survey is now complete.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Prefer not to say</li> </ul>
<p>21. Which of the following best describes the reason for not working with the same employer?</p>	<ul style="list-style-type: none"> <li>• Job placement ended and was not hired on</li> <li>• Was laid off by the employer</li> <li>• Got a similar job elsewhere</li> <li>• Got a better job elsewhere</li> <li>• Other reason (please, specify)</li> <li>• Prefer not to say</li> </ul>

## **Appendix 4: ESQ Q's and A's**

### **1. What is the Employment Status Questionnaire (ESQ)?**

The ESQ is a series of 20 questions designed to gather information on Employment Ontario (EO) programs clients' employment outcome status after program intervention. The questions are partly designed using skip-logic format and ensure that each employment status category of most of the questions is mutually exclusive and consistent across programs.

### **2. Why did the ministry create the ESQ?**

The ministry developed the ESQ to improve the ministry's data collection process and outcome measures for clients of employment and training programs and create a consistent definition for employment status across programs. This is to increase the number of clients from whom data is collected and enable the ministry to better monitor and evaluate program results. As a result, in May 2019, the ministry changed the existing employment outcome information to a series of questions (Q1-Q15) in which each category is mutually exclusive and consistent across programs".

### **3. What are the questions on the ESQ?**

There are 20 questions in the ESQ (see Appendix). The first 15 questions (1-15) include mutually exclusive categories such as: employed, unemployed, in training/education, employed and in training/education and not in the labour force. This information is supplemented by questions about the client's employment status to capture the quality of employment gained such as: full-time, part-time, seasonal, salary, and number of weeks worked.

The last five questions (16-20) are designed to capture the experience of clients with respect to the interventions. Clients are to answer the questions with a focus on their perception and experience about the services they received from the ministry and/or service provider.

### **4. When was the ESQ implemented across the ministry's programs?**

The ESQ was implemented in Employment Ontario Information System Case Management System (EOIS-CaMS) for Ontario Job Creation Partnerships, Canada-Ontario Job Grant, Ontario Bridge Training Program and SkillsAdvance Ontario starting in November 2021.

The ESQ has also been implemented in the Employment Services Transformation (EST) prototype catchment areas and will be implemented for EST in-scope programs (Employment Service, Youth Job Connection, Youth Job Connection: Summer, Ontario Employment Assistance Services and Supported Employment) when EST is rolled out province-wide.

**5. How do EO service providers administer the questions?**

ESQ is administered verbally or electronically by EO service providers and/or ministry staff at exit and during follow-ups after EO program intervention at one, three months, six months or 12 months interval, in accordance with program's performance management framework and/or program guidelines.

**6. How was the ESQ implemented for the different programs like OJCP, SAO, OBTP and COJG?**

The ESQ was implemented on a program-by-program basis starting in November 2021.

**7. Why were the ESQ perception questions modified for COJG and SAO?**

The perception questions for the ESQ (Q16-20) for Canada Ontario Job Grant (COJG) and SkillsAdvance Ontario (SAO) were modified to accommodate the perception of incumbent workers in both programs. These incumbent workers are currently employed and participating in training from their home positions or sent by their employers to take training provided by a training provider. The objective for these workers is mainly to improve on job their performance or to advance their career prospects. The perception questions have been modified to capture these perspectives.