

Ministry of Labour, Training and  
Skills Development

Ministère de Travail, de la Formation  
et du Développement des Compétences

Information Management & Strategy  
Branch

Direction des stratégies et de la gestion de  
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## MEMORANDUM

**DATE:** February 24, 2020

**TO:** SkillsAdvance Ontario (SAO) Lead Organizations and  
Delivery Partners

**FROM:** Helen Cranley  
A/Director, Information Management and Strategy  
Branch  
Workforce Policy and Innovation Division  
Ministry of Labour, Training and Skills Development

**SUBJECT:** Announcement of a Third-Party Program Evaluation of  
SkillsAdvance Ontario (SAO) Phase Two

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The Ontario Ministry of Labour Training and Skills Development (MLTSD) is carrying out a comprehensive evaluation of SkillsAdvance Ontario (SAO) Phase Two to assess its implementation, determine best practices and challenges with implementation, and measure the effectiveness on participant outcomes. The evaluation will take place between February 2020 to January 2021.

The evaluation is specifically designed to help the ministry:

- Examine the reach of SAO to jobseekers, incumbent workers, and employers;
- Examine the delivery and implementation of SAO;
- Examine jobseekers, incumbent workers, and employer needs related to skills training and workforce development programming;
- Determine the extent to which jobseekers, incumbent workers, and employer needs are met by SAO;
- Assess outcomes as related to jobseekers, incumbent workers, and employers; and,
- Identify best practices and challenges to inform future decision-making.

Independent consulting group Goss Gilroy Inc. has been hired to conduct the evaluation on behalf of the ministry in accordance with the ministry's procurement process.

The evaluation will employ multiple lines of evidence, including key informant interviews, focus groups, and surveys with stakeholders (i.e., workforce intermediaries, training providers, employers and participants).

### **Next Steps**

In the coming weeks, Goss Gilroy Inc. will initiate direct contact with various stakeholders. Your organization may be invited to participate in data collection 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. While your participation is voluntary, your input is critical to the success of the evaluation.

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, you may contact:

Ece Akkok, Program Evaluation Coordinator  
Ministry of Labour, Training and Skills Development  
416-272-5368  
[ece.akkok@ontario.ca](mailto:ece.akkok@ontario.ca)

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

*Original signed by*

Helen Cranley, A/Director, Information Management and Strategy Branch

CC: Suzanne Skinner, A/Director, Strategic Workforce Policy and Programs Branch

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