Employment Status Questionnaire (ESQ) Guide

Ministry of Labour, Immigration, Training and Skills Development

September 2024

Ontario

Revisions History:

Revised September 2024 change includes:

- Section 4: Removed the 6-month checkpoint for Canada-Ontario Job Grant (COJG) in Table 1.

Revised April 2024 changes include:

- General: Minor changes to paragraph formatting, spacing, and font size. Replaced "exit" with "completion" as the name of the first checkpoint for IES. Replaced mentions of "EST in-scope programs" with "Integrated Employment Services / IES". Replace "perception" with "satisfaction" in all headers.
- Section 1: Added the term "participants" to distinguish IES from other programs. Added the term "services" to encompass all EO activities.
- Section 4: Added Table 1: Administration by program. Includes new collection regimen for IES. Adds "completion" as new label for first checkpoint for IES clients. Defines completion label in footnote.
- Section 7: Moved NAICS definition to a footnote. Included reference to TEER. Added definition of education and training to Question 13.
- Section 8: Added disclaimer satisfaction questions vary between programs. Added IES six-point scale.
- Section 9: Added caveats for IES to each subsection, "Monitoring", "Exit" and "Follow-ups". Removed who administer follow-ups and how.
- Section 10: Replaced subsection numbering, starting from numbers "7" to "10". Replace Strategic Workforce Policy and Programs Branch with Transformation Secretariat. Introduced concept of SSMs.
- Appendix 1: In question #15, added "Unknown" to the assigned value for responses, "Not sure", and "Prefer not to say". Improved formatting and wording on logical operators.
- Appendix 3: Renamed to "ESQ Specific Question for Ontario Bridge training Program" from "ESQ – Specific Questions for SkillsAdvance Ontario". Shifted numbering of the remaining appendices.
- Appendix 5: Renamed to "ESQ Specific Question for Integrated Employment Services" from "ESQ Q's and A's". Added new question #16 with new wording and extra response option. Deleted previous content.
- Appendix 6: Now includes previous content from Appendix 5. Minor edits to maintain consistency with edits in section 9.

Contents

1. Introduction

The ministry developed the Employment Status Questionnaire (ESQ) to improve the data collection process as well as outcome measures for clients[1] of employment and training programs. The key objectives are a consistent definition for employment status across services and programs (or simply 'programs'), and increasing the number of people 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 includes a maximum of 20 multiple choice questions that utilize skip logic to ensure that clients being surveyed are asked only relevant questions (see Appendix 1). Some of the ESQ employment outcome questions are also used in the Common Assessment, which is the intake tool for Integrated Employment Services (IES). The last five questions (Q16-20) are designed to capture the experience of clients with respect to the interventions. ESQ respondents 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 first implemented in IES in a prototype phase beginning January 2021, before later being implemented in the 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.

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

---

[1] For the purposes of this guide, "client(s)" refers to all those registered in an Employment Ontario program. For specific definition of who receives or participates in employment and training programs see program guidelines.

- 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 designed for collecting and capturing useful information on clients' employment outcomes after they participate in an EO funded employment service or training program.
- The ESQ (Q1-15) standardizes the definitions for outcomes related to employment status to improve data integrity and facilitate the aggregation and comparison of program outcomes and replaces the previous employment outcome surveys/questions in EOIS-CaMS.
- A further set of questions allow for the collection of more specific information on the client experience in each program.

4. Overview of the Employment Status Questionnaire

The standard ESQ includes 20 questions that uses skip-logic and ensures that each employment status category is mutually exclusive and most of the questions are consistent across programs. The first 15 questions (Q1-15) assess 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 details about the employment gained, including full-time, part-time, seasonal, salary, number of weeks worked, etc. The questions are asked with skip-logic to ensure that EO programming clients are only asked questions that are suitable to their outcomes (see ESQ document in Appendix 1).

The last 5 questions (Q16-20) are designed to capture the experience of clients with respect to the interventions they received. Not all clients will receive these questions as programs have modified this section based on their desired frequency and level of detail (see Table 1 below). Clients answer the questions with a focus on their perception and experiences with the services they received. The interviewer should ask the client each question and instruct them to choose only the answer that describes their experience. All the ESQ questions, specified by program, are mandatory.

The ESQ can be used for different purposes based on the nature of the program. For example, IES uses the ESQ as a monitoring tool to determine whether an individual has secured and maintained employment. In other programs, the tool is used as a follow up mechanism to track achievement of outcomes.

Table 1: Perception Questions by Program

Program	Checkpoints which ask Perception Questions (Month)	Number of Perception Questions
Ontario Job Creation Partnerships	Exit, 3, 6, 12	Five questions for all checkpoints.
Canada-Ontario Job Grant	Exit, 3, 12	Six questions at exit and five at remaining checkpoints
Ontario Bridge Training Program	Exit, 3, 6, 12, 24	Eight questions at exit and five questions at remaining checkpoints
SkillsAdvance Ontario	Exit, 3, 6, 12	Five questions at exit and six at remaining checkpoints
Integrated Employment Services	Completion[2], 12	One question only

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.

Incumbent workers are currently employed and participating in training from their home positions or are 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

---

[2] For IES, completion refers to two criteria specific to the program, so require a distinct label. First, completion of pre-employment services for satisfaction; and second, for employment outcomes which refers to completion of pre-employment services or when the client starts a job that meets the ministry's funded outcome (employment threshold), whichever comes first. Meeting either criterion marks the first checkpoint for IES clients to respond to 16 questions.

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 program specific perception questions are available on each program's page EOIS-CaMS for ease of access and reference. Additionally, a PDF-fillable version of the ESQ is available in on the EO Portal page of OJCP 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 classify the client as "employed". A "no" answer means that the person is "unemployed". If the client is unemployed, they should skip 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.

> **Self-employed:** Self-employed refers to working owners of a business, farm or professional practice, both incorporated and unincorporated. It includes self-employed workers who do not own a business, such as babysitters. Many self-employed businesses may not be included in the Business Register because they do not have a business number or a GST/HST number.

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 more than one job.

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. 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 what the client views to be their primary job.

Based on the descriptions given, the interviewers should look up and include the National Occupation Classification (NOC). 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 the NOC website.[3]

Q5: Sector Employed

This question is designed to capture the sector that the client's primary job is located under, as described in the North American Industry Classification System (NAICS) code.[4] If the client has multiple jobs, the description should focus on what the client views to be their primary job.

Interviewers can search the NAICS code in EOIS-CaMS. The EOIS-CaMS ESQ module provides a good platform for searching NAICS codes. Interviewers can also search the codes through the search feature on the NAICS website by entering a description of the business.

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.

> **Permanent job:** A permanent job is defined as a job that is expected to last as long as the employee wants it, i.e., there is no pre-determined termination date.
> **Seasonal job:** A seasonal job is defined as a job that is usually temporary in nature and the duration is mostly dependent on annual events such as climate,

---

3. The 2021 version of the National Occupational Classification (NOC) introduced substantial modifications to the structure of the classification. The NOC moved from a 4-digit codification system to a 5-digit system. There is now a sub-major group between the major group and the minor group. The 2021 version of the NOC is structured across ten vertical broad occupational categories and six horizontal TEER categories. The training, education, experience and responsibilities (TEER) required to work in an occupation. The TEER categorization system of the 2021 NOC replaced the skill type and level structure of the 2016 NOC system.

4. 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.

holidays, vacation periods, cycles related to crops, and production and retail sales associated with seasonal events.

Temporary, term of contract (non-seasonal): A temporary job is defined as a job that ends as soon as a specified project or task is complete, and a term or contract job is defined as a job that has a predetermined end date.

Casual job: In a casual job, a person works only when needed by the employer, e.g., to meet short-term, unforeseen or urgent operational needs. Casual workers are compensated for the time worked and there is no expectation that there will be more work in the future.

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 the possibility for progression towards permanency in the future. The question is not to capture the causes of job transience, 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: Transient Employment

This question is designed to capture the transient nature of a client's employment history to determine how frequently a client changes their employment. The response

for those without work history should be none or zero. This question will provide insights into whether an individual has secured sustained employment longer term.

> **Transient Work:** Someone has transient work if they work for an employer for only a brief period of time.

Q12: Schooling and Training

This question is designed to determine the client's schooling status, including college, university, apprenticeship, or other training activities. The interviewer should mark responses referring to start dates in the near future as a "yes". An example will be in cases 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.

Education/training can be defined as pursuing a diploma, certificate, or degree. These qualifications (knowledge and skills) must be obtained through a qualification provider as per the Ontario Qualifications Framework or equivalent from another province or country. Qualification can be verified with proof of enrollment or completion in these programs. Types of qualification providers include:

- College of Applied Arts and Technology (CAAT)
- Career College (CC)
- Indigenous Institute
- Ontario public university/consent holder pursuant to the *Post-secondary Education Choice and Excellence Act, 2000*

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 pursued action. 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 to respond, "not sure" or "prefer not to say".

> **Unemployed:** Unemployed means not working at a job or business.

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

Questions (Q16-20) 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 the applicable questions for their program (see Table 1) 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 often use a 1-5 Likert scale with most programs utilizing the following scale:

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

IES has modified the scale to be a six-points which includes:

- Completely dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Completely satisfied
- Prefer Not to Answer

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 the client would recommend services to someone in similar circumstances. Clients who respond to the question with the 4th (somewhat agree) or 5th (strongly agree) satisfaction rating are considered as satisfied.

9. Application

These guidelines are intended to assist the users of the ESQ in collecting employment outcome information from Employment Ontario clients through ongoing monitoring (approach for IES) or at designated exits and follow ups (approach for other programs).

9.1 Monitoring

The ESQ is used as a monitoring tool to determine how well clients are progressing towards their career goal, and the quality and relevance of service provided to the client. This will help the ministry to better plan future programming and adjust programs as necessary.

9.2 Exit

"Exit" occurs in EO programs when clients reach their employment plan's goal, are no longer actively participating in programming/service, have decided against continuing, or cannot be assisted further.

In most 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. IES does not use the ESQ at client exit.

9.3 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 completion/exit to 24 months and vary based on program type. The number of follow-ups is based on the purpose, design and length of the particular program and as stated in the program guidelines.

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.

For IES, monitoring checkpoints are used for performance management and funding purposes (as opposed to reflecting the end of client service - e.g., they could end post-job start, retention services during or after the monitoring period).

10. Accountability

10.1. Administration

The ESQ can be administered verbally or electronically by ministry, Service System Managers[5] (SSMs) or EO service providers' staff at exit and during follow-ups after program intervention. A client-facing ESQ is being tested currently and would allow a future option for the ESQ to be self-administered on the phone or another electronic device. 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.

10.2. Roles and Responsibilities

10.2.1 SSM or Service Provider Staff

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

10.2.2 Ministry Staff

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

10.2.3 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 ESQ-related communication and training strategy/products.

Other units' engagement in the above activities is documented in Responsible, Accountable, Consulted and Informed (RACI) matrix.

10.2.3.1   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, and communicating and developing training products for staff and service providers.

10.2.3.2   Finance, Analysis and Systems Support Branch

---

[5] In IES, SSM refers to a body that either delivers or creates funding arrangements with organizations to do local service planning, coordination and delivery of services and programs. May be a municipality, non-profit or for-profit organization or consortium.

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

10.2.3.3   Transformation Secretariat

Provide IES program policy support and work with the Strategic Partnerships and Evaluation Branch in updating the ESQ.

10.2.3.4   Program Delivery Support Branch

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

Appendix 1: Employment Status Questionnaire (ESQ)

Table 2: First Five Questions of Standard ESQ

Question	Answer options/ skip pattern
1. Are you currently working at a job or business?	• Yes .... Go to #2 (status defined as "Employed") • No .... Go to #12
2. Are you currently working as an employee, self-employed or both?	• Employee .... Go to #3 • Self-employed .... Go to #3 • Both .... Go to #3
3. How many jobs do you currently have?	• Numeric value .... Go to #4
4. If value for Q3 is 1- How would you describe the work you do, i.e. your job title? If value for Q3 is >1- How would you describe the work you do, i.e. your job title in your primary job?	• NOC code .... Go to #5
5. If value for Q3 is 1- How would you describe the sector you work in? If value for Q3 is > 1- How would you describe the sector you work in your primary job?	• NAICS code .... Go to #6

Prompt for interviewer:

If value for Q3 is greater than one, complete response to Q6 through Q9 for primary job, then come back to Q6 and complete response through Q9 for the second job. Repeat process for each additional job.

Table 3: Question Six to Fifteen of Standard ESQ

Question	Answer options/ skip pattern
6. How would you best describe the nature of your job? Prompt for interviewer: - Read the categories to respondent.	• Permanent Job................Go to #7 • Seasonal Job................Go to #7 • Temporary, term or contract job (non-seasonal) ....Go to #7 • Casual Job................Go to #7 • Other (Specify)................Go to #7
7. Excluding overtime, on average, how many paid hours do you usually work per week? Prompt for interviewer: - some clients might be able to calculate hours on a monthly basis, need to then translate into weekly hours of work.	• Number of hours worked........Go to #8 • Not sure................Go to #8 Part-time or full-time employment status can be determined based on answer.
8. What is your hourly wage [including tips and commissions], before taxes and other deductions? Prompt for interviewer: - 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.	• Hourly wage information........Go to #9 • Prefer not to say ....Go to #9
9. Are you looking to change your current employment in foreseeable future?	• Yes................Go to #10 • No ....Go to #10 • Not sure................Go to #10 Transient nature of current employment can be determined based on answer.
10. When is the last time you were unemployed?	• Date................Go to #11 Duration of employment will be calculated based on answer.

Question	Answer options/ skip pattern
11. How many times have you changed employment since you were last unemployed?	• Numeric value................Go to #12 Sustainability of employment can be identified based on answer.
12. Are you currently attending a school, college, university, apprenticeship or other training program? Prompt for interviewer: - 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.	• Yes................Go to #13 • No, and #1 = Yes................Go to #16 • No, and #1 = No................Go to #15
13. How would you best describe the education or training you are attending? Prompt for interviewer: - Read the categories to respondent.	• Attending a school (elementary, high school or equivalent)................Go to #14 • Registered in an apprenticeship program ....Go to #14 • Attending a college................Go to #14 • Attending a university................Go to #14 • In other training or skills development program ....Go to #14 • Other (specify)................Go to #14
14. Are you enrolled as a full-time or part-time student?	• Full-time and #1 = No................Go to #15 for further analysis (status defined as "Not in Labour Force") • Full-time and #1 = Yes................Go to #16 (status defined as "Not in Labour Force" i.e., NILF) • Part-time and #1 = No................Go to #15 • Part-time and #1 = Yes................Go to #16 (status defined as NILF) 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).

Question	Answer options/ skip pattern
15. Which of the categories best describes your current employment situation? Prompt for interviewer: - Read the categories to respondent.	• Employed but currently on a leave, e.g., vacation, maternity leave, seasonal layoff but expecting to return, etc. (If yes, status defined as "Employed") • Not employed and looking for work (If yes, status defined as "unemployed") • Not employed with an employment offer (If yes, status defined as "unemployed") • Not employed and not looking for work (If yes, status defined as NILF) • Not employed and unable to work (If yes, status defined as "NILF") • Not sure (Unknown) • Prefer not to say (Unknown)

Please answer questions #16-20 by thinking about your experience with the services you received.

Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.

Table 4: Satisfaction Question for Standard ESQ

Question	Answer options/ skip pattern
16. You got the kind of services you think you needed.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
17. The services you received were the right approach for helping you.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
18. If you were to seek help again, you would seek it from us.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree

Question	Answer options/ skip pattern
	• Strongly Agree
19. You are likely to recommend the program to someone looking for similar services as those you received.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
20. You did not need to seek additional employment or training related services on your own.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree

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 the 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.

Table 5: COJG Follow-up at Exit

Question	Answer options/ skip pattern
16. You got the kind of training you think you needed. Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
17. You are satisfied with the way the training was delivered.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
18. The training you received helped improve your skills.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
19. Did you receive an industry/sector recognized credential, certificate,	• Yes (please, specify) • No

Question	Answer options/ skip pattern
diploma, or other formal recognition for completing this training?	• Not sure
20. Are you still employed with the same employer that you worked with while on training? Prompt for interviewer: – If answer is **No**, proceed to question #21. For other answers, the survey is now complete.	• Yes • No • Prefer not to say
21. Which of the following best describes the reason for not working with the same employer?	• Job placement ended and was not hired on • Was laid off by the employer • Got a similar job elsewhere • Got a better job elsewhere • Other reason (please, specify) • Prefer not to say

Question to be asked during follow-ups at three months and 12 months after exit:

Please answer questions #16 and 17 by thinking about your experience with the training you received.

Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.

Table 6: COJG Follow-up at Three and Twelve-Months after Exit

Question	Answer options/ skip pattern
16. The training you received helped you better perform your job.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
17. The training you received helped you advance in your career (e.g. promotion, wage increase, find a better job).	• Strongly Disagree........Go to #19 • Somewhat Disagree.....Go to #19 • Neither Agree nor Disagree................ ....Go to #19

Question	Answer options/ skip pattern
	• Somewhat Agree............Go to #18 • Strongly Agree.............Go to #18
18. Which of the following best describes your career advancement as a result of the training you received?	• Promotion...................Go to #19 • Wage increase.............Go to #19 • Got a better job elsewhere..End. • Other (please specify)..Go to #19 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".
19. Are you still employed with the same employer that you worked with while on training?	• Yes • No • Prefer not to say If "No", proceed to question #20. For other answers, the survey is now complete.
20. Which of the following best describes the reason for not working with the same employer?	• Job placement ended and was not hired • Was laid off by the employer • Got a similar job elsewhere • Got a better job elsewhere • Other reason (please, specify) • Prefer not to say

Appendix 3: ESQ – Specific Questions for Ontario Bridge Training Program

These questions are only asked at follow-ups at the exit, with the remaining checkpoints using the satisfaction questions listed in [Appendix 1](#).

Table 7: OBTP Follow-up at Exit

Question	Answer options/ skip pattern
16. The Ontario Bridge Training program provided me with employment supports I could use to find employment, as set out in my service plan.	- Strongly Disagree - Somewhat Disagree - Neither Agree nor Disagree - Somewhat Agree - Strongly Agree - Not Applicable
17. The Ontario Bridge Training program provided me with education and training I could use to find employment, as set out in my service plan.	- Strongly Disagree - Somewhat Disagree - Neither Agree nor Disagree - Somewhat Agree - Strongly Agree - Not Applicable
18. The Ontario Bridge Training program helped me improve my understanding of workplace culture in Ontario.	- Strongly Disagree - Somewhat Disagree - Neither Agree nor Disagree - Somewhat Agree - Strongly Agree - Not Applicable
19. The Ontario Bridge Training program helped me connect to professional networks.	- Strongly Disagree - Somewhat Disagree - Neither Agree nor Disagree - Somewhat Agree - Strongly Agree - Not Applicable

Question	Answer options/ skip pattern
20. The Ontario Bridge Training program helped me develop my communication skills for the workplace.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree • Not Applicable
21. If you were to seek help again, you would seek it from us.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree • Not Applicable
22. You are likely to recommend the program to someone looking for similar services as those you received.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree • Not Applicable
23. You did not need to seek additional employment or training related services on your own.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree • Not Applicable

Appendix 4: 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:

Please answer questions #16-19 by thinking about your experience with the training you received.

Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.

Table 8: SAO Follow-up at Exit

Question	Answer options/ skip pattern
16. You got the kind of training you think you needed.	- Strongly Disagree - Somewhat Disagree - Neither Agree nor Disagree - Somewhat Agree - Strongly Agree
17. You are satisfied with the way the training was delivered.	- Strongly Disagree - Somewhat Disagree - Neither Agree nor Disagree - Somewhat Agree - Strongly Agree
18. The training you received helped improve your skills.	- Strongly Disagree - Somewhat Disagree - Neither Agree nor Disagree - Somewhat Agree - Strongly Agree

Question	Answer options/ skip pattern
19. The training you received will help you better perform your job.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
20. Did you receive an industry/sector recognized credential, certificate, diploma, or other formal recognition for completing this training?	• Yes (please, specify) • No • Not sure

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

Please answer questions #16-18 by thinking about your experience with the training you received.

Prompt for interviewer: Read the categories to respondent and ask to choose a category for each question.

Table 9: SAO Follow-up at Three, Six and 12-Months

Question	Answer options/ skip pattern
16. The training you received helped improve your skills.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
17. The training you received helped you better perform your job.	• Strongly Disagree • Somewhat Disagree • Neither Agree nor Disagree • Somewhat Agree • Strongly Agree
18. The training you received helped you advance in your career (e.g. promotion, wage increase, find a better job).	• Strongly Disagree........Go to #20 • Somewhat Disagree.....Go to #20 • Neither Agree nor Disagree................................Go to #20

Question	Answer options/ skip pattern
	• Somewhat Agree............Go to #19 • Strongly Agree...............Go to #19
19. Which of the following best describes your career advancement as a result of the training you received?	• Promotion.......................Go to #20 • Wage increase...............Go to #20 • Got a better job elsewhere..End • Other (please specify)...Go to #20 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".
20. Are you still employed with the same employer that you worked with while on training?	• Yes • No • Prefer not to say If "No", proceed to question #21. For other answers, the survey is now complete.
21. Which of the following best describes the reason for not working with the same employer?	• Job placement ended and was not hired on • Was laid off by the employer • Got a similar job elsewhere • Got a better job elsewhere • Other reason (please, specify) • Prefer not to say

Appendix 5: ESQ – Specific Question for Integrated Employment Services

The ESQ for IES is shortened to a total of 16 questions, with only a single satisfaction question.

This question is only asked at completion and the 12-month checkpoint once monitoring follow-ups have been triggered.

Table 10: IES Follow-up at Completion and 12-Months after Completion

Question	Answer options/ skip pattern
Please answer question #16 thinking about your experience with the services you received. 16. How satisfied are you with the service you received, from 1 being completely dissatisfied to 5 being completely satisfied? Prompt for interviewer: Read the categories to respondent and ask to choose a category for the question.	• Completely dissatisfied • Dissatisfied • Neutral • Satisfied • Completely satisfied • Prefer Not to Answer

Appendix 6: 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 clients' employment outcome status after participating in Employment Ontario (EO) programs or services. The questions are designed using skip-logic format, ensuring 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 EO employment and training programs and to 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 (Q1-15) in which each category is mutually exclusive and consistent across programs.

3. What are the questions in the ESQ?

There are up to 20 questions in the ESQ (see Appendix). The first 15 questions (Q1-15) 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 (Q16-20) are designed to capture the experience of clients with respect to the interventions. Clients are asked questions applicable to their program to gather insights on their perceptions and experiences with 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 first implemented in the Integrated Employment Services (IES) in a phased rollout beginning January 2021, before later being 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.

5. How do EO service providers administer the questions?

ESQ is administered verbally or electronically by SSM, EO service providers or ministry staff at completion/exit and during follow-ups after EO program intervention at one, three, six, 12 or 24 months intervals, in accordance with the program's performance management framework and/or program guidelines.

6. 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 from a training provider. The objective for these workers is mainly to improve on their job performance or to advance their career prospects. The perception questions have been modified to capture these perspectives.