

PROGRAM PERFORMANCE & EVALUATION MEETING THE CHALLENGE OF OPEN GOVERNMENT

**Pathways to Prosperity (P2P)
Pre-Conference Workshop
November 29, 2015**

**Ontario Ministry of Citizenship, Immigration
and International Trade (MCIIT)**

Evaluation Main Drivers

- Three issues moved monitoring and evaluation to the forefront for MCIIT.
 - The Ontario Immigration Strategy - required the evaluation of all ministry programs to determine alignment, effectiveness, relevance and efficiency.
 - Open Government Initiative – requires that key performance metrics be developed to assess government progress on key priorities and make results of the assessments public.
 - Program Review, Renewal, and Transformation (PRRT) – involves monitoring and evaluation of government programs to determine alignment with government priorities, effectiveness, relevance, efficiency, and sustainability.

Open Government

The Ministry of Citizenship, Immigration and International Trade (MCIIT) has an ongoing commitment to openness and transparency by reaching out to Ontarians to share information and solicit feedback on issues that impact their lives.

- MCIIT's Open Government Plan includes identifying new opportunities for dialogue and engagement with the public and through the release of additional information and data sets.
- The Ministry will also enhance capacity in the area of analytics to improve the quality and utility of the data and information used to inform policy decisions and increase the value of data released to the public.

Program Review, Renewal & Transformation

One of the ways in which the government will achieve the objectives of improving government and balancing the budget is through **Program Review, Renewal & Transformation (PRRT)** – a fundamentally new approach to multi-year planning.

Opportunity to Lead Change

- Look across the OPS and government, in partnership
- Focus on clients/outcomes
- Use evidence to inform better choices
- Look at better ways to deliver programs, and end ones that don't work
- Multi-year approach: action, goals results.

MCIIT's Programs Monitoring and Evaluation

- Ontario Bridge Training Programs (OBTP), Language Training Program (LT), Newcomer Settlement program (NSP), Provincial Nominee Program, Municipal Immigration Information Online (MIIO), ChangeTheWorld (CTW) and Partnership Grant Program (PGP).
 - All programs are implemented by Service Provider Organizations/ Institutions and evaluated by third party consultants
 - Evaluations carried out by third party consultants
- To date, evaluations have been completed for 4 programs, three are in progress and 1 to be launched in the new year.
- Both PRRT and Open Government require more rigorous and frequent monitoring and evaluation of programs – focus on clients and outcomes/ impact.

Reporting PM and Evaluation Results

- Each government program has undergone a PRRT assessment using the four lenses of relevance, effectiveness, efficiency, and sustainability.
 - Assessments serve to identify how well a program is delivering its desired outcomes and identify opportunities to transform to improve outcomes.
 - Key Performance Indicators will be reported to Treasury Board annually/ biannually depending on data availability.
- A new process for releasing evaluation reports is in place that will address both the need for open government as well as need to make evaluation results available to stakeholders and the general public.
 - Summary includes findings and recommendations.
 - All programs will undergo evaluations every 4 years

Addressing Challenges

- Challenges:
 - Availability and quality of program data
 - Timelines for outcomes/impacts go beyond evaluation cycles
 - Attribution
 - Standard reporting mechanism not suitable for all stakeholders
- Addressing the challenges:
 - MCIIT is working with MGS to improve on administrative data quality (data gathering, analysis, reporting and linkages)
 - Development of KPI that use established data
 - Commitment to work with stakeholders to find a better way of reporting on both PM and evaluations.