

Call for Proposals Evaluation Consultant

PRESIDENT Bruno M. Suppa
EXECUTIVE DIRECTOR Mario J. Calla
HEAD OFFICE 1710 Dufferin Street
Toronto, ON M6E 3P2
Tel 416.658.1600
Fax 416.658.8537
Email admin@costi.org
Web www.costi.org

CALEDONIA
EMPLOYMENT
SERVICES

700 Caledonia Road
Toronto, ON M6B 3X7
Tel: 416.789.7925
Fax: 416.789.3499

Email:
employ@costi.org

Orientation to Ontario Project

The objective of Orientation to Ontario (O2O) is to expedite and facilitate the settlement and integration of newcomers to Ontario and to help them make informed choices. O2O is a pilot initiative funded by CIC and MCI. The project is implemented by COSTI with collaboration from Collège Boréal, OCASI and George Brown College. The project aims to deliver information to clients in the following models in both English and French and is targeted at pre-arrivals and just arrived newcomers to Canada:

- Online – www.orientationontario.ca by OCASI
- Workshops – 20 Service Providing Organizations (SPOs) across Ontario
- Print – for self directed learning

This is the second phase of the project. The first phase constituted the development of the tools. During the second phase, the website will be officially launched, workshops will be conducted across the province by up to 20 service delivery organizations and workbooks will be delivered to self directed clients through independent venues (e.g. libraries/language assessment centres/NICs). It is estimated that approximately 3,700-4,000 individuals will be served through the workshops and an additional 300-500 through the distribution of workbooks.

Project Scope:

Development and implementation of a clear evaluation framework which includes:

- Program outcomes and a core set of indicators
- Program and data collection tools and methods;
- Client/user feedback;
- Stakeholder consultation with the settlement sector in Ontario;
- Workshop delivery observation;
- Key informant interviews with senior managers and staff of the 20 pilot sites;
- Analysis of client outcomes, program effectiveness, and potential areas for improvement;
- Recommend options for the development of the service delivery framework

Project Deliverables:

- A. A proposed evaluation plan within one month of contracting
- B. A draft report to members of Advisory Committee and Management Committee including:
 - Evaluation of various service delivery models and reasons for their success/failure;
 - Analysis of all quantitative and qualitative data to validate the findings;

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a United Way
Member Agency

- C. The final report will include: an Executive Summary including recommendations for service delivery models, methodology, and the criteria used to determine best practices.

Evaluator Competencies:

- Understanding of adult facilitation principles
- Experience in not for profit sector with grassroots organizations and/or government-funded projects.
- Experience in designing summative evaluation incorporating qualitative and/or quantitative methodologies.
- Familiarity with CIC modernized approach and new trends in delivery of settlement services.
- Capacity to conduct evaluation activities in English and French (subcontracting is accepted).

Pilot Timeframe:

- Duration of the pilot is nine months, starting March, 2012.
- This assignment must be completed by the end of February 2013.

Application Information

Please send a succinct proposal by February 27, 2012 including:

- Applicant's curriculum vitae including a cover letter which clearly outlines how the applicant's knowledge, skills, and abilities makes him/her a good candidate for the project;
- Brief work plan describing the evaluation steps including timelines;
- Understanding of deliverables;
- Budget (please indicate the hours and total cost for each step in the work plan)
- A statement of the applicant's understanding of issues of confidentiality as applied to this project;
- Disclosure concerning any real, perceived, or potential conflicts of interest;
- Three references from recent comparable evaluation project clients.

Proposal Submission:

Rahila Mushtaq, Project Manager – mushtaq@costi.org

About COSTI:

Meeting the needs of a diverse society for over 55 years, COSTI Immigrant Services is a community-based multicultural agency providing employment, educational, settlement and social services to all immigrant communities, new Canadians and individuals in need of assistance.

COSTI strives to be a leader in community service by using a client focused, proactive, and innovative approach in planning, developing and delivering services. Our programs ensure that regardless of language or cultural barriers, people who arrive in Canada are able to use their existing skills, learn new ones, and participate actively in all aspects of Canadian life.

Operating from 18 locations in Toronto, York Region and Peel, COSTI provides services in more than 60 languages. To learn more about COSTI, and our programs and services, visit our website @ www.costi.org.