



## REQUEST FOR PROPOSAL

Autism Ontario is seeking proposals from experienced and qualified evaluators to conduct a program evaluation of the Ontario Autism Program (OAP) Service Navigation Program.

**Title:** Program Evaluation of the OAP Service Navigation Program  
**Date of issue:** November 20, 2020  
**Submission deadline:** 5:00 PM (EST) February 28, 2021

### Project Overview and Background

Autism Ontario (formerly Autism Society Ontario) is a charitable organization founded in 1973, and the province's leading source of information and referral on autism and one of the largest collective voices representing the autism community. The provincial Ontario Autism Program (OAP), administered by Ontario's Ministry of Children Community and Social Services (MCCSS), transitioned to a direct funding model with the introduction of Childhood Budgets (CB), followed by Interim One Time Funding (IOT) in 2019. To support eligible families in accessing and using their funding, the MCCSS has contracted Autism Ontario to deliver the Service Navigation Program. *We are seeking a third-party evaluator to design and implement a year end program evaluation of the Service Navigation Program and provide suggestions for evaluation components required for quarterly reporting.*

### About the Program

The OAP Service Navigation Program objectives are to provide direct support to families who are accessing or interested in accessing the OAP to build caregiver capacity so that families can:

- Understand the new OAP and the services available to purchase with their OAP funds (see <https://www.ontario.ca/page/ontario-autism-program> )
- Find and select a qualified service provider;
- Complete and submit required documentation and reconcile invoices;
- Feel supported in their role as system navigators and employers;
- Feel supported in connecting to available services and supports in their local communities; and

- Have access to parent resources to support positive child and family outcomes.

Furthermore, Autism Ontario has been tasked to deliver the program in accordance with the following principles:

- Province-wide support, including remote, rural and underserved areas;
- Sensitive to the social, linguistic and cultural diversity of families;
- Reflective and responsive to individual, family and community needs; and
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the information needs of children/youth with ASD and their families.

### **Program Evaluation Scope**

The primary purpose of the independent program evaluation is to support the continual development of the OAP Service Navigation Program (i.e., beyond the one-year contract). Final program evaluation results will be reported to the MCCSS at the end of the program contract. The Final program evaluation must include at a minimum

- Family feedback
- Design and implement a process to gather community feedback for our services
- Quantitative (outputs) and qualitative (outcomes) evaluation
- Evaluation of service objectives

Much of the quantitative data relevant for this program evaluation will be collected and managed within the client information system maintained by Autism Ontario.

Additionally, the evaluator will assist Autism Ontario in analyzing the current evaluation components that it will include in the “executive summary of progress for the reporting period” for each of the four Quarterly Reports. These evaluation components include the following:

- Number of families served by a Family Resource Coordinator, broken down by Ministry region;
- Number of families waiting to be connected to a Service Navigator after first contact with the Service Navigation Program, broken down by Ministry region;
- Number of webinars held and number of attendees of webinars;
- Number of in-person events held and number of attendees, broken down by type of event;
- Number of families that have participated in the peer-to-peer mentorship program;

- Summary of unique visits to and engagement minutes of program web resources;
- Number of families referred to community organizations and resources, broken down by type;
- Summary of program outcomes; and
- Summary of feedback from families about their satisfaction with the services received.

## **Budget**

Please include a budget breakdown for the work in the proposal.

## **Target Deliverables and Completion Schedule**

Autism Ontario provides its quarterly reports to MCCSS according to the following timeline:

Q1 Report: July 30, 2020

Q2 Report: October 30, 2020

Q3 Report: January 31, 2021

Q4 Report: April 30, 2021

Final program evaluation: May 31, 2021

## **Submission Requirements**

Applications should include the following:

- Letter of interest
- Proposal: including brief description of planned methodology and procedures; roles and human resources; schedule or timeline; capacity to deliver this type of evaluation; demonstrated capacity to analyze and maintain confidential data; projected costs
- Samples or descriptions of past relevant work (maximum 2 pages)
- CV or résumé of up to 3 people who would contribute to this project (including lead person for evaluation)
- List of references

Please email completed applications to [christa@autismontario.com](mailto:christa@autismontario.com)

All submissions will be kept confidential and will only be shared with the internal selection committee. Applications must be received no later than **5:00 PM (EST)**

**January 29, 2021.**

Autism Ontario will evaluate bidders and proposals based on

- Soundness of proposed evaluation approach
- Previous experience, past performance history
- Samples, case studies from previous projects
- Projected costs (proposed budget)
- Experience and technical expertise

### **Contact**

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