

**Ministry of Training,  
Colleges and Universities**

**Ministère de la Formation  
et des Collèges et Universités**



Employment and Training Division

Division de l'emploi et de la formation

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Workforce Policy and Innovation  
Division

Division des politiques et des innovations  
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August 29, 2019

Dear Employment Ontario partners:

Earlier this year, the [government announced](#) its overall approach to integrating and transforming employment services. The new employment service system will be efficient, cost-effective and be easy to use and focused on helping all job seekers, businesses and communities, including those on social assistance or with a disability.

Three prototype regions were announced on [July 2, 2019](#) – Hamilton-Niagara Peninsula, Muskoka-Kawarthas and Peel Region – where the new employment services model will launch in fall 2019. Employment services across the rest of the province will move to the new system gradually, over the next several years.

As part of the July 2 announcement, a Request for Qualification (RFQ) was launched for interested organizations to qualify for the Call for Proposal stage. As stated in the published RFQ addendum, the list of qualifying applicants will be posted to the Employment Ontario Partners' Gateway and the Ontario Tenders Portal.

The ministry has evaluated the RFQ submissions and invited qualified organizations to participate in the Call for Proposal to determine service system managers in the prototype regions. Service system managers are expected to be selected in fall 2019, with a transition period running from January 2020 to September 2020.

The ministry will undertake a phased approach to transformation that will ensure service continuity and client access as roles and responsibilities shift during the transition from ministry oversight of service providers to service system manager oversight.

**Phase I – Planning (January 2020 – March 2020)**

This phase is intended to allow SSMs to establish themselves within the catchment area

**Phase II – Transition (April 2020 – September 2020)**

During this phase, responsibility for managing EO and ODSP employment services service delivery will be transferred to the SSMs. However, SSMs will not be able to make changes to the service provider network during this period.

**Phase III – Integrated ES Delivery (begins on October 1, 2020)**

In this phase, transition is complete and responsibility of employment services for Ontario Works recipients will be transferred to SSMs. During this phase, the SSM will be permitted to make changes to the service provider network and will be fully responsible for the planning, design and delivery of in-scope employment services within the identified catchment area.

For additional information on employment services transformation please visit the [Employment Ontario Partners' Gateway](#) or contact [estransformation@ontario.ca](mailto:estransformation@ontario.ca).

We will continue to seek opportunities to work collaboratively with our delivery partners as we modernize our employment and training system. Thank you for your ongoing support of clients across the province.

Sincerely,

**Original signed by**

David Carter-Whitney  
Assistant Deputy Minister  
Employment and Training Division

**Original signed by**

Erin McGinn  
Assistant Deputy Minister  
Workforce Policy and Innovation Division

**Cc:**

Richard Steele, Assistant Deputy Minister, Social Assistance Programs Division, Ministry of Children, Community and Social Services

Jill Vienneau, Assistant Deputy Minister, Strategic Policy Division, Ministry of Children, Community and Social Services