

Memorandum

To: Employment Ontario Delivery Partners

From: Annette Huton, Director
Program Delivery Support Branch

Date: August 3, 2022

Subject: Internal Ministry Tool to Streamline Ukrainian Newcomer Inquiries

The Ontario Government is committed to supporting the successful settlement and integration of Ukrainian newcomers coming to Ontario. As part of this strategy, the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) is ensuring that Ukrainian newcomers have access to the province's employment and training programs and services.

In addition to the supports described in earlier communications from [Assistant Deputy Minister](#) Cordelia Abankwa and [my office](#), MLITSD has developed an internal tool to support the Employment Ontario Contact Centre with triaging employment and training inquiries from job seekers and employers regarding Ukrainian newcomers. Based on the unique circumstances of this client group noted in the criteria below, this customized tool was developed to streamline access and connections between Ukrainian newcomers, employment supports and employers. This triage tool identifies a list of 25 service delivery sites from 16 Employment Ontario service providers across the province that were determined to be well-positioned to serve this group of newcomers.

The sites included on the list were selected based on the following features:

- Higher than average experience serving newcomers;
- Strong performance in providing settlement services;
- Higher than average employment outcome performance of key employment and training programs serving newcomers;
- The ability to provide services in Ukrainian; and,
- Location based on where Ukrainian newcomers are expected to settle.

As this list will solely be used by the Employment Ontario Contact Centre for triaging purposes, the Employment Ontario network only needs to be aware that a higher

concentration of Ukrainian newcomers may be directed to those sites. Further, given that the ministry has already determined that these sites are currently well-positioned to serve this group of newcomers, shortlisted service providers are not required to adjust their current services and programs and no additional government funding or resources will be provided as part of this initiative.

For more information on the purpose of this triage tool, please see the [questions and answers](#).

If you have any questions regarding the contents of this memo, please contact your ministry representative.

Thank you,

Annette Huton
Director, Program Delivery Support Branch

cc: Charles Bongomin, Central Region – Regional Director
Heather Cross, Western Region – Regional Director
Nicole Pereira, Northern Region – Regional Director
Tariq Ismati, Eastern Region – Regional Director