

Employment Services Transformation Update: Phase 1 and Phase 2

General Questions & Answers

Table of Contents

EST Secretariat.....	2
What is the role of the new EST Secretariat?	2
EST Phase 1 Updates.....	2
When will results of the Phase 1 competitive selection process be announced? .	2
Will there be a Transition Period for the Phase 1 catchment areas, once new SSMs are selected?	2
When will client intake begin for the new SSMs?	3
EST Phase 2 Updates.....	3
What is the status of the Phase 2 catchment areas?.....	3
Why is the ministry moving so quickly with the implementation of the Phase 2 catchment area competitive process?	4
General EST Information	4
What is the timeline for implementation?	4
How are SSMs being selected?.....	5
How many catchments can a Service System Manager oversee?	5
Why is EST implementation taking place in Toronto and the northern catchment areas last?	5
How will the ministry continue to engage stakeholders during the provincial roll-out?	5
Have the prototype catchment areas shown positive results so far?	6

EST Secretariat

What is the role of the new EST Secretariat?

The government has recently established a new EST Secretariat as a key step towards achieving the province's vision for integrated delivery of employment services.

The Secretariat will lead the planning and implementation of the various facets of EST and ensure strategic alignment across ministries, as well as close collaboration with our many service delivery partners and stakeholders.

MLTSD and MCCSS will continue to work closely together to support the implementation of EST.

EST Phase 1 Updates

When will results of the Phase 1 competitive selection process be announced?

The competitive process to select new Service System Managers (SSMs) in Phase 1 catchment areas is well underway in York, Halton, Stratford-Bruce Peninsula and Kingston-Pembroke and we anticipate announcing the successful organizations in late April 2022. Further details will be shared as decisions are made.

Once announced, the new SSMs will begin working with service providers in their areas in preparation for the gradual transition to the new service delivery model. As with the prototype regions, there will be three (3) months Planning Period and nine (9) months Transition Period to allow the SSMs to build relationships and strengthen their capacity in the catchment areas.

Will there be a Transition Period for the Phase 1 catchment areas, once new SSMs are selected?

Following the competitive process for Phase 1, new SSMs for this phase will enter into three (3) months Planning Period and nine (9) months Transition Period to establish themselves and for service providers to build relationship with SSMs. The prototypes

confirmed that the needed time for Planning and Transition Period was crucial for success.

SSMs have a 9-month transition period to help ensure stability within the service delivery network. During this time, SSMs take responsibility for the existing agreements with service delivery organizations in their catchment areas for Employment Ontario and ODSP employment programs.

At the end of the transition period, the SSMs also take on responsibility from municipalities to provide employment services supporting Ontario Works clients. Throughout the transition, there will be a focus on service continuity for clients to ensure a client centered approach.

When will client intake begin for the new SSMs?

During the Transition Period, Employment Ontario (EO) and Ontario Disability Support Program – Employment Supports (ODSP-ES) service providers are transferred to the service system managers and SSMs begin their responsibility of service delivery network oversight and EO and ODSP-ES client intake.

Once the Integrated Employment Services Delivery Period begins (in April 2023), Service System Managers (SSM) can make changes to the service provider network.

At this time, responsibility for employment services and supports for clients previously served through Ontario Works Employment Assistance will transfer to service system managers and Social Assistance clients will begin to be referred to Employment Ontario to receive employment services.

EST Phase 2 Updates

What is the status of the Phase 2 catchment areas?

In tandem with the selection of new SSMs for Phase 1 catchment areas, planning is underway to roll-out the EST model for the next grouping of catchment areas (“Phase 2”

catchment areas), including Durham, London, Ottawa, Windsor-Sarnia, and Kitchener-Waterloo-Barrie.

In April 2022, the ministry will launch the Call for Proposals (CFP) and invite those Applicants who qualified under the Request for Qualifications (RFQ) from Phase 1.

Why is the ministry moving so quickly with the implementation of the Phase 2 catchment area competitive process?

The Phase 2 process and deadlines were announced in June 2021 as part of a sequenced and measured approach to implementation across the province.

As the economy continues to re-open, many people will need quick and easy access to our services to get and stay employed.

The ministry is committed to a fair and competitive process to select Service System Managers (SSMs), while balancing the need to better serve those clients who need assistance now more than ever.

General EST Information

What is the timeline for implementation?

There are currently 12 remaining catchment areas for implementation of the Employment Services Transformation Model.

April 2022: Ministry-Service System Manager transfer payment agreements will be in place by late April 2022 for identified Phase 1 catchment areas (York, Halton, Stratford-Bruce, Kingston-Pembroke).

April 2022: The competitive process for Phase 2 catchment areas (London, Durham, Windsor-Sarnia, Kitchener-Waterloo-Barrie and Ottawa) will occur in late April 2022 with contracts expected in December 2022.

2023: The competitive process for the remaining high complexity catchment areas (including Toronto and two Northern Ontario catchment areas) in Phase 3 will occur in 2023, due to the additional engagement and implementation planning required.

How are SSMs being selected?

Service System Managers (SSMs) are selected through a two-stage competitive process. The ministry is aiming to attract high performing organizations with the expertise and capacity to oversee the planning, delivery, and design of employment services as SSMs.

How many catchments can a Service System Manager oversee?

The ministry will provide further information about this in the near future.

Why is EST implementation taking place in Toronto and the northern catchment areas last?

The ministry recognizes the uniqueness and complexities related to the demographic, geographic and population densities of Toronto and the Northern catchment areas which is why we have left implementation in those locations for a later date.

The ministry will use the time prior to rolling out EST in Toronto and the North to make thoughtful considerations to developing a delivery approach that will best meet the unique needs of those communities.

Decisions on system design requirements and service delivery improvements will be informed through engagement with key stakeholders including, municipalities, District Social Services Administration Boards, Indigenous partners, Francophone stakeholders, our service provider network and community groups.

How will the ministry continue to engage stakeholders during the provincial roll-out?

As the government prepares for the next stage of Employment Services Transformation, the ministry is committed to engaging with key stakeholders, including our municipal

partners, service delivery partners, Indigenous partners and the Reference Group on Employment Services for People with Disabilities.

As well, the ministry remains committed to providing regular communications to help our stakeholders, Indigenous partners and the public understand and prepare for any changes.

Have the prototype catchment areas shown positive results so far?

It has been just over a year since Ontario Works was integrated into Employment Ontario and the integrated employment services delivery period began in the three Employment Services Transformation prototype catchment areas on January 1, 2021.

Over this time, the ministries have started to collect a variety of client data to assess employment outcomes and inform system transformation.

While client employment outcome data is limited, early results have been promising. The ministry will continue to monitor and evaluate progress based on the data.