

Memorandum

To: Employment Ontario Delivery Partners
From: Jody Young, Assistant Deputy Minister
Date: September 22, 2022
Subject: Employment Services Transformation Update

Dear Employment Ontario partners:

Today, I am pleased to provide an update regarding the progress of the ongoing transformation and integration of employment services.

New Service System Manager (SSM) in Kingston-Pembroke

The competitive process to select the SSM for the Kingston-Pembroke catchment area has concluded. The successful proponent is Serco Canada Inc. as part of a consortium with Deloitte Canada Inc. and Thrive Career Wellness Inc.

Serco Canada Inc. currently supports federal and provincial governments in Newfoundland and Labrador, Ontario, Saskatchewan, and British Columbia with a range of services, and has international operations in several countries including providing health care management services in the UK.

Serco Canada Inc. was selected through a rigorous competitive process and has demonstrated their capacity to oversee the design, planning and delivery of the new Integrated Employment Services (IES) model.

Transition Planning in Kingston-Pembroke

With the introduction of this new SSM, service providers in Kingston-Pembroke will be provided a period of stability including: a Planning Period from September to December 31, 2022; and a nine (9) month Transition period, beginning January 1, 2023 to September 30, 2023. During this time, service provider funding will remain unchanged.

In order to align with the Planning Period, service providers in the Kingston-Pembroke catchment area will receive an extension to their agreements with the ministry.

Referral of Ontario Works clients to IES will begin after the Transition Period, on October 1, 2023. The ministry, as well as the Ministry of Children, Community and Social Services, will work with all delivery partners to provide support throughout the Transition Period.

Engagement in Toronto and the North

The ministry is planning to consult with partners in order to gain a better understanding of how to best deliver employment services in Toronto, Northeast and Northwest given the complexity of these catchment areas. In the coming weeks, the ministry will release a market sounding document. Organizations will have the opportunity to provide feedback through the market sounding document as well as vendor engagement sessions about how to improve service delivery for clients in these diverse and complex catchments. The market sounding document and vendor engagement sessions will be open not-for-profit, private and public entities, including municipalities, colleges and Indigenous organizations.

Phase 2 Catchment Areas

On June 10, 2021, the government [announced](#) a multi-stage competitive process which would see SSMs selected for all catchment areas in Ontario by the end of 2023. Progress continues on this phased provincial rollout. The competitive process for Phase 2 catchment areas of Durham, London, Ottawa, Windsor-Sarnia, and Kitchener-Waterloo-Barrie is in progress, and is expected to be completed by the end of 2022.

Further Information and Next Steps

Additional details about what is happening now, and next steps, are available in the Questions and Answers document posted on the [Employment Ontario Partners Gateway](#).

As mentioned in the [Minister's announcement](#) today, the new IES as implemented in the first three catchments of the province is already showing promising results. These benefits are a direct result of your ongoing partnerships while we move forward with this important transformative initiative to modernize Ontario's employment and training system.

As we continue to move through this process, I remain committed to providing regular updates to our service providers and stakeholders.

Sincerely,

Original signed by

Jody Young
Assistant Deputy Minister
Employment and Training Division

Cc:

Simone Atungo, Assistant Deputy Minister, Workforce Policy and Innovation Division, Ministry of Labour, Immigration, Training and Skills Development

Cordelia Clarke Julien, Assistant Deputy Minister, Social Assistance Programs Division, Ministry of Children, Community and Social Services

Gloria Lee, Executive Director, Transformation Secretariat, Employment and Training Division, Ministry of Labour, Immigration, Training and Skills Development

Charles Bongomin, Regional Director, Central Region, Employment and Training Division, Ministry of Labour, Immigration, Training and Skills Development

Tariq Ismati, Regional Director, Eastern Region, Employment and Training Division, Ministry of Labour, Immigration, Training and Skills Development

Heather Cross, Regional Director, Western Region, Employment and Training Division, Ministry of Labour, Immigration, Training and Skills Development

Nicole Pereira, Regional Director, Northern Region, Employment and Training Division, Ministry of Labour, Immigration, Training and Skills Development