

**Ministry of Labour, Training
and Skills Development**

Office of the Assistant Deputy
Minister

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Memorandum

To: Employment Ontario Delivery Partners
From: Cordelia Abankwa, Assistant Deputy Minister
Date: April 25, 2022
Subject: Selection of Phase 1 Service System Managers

Dear Employment Ontario partners:

Today, I am writing about the government's [announcement](#) regarding a significant milestone in its ongoing transformation and integration of Ontario's employment services. The Ministry of Labour, Training and Skills Development (MLTSD) has selected Service System Managers (SSMs) for the Phase 1 catchment areas of York; Halton; and Stratford-Bruce Peninsula.

The new Service System Managers are:

- **York: WCG**
 - WCG is a Canadian subsidiary of the International APM Group Pty Ltd. (APM), a global human service organization based in Australia.
 - WCG is the current SSM for the prototype catchment area of Peel.
- **Halton: Fedcap Inc.**
 - Serving over 250,000 people each year across an international footprint (Canada, US and UK), the Fedcap Group delivers services within four major

- areas of practice (workforce development, educational services, occupational health services and economic development).
- Fedcap Inc. is the current SSM for the prototype catchment area of Hamilton-Niagara.
 - **Stratford-Bruce Peninsula: The Corporation of the County of Bruce**
 - The Corporation of the County of Bruce leads a consortium that includes the Corporation of the County of Grey, the Corporation of the County of Huron, and the Corporation of the City of Stratford.

These organizations were selected through a rigorous competitive process and have demonstrated their capacity to oversee the design, planning and delivery of the new integrated employment services model.

The Ministry will be taking extra time to complete the assessment and negotiation process for the remaining catchment area of Kingston-Pembroke and will provide further information and updates as they become available.

Transition Planning in Phase 1 Catchments

As with the three prototype catchments (Peel, Muskoka-Kawartha and Hamilton-Niagara), new SSMs will have up to twelve (12) months of Planning and Transition periods before assessing and making any potential changes in the local service delivery network. Lessons learned from the prototype phase demonstrated that this was key to successful transition. Referral of Ontario Works clients into Employment Ontario service delivery will begin after the Transition period. 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.

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 between now and the end of 2023.

Progress continues on this phased provincial rollout, as the competitive process for Phase 2 catchment areas of Durham, London, Ottawa, Windsor-Sarnia and Kitchener-Waterloo-Barrie is entering the next stage.

The competitive process for Phase 2 catchment areas is expected to be completed by the end of 2022. The ministry will provide further information and updates throughout the process.

Further Information and Next Steps

I would like to take this opportunity to acknowledge your organization's continued work to adjust how services are being delivered to clients.

As we continue to move through this process, I remain committed to providing regular updates to our service providers and stakeholders. Additional details about what is happening now, and next steps, are available in the Qs and As document posted on the [Employment Ontario Partners Gateway](#).

Looking ahead to the final phase (Phase 3) for Toronto, Northeast and Northwest catchment areas, the ministry is committed to actively consulting with community partners and community stakeholders to inform the planning for the competitive process. Further details will be shared as they are available.

As the economy continues to reopen, many people will need quick and easy access to our services to find jobs and stay employed. Integrating employment services is key to better

serving clients who need help now more than ever. As the transformation moves forward, we are seeing encouraging early signs, both in terms of clients served and collaboration between SSMs and Social Assistance delivery partners.

Thank you so much for your ongoing partnership as we move forward with this important transformative initiative which will modernize Ontario's employment and training system.

Sincerely,

Original signed by

Cordelia Abankwa
Assistant Deputy Minister
Employment and Training Division

Cc:

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

Aklilu Tefera, 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, Training and Skills Development

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