

Memorandum

To: Employment Ontario Delivery Partners

From: Jody Young, Assistant Deputy Minister

Date: April 19, 2023

Subject: Employment Services Transformation – Toronto and Northern Catchments

Dear Employment Ontario partners:

The government is taking the next step in the integration of the province's employment services system. Today, I am pleased to announce the launch of the competitive selection process for Service System Managers (SSMs) across the final Phase 3 catchment areas of Toronto, Northeast, and Northwest.

Since February 2019 the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) has worked to transform Ontario's employment services by integrating Employment Ontario with Ontario Works Employment Assistance and Ontario Disability Support Program Employment Supports together to improve client outcomes. The new system has been implemented in 12 catchment areas across Ontario where SSMs now oversee the design and delivery of employment services in their communities.

Phase 3 Competitive Process

As with the previous phases, the ministry will be using a two-stage competitive process to select new SSMs for the Northeast, Northwest and Toronto catchment areas. This process

begins with a Request for Qualification (RFQ) to identify organizations that are interested and best qualified to fulfil the role of SSM. The RFQ document is available on the [Ontario Tenders Portal](#) under reference Tender #18140 until June 2, 2023. Qualified applicants will be invited to participate in the Call for Proposals stage in the summer/fall.

I would like to highlight that the RFQ has been informed by the Employment Services Transformation market sounding and vendor engagement sessions. These sessions allowed the ministry to gather feedback on how to improve service delivery and client outcomes in the complex catchment areas of Toronto, Northeast, and Northwest. The ministry also continues to consult with SSMs, stakeholders and partners on improvements to the Integrated Employment Services model.

Next Steps

Additional details about the RFQ stage of the competitive process will be provided through information sessions in May. Details about these information sessions are available in the RFQ document on the [Ontario Tenders Portal](#). Further information about what is happening now, and next steps, can be found in a Questions and Answers document on the [Employment Ontario Partners Gateway](#).

I remain committed to providing regular updates to our service providers and stakeholders as the ministry continues to move through the Phase 3 competitive process.

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

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

Laura Loveridge, Regional Director, Central East Region, Employment and Training Division, Ministry of Labour, Immigration, Training and Skills Development

Jennifer Galloway, Regional Director (A), 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