

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

Office of the Assistant Deputy
Minister

777 Bay Street,
26th Floor
Toronto ON M5G 2E5

**Ministère du Travail, de
l'Immigration, de la Formation
et du Développement des
compétences**

Bureau du sous-ministre adjoint

777, rue Bay,
26^e étage
Toronto ON M5G 2E5



Memorandum

To: Employment Ontario Delivery Partners
From: Jody Young, Assistant Deputy Minister
Date: February 9, 2023
Subject: Selection of Phase 2 Service System Managers

Dear Employment Ontario partners:

The ministry has reached a [significant milestone](#) in its ongoing transformation and integration of Ontario's employment services. The Ministry of Labour, Immigration, Training and Skills Development (MLITSD) has selected Service System Managers (SSMs) for the Phase 2 catchment areas of Durham, London, Windsor-Sarnia, Kitchener-Waterloo-Barrie, and Ottawa.

The new SSMs are:

Durham: The Regional Municipality of Durham

- The Durham Consortium is comprised of three partners: The Regional Municipality of Durham as the lead agency, Durham Workforce Authority, and Durham College.

London: Corporation of the City of London

- The City of London is the SSM for the Ontario Works (OW), Child Care and Housing programs across the London-Middlesex region.

Windsor-Sarnia: Corporation of the City of Windsor

- The Corporation of the City of Windsor leads a consortium that includes the City of Windsor and the Workforce Development Board Windsor Essex (Workforce WindsorEssex). The Corporation currently holds contracts to deliver both Employment Ontario (EO) and OW programming, while also actively partnering with the Ontario Disability Support Program (ODSP) office.

Kitchener-Waterloo-Barrie: Serco Canada

- Serco Canada is the current SSM for the Kingston-Pembroke catchment area. Serco Canada is the consortium lead and Deloitte Inc. with Thrive Career Wellness Inc. are their consortium members to deliver Ontario's Employment Services Transformation (EST) program.

Ottawa: WCG

- International APM Group Pty Ltd (APM) is the consortium lead and WCG International Consultants Ltd (WCG) is their consortium member. WCG is a Canadian subsidiary of APM, a global human service organization based in Australia. Currently, WCG is the SSM for the Peel and York catchment areas.

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 (IES) model.

Transition Planning in Phase 2 Catchments

As with the prototype and Phase 1 catchment areas, new Phase 2 SSMs will have a Planning and Transition Period to set up operations, establish community presence and build

partnerships. This will also ensure that service providers have a period of stability during transition.

Referral of OW clients into EO service delivery will begin after the Transition Period. Clients who are receiving employment services during the Transition period, including EO and ODSP clients, will continue to receive services into the IES delivery 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 3 Catchment Areas

On October 6, 2022, the ministry released an EST market sounding document for early engagement with partners, stakeholders, and potential vendors to gather feedback on how to improve IES service delivery and client outcomes in the complex catchment areas of Toronto, Northeast and Northwest. In addition to market sounding, organizations had the opportunity to provide feedback through a number of vendor engagement sessions held in October and November 2022. The market sounding document and vendor engagement sessions were open to not-for-profit, private and public entities, including municipalities, colleges and Indigenous organizations. The ministry is reviewing the feedback we obtained and will use it to inform the Phase 3 selection process.

We look forward to providing additional details about the competitive process for the Phase 3 catchment areas as they become available.

Further Information and Next Steps

Additional details about what is happening now, and next steps, are available in the attached Questions and Answers document.

I would like to take this opportunity to thank you for your ongoing partnership through this important transformation initiative to modernize Ontario's employment and training systems.

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

Rob Coleman, Director, Employment Services Transformation, Transformation Secretariat, Employment and Training Division, Ministry of Labour, Immigration, Training and Skills Development

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

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