

Memorandum

To: Employment Ontario Delivery Partners

From: David Carter-Whitney and Erin McGinn,
Assistant Deputy Ministers,
Ministry of Labour, Training and Skills Development

Date: February 14, 2020

Subject: Employment Services Transformation - Service System
Manager Selection

Dear Employment Ontario partners:

Today, the government announced a significant milestone in its ongoing [transformation of employment services](#). After a two-stage competitive process, the Ministry of Labour, Training and Skills Development has selected service system managers for [three previously identified catchment areas](#), where the prototype for the new employment services model will begin. The new employment services system will be focused on helping all job seekers, including those on social assistance or with a disability. The new system will help people find and keep quality jobs, supporting Ontario's businesses and communities.

The service system managers are:

- [A consortium led by Fedcap for Hamilton-Niagara Peninsula](#)
- [Fleming College for Muskoka-Kawarths, and](#)
- [WCG, part of the APM Group for Peel.](#)

Employment services across the rest of the province will gradually move to the new system over the next several years. There will not be significant changes to employment services outside of the catchment areas selected for the prototype in the immediate term.

Information for Indigenous Partners

It is important to note that the changes being introduced in the prototype phase will not apply to the services provided by First Nations on-reserve. There will be no immediate changes to the access and delivery of employment services for clients in the prototype catchment areas, including First Nations clients who access employment and training services off-reserve.

Next Steps and Further Information

Changes to employment services in the prototype areas will be implemented in phases. This approach to transformation will ensure service continuity and client access, as oversight of service providers shifts from Ministry of Labour, Training and Skills Development to service system managers. For additional information on employment services transformation, please visit the [Employment Ontario Partners' Gateway](#) or contact estransformation@ontario.ca.

Throughout this process, the ministry will work collaboratively with our delivery partners to ensure that there is no disruption to clients across the province. We are committed to keeping you informed as changes take place. More information will follow as it becomes available.

Thank you for your ongoing support as we modernize Ontario's employment and training system.

Sincerely,

Original signed by

David Carter-Whitney
Assistant Deputy Minister
Employment and Training Division

Original signed by

Erin McGinn
Assistant Deputy Minister
Workforce Policy and Innovation Division

Cc:

Susan Erwin, Assistant Deputy Minister, Social Assistance Programs Division, Ministry of Children, Community and Social Services.

Jill Vienneau, Assistant Deputy Minister, Strategic Policy Division, Ministry of Children, Community and Social Services.