

Employment Services Transformation

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What is Employment Services Transformation?

- Provincial multi-year initiative to modernize employment services delivery in Ontario, first announced in February 2019
- Employment Ontario (EO), Ontario Works (OW) and Ontario Disability Support Program (ODSP) will all merge
- Designed to create Service System Managers (SSMs)
- New Geography/Catchment Areas designed by “Economic Regions”
- 2019 - 3 New SSM Prototypes:
 - Consortium led by Fedcap for Hamilton-Niagara Peninsula
 - Fleming College for Muskoka-Kawartha
 - WCG, part of the APM Group for Peel(No municipal partners or district boards were selected to be SSMs for the prototype areas.)

Why Do We Care?

Community Priorities for DCEC Roadmap:

- Housing and Homelessness
- **Employment**
- Health Equity

Process Adopted By the Province

- As in 2019, when the three prototypes were established, the Ministry of Labour, Training and Skills Development (MTLSD) used a two-stage competitive selection process to select new SSMs for each catchment area -
 - Market Sounding and Request for Qualifications (RFQ) – June 2021
 - Call for Proposals – September 2021
- The sequencing of individual catchment areas will be based on complexity, competitiveness, municipal and district board engagement

Process cont.

- Phase 1 Areas announced as at September 2021:
 - Halton
 - Kingston-Pembroke
 - Stratford- Bruce Peninsula
 - York
- Phase 2 Areas estimated late 2022:
 - Durham
 - Kitchener-Waterloo-Barrie (including Dufferin)
 - London
 - Ottawa
 - Windsor-Sarnia
- Phase 3 Areas estimated 2023:
 - Toronto
 - Two Northern Catchment Areas

Dufferin Context

- Georgian College are the main Employment Ontario (EO) provider for the Dufferin area.
- The County of Dufferin are the Employment Service provider for Ontario Works (OW) for the Dufferin area.
- The Province are the Employment Service provider for Ontario Disability Support Program (ODSP) for the Dufferin area (Guelph Office).
- The Employment Resource Centre at the Edelbrock Hub is co-operated and managed by both Georgian College and the County of Dufferin's Community Services Department.
- Georgian College also provides employment services to clients in Dufferin's northern municipalities by utilizing the County's Shelburne Employment Resource Centre's space.
- The changes to Employment Services will have a considerable impact to both the County of Dufferin and Georgian College.

Moving Forward

- The traditional model of Employment Services within social assistance has Case Managers able to issue financial support for employment support/related activities. How those supports will ultimately be managed has yet to be determined. Therefore, the financial impact to clients is unclear at this time.
- Social assistance will focus on the integral work of providing income supports and supporting people to stabilize their lives so they can achieve greater independence and employment.
- Current Service Managers will see reductions to funding when Employment Services move to different providers. Funding impacts are expected for 2023 and beyond.
- Employment Services Transformation is taking place at the same time as Social Assistance Transformation where the delivery of social assistance is being centralized more at the provincial level and more automation is being introduced.

[Employment Services Transformation \(gov.on.ca\)](http://gov.on.ca)

Thank you