

**Ministry of Children,
Community and Social
Services**

Director's Office
Social Assistance
Service Delivery Branch

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**Ministère des Services à
l'enfance et des Services
sociaux et communautaires**

Bureau du directeur
Direction de la prestation des services
en matière d'aide sociale

2 rue Bloor Ouest, 23^{ème} étage
Toronto ON M7A 2T2

February 14, 2020

MEMORANDUM TO: ODSP-ES Service Providers in EST Prototype Communities

FROM: Patti Redmond
Director
Social Assistance Service Delivery Branch
Social Assistance Programs Division

**RE: Service System Managers (SSMs) for Employment
Services Transformation**

As you know, in February 2019, the government announced the transformation of employment services which will integrate social assistance employment services into Employment Ontario to help the province's most vulnerable, including those with disabilities, break free of the poverty cycle.

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 (SSMs) for three previously identified catchment areas, where the prototype for the new employment services model will begin.

The new employment service system will be efficient, cost-effective, and focused on helping all job seekers, businesses, and communities, including those on social assistance or with a disability. By integrating and modernizing the delivery of

employment services, they can help job seekers – including those with disabilities and on social assistance – find employment in good jobs and help employers get the workers they need to grow their businesses.

The service system managers are:

- The Fedcap Consortium for the Hamilton-Niagara Peninsula
- Fleming College for Muskoka-Kawarthas, and
- WCG, part of the APM Group for Peel.

Beginning April 1, SSMs will oversee your organization's contract for providing employment services within the prototype region. As such, the process for developing your contract will be slightly different this year.

New Contracts for 2020-21 (April 1, 2020 to September 30, 2020)

As of April 1, 2020, your contract will be with the new SSM in your area. Your initial agreement will be for a six-month period from April 1 to September 30, 2020.

The SSMs will begin by establishing a presence in their prototype region and familiarizing themselves with the existing service provider network. SSMs will be contacting you for an initial meeting to discuss next steps in the coming weeks.

Decisions about future contracts from October 1 onwards will be made by the SSM and communicated to you by the SSM. Prior to the October 1 date, SSMs will submit plans to the Ministry of Labour, Training and Skills Development outlining their approach to service delivery and network changes. This plan will be reviewed to ensure it meets ministry-established standards.

The Ministry of Children, Community and Social Services and the Ministry of Labour, Training and Skills Development both recognize the need for specific consideration regarding the service approach for people with disabilities as part of the transformation. The government remains committed to working with delivery partners and stakeholders

to effectively support people with disabilities in connecting to and sustaining employment.

At this time, please continue to be in touch with your program supervisor if you have any questions or require further information.

Thank you for your continued work on behalf of Ontarians in need of employment and persons with disabilities. The hard work and expertise of service providers in communities across the province remains as important as ever. Both job seekers and employers will continue to depend on service providers like you to help them succeed.

We are committed to keeping you informed of progress on this transformational initiative. More information will be shared as it becomes available.

Sincerely,

A handwritten signature in black ink, appearing to read 'P. Redmond', with a stylized, cursive script.

Patti Redmond
Director
Social Assistance Service Delivery Branch
Social Assistance Programs Division
Ministry of Children, Community and Social Services