

# ONTARIO'S EMPLOYMENT SERVICES TRANSFORMATION

In February 2019, the Ontario Government announced its plan for transforming employment services in Ontario. The transformed system is intended to work more effectively to meet employers' needs and better match job seekers to employers.

## What's driving the changes



- Sep 2018: Ernst & Young report highlights 9 out of every 10 public dollars are spent on 3rd party contract administration



- Jan 2019: Memorandum from Premier highlights priority of connecting more workers to good paying jobs, and encouraging job creation



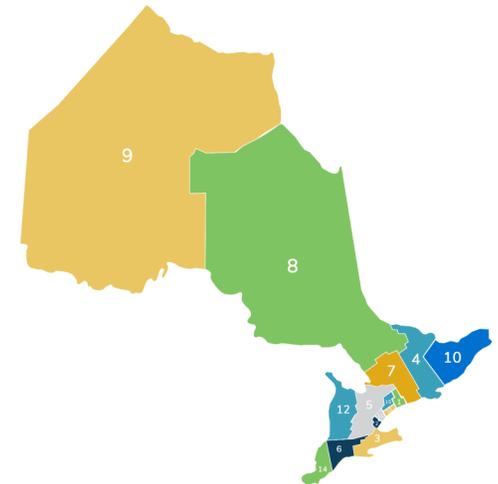
- Feb 2019: Auditor General's reports on Employment Ontario (EO) and Ontario Works highlighted as evidence that system is fractured, complex, and ineffective

## What are the changes

**Ontario has been divided into 15 catchment areas aligning with the economic regions and 5 Toronto region census metropolitan areas (defined by Statistics Canada)**

Transformation will center on 2 key features:

- Moving all employment services currently offered through social assistance programming under EO programming. This includes Ontario Works (OW) and Ontario Disability Support Program (ODSP)
- Introducing a new entity – called the service system manager (SSM) – that will be selected to manage the employment services system in each catchment area across the province



For more information please visit:

<https://onestep.ca/employment-services-transformation/>

## TIMELINE FOR TRANSFORMATION

February 2019

Government  
announcement

July - October 2019

Competition for SSM in  
first 3 catchment areas

April 2020

SSMs in place in first 3  
catchment areas

October 2020

Integrated employment  
services model in place  
under SSM in first 3  
catchment areas

?

Competition for  
remaining catchment  
areas

one  
step

## What will transformation look like

The proposed changes will see the number of employment services related contracts held between governments and community partners reduced from upwards of 1,000 to 15.

Local outcomes from transformation:

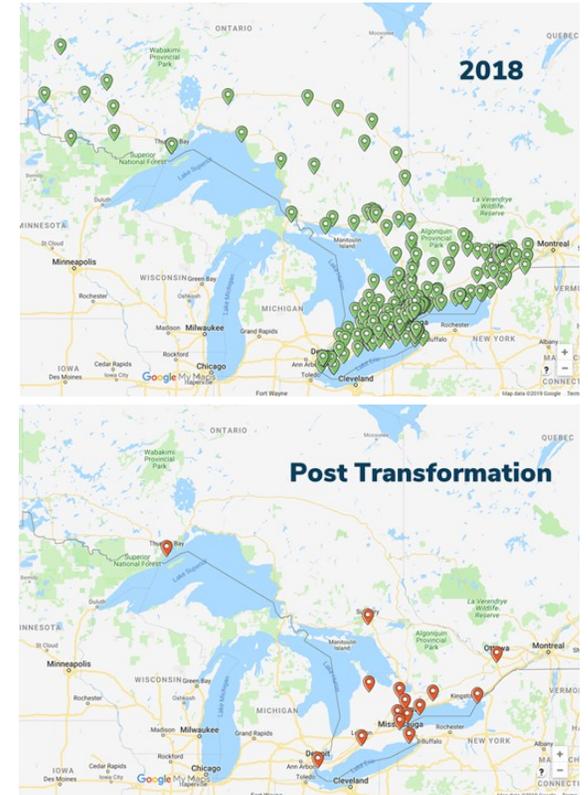
- SSMs will be responsible for planning, design and implementation of local service system delivery models
- Municipalities/district social services boards will no longer administer/deliver employment services for social assistance recipients
- Organizations will compete for contracts through their SSM
- 20% of SSM funding will be dependent on performance outcomes of clients retaining employment for up to 12 months

## What's next

**In the first three catchment areas, the impact of a compressed timeframe resulted in community-based organizations having little time to meaningfully engage with the transformation**

The government has not yet announced the remaining transformation timeline but it is expected that the rest of the province will have upwards of a year before the announcement is made. This gives organizations across the province the opportunity to prepare for the coming changes in their areas.

Transformation is your chance to have a voice in how employment services are delivered in your community. While the ultimate administration and performance accountability will fall with the SSM, the design, structure and function of each SSM has the opportunity to be built on local level needs and



**Workforce development affects everyone.**

**Get involved to make sure that your local system reflects everyone's needs.**