

## Report to Community and Protective Services Committee

**To: Chair and Members  
Community and Protective Services Committee**

**From: Kevin Dickins,  
Deputy City Manager, Social & Health Development**

**Subject: Integrated Employment Services – Single Source  
Procurements**

**Date: February 18, 2025**

### Recommendation

That on the recommendation of the Deputy City Manager, Social & Health Development, the following actions **BE TAKEN** with respect to Integrated Employment Services – Single Source Procurements:

1. That single source procurements (SS-2025-028) in accordance with sections 14.4 d) and e) of the Procurement of Goods and Services Policy **BE APPROVED** at a total estimated cost of \$28,795,000 (excluding HST) for the period of April 1, 2025, to March 31, 2026, with the opportunity to extend for nine (9) additional months, to deliver Integrated Employment Services in the London Area Catchment, to the following providers:
  - ATN Access for Persons with Disabilities Inc.
  - Quad County Support Services
  - Southwest Centre for Community Programme Development
  - Canadian Hearing Services - Services Canadiens de L'Ouie
  - College Boreal D'Arts Appliques et de Technologie
  - Community Living Tillsonburg
  - Elgin – St Thomas Youth Employment Counselling Centre
  - 6323464 Canada Inc O/A Employment Solutions
  - Fanshawe College of Applied Arts and Technology
  - Goodwill Industries Ontario Great Lakes Career Centre
  - Hutton House Association for Adults with Disabilities
  - LEADS Employment Services London Inc.
  - London Training Centre Inc.
  - March of Dimes Canada
  - Mennonite Community Services of Southern Ontario
  - Pathways Employment Help Centre
  - Tillsonburg & District Multi-Service Centre
  - Women's Employment Resource Centre of Oxford County
  - WIL Counselling and Training for Employment
  - Youth Opportunities Unlimited
2. That Civic Administration **BE AUTHORIZED** to undertake all administrative acts that are necessary in connection with this project.

3. That the approval given herein **BE CONDITIONAL** upon the Corporation entering into Agreements with each provider.

## Executive Summary

Civic Administration is seeking approval to procure services for the delivery of Integrated Employment Services for the London Catchment Area which includes the City of London, County of Middlesex, St. Thomas-Elgin County, and Oxford County. The City of London, as the Service System Manager (SSM), is responsible for the planning, design, and delivery of Integrated Employment Services. This includes the direct delivery of programs and services and the management of a third-party Service Provider delivery network.

Pending City Council approval, Civic Administration will enter into Agreements with the above noted service providers for the period of April 1, 2025, to March 31, 2026, with the option to extend for an additional nine (9) months from April 1, 2026 to December 31, 2026, in alignment with the Transfer Payment Agreement, as Amended, between The Corporation of the City of London and the Ministry of Labour, Immigration, Training and Skills Development.

London Regional Employment Services (LRES) is funded entirely by the Province of Ontario through the Ministry of Labour, Immigration, Training and Skills Development (MLITSD). There are no impacts to the municipal tax levy in the administration and delivery of Integrated Employment Services.

## Linkage to the Corporate Strategic Plan

### Reconciliation, Equity, Accessibility, and Inclusion

- The City of London enhances the confidence of Indigenous Peoples by furthering Truth and Reconciliation efforts.

### Economic Growth, Culture, and Prosperity

- London encourages equitable economic growth and diversification.

### Well-Run City

- The City of London is trusted, open, and accountable in service of the community.
- Londoners experience good stewardship, exceptional and valued service.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- CPSC June 17, 2019, Employment Ontario Transformation – Service System Manager Competition
- CPSC January 21, 2020, Employment Ontario Transformation – Service System Manager – Update
- CPSC January 10, 2023 (in-camera), Integrated Employment Services – Ontario Transfer Payment Agreement
- CPSC March 21, 2023, Integrated Employment Services – Ontario Transfer Payment Agreement – Update
- CPSC January 8, 2024, Single-Source Procurement SS-2024-001: Employment Services Case Management Software
- CPSC January 6, 2025, Employment Services Case Management Implementation Update

## **2.0 Discussion and Considerations**

### **2.1 Purpose**

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### **2.2 Background**

In 2019, the Government of Ontario announced plans to transform and modernize the delivery of employment services. The goal of transformation is to create a more locally responsive employment services system, to effectively meet the needs of a diverse range of jobseekers, businesses, and local communities. This transformation includes integrating Ontario Works and Ontario Disability Support Program (ODSP) employment programming into Employment Ontario to create a single, efficient, cost-effective system focused on helping all jobseekers, businesses, and communities.

The plan to transform and modernize employment service delivery also included the introduction of Service System Managers (SSMs) to plan, design and deliver employment services across the province in 15 Ministry-defined geographical Catchment Areas. Selection of SSMs was subject to a two-stage competitive process open to any public, not-for-profit or private sector organization, as well as Consolidated Municipal Service Managers (CMSM) and District Social Services Administration Boards (DSSAB).

In July 2022, the City of London participated in the competitive process to become the SSM for the London Catchment Area, which is defined as the geographic area of the City of London, County of Middlesex, St. Thomas-County of Elgin, and County of Oxford. In late 2022, the City of London was selected by the Ministry as the successful candidate to proceed with the negotiation period for the purpose of entering into an Agreement as SSM.

On January 24, 2023, Council passed By-law No. A.-8323-29 to delegate authority to the Deputy City Manager, Social and Health Development to enter into negotiations with His Majesty the King in right of Canada, as represented by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) and to approve and execute an agreement, on the condition that such agreement does not require additional funding or is provided for in the City's current budget, and that does not increase the indebtedness of the City.

On April 4, 2023, Council passed By-law No. A.-8351-72 to delegate authority to the City Manager and Deputy City Manager to approve the following:

- Amending agreements to the Ontario Transfer Payment Agreement – Integrated Employment Services effective as of February 1, 2023 (the “Agreement”);
- Further agreements with the Province that relate to the Agreement and to Integrated Employment Services; and
- Agreements with existing and new Employment Ontario and Ontario Disability Support Program Service Providers, and other service providers, that relates to the Agreement and to the Integrated Employment Services.

With it being noted that the above can be approved provided requirements of the Agreement(s) are consistent and do not require additional funding or is provided for in the City's current budget, and that does not increase the indebtedness of the City.

As the Service System Manager, the City of London, is responsible for the planning, design, and delivery of Integrated Employment Services. This includes the direct delivery of programs and services and the management of a third-party Service Provider delivery network.

### **2.3 Integrated Employment Services Delivery**

Following the Planning and Transition periods, LRES, as the SSM, began operating Integrated Employment Services Delivery on January 2, 2024.

During this time, the SSM worked with its service provider network to build the foundation for integrated case management. Key accomplishments have included:

- Establishing referral pathways for OW and ODSP clients through collaborative work across social assistance offices and ministry partners.
- Providing mandatory training to all LRES and Service Provider Network employees on Indigenous cultural safety, and anti-racism and anti-oppression.
- Implementing a shared case management system used by all Service Providers, allowing for real-time monitoring of data and other system improvements.
- Launching a website and brand presence for LRES as a hub of resources for job seekers, employers, and service providers.
- Implementing a performance management framework to monitor Service Provider performance and share best practices.
- Creating opportunities for innovation through pilot projects focused on better supporting job seekers facing multiple complex barriers.
- Building relationships with employers, economic development agencies, sector networks, community partners and other interest holders to increase awareness of the LRES network of service providers and the services and supports offered by the SSM.
- Meeting or exceeding most key performance indicators as set out in the Transfer Payment Agreement.

Effective February 28, 2025, the term of LRES as the SSM for the London Catchment Area is extended to December 31, 2026, through an Amending Agreement between the City and MLITSD. This extension does not require additional funding and does not increase the indebtedness of the City. The Amending Agreement was approved by the Deputy City Manager, Social and Health Development through the delegated authority set out in By-law No. A.-8351-72.

### **2.4 Single Source Procurement**

Civic Administration is recommending a single source procurement (SS-2025-028) for the Service Providers listed above in alignment with the following sections of the Procurement of Goods and Services Policy:

- 14.4 d) There is a need for compatibility with goods and/or services previously acquired or the required goods and/or services will be additional to similar goods and/or services being supplied under an existing contract (i.e. contract renewal);
- 14.4 e) The required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience.

The twenty providers noted above have been delivering integrated employment services in the London Area Catchment since January 2, 2024, through contracts with the SSM. The continuation of contracts with these providers ensures that consistent, quality services to job seekers are delivered utilizing their existing knowledge, skills, expertise and experience. This also ensures business continuity and no disruption to services accessed by job seekers in our region.

The one-year contract term with the option to extend for an additional nine (9) months allows for longer-term planning for providers while maintaining flexibility for the SSM to ensure that job seeker and employer needs are met.

### **3.0 Financial Impact/Considerations**

The Employment Ontario program is fully funded by the MLITSD. Funding for the third-party service provider network delivering integrated employment services is drawn from operational and flow-through funding in the amount of approximately \$28,795,000 (excluding HST).

Once approved by Municipal Council, the term of the contracts with the above-noted Service Providers will not exceed the funded term of the Transfer Payment Agreement, as Amended, between the City and MLITSD.

As Integrated Employment Service Delivery is not funded from the municipal net budget, there is no long-term municipal net budgetary impact.

## **Conclusion**

Continuing to work with service providers delivering integrated employment services within our network ensures stability, continuity, and high-quality supports for job seekers and employers. As the SSM, LRES is responsible for planning, designing, and delivering outcome-focused, locally responsive services that empower job seekers at every stage of their employment journey while aligning with the changing needs of employers.

**Prepared and Submitted by: Rosanna Wilcox, Director, London Regional Employment Services**

**Recommended by: Kevin Dickins, Deputy City Manager, Social and Health Development**

**c. Vakul Arora, Senior Manager, Procurement & Supply Services**