WCG Employment Ontario

Application for Funding

Program:

Integrated Employment Services Delivery | ODSP

Peel

September 1, 2025 – March 31, 2026

Ottawa

September 1, 2025 – December 31, 2026

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Privacy Disclaimer

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About WCG

WCG brings over 30 years of experience in designing, implementing, and enhancing client pathways to employment across Canada. Since 2018, WCG has operated as the Canadian subsidiary of APM Group, a global leader in employment and health services. APM supports over 2.1 million people annually in 11 countries, including Australia, the United Kingdom, Germany, Sweden, South Korea, Singapore, and the United States—delivering programs that often serve those facing the greatest barriers to employment. As part of this international network, WCG applies global insights and best practices to strengthen service delivery in Canada.

WCG plays a central role in Ontario's Employment Services Transformation as a Service System Manager (SSM), responsible for delivering Integrated Employment Services (IES). Since 2020, WCG has managed employment services in the Peel catchment area as one of the province's original three prototype SSMs. Building on this foundation, WCG has since expanded its leadership role to the York, Ottawa, and Toronto regions.

Across all catchments, WCG coordinates a network of more than 90 Employment Service Provider subcontractors, fostering a local ecosystem focused on achieving sustainable employment outcomes. The organization prioritizes support for individuals with complex employment barriers while also helping employers meet their workforce needs.

Through strategic partnerships, evidence-based practices, and a commitment to measurable outcomes, WCG aligns with the Ontario government's vision for a modern, inclusive, and results-driven employment services system.

1. Introduction

1.1 Purpose

WCG invites qualified organizations to apply for funding to deliver **Integrated Employment Services (IES)** under Employment Ontario.

The program agreement will span from **September 1, 2025 to March 31, 2026, for PEEL** and **September 1, 2025, to December 31, 2026, for OTTAWA**. This funding opportunity supports the province's transition to a more integrated, accountable, and outcomes-based employment services system.

Key Project Specific Requirements:

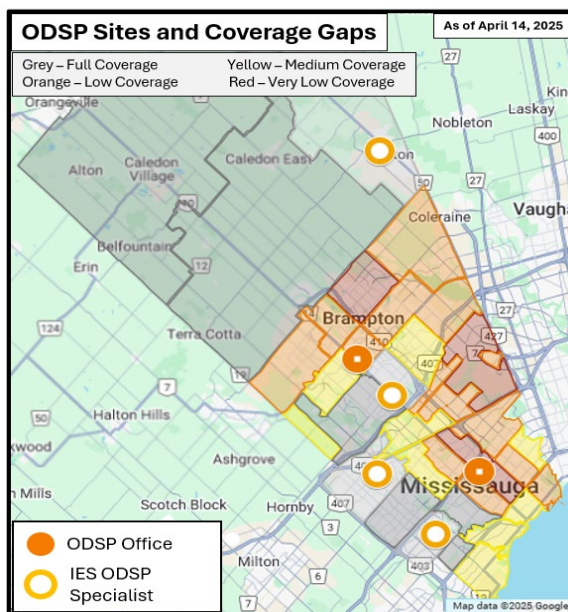|	
Catchment	PEEL
Available Allocation	380
Area(s):	Northeast Brampton
	Malton
	Central Mississauga
Contract Type	Specialist | Ontario Disability Support Program (ODSP) Recipients

The distribution of available ODSP volumes across the identified areas has been determined based on the proportion of individuals residing in each area who would rely on a new site located centrally within each identified gap.

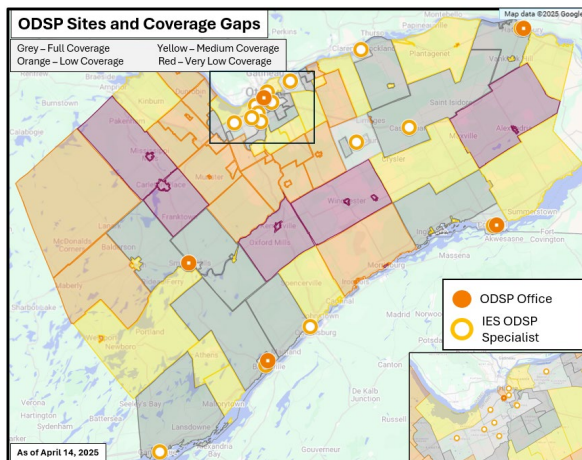|	
Catchment	OTTAWA
Available Allocation	173
Area(s):	Carleton Place
	Kemptville-Winchester
	Alexandria
Contract Type	Specialist | Ontario Disability Support Program (ODSP) Recipients

The distribution of available ODSP volumes across the identified areas has been determined based on the proportion of individuals residing in each area who would rely on a new site located centrally within each identified gap.

1.2 Audience Guidance

This funding application is designed for a broad range of service providers. As such, we have simplified language, clarified expectations, and minimized unnecessary technical terms. If a provider lacks experience in certain areas, they are encouraged to explain transferable skills or capabilities.

1.3 Key Dates

Application for Funding released - submissions open	May 29, 2025 (Thu)
Info Session	June 5, 2025 (Thu)
FAQ submission deadline	June 12, 2025 (Thu)
FAQ response release	June 19, 2025 (Thu)
Application for Funding closed - submissions close	July 3, 2025 (Thu)
Submission evaluations	July 7 – July 25, 2025
Selection complete, results communicated to respondents	July 31, 2025 (Thu)
Integrated Employment Services Begins	September 1, 2025 (Mon)

2. Program Overview

2.1 Vision

To deliver a locally responsive, client-centered employment services model that improves outcomes for job seekers, employers, and communities across Ontario for ODSP recipients.

2.2 Goals

The primary goals of the Employment Services system are to:

- Provide comprehensive employment services that lead to sustainable employment.
- Ensure employment services are responsive to local community needs.
- Increase labour market attachment for individuals receiving income support.
- Align employment services with the skills training system.
- Establish and maintain a competitive, accountable, and sustainable employment services system

2.3 Inclusion Groups

Services should be tailored to support:
- Indigenous persons
- Youth with higher support needs
- Newcomers
- Persons with disabilities (self-identified)
- Francophone
- Racialized clients

3. Service Delivery Model and Service Expectations

WCG have developed the My EO Service Delivery Model to provide a client-centric approach to meet the needs of each client. It places the client at the centre of their journey focusing on 'what clients can do' rather than segregating services based on barriers. The model is based on the assessment of individual need to support the quickest route back to sustainable employment.

Our five phases of successful service delivery are an easy way to define and remember each phase of the client lifecycle. Our goal is always the most efficient pathway to sustainable employment.

Table 1.0 Service delivery phase descriptions

Phase	Description
Engage	Service coordination and referrals into Integrated Employment Services across the region. The objective is to achieve the client volume commitments for each client stream and inclusion groups.
Explore	Standardized intake process, including the Common Assessment and the collaborative development of an individualized Employment Action Plan, which captures the activities, goals, and pre-employment services required to progress the client towards employment.
Progress	Services will be delivered through regular contact appointments. The focus is on improving the client's job readiness for current labour market opportunities, progressing them towards their employment goal.
Start	This phase begins when the client secures employment and provides supports to transition into employment and manage barriers. A retention assessment is completed to ensure supports are in place to achieve employment milestones.
Succeed	Services to assist with succeeding in work, career development, and crisis response, when needed. Retention services include monitoring checkpoints and ongoing supports to achieve the next employment milestone.

4. Eligibility Criteria

To be eligible, clients must:

- Be a resident of Ontario
- Be of legal working age
- Be eligible to work in Canada (including having an open work permit, if applicable)

Additional Eligibility Considerations

- **Clients Under 18**: Individuals under the age of 18 must be officially excused from attending school during the academic year, in accordance with Ontario's Education Act, to access case-managed services.

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5. Organizational Criteria

Applicants must be legally incorporated and authorized to operate in Ontario.

5.1 Minimum Submission Requirements

Applicants must confirm availability of the following:

- Audited Financial Statements
- Certificate of Insurance
- Business Continuity Plan
- AODA Compliance
- Services in French *OTTAWA ONLY

Organizations will not be disqualified for lack of experience in every listed area but must demonstrate capacity to deliver effective services and adapt to the IESD model.

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6. Evaluation and Submission Guidelines

6.1 Evaluation Matrix

Each response will be evaluated based on its relevance to the question posed and the completeness of the information provided. The evaluation matrix has been developed to assign weighted scores to each criterion, ensuring a balanced and transparent assessment process. Responses must be clear and unambiguous; evaluators will assess submissions as presented, without making assumptions or interpretations beyond the submitted material.

Important Note for Respondents:

If you are applying for volumes in **more than one catchment area, you must complete a separate funding application form for each catchment**. If your responses are the same for multiple catchments, you may copy and paste them. However, be sure to clearly label each set of responses with the specific catchment and area to prevent any confusion.

Section	Points	% Weight	Maximum Word Count
1. Experience	**5**	**6%**	**1,000 words**
2. Service Delivery	**20**	**16%**	**3,000 words**
3. Referrals	**5**	**5%**	**1,000 words**
4. Performance (Past)	**20**	**10%**	**3,000 words**
5. Employment Achievement	**15**	**14%**	**2,500 words**
6. Retention	**10**	**12%**	**1,500 words**
7. Quality Management	**10**	**14%**	**2,000 words**
8. Staffing	**10**	**8%**	**1,500 words**
9. Wrap-Around Supports	**5**	**5%**	**1,000 words**
10. Risk Management	**5**	**5%**	**1,000 words**
11. Innovation & Adaptability	**5**	**5%**	**1,000 words**

6.2 Appendices

- ***Appendix A: Application for Funding Submissions Form** respondents must complete and submit this form as part of their response to the Business Evaluation Questions
- ***Appendix B: Integrated Employment Services Guidelines** will provide further detail of the requirements of the Employment Ontario program and Service Delivery Model.
- ***Appendix C: EO Funding Model Tool** will assist you with responding to the staffing and volume questions.
- ***Appendix D: Sample Agreement** will outline a template of the standard contract terms and conditions associated with the Employment Ontario program, providing an example of the formal agreement between service providers and the Service System Manager (SSM).
- **Appendix E: Frequently Asked Questions** will address common inquiries related to the application process, program expectations, and service delivery requirements.

*Available only upon formal request via **eoprocurement@wcgservices.com.**

6.3 Results

Once submissions are evaluated, results and next steps will be communicated as per the timelines in the Key Dates table.

There are 3 possible results:

- **Suitable and Successful** (Meets eligibility and budget – funding and contract awarded)
- **Unsuccessful** (Does not meet either eligibility or budget – funding and contract not awarded)
- **Suitable and Unsuccessful** – (Can resubmit to next funding opportunity - funding and contract not awarded)

6.4 Application for Funding Questions

The Employment Ontario Procurement of Services department serves as the primary point of contact during the application period. All inquiries must be submitted via the following link: Application for Funding - Questions Form 2025

7. Business Evaluation Questions

1. Experience (5 points) Max word count - 1000

Describe your organization's relevant experience in delivering employment services to diverse or high-needs populations. Include:

• 3 examples of your current experience with similar programs or client groups

• Key lessons learned from previous delivery and how they've shaped your current approach

• Alignment of your organizational values with the goals of Integrated Employment Services

2. Service Delivery (20 points) Max word count - 3000

Outline how you will deliver client-centered employment services. Describe:

• Your readiness to launch services by the program start date

• Strategies for sustained client engagement across the program

• Specific workshops or interventions you plan to offer, including rationale

3. Referrals (5 points) Max word count 1000

Explain how you will generate and manage referrals into the IES program. Include:

• Outreach and community engagement strategies

• Forecasting and intake management processes

• Plans for minimizing no-shows and re-engaging clients

4. Performance (Past) (20 points) Max word count 3000

Describe your organization's performance history in delivering employment services. Include recent contract performance data and your approach to achieving and managing targets. Where applicable, provide:

• A summary of contracts delivered

• Performance results against targets

• Key strategies for success

• Challenges encountered and how they were addressed

5. Employment Achievement (15 points) Max word count 2500

Detail your employer engagement and job development strategy. Address:

• Building and maintaining employer relationships

• Matching client skills to employer needs

• Ensuring access to quality, sustainable job opportunities

6. Retention (10 points) Max word count 1500

Describe your strategy for supporting clients after job placement. Consider:

• Common retention barriers and how you address them

• Services and staff resources allocated to support job retention

7. Quality Management (10 points) Max word count 2000

Describe your quality management approach. Include:

• Methods for monitoring service delivery

• Compliance and customer service standards

• Staff roles responsible for quality assurance

• Explain your approach to fostering a culture of continuous improvement and adaptability

8. Staffing (10 points) Max word count 1500

Explain how your staffing model supports program success. Include:

• Staffing structure, caseload sizes, and role descriptions

• Recruitment, onboarding, and staff training plans

• Accountability and performance management

9. Wrap-Around Supports (5 points) Max word count 1000

Explain how your organization will assess and respond to life stabilization needs. Include:

• Assessment tools and processes

• Community partnership development

• Integration of supports into employment planning

10. Risk Management (5 points) Max word count 1000

Identify key risks to performance delivery and how you will mitigate them. Include:

• Operational and strategic risks

• Contingency planning and adaptive practices

11. Innovation and Adaptability (5 points) Max word count 1000

Demonstrate your organization's capacity to innovate and adapt in the delivery of Integrated Employment Services. Consider:

• Describe recent innovations your organization has implemented in employment services

• Provide examples of how your organization has adapted to changing policy, client needs, or labour market conditions

8. Supplementary Information

You may include up to 10 total pages of attachments, each of letter size.

Examples may include:

- An organizational chart
- Diagrams to display a response
- Marketing materials
- Workshop timetables
- References or testimonials
- Letters of support

Ensure that all attachments are relevant and enhance your submission by clarifying your response without introducing any new information. Attachments should be appropriately referenced within the corresponding section of your response.

9. Submission Instructions

Submission Format To reduce technical barriers, we accept submissions in **PDF format**. Use the following format:

- Font: Arial, 11 pt
- Margins: 1 inch
- Page Size: Letter (8.5 x 11)
- Line Spacing: Single
- Include page numbers

Maximum Supplementary Pages: 10 (e.g., org chart, letters of support, workshop timetable). These should supplement—not replace—responses.

Submission Form
All submissions must be made using the official *WCG - Application for Funding Submissions Form*.

Submission of Final Response Only
This form is intended solely for the final submission. It is not to be used for drafts or incomplete responses. We recommend preparing your responses in a separate document prior to final submission. You should only submit via this form once you are confident that your responses are complete. This ensures efficiency, facilitates copying and pasting, helps confirm that all responses have been finalized, and minimizes the risk of data loss.

Completed Submission Process

Once your responses are finalized and ready for submission, send your completed form and any supplementary documents to eoprocurement@wcgservices.com **by Thursday, July 3 at 5pm** (EST). **WCG will not accept incomplete or late submissions.**

Legal and Confidentiality Notice

All submissions are confidential. WCG reserves the right to cancel this process or not award any contracts. Submissions are subject to the Freedom of Information and Protection of Privacy Act (FOIP).

10. Errors and Corrections

If you identify any discrepancies, errors, ambiguities, inconsistencies, omissions, or other issues in the documentation provided by WCG, you are required to notify WCG promptly. Such notifications should be submitted in writing, detailing the issue sufficiently to enable WCG to take corrective action as necessary. Please direct these inquiries to eoprocurement@wcgservices.com.

11. Appendix A: Application for Funding Submissions Form

Complete this form using the Integrated Employment Services Guidelines, EO Funding Model Tool (by request), and Sample Agreement (by request), with support from the FAQs.

Please note that it is available upon formal request only through the designated procurement email at: eoprocurement@wcgservices.com.

12. Appendix B: Integrated Employment Services Guidelines

These are our current guidelines, which may be updated before service delivery begins. Please review them to assist with your responses. You will receive comprehensive training on these guidelines, including any changes, prior to the start of services.

Please note that it is available upon formal request only through the designated procurement email at: eoprocurement@wcgservices.com.

13. Appendix C: Funding Model Tool

The Funding Model Tool will support your responses to staffing and volume-related inquiries.

This tool is intended to serve as a guide for illustrative purposes, based on a set of assumptions. It should not be considered a substitute for your organization's internal financial modeling, budgeting processes, or strategic priorities. Final funding allocations may differ slightly due to adjustments by Stream and rounding. The provided funding model applies to the current fiscal year, with funding for future fiscal years to be determined on an annual basis.

Please note that it is available upon formal request only through the designated procurement email at: [eoprocurement@wcgservices.com.](mailto:eoprocurement@wcgservices.com)

14. Appendix D: Sample Agreement

Please note that it is available upon formal request only through the designated procurement email at: [eoprocurement@wcgservices.com.](mailto:eoprocurement@wcgservices.com)

15. Appendix E: Frequently Asked Questions

Submit using the following link: [Application for Funding - Questions Form 2025.](#) All questions must be submitted by June 12th, 2025 (EOD).

16. Dispute Resolution

In accordance with the Ontario BPS Procurement Directive, any Proponent who wishes to dispute the outcome of the RFP process must submit a written notice of dispute to eoprocurement@wcgservices.com within ten (10) business days of the notification of the award decision, clearly outlining the nature of the concern and the requested resolution. WCG Services (the SSM) will conduct an internal review and provide a written response within fifteen (15) business days.

17. Debriefing

In accordance with the Ontario Broader Public Sector (BPS) Procurement Directive, WCG Services (the SSM) shall offer debriefing opportunities to all unsuccessful proponents. Unsuccessful proponents may request a debriefing within sixty (60) calendar days from the date of contract award notification. The purpose of the debriefing is to provide information on the proponent's submission relative to the evaluation criteria, with a view to assisting proponents in improving future submissions. Debriefings will be conducted in a manner consistent with the principles of fairness, transparency, and confidentiality.