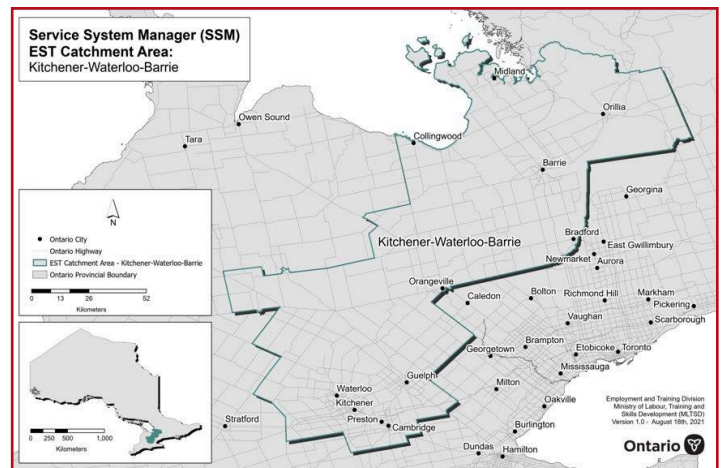


Introducing Serco

Serco Inc. has been a leading provider of professional, technology, engineering, defense, and citizen services since 1988. Serco is in 4 provinces with over 1,300 team members Canada wide.

Employment Services Transformation

In February 2019, the Province of Ontario announced its plan to revitalize Employment Ontario (EO) to make employment services more inclusive, community-based, client-centered, and outcomes focused to create simplified pathways for job seekers. One of the largest changes to the employment service ecosystem is the shift to a Service System Manager (SSM) model who provide governance to the service providers in the catchment area. Serco is SSM for Kitchener-Waterloo-Barrie catchment as well as Kingston-Pembroke. Serco is working with a consortium of partners to support the the transformation planning process.



Serco's Approach

As of May 2023, the KWB employment service transformation is in the transition phase, heading towards Integrated Employment Service Delivery (IESD) for January 1, 2024. The future state IESD model will include features aimed at providing best-in class service that demonstrates results.

Our goals will focus on:

- Ecosystem stewardship
- Community engagement including partnerships with employers and community organizations
- Digital first options for jobseekers and employers
- Multi-channel clear pathways for job seekers
- Integrated local market labour information for strategic planning
- Wrap around supports with a client-centered approaches
- Equity, Inclusion and diversity
- Continuous improvement for performance management

We want to collaborate and learn from you!

We are looking to engage with the employment service ecosystem, employers, and supporting community groups to learn about opportunities for collaboration, discuss system pain points, share knowledge and provide transformation updates. Together, we can get creative to develop a system that is stream-lined, transparent, and inclusive for all on their job seeking journey.

Contact Us: Victoria Filippelli - Community Outreach Manager

e: Victoria.filippelli@serco-na.com

Current Service Providers

- Abilities to Work Employment Support
- Agilec
- SCDSB Career Centre
- Career Solution Corporation
- Careers for Inclusion
- Canadian Hearing Services
- CMHA Waterloo-Wellington Branch
- College Boreal
- Conestoga College
- Contact Community Services
- Deaf Access Simcoe Muskoka Inc.
- Focus Employment Services
- Georgian College
- John Howard Society of Waterloo
- La Clé de l'emploi
- Lutherwood Employment Services
- March of Dimes
- Hope Start
- Region of Waterloo Employment Services
- Second Chance Employment Counselling
- The Working Centre
- Tracks Employment & Resource Centre
- YMCA of Three Rivers
- YMCA Simcoe Muskoka

Serco is a leading provider of professional, technology and management services focused on the federal, state and local governments. We advise, design, integrate and deliver solutions that transform how clients achieve their missions. Our customer-first approach, robust portfolio of services and global experience enable us to respond with solutions that achieve outcomes with value.



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