



2024 to 2027 Business Plan

Service: London Regional Employment Services

\$0.00

Annual cost for the
average rate payer
(2024 to 2027)

0.00%

Of the 2024 to 2027
City of London Net
Property Tax
Supported Budget

Who we are:

- London Regional Employment Services (LRES) is the lead for employment services delivery across the London catchment area that includes the City of London, County of Middlesex, St. Thomas–County of Elgin, and County of Oxford.

What we do:

- Plan, design, deliver and monitor employment services to create a more locally responsive services system throughout the region aimed at supporting clients and reducing barriers to employment to build skills and successfully attain and maintain employment.
- Oversee funding agreements with 21 service providers operating employment sites throughout the region.

- Simplify service pathways for employment seekers through the implementation of a client segmentation model of service delivery where the Common Assessment Tool is used to assess each client's ability to attain and retain employment.
- Develop relationships and collaborate with interest-holders to ensure that solutions and service delivery meet the needs of workers and employers.

Why we do it:

- **Other Discretionary** – The City of London applied to become the Regional Employment Service System Manager and was chosen as the successful candidate. The City of London has entered into a Transfer Payment Agreement with the Province of Ontario (Ministry of Labour, Immigration, Training and Skills Development) to lead this service area.

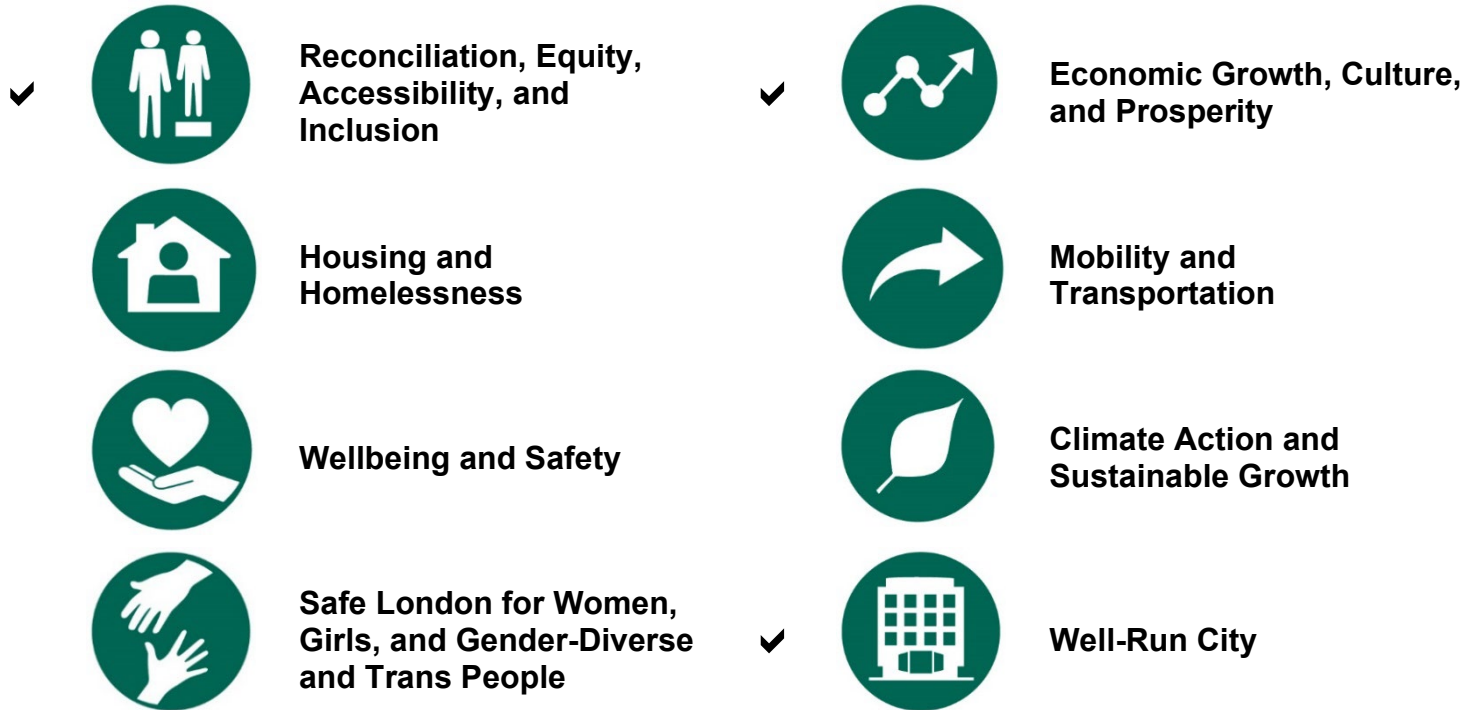
The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$31,967	\$31,967	\$31,967	\$31,967	\$127,868
Other Revenues	-\$31,967	-\$31,967	-\$31,967	-\$31,967	-\$127,868
Net Tax Levy Supported Operating Budget	\$0	\$0	\$0	\$0	\$0
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	15	15	15	15	N/A

Reflects 2024 to 2027 adopted City budget as of December 1, 2025

Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:

Environmental:

- There are no anticipated changes to the environmental impact for LRES throughout the next budget term (2024 – 2027).

Socio-economic Equity:

- The outcomes set by the Ministry of Labour, Immigration, Training and Skills Development include serving clients with complex needs. These are measured by percentage of clients in Stream A, B, C and the number of persons who identify as Francophone, Indigenous, youth with higher supports needs, newcomers, racialized individuals, ODSP client, and/ or person with disabilities.
- Through the implementation of employment services across the region, LRES supports equity-deserving groups including newcomers, Indigenous People, Black and Racialized people, youth, people with disabilities, 2SLGBTQ+ individuals, women and girls, and individuals experiencing poverty.

Governance:

- Funding for the administration of LRES is provided by the provincial Ministry of Labour, Immigration, Training and Skills Development.
- SSMS will be measured against a set of outcomes, Key Performance Indicators (KPI) and evaluation activities established by the Ministry. The Ministry will monitor activity throughout the year to assess progress towards annual performance ratings.
- As part of the competitive process, the Ministry established minimum client volumes for the regional Catchment Area. These targets are based on the Ministry's assessment of the current employment system.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2024 to 2027

- The employment service transformation will move to implementation of integrated employment service delivery effective January 2, 2024. The transformation is focused on providing local support for unemployed people, including those with disabilities, on their journey towards employment and into sustainable work.
- Effectively communicate the work of the region to job seekers, service providers, interest-holders and employers.
- Develop and foster partnerships with service providers, interest holders and employers across the region.

Risks and Challenges Anticipated in 2024 to 2027

- Employment services transformation presents a new approach, shifting the existing system to better meet the needs of job seekers and employers, which may present challenges as service providers adjust to the new processes.
- LRES will plan for and mitigate emerging issues through contract monitoring, program support, training and relationship building with employment services, interest holders and employers.

Other reference information and links:

- [Memo: Selection of Phase 2 Service System Managers \(gov.on.ca\)](#)
- [London Regional Employment Services | City of London](#)

Contact:

Rosanna Wilcox
Director, London Regional Employment Services
519-661-CITY (2489) Extension 6480
rwilcox@london.ca