

## **Memorandum**

**To:** Employment Ontario Delivery Partners

**From:** Cordelia Abankwa, Assistant Deputy Minister  
Employment and Training Division  
Ministry of Labour, Training and Skills Development

**Date:** April 25, 2022

**Subject:** **Second Career Redesign Phase 3: Update and Rename**

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Dear Employment Ontario Delivery Partners,

I hope you and your families are staying safe and healthy as the weather warms up and with the return of many of the typical activities and services we enjoy.

As the economy continues to reopen, the Ontario Government is prioritizing support for laid-off and unemployed workers to retrain for new or better career opportunities.

In November 2021, the government committed to pursuing further improvements to the Second Career program as part of Phase 3 of the redesign. I'm pleased to provide an update about some important program changes that were announced today.

### **Second Career - Rename: Better Jobs Ontario**

Second Career is being renamed "Better Jobs Ontario" to reflect expanded program eligibility for clients. This name change supports the government's commitment of "working for workers" and responds to the impacts of a rapidly evolving global economy and labour market.

Beyond helping workers who have been laid-off find a “second career”, the Better Jobs Ontario program will improve skills training opportunities for unemployed individuals with limited previous work history and no layoff event, who can benefit from training to find a job. These changes are anticipated to help individuals who may face barriers to entering the labour market and developing their “first career” such as newcomers, people with disabilities, youth, gig workers, and social assistance recipients.

The ministry recognizes that service providers involved in Second Career may need time to update promotional resources and related materials to reflect the new program name. To ensure that the new program name is implemented in a timely manner, the ministry requests that changes to promotional resources and relevant material be in place by July 31, 2022.

### **Program Enhancements**

Effective April 29<sup>th</sup>, the following are the highlights of the key changes to the program:

- Expanding program eligibility beyond unemployed individuals who are laid-off, to those from low-income households facing challenges attaching to the labour market. The eligibility criteria have also been adjusted to assess program suitability for individuals with significant prior work history and those without.
- Continued expansion and enhancement of the Employment Ontario digital portal for clients and client-facing online application, making it easier to get started on training with a streamlined application process.
- Extending eligibility for the Extended Health Benefit, administered by the Ministry of Children, Community and Social Services, for social assistance clients who enroll in training through the Better Jobs Ontario program (formerly known as Second Career), reducing barriers for social assistance clients.

I understand the ministry provided service providers training sessions in March 2022 to ensure that the service delivery network is informed and ready for implementation of these changes. To learn more about the changes under the Better Jobs Ontario program, additional details can be found in Qs and As posted on the [Employment Ontario Partners' Gateway](#).

Thank you for your partnership and dedication as we embark on this new chapter in our collaborative journey to transform the program.

Sincerely,

***Original signed by***

Cordelia Abankwa  
Assistant Deputy Minister  
Employment and Training Division

**Cc:**

Simone Atungo, Assistant Deputy Minister, Workforce Policy and Innovation Division,  
Ministry of Labour, Training and Skills Development

Ken Nakahara, Assistant Deputy Minister, Global Talent and Settlement Services  
Division, Ministry of Labour, Training and Skills Development

Aklilu Tefera, Assistant Deputy Minister, Business Intelligence and Practice Division and  
Social Assistance Programs Division, Ministry of Children, Community and Social  
Services