

# TORONTO Employment & Social Services

## Community and Social Services

Toronto Employment & Social Services provides employment assistance and income supports to eligible Toronto residents, and delivers a wide range of programs and services aimed at helping people find and keep work. This includes referring people to the supports they need that are provided in the community and by other governments.

Metro Hall (c/o Union Station, East Wing 3rd Floor)  
55 John St.  
Toronto, ON M5V 3C6

General Enquiry .....	392-8623
Facsimile .....	392-4214

General Manager  
Sutha Balasingham ..... 392-8952  
Administrative Assistant  
Stacey Hunt ..... 392-8953

### Program Information Support Group

Manager Strategic Issues, Policy & Research  
Devin Taylor..... 392-4683  
Program Information Consultant  
Jennifer Zaniwski ..... 397-4313  
Kazia Fraser..... 392-8722  
Olivia Kozela..... 397-5832

### Equity, Diversity and Inclusion

Manager, Equity Diversity & Inclusion  
Asta Handa ..... 392-8647  
Policy Development Officer  
Anaan Moro..... 338-1689  
Supervisor  
Fareez Kaba..... 397-0543  
Project Lead  
Nadine Christie..... 397-4980

### Community and Employment Partnerships & Employment Services Transformation

Metro Hall (c/o Union Station, East Wing 3rd Floor)  
55 John St.  
Toronto, ON M5V 3C6

Employer Information Line ..	397-JOBS (5627)
Facsimile .....	392-2398

### Community and Employment Partnerships

#### Head Office

Director  
Anna Cain..... 397-7313  
Support Assistant  
Lucy Yordanova ..... 397-7314  
Manager, Workforce Development  
Christine Carrasco ..... 397-5518  
Manager, Community and Labour Market  
Davina Dixon ..... 397-1805  
Project Lead  
Alma Gjinishi ..... 397-4161  
Jason Ramos ..... 338-3149  
Manager, Program Support  
Geoffrey Gillard ..... 397-1936  
Supervisor  
Keisha Wilson ..... 392-6516

#### Central District

Manager, Community and Labour Market  
Colleen Dignam..... 397-9935

Paolo Staffieri..... 392-2257  
 Manager, Program Support  
 Jennifer Posthumus..... 397-0722  
 Supervisor  
 Indira Ramsaran ..... 397-4357  
 Diana Hubert ..... 392-4874

### East District

Manager, Community and Labour Market  
 Barbara Andrade..... 392-8631  
 Joanne Isaac..... 338-2143  
 Supervisor  
 Yvette Forde ..... 392-2910  
 Shengli Liang ..... 397-1113

### West District

Manager, Community and Labour Market  
 Fehmida Murji..... 338-3490  
 John Erra..... 397-9345  
 Supervisor  
 Cathy Freeman ..... 392-4322  
 Mecada Mitchell..... 392-6221

## Strategic Program Management and OW Program Support

Metro Hall (c/o Union Station, East Wing 3rd  
 Floor)  
 55 John St.  
 Toronto, ON M5V 3C6

Director  
 Ashleigh Egerton..... 397-2166  
 Support Assistant  
 Christina Kohli ..... 392-6473

### Strategic Planning, Research & Engagement

Metro Hall (c/o Union Station, East Wing 3rd  
 Floor)  
 55 John St.  
 Toronto, ON M5V 3C6

Manager, Program Support  
 Nadeem Siddiqui..... 397-7416  
 Policy Development Officer  
 Dean Herd..... 392-8618  
 Elena Davydova ..... 397-9936

Peter Ochs..... 392-8611  
 Project Lead  
 Brooke Downey..... 2-3469  
 Maya Shenoy-Catsaros..... 8-1403

### Business Intelligence & Analysis

Metro Hall (c/o Union Station, East Wing 3rd  
 Floor)  
 55 John St.  
 Toronto, ON M5V 3C6

Manager, Program Support  
 Eunice Lee ..... 338-2171  
 Business Intelligence Consultants  
 Ani Ohannessian..... 338-2899  
 Peggy Zhang..... 392-2869  
 Business Program and Solutions Specialist  
 Cindy Hum ..... 392-8669  
 Marissa Da Silva..... 397-5504  
 Mary Kritsonis ..... 392-2625  
 Vivian Lo..... 397-2171

### Service Planning Renewal

Metro Hall (c/o Union Station, East Wing 3rd  
 Floor)  
 55 John St.  
 Toronto, ON M5V 3C6

Manager, Community & Labour Market  
 Gloria- Anne Walchetseder ..... 392-8005  
 Supervisor, Direct Program  
 Charlene Borges ..... 392-3659  
 Voula Liarakos ..... 392-6537

### Client Services and Information Unit / Ontario Works Operational Policy / Housing Homelessness Related Services

Wellesley Place Employment & Social  
 Services  
 3rd fl., 111 Wellesley St. E.  
 Toronto, ON M4Y 3A7

Facsimile..... 392-4214

Manager, Program Support	
Lisa Farun.....	392-3465
Support Assistant	
Charmaine Walters.....	392-2596
Supervisor Direct Program	
Margaret Marks.....	397-4449
OW Policy & Programs Advisor	
Barbora Malhotra.....	392-2675
Kimberly Sikkema.....	392-5486
Laura Hulyk.....	397-9686
Business Programs & Solutions Specialist, Housing & Homelessness Related Services	
Paul Lykotrafitis.....	397-4503
Indigenous Youth Research Associate	
Aleeya Zack-Coneybeare.....	397-1874
Access and Privacy Officer	
Alisa Kokkas.....	392-3231
Mackenzie Parsons.....	338-5622
Quincy Akande.....	392-4955
Support Assistant	
Virginia Skura.....	392-8615

## Client Access & Services

Metro Hall (c/o Union Station, East Wing 3rd Floor) 55 John St. Toronto, ON M5V 3C6	
Director	
Jennifer Pitt.....	397-1212
Support Assistant	
Christina Kohli.....	392-6473
Manager Community and Labour Market	
Agnes Nemes.....	397-7540
Eric Fleury.....	397-7609
Karen Roger.....	397-1195
Business Program and Solutions Specialist	
Kelly Llewellyn.....	392-2655
Monique Farrell.....	392-8524
Sheena Marchisio.....	392-2269
Supervisor	
Andrea Stern.....	397-1561
Jessica Horsburgh.....	397-1930
Michelle Bonnici.....	397-0561
Sandra Muto.....	338-7575

## Business & Financial Supports

Metro Hall (c/o Union Station, East Wing 3rd Floor)  
55 John St.  
Toronto, ON M5V 3C6

Director	
Hao Chau.....	392-3937
Support Assistant	
Lucy Yordanova.....	397-7314

## Human Services and Organizational Development

Metro Hall (c/o Union Station, East Wing 3rd Floor)  
55 John St.  
Toronto, ON M5V 3C6

Facsimile.....	392-9464
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Manager, Business Support & Workforce Planning	
Geraldeen Leonard.....	397-0432
Manager, Program & Delivery Support	
Tamara Miller-Lee.....	397-0429
Business Support & Workforce Planning Specialist	
Leslie Stants.....	392-8692
Olga Lazaridis.....	392-9851
Pamela Boampong.....	392-4324
Wendy Learoyd.....	392-2614
Supervisor	
Vanessa Lee.....	392-2604
Human Services Coordinator	
Forouz Salehi-Rad.....	397-0875
Tracy Gallagher.....	392-2612
Human Services Unit Associate	
Alison Lucas.....	397-0748

## Organizational Development

Manager, Organizational Planning & Development	
Mehvash Iftikhar.....	338-6274

**Business Support & Workforce Planning****Specialist**

Charlene Pan..... 397 5513  
 Sharmin Esmail ..... 392 2566

**Operational & Policy Training**

700 Lawrence Ave W. Ste. 330  
 Toronto, ON M6A 3B3

General Enquiry ..... 397-1760  
 Facsimile ..... 392-4550

**Manager, Training and Education**

Taralyn Gordon ..... 397-1138

**Consultant Training and Development TESS**

Ajani Brown ..... 392-1560  
 Anabelle Da Costa ..... 392-6942  
 Cindy Lewis ..... 392-7045  
 Crystal Murphy..... 392-9544  
 Desiree Doberstein ..... 392-3189  
 Dima Halabi ..... 397-2157  
 Elizabeth Hellas..... 397-7693  
 Fatima Hassen ..... 397-1632  
 Meena Ram..... 392-2619  
 Negar Mazrooyi..... 392-9204  
 Richard Smith..... 397-5511  
 Suzy Barbisan..... 397-0464  
 Tanya Morgan ..... 392-9321

**Financial & Asset Management****Manager Financial & Asset Management**

Jeff Parkovnick..... 392-8963

**Financial Planning Analyst**

John Tsoukas ..... 338-1447  
 Shannon Liu ..... 397-1464

**Budget Analyst**

Antonio San Juan..... 338-1769  
 Asma Sayed..... 397-7090  
 Tremaine Quashie..... 392-6318

**Project Coordinator Facilities, TESS**

Iilir Shijaku..... 338-5620  
 Saicha Peniston..... 397-5544

**Support Assistant**

Maria Desouza..... 397-5830

**Information Technology Systems & Architecture****Metro Hall**

21st fl, 55 John St.  
 Toronto, ON M5V 3C6

Facsimile ..... 392-8686

**Manager, Information Systems**

Tracey O'Brien..... 392-8742

**Manager, Program Support**

Joseph Mendoza ..... 392-8680  
 Julie-Ann Pajkovic ..... 392-8626  
 Nick Lo Russo ..... 392-9088  
 Victor Leung..... 397-1535

**Senior Systems Integrator**

Jeff Zeng..... 392-9324  
 Jerry Yang ..... 392-4489  
 Robert De Melo ..... 392-9118  
 Santiago Astray ..... 392-8627  
 Terrence Lee..... 397-0336

**Business Program and Solutions Specialist**

Antonette (Anna) Vega..... 397-1162  
 Ayman Awwad ..... 392-8983  
 Damilola Olukoya ..... 392-9056  
 Dianie Samuel ..... 397-7657  
 Enrique Enriquez..... 392-3608  
 Linda Butler..... 392-9085  
 Marika Levine ..... 397-4501  
 Mark Demian..... 397-0337  
 Michelle Chapman..... 392-3420  
 Tajana Rajak..... 392-8567

**IT Analyst**

Beverley Tang Choon..... 392-8577  
 Domenic Viglione ..... 397-7918  
 Doris Lam..... 392-9382  
 Grace Wong..... 338-3483  
 Jim Lee ..... 392-9910  
 Keith February..... 392-8360  
 Robert Bruce..... 397-9439  
 Surendra Somaroo ..... 397-0061  
 Tiffany Kane..... 397-5514

**Support Assistant**

Audrey Blake..... 338-0759  
 Kwesi Frances Stevens ..... 392-8731

## Risk Management

Metro Hall (c/o Union Station, East Wing 3rd Floor)  
55 John St.  
Toronto, ON M5V 3C6

Facsimile ..... 392-9464

### Manager

Sheryl Clarke-Dawkins ..... 392-5669

### Senior Business Analyst

Ewa Wroblewski ..... 392-8922

### Risk Management Officer

Amandeep Karwal ..... 338-2204

Catarina Goncalves ..... 338-5784

Orletta Campbell ..... 397-7216

### Supervisor

Cheryl Lucas ..... 392-2603

Iwona Ross ..... 397-4090

Julie Fierro ..... 397-7852

Lauren McDermid ..... 397-0692

Mandy Oake ..... 338-3624

Sharon Louis ..... 392-4345

Sherie McDooling ..... 392-5297

Tanya Simpson ..... 392-8576

## Local Offices – Area Operations

Please refer to the City website at [toronto.ca](http://toronto.ca) for additional information about office locations and services available

## East District

### Director

Jennifer Pitt ..... 397-1212

### Manager, Program & Delivery Support

Savitri Ramsaran-Persaud ..... 397-1809

### Support Assistant

Michael Amaral ..... 397-1891

## Beaches Employment & Social Services

1631 Queen St. E.  
Toronto, ON M4L 1G4

General Enquiry ..... 338-8888  
Application for Assistance ..... 338-8888

### Manager

Artemis Antonopoulos ..... 397-0341

### Support Assistant

Roberta Walker ..... 397-1793

## Bridlewood Employment & Social Services

Unit 225, 2900 Warden Ave  
Toronto, ON M1W 2S8

General Enquiry ..... 338-8888  
Application for Assistance ..... 338-8888

### Manager

Shari Janes-Olmstead ..... 397-1213

### Support Assistant

Cindy Chow ..... 397-0268

## Golden Mile Employment & Social Services

Unit 139, 1880 Eglinton Ave E.  
Toronto, ON M1L 2L1

General Enquiry ..... 338-8888  
Application for Assistance ..... 338-8888

### Manager

Ruth Luckey ..... 397-7488

### Support Assistant

Nicole Wright ..... 397-0670

## Malvern Employment & Social Services

9th fl, 325 Milner Ave.  
Toronto, ON M1B 5N1

General Enquiry ..... 338-8888  
Application for Assistance ..... 338-8888

**Manager**

Diane Scotland ..... 338-3882  
 Support Assistant  
 Lyn Sanchez ..... 397-7544

**Scarborough Village Employment & Social Services**

Unit K1, 3660 Kingston Rd,  
 Toronto, ON M1M 1R9

General Enquiry ..... 338-8888  
 Application for Assistance ..... 338-8888

**Manager**

Donna Smith ..... 392-9034  
 Support Assistant  
 Anthony Elliott ..... 392-2731

**Client Special Services**

Unit 225, 2900 Warden Ave  
 Toronto, ON M1W 2S8

**Manager, Program Support**

Cate Thompson ..... 392-2433  
 Supervisor  
 Elaine Pereira ..... 397-1167  
 Shelley Ali ..... 392-2863

**Central District****Director**

Anna Fiorino ..... 392-9052  
 Manager, Program & Delivery Support  
 Catherine Iori ..... 397-1549  
 Support Assistant  
 Jessica Strowbridge ..... 397-1913

**Yorkgate Employment & Social Services**

Unit 108 B, 1 Yorkgate Blvd.  
 Toronto, ON M3N 3A1

General Enquiry ..... 338-8888  
 Application for Assistance ..... 338-8888

**Manager**

Terri-Lea Pegg ..... 397-5545  
 Support Assistant  
 Cyndi Ferraro ..... 397-9469

**North York Employment & Social Services**

Ground Floor, 5100 Yonge St.  
 Toronto, ON M2N 5V7

General Enquiry ..... 338-8888  
 Application for Assistance ..... 338-8888

**Manager**

Desiree Dockery ..... 397-4502  
 Support Assistant  
 Theresa Wong ..... 392-2825

**Lawrence Square Employment & Social Services**

Suite 330, East Tower, 700 Lawrence Ave W.  
 Toronto, ON M6A 3B3

General Enquiry ..... 338-8888  
 Application for Assistance ..... 338-8888

**Manager**

Sarah Crossley ..... 397-0350  
 Support Assistant  
 Anne Profenna ..... 397-1534

**Family Support Program Unit**

Suite 330, East Tower, 700 Lawrence Ave W.  
 Toronto, ON M6A 3B3

General Enquiry ..... 338-8888  
 Application for Assistance ..... 338-8888

Manager  
 Sarah Crossley ..... 397-0350  
 Support Assistant  
 Sandra Sookdeo ..... 338-3872

### **Yonge Eglinton Employment & Social Services**

Suite 900, 150 Eglinton Ave. E.  
 Toronto, ON M4P 3E2

General Enquiry ..... 338-8888  
 Application for Assistance ..... 338-8888

Manager  
 Sarah Crossley ..... 397-0350  
 Support Assistant  
 Mary Karvounis ..... 397-4162

### **Wellesley Place Employment & Social Services**

1st fl., 111 Wellesley St. E.  
 Toronto, ON M4Y 3A7

General Enquiry ..... 338-8888  
 Application for Assistance ..... 338-8888

Manager  
 Jessica Foster ..... 392-5123  
 Support Assistant  
 Taylor Anderson ..... 397-9362

### **West District**

Director  
 Anna Fiorino ..... 392-9052  
 Manager, Program & Delivery Support  
 Daina Hodgson ..... 392-3627

Support Assistant  
 Christina Kohli ..... 392-6473

### **Attwell Employment & Social Services**

220 Attwell Dr.  
 Toronto, ON M9W 6T9

General Enquiry ..... 338-8888

Manager  
 Shelley MacLean ..... 392-6202  
 Support Assistant  
 Krystal Carinci ..... 392-6435

### **Rexdale Employment Services**

Suite 21, 2nd fl., 21 Panorama Court  
 Toronto, ON M9V 4E3

General Enquiry ..... 338-8888

Manager  
 Shelley MacLean ..... 392-6202  
 Support Assistant  
 Krystal Carinci ..... 392-6435

### **The Queensway Employment & Social Services**

779 The Queensway  
 Toronto, ON M8Z 1N4

General Enquiry ..... 338-8888  
 Application for Assistance ..... 338-8888

Manager  
 Fiona McNeil ..... 392-2831  
 Support Assistant  
 Matthew Barrett ..... 397-9308

## York Humber Employment & Social Services

Unit C2, 605 Rogers Rd.  
Toronto, ON M6M 1B9

General Enquiry .....	338-8888
Application for Assistance .....	338-8888

### Manager

Kamla Sudama ..... 392-2822

### Support Assistant

Alexandra Ruhinda..... 392-6238

## Dufferin Employment & Social Services

Unit 219, 900 Dufferin St.  
Toronto, ON M6H 4A9

General Enquiry .....	338-8888
Application for Assistance .....	338-8888

### Manager

Colleen Quiroga ..... 392-6472

### Support Assistant

Keisha Smith ..... 392-6377

## Quality Control & Assurance Section

4th fl., 111 Wellesley St. E.  
Toronto, ON M4Y 3A7

General Enquiry .....	397-9377
Facsimile .....	397-7298

### Manager, Program Support

Nicholas Broderick..... 392-3242

### Supervisor

Cavelle Landeau ..... 392-8982

Jeffrey Ward ..... 392-6530

### Support Assistant

Amabel Castillo..... 392-9033