

**MEMORANDUM**

**OPSEU**



**SEFPO**

Syndicat des Employé-e-s  
de la Fonction Publique  
de l'Ontario

**TO:** All Presidents with members in the Ministry of Community Family & Children' Services – Ontario Disability Support Program (ODSP)  
  
All Stewards in the Ministry of Community Family & Children's Services – Ontario Disability Support Program (ODSP)

**FROM:** Cameron Walker, Supervisor Contract Enforcement

**DATE:** March 24, 2004

**SUBJECT:** **Ministry of Community Family & Children's Services – Ontario Disability Support Program (ODSP) ERC Minutes – December 16, 2003**

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Attached, for your information, are the minutes of the above captioned meeting.

Please post or otherwise make them available to the members in your workplaces.

Also attached is a MERC referral form which should be used when referring unresolved local issues to the ministry level. The referral should be sent care of the our Job Security Unit with all the supporting documentation, (e.g. minutes, correspondence, etc.), with any referrals.

**PLEASE NOTE: THESE MINISTRY MINUTES WERE PREPARED BY THE EMPLOYER.**

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IN SOLIDARITY,

Leah Casselman  
President

Cameron Walker  
Supervisor, Contract Enforcement

/ms  
att.

CC: MERC Chairs  
Ministry ERC



## **1.0 Introduction**

The Union introduced Leanne Pold-Dellavedova, as a new bargaining member of the MERC ODSP Subcommittee. Leanne is replacing Paul Statham who retired recently.

### **1.1 Minutes Review**

Management and the Union reviewed the ODSP MERC Subcommittee minutes for September 2003, October 2003 and November 2003. The agreed upon changes to be reflected in revised versions for sign-off.

## **2.0 The SDMT Ergonomic Assessment**

Maxine Daley provided an update of the SDMT ergonomic assessment.

- The ergonomic assessment in St. Catherines, Belleville and Toronto has been completed. The keying activity with regard to CVP was reviewed.
- The Toronto office Intake Unit has been rescheduled for the first week in January 2004. The report may be completed within three weeks following this visit i.e. late February 2004.
- The Union inquired about the possibility of a PDR assessment being included as part of the process.
- Management indicated that a PDR assessment will be included as part of the process.
- CVP was reviewed in St.Catharine's. Overpayments were a problem to review given the delays in the generation of RBC reports.
- The Union agreed to provide an example of a case scenario for management to consider regarding this issue

### **2.1 ODSP Program Statistics**

Management provided handouts of quarterly reports for September 2003 of Social Assistance Statistical Digest for both Ontario Works and ODSP (appendix A).

- The Union inquired about the availability of the following Program Statistics mentioned in the October 2003 ODSP MERC Subcommittee minutes;
  - The total number of ODSP recipients
  - The total number of terminated cases
  - The breakdown between OW referrals and ODSP self referrals
  - CVP statistics
  - IVR reports and statistics
  - DAU statistics i.e. applications, appeals and SBT decisions

- ACSD caseload
- Employment Supports i.e. statistics regarding the length of time recipients stay on the program
- Management agreed to look into available Program Statistics for the January 2004 MERC meeting.
- DAU reports may not be useful based on the number applications received on a weekly basis as it relates to the number of appeals versus the number of SBT decisions.
- Management indicated the Social Assistance Digest for the last quarter would be brought forward for April 2004.

## **2.2 MSN FOCUS GROUP**

- The Union indicated that the MSN focus group should have Union participation.
- Management indicated it would provide information regarding the MSN focus group, as it becomes available.
- The ODSP MERC Subcommittee will be invited to participate with the focus group.

## **3.0 SDMT UPDATE**

The STEP release in October 2003 was problematic. There are no releases scheduled until March 2004.

- Management indicated that the next two releases are more system maintenance or performance enhancing in nature, such as archiving the old CIMS, CWT & SDMT.
- The next release scheduled for May 2004 will deal with the Aeon (software update for the eligibility engine).
- The Union inquired about the I&IT Cluster's role in monitoring SDMT performance issues.

## **4.0 MODEL OFFICE DESIGN**

Management advised that the Model Office Design was endorsed in principle at PMC. The Bracebridge office is the first to incorporate the design.

- The Union inquired about the process for resolving issues raised by members regarding privacy, sharing of personal information and health and safety concerns.
- Management stated that modifications were incorporated within the model office design to address staff concerns.

- Management cited the Windsor office as an example in which the heights of counters were adjusted to accommodate staff concerns.
- The union requested a copy of the model office design and management indicated it would be provided.
- The Union indicated that it is very much opposed to the concept of ‘desk-side interviewing’ because of health and safety concerns.

#### **4.1 JOINT PROBLEM SOLVING PROCESS**

- A joint communiqué will be released from the Director’s office.

#### **5.0 SOCIAL ASSISTANCE RATES**

- The Union inquired about the probability of changes to the Social Assistance rates for clients.
- Management noted that there has not been any indication of when this may occur however any announcements concerning this issue will be made by the government.
- The Union raised concerns about the possibility of a Social Assistance rate increase for clients and the effect such changes will have on workload.
- The Union inquired whether the minister has been briefed on the deteriorating state of ODSP resources. The Union cited that current resources are not meeting the needs of clients. A rate increase would cause an increase in the number of applicants and clients.
- The Union agreed with the need for a rate increase however staffing levels would need to be adjusted to meet the increased workload demand.
- Management indicated that current Deputy Minister was briefed extensively on the status of ODSP resources. The new minister will be briefed once the new Deputy Minister has been appointed. The briefing will include issues such as staffing resources, CVP and budget restraints etc.

#### **5.1 POSTING OF ODSP MERC SUBCOMMITTEE MINUTES**

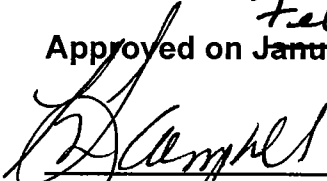
- The Union would like the signed-off minutes to be posted and sent to the members in the field.
- Management indicated that Human Resources is responsible for posting the minutes and the member list needs to be updated for distribution.
- Management reiterated that the ODSP MERC Subcommittee has been without a Human Resources support person since February 2003, which is mainly attributable to the delay.
- Management indicated that the member list would be tabled at the ODSP Managers’ Network.

**6.0 MEETING ADJOURNED**

Next meeting is scheduled for January 20<sup>th</sup>, 2004 at 10:30 A.M. to 2:00 P.M. at 2 Bloor Street West, 24<sup>th</sup> Floor Boardroom A.

Appendices: Appendix A – Social Assistance Statistical Digest, OW & ODSP

Approved on <sup>Feb.</sup> ~~January~~ <sup>17</sup>, 2004, by:

  
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Marni Campbell  
Management Co-Chair

  
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Pam Smith  
Union Co-Chair

## **ACRONYM LIST:**

<b>ACSD</b>	Assistance for Children with Severe Disabilities
<b>BTP</b>	Business Technology Project
<b>CIUR</b>	Client Information Update Report
<b>CUPE</b>	Canadian Union of Public Employees
<b>CVP</b>	Consolidation Verification Project
<b>DAU</b>	Disability Adjudication Unit
<b>DBD</b>	Direct Bank Deposit
<b>EI</b>	Employment Insurance
<b>ERO</b>	Eligibility Review Officer
<b>ETIR</b>	Employment Training Income Report
<b>INP</b>	Integrated Network Project
<b>IVR</b>	Interactive Voice Response
<b>MERC</b>	Ministry Employee Relations Committee
<b>MSN</b>	Mandatory Special Needs
<b>ODSP</b>	Ontario Disability Support Program
<b>OW</b>	Ontario Works
<b>PMC</b>	Program Management Committee
<b>SAMO</b>	Social Assistance and Municipal Operations Branch
<b>SDMT</b>	Service Delivery Model Technology
<b>WSI</b>	Workplace Safety and Insurance
<b>SIR</b>	System Investigation Report

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**FOR MERC ACTION**

Strategic Action from Local Employee Relations Committee  
(to be used when an issue is not resolved at LERC table)

Ministry:

Workplace Location:

Local #:

**Please use a Separate Form for Each Unresolved issue.**

- ✓ Please include the specific details about the issue.
- ✓ Provide any documentation that may assist the discussion at your Ministry Employee Relations Committee (MERC).

Is the issue related to (please ✓):

- |                          |  |                          |                                 |
|--------------------------|--|--------------------------|---------------------------------|
| <input type="checkbox"/> | Job Security and Article 20                              | <input type="checkbox"/> | Reasonable Efforts - Divestment |
| <input type="checkbox"/> | Employer's Corporate Initiative and work re-organization | <input type="checkbox"/> |                                 |
| <input type="checkbox"/> | Enforcing the Contract                                   | <input type="checkbox"/> | Contract Interpretation         |
| <input type="checkbox"/> | Health and Safety  |                          |                                 |
| <input type="checkbox"/> | Other: (please identify)                                 |                          |                                 |

Statement of the Issue:

The Resolution sought by your Local Employee Relations Committee (LERC):

Date Issue was declared unresolved by your LERC:

Is the Relevant material attached?      Yes  No

LERC Minutes dated:

Correspondence. Please list:

**Local ERC Member Contact**

Name:

Home #:

Address:

Work #:

**FORWARD to: OPSEU Job Security Unit, 100 Lesmill, Toronto, Ontario M3B 2P8  
Fax: (416)448-7462**

