

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 – January 20, 2004**

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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AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,

Leah Casselman
President

Cameron Walker
Supervisor, Contract Enforcement

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att.

CC: MERC Chairs
Ministry ERC

1.0 Minutes Review

Management and the Union reviewed the ODSP MERC Subcommittee minutes for December 2003. The agreed upon changes will be reflected in an updated version.

1.1 The SDMT Ergonomic Assessment

Maxine Daley provided an update of the SDMT Ergonomic Assessment.

- Due to scheduling issues the Ergonomic Assessors were not able to observe and intake activity. A tentative schedule has been set for the week of January 27th 2004, at 385 Yonge Street, local office.
- The Keying activity in relation to the operational review was completed.
- Once the Intake activities have been reviewed they will be working on the Practice Training Environment.
- The Union requested that the SDMT Ergonomic Assessment be formally presented at this table.

1.2 ODSP Program Statistics

Management provided a handout reflecting the volume of IVR weekly calls for 2003 and CVP statistics for April 2003 to November 2003 (Appendix A).

- The Union questioned the integrity of the CVP statistics when CVP is recorded as complete at the onset and additional work for completion is done after the fact.
- The Union also inquired about the ‘changes of entitlement’. Many CVP reviews do result in changes in accommodation however, since many clients are at maximum shelter, there is no reflected change in the entitlement or tracking tools i.e. Ontario Housing residents/clients are an exception with regard to changes of entitlement.
- Bring Forward ODSP statistics in April 2004 i.e. quarterly statistics.
- The Union questioned the anomalies in the reported 18 Abbreviated Reviews.
- The Union inquired why the FSW section was on the report when there is no referral mechanism in place.
- The total number of terminated cases – will be provided at a future date.
- The Union requested a breakdown between OW referrals and ODSP self-referrals.
- DAU statistics i.e. applications, appeals and SBT decisions, as requested at the November 2003, MERC ODSP Subcommittee meeting, to follow.

1.3 MSN FOCUS GROUP

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- The focus group meeting that was scheduled for January 19, 2004 has been postponed.
- Management indicated that the Policy Branch was responsible for the MSN Focus Group and they have structured the next meeting as a teleconference.
- The Union requested to have a face-to-face meeting before or after the MERC ODSP Subcommittee meeting scheduled on February 16th 2004.
- The Union highlighted the fact that some subcommittee members had excessive distances to travel and need advanced notices of scheduled, changed or cancelled meetings.

1.4 MODEL OFFICE DESIGN

Management presented and shared a copy of the PMC endorsed Model Office Design with the Union.

1.5 JOINT PROBLEM SOLVING PROCESS

The Union indicated that the revised copy of joint communiqué regarding the Joint Problem Solving Process has not been e-mailed.

- Both the Union and Management made some editorial changes to the most recent draft copy of the joint communiqué for approval.
- Management indicated that the recommendations of the Joint Problem Solving Process would be presented at PMC.

1.6 POSTING OF ODSP MERC SUBCOMMITTEE MINUTES – MEMBERS LIST

Management indicated that Human Resources would be responsible for posting approved minutes on the website.

- The approved minutes will be sent to the LERC co-chairs and distributed to the members in the field.
- The Union noted that Pauline Barr at Human Resources should have the most recent distribution member list.

2.1 SDMT ISSUES – UPDATE AND DISCUSSION

Management noted that the releases for March (Data Archiving) and May (Aeons) are being developed. The Data Archiving and Aeon releases are also on schedule for the planned release dates.

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- The CPP rate increase has been addressed for January 2004. An Ad-hoc report addressing potentially affected cases was sent to the field.
- The Union inquired as to whether there are any timelines regarding a review of the SDMT performance review process. Management will provide a response at the next meeting.

2.2 IMPACTS REGARDING THE REPEAL OF THE ZERO TOLERANCE POLICY

Management noted that the government has not given any direction on this issue and no ad hoc reports were provided to the field. Also the new directives regarding the Zero Tolerance policy have been revised to reflect current language but no new directives have been written.

- The Union asked if the government had a number of affected cases.
- Management indicated that there is no such report.
- The Union raised concerns about not being advised in advance regarding changes of any protocol or initiatives.
- Management noted that in this particular instance the posting was first made in the Ontario Gazette on a Friday evening as opposed to the more traditional media outlets.

2.3 POLICY AND PROGRAM INITIATIVES

The Union inquired if there were any new additional policy or program initiatives.

- Management noted there were no announcements at present with the exception of the new policy regarding zero tolerance.

2.4 CHILDREN'S MINISTRY

- The Union requested an update regarding the pending split between MCSS and MCS.
- Management noted that briefings are still in effect and no announcements have been made regarding operational aspects.
- The Union noted there may be areas of interest to both ministries like ACSD, and the linkages with the SDMT and would like to be notified in advance of such changes.

2.5 OPS IDEAS CAMPAIGN – OPSEU'S CONTRIBUTION

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- Consultants: Stop using outside consultants when the ministry has qualified staff in house. The ministry should create an expression of interest regarding positions consultants currently occupy.
- Technology: Better linkages with the federal government regarding CPP and OAS changes and how it can be reported i.e. better information sharing. A concerted effort to fix the SDMT permanently and end the workarounds or fixes. The considerable time involved with the status quo is expensive e.g. calculating an overpayment. An SDMT follow-up training for staff will offer savings over time.
- Client Update Reports: Developing a CVP mail out form that is user friendly would save a lot of time for everyone involved.
- Generating Income: Implementing the Family Support Worker (FSW) program within ODSP. This can be a cash managed position with regard to sponsorship agreements, ORFUS and FRO (child support agreements). Using EROs to track non-payers. Better use of resources. Northern Travel Grant: Duplication of services regarding MSN travel and accommodation regarding one activity generating three cheques.
- Communication: Dialogue similar to the Joint Problem Solving Process (JPSP) and a look at changes within the system regarding the relationship both staff (Union) and management. The Grievance Settlement Board (GSB) has many issues that could have been resolved if more dialogue existed or more attempts made at resolving issues.
- Attendance Support Program: The Union does not view this as a support program, it is seen as intimidating and disciplinary in nature. The process needs to be relaxed and an accommodation program needs to be considered to aid staff and managers.
- ODSP and OW: The province should deliver both programs.


3.0 MEETING ADJOURNED

Next meeting is scheduled for February 17, 2004 at 10:30 A.M. to 2:00 P.M. at 2 Bloor Street West, 24th Floor Boardroom A.

Appendices: Appendix A – IVR weekly calls for 2003 & CVP statistics for April 2003 to November 2003.

Approved on March 16, 2004, by:


Marni Campbell
Management Co-Chair


Pam Smith
Union Co-Chair

ACRONYM LIST:

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



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

