

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's 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 – September 16, 2003**

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

PREVIOUS BUSINESS:

1.0 Prior Minutes

The June 17, 2003 minutes was approved and signed for distribution by the Co-Chairs of the MERC ODSP subcommittee.

2.0 CVP

The Director of ODSPB, Debbie Moretta, provided updates on the process and impact of changes to CVP on service delivery of ODSP.

- No new policy changes are expected for this fiscal year with regard to CVP.
- 7 to 8 percent of overall overpayments are attributed to CVP.
- 65 to 70 percent of the current caseload resulted in no change of client status as a result of CVP. This approximate 70 percent client profile regarding no change will be reviewed sometime in the future.
- Management believes that the present CVP approach is reasonable. No complaints have been received from clients or advocacy groups.
- The Union suggested that a mail out form be considered for CVP, modelled after the Present Condition Report (PCR).
- There was agreement that this would be useful tool for both staff and clients. Management agreed to take this proposal under advisory with regard to SDMT concerns.
- Management indicated that although there were similarities with the non-commissioned CVP document/process, they were presently reluctant to substitute an automated form for a manual process.
- The present CVP process is designed to reflect program integrity and not necessarily to flush out a small percent of fraud cases.
- Management agreed to take the abbreviated mail out form under advisement but highlights the resources required to modify SDMT for such changes are extremely limited.
- FYI: Information sharing agreements with Human Resources Canada along with Canada Customs and Revenue Agency are in the negotiation stages to further enhance CVP.

2.1 MSN

The Director of ODSPB provided updates on issues related to the new forms, volume of work and the status of ministry discussions.

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- The new forms and processes related to MSN have been in use throughout the province for a year now.
- There are some volume issues i.e. because of CVP the caseload growth in MSN has increased, however the current MSN volume is expected to level off.
- The union indicated that management is underestimating the potential growth and high maintenance with MSN cases.
- OPSEU expressed concerns with the accuracy or validity of some MSN forms. Ex: Some doctors are signing the forms and clients are adding information after the fact. (modified)
- It was suggested an MSN focus group be formed to explore and get a sense of what the problems are to gain some understanding of the issues. The MERC ODSP subcommittee expressed an interest in becoming part of the focus group through SAMO.
- Management agreed to this request.
- The union also reported on the workload caused by the administration of the Northern Health Travel Grant.
- Management has been working on this in conjunction with the Ministry of Health.

2.2 ODSP Directives

The Director of ODSPB provided updates and direction on staff training of the new ODSP Directives released in June 2002.

- The commitment to provide training is not an issue, however more work needs to develop on the final product i.e. a province wide curriculum and implementation plan.
- The union would like this training implementation becoming a priority.
- This matter is to be reviewed at the December meeting.

2.3 Program Statistics

The Director of ODSPB provided statistics of the ODSP Caseload and beneficiaries, by Region for June 2003. There was general consensus among the members that the information was relevant and should be made available to subcommittee members. The Union will request a list of ODSP statistics for management to provide on a six-month basis.

- The growth statistics of the ODSP Caseload and beneficiaries from 1998 to the present has been less than two percent per year. This rate of increase may have been attributable to declining cases that were Grandfathered.

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3.0 Orientation of new employees and the Fire Evacuation Standards for Local Offices

Human Resources Branch has checklists regarding the orientation of new employees and Fire Evacuation Standards for Local Offices. It was agreed that the checklists should be made available to the MERC ODSP subcommittee.

4.0 New Program Initiatives and Changes (Standing Item)

It was agreed that the MERC ODSP subcommittee would receive prior notice to any new program initiatives.

5.0 Ergonomic Assessment of the SDMT at Local Offices

Management provided an update on the proposed Ergonomic Assessment of the SDMT at Local Offices.

- The ergonomic assessment of the SDMT will be conducted at three sites that represent small, medium and large offices across the province; St.Catherine's, Belleville and Toronto.
- Staff expected to participate in the ergonomic assessment includes Income Support Specialists, Client Service Representatives and Income Support Clerks.
- Findings of the SDMT ergonomic assessment will be shared with the MERC ODSP subcommittee for the purpose of managing expectations among staff.
- A joint communiqué by management and OPSEU will be developed and released prior to the site visits commencing.
- The parties agreed that both union and management representatives from these worksites would be briefed before and after the assessment process.
- Matter to be further reviewed at the November meeting.

6.0 Joint Problem Solving Process

It was agreed that the Joint Problem Solving Process is working and moving forward, and a joint communiqué by management and OPSEU will be released after the next meeting to reflect this.

6.1 Hiring freeze

The hiring freeze is ministry wide and a business case has to be proposed regarding requests for any staffing activity. ODSP service delivery is considered business critical.

6.2 SDMT Issues and Updates

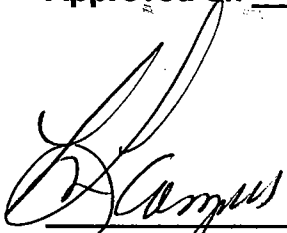
- Two information notes were released in July 2003 indicating SAMO was improving on security and performance issues that arose in the summer of 2003.
- A new release is expected in October 2003
- Management highlights the importance and encourages everyone to continue to log tickets.

6.3 Meeting Adjourned

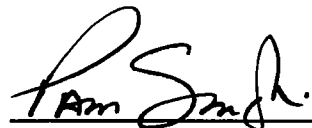
Next meeting is tentatively scheduled for October 21st, 2003 at 10:30 A.M. at 2 Bloor Street West, DAU Boardroom 11th Floor. It was agreed that agenda items would include:

- The Principles of Managing Staff
- ODSP Review, Monitoring and Compliance

Approved on ^{PS} 17 ^{Feb.} ~~January~~ 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

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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"/> | Contract Interpretation |
| <input type="checkbox"/> | Enforcing the Contract | | |
| <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**

