

**MEMORANDUM**

**TO:** All Presidents with members in the Ministry of Community and Social Services  
All Stewards in the Ministry of Community and Social Services

**FROM:** Ruth Hamilton, A/OPS Supervisor

**DATE:** December 16, 2010

**SUBJECT:** **Ministry of Community and Social Services –  
ODSP Sub-Committee  
ERC Minutes – December 14, 2010**

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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 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.**

AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,



Warren (Smokey) Thomas  
President



Ruth Hamilton  
A/OPS Supervisor

/pb

att.

cc: MERC Chairs  
Ministry ERC

**MINISTRY OF COMMUNITY AND SOCIAL SERVICES**

**MINISTRY EMPLOYEE RELATIONS COMMITTEE (MERC) SUBCOMMITTEE ON  
ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)**

**FINAL MINUTES – December 14, 2010**

**Location:** 2 Bloor Street West, Toronto, Ontario, 30<sup>th</sup> Floor, Boardroom

**Duration:** 9:30 A.M. to 3:00 P.M.

**Co-Chairs:** Dylan Lineger

**Maxine Daley**

**Attendees:** OPSEU

**Management**

Dylan Lineger (Chair)  
Mario Dicaire  
Stuart McInnes  
Lindsay Sutton  
Nancy Lewis  
Cindy Kraakman  
Stephen George

Maxine Daley  
Susan Waring  
Tony Magee  
Paul Baldassarro  
Sue Pettersone  
Joe Lucas

**Regrets:** Roxanne Barnes

**Guests:** Peggy Black, Sandy Mills

**Minutes:** Ira Matthews

AGENDA ITEM	DISCUSSION	ACTION
New Business		
1.1	<p><b>Review of Agenda/Action Items</b></p> <p><b>Supports for Designated French Language Services (FLS) Staff</b></p> <ul style="list-style-type: none"> <li>• Management noted that this issue was discussed at the ODSP Management Network and that a communication regarding available training for FLS staff had been sent to the Regional Offices by the ministry's FLS Unit.</li> </ul> <p><b>Health Related Accommodations for Staff in New Positions</b></p> <ul style="list-style-type: none"> <li>• At the November meeting the Union had asked if an Ergonomic Specialist would be involved in the job demand analysis for the Caseworker and Program Support Clerk positions.</li> <li>• Management advised that they had discussed the issue with the Centre for Employee Health, Safety and Wellness and that an Ergonomic Specialist was not required to be involved in the development of the generic job demand analysis.</li> <li>• The Union questioned why an Ergonomic Specialist would not be used during the development phase as the assessment will be used to provide guidelines for the job.</li> <li>• Management advised that standard practices were being followed in completing the analysis.</li> <li>• The Union acknowledged this and noted that they had concerns with the practices.</li> <li>• The Union questioned if an analysis was being done for the Case Presenting Officer and Family Support Worker positions.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management to provide a copy of the job demand analyses as soon as they are finalized.</b></li> </ul>

AGENDA ITEM		DISCUSSION	ACTION
		<ul style="list-style-type: none"> <li>Management noted that one was not required at this time for the Case Presenting Officer position and that one would be completed for the Family Support Worker position at a later date.</li> </ul> <p><b>Individual Assessments</b></p> <ul style="list-style-type: none"> <li>Management noted that an ergonomic assessment would be completed where required on a case-by-case basis.</li> <li>The Union asked if there was an expected timeframe in which an individual assessment would be completed once a staff member raises an accommodation need.</li> <li>Management advised that there was no standard timeframe and that it would be dependent on the accommodation need raised.</li> </ul>	
1.2	<b>New Management Subcommittee Members</b>	<ul style="list-style-type: none"> <li>Management advised the Subcommittee of their new team membership and thanked the outgoing members for their contributions.</li> </ul>	
<b>ODSP Modernization</b>			
2.1	<b>Article 20: Second Opportunity to Elect for Client Service Representatives</b>	<ul style="list-style-type: none"> <li>It was agreed that the terms and conditions of the Letter of Understanding would stand and that a Client Service Representative who is successful in pre-Phase 1 will be given the second opportunity to access their entitlements under Article 20.</li> <li>In addition, Management confirmed that this entitlement also applies to a Client Service Representative who is successful in Phase 1.</li> </ul>	

AGENDA ITEM	DISCUSSION	ACTION	
2.2	<b>Time Management Tools for Caseworkers</b>	<ul style="list-style-type: none"> <li>• Management provided a copy of a Caseworker Time Management tool which was developed to support employees in the Caseworker position.</li> <li>• The tool provides tips and supports to assist Caseworkers in prioritizing and time managing their work.</li> <li>• Management noted that the document will be provide to ODSP Managers for discussion in team meetings with staff and that instructor led training was also being developed through the Modernization project.</li> <li>• The Union suggested that the tool be provided to staff following the completion of the critical core training.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management welcomed feedback from the Union and requested that it be sent to the Modernization Team by January 10, 2011.</b></li> </ul>
2.3	<b>Performance Management Tools for All Staff</b>	<ul style="list-style-type: none"> <li>• Management advised that tools and supports had been distributed to Regions for use with Client Service Representatives in temporary Caseworker assignments.</li> <li>• Management further noted that tools and supports were being developed for all other core ODSP staff (Caseworkers, Program Support Clerks, Case Presenting Officers).</li> <li>• The launch of the ongoing performance management tools is anticipated for April 1, 2011.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management will provide DRAFT copies of the ongoing Performance Management Tools once available.</b></li> </ul>
2.4	<b>Complaint Assessment Process (previously Eligibility Review)</b>	<ul style="list-style-type: none"> <li>• Management noted that templates and communication products were being developed to support Regions in developing local protocols and communicating the change to the eligibility review process to their external stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management to provide copies of the DRAFT material once completed.</b></li> </ul>

AGENDA ITEM	DISCUSSION	ACTION
2.5	<p><b>Long-term Plan for Training – Beyond Critical Core</b></p> <ul style="list-style-type: none"> <li>• Management highlighted that the taped SDMT WebEx sessions have been really well received by staff and that feedback was being incorporated into revised sessions.</li> <li>• It was noted that the final taped WebEx sessions would be posted to the SAMO Extranet for staff access once they were finalized.</li> <li>• Management noted that new training materials had been developed for Wave 3 implementation support related to the Application Part 1 – Intake Screening and Verification Interview.</li> <li>• Management advised that they are working on several new and revised products, including Time and Work Management, Understanding Earnings, Life Cycle of an Overpayment, Mandatory Special Necessities, etc.</li> <li>• Management indicated that all staff had been provided an opportunity to participate in the critical core training and that a ‘catch up’ round of training was planned for each of the Wave 3 Regions for staff who were unable to participate.</li> <li>• Management provided a DRAFT list of instructor led training priorities to the end of the fiscal year based on what the Learning and Training Consultants have heard from staff and invited feedback from the Union.</li> <li>• The Union and Management agreed that priorities will be different from Region to Region and that those differences need to be taken into consideration.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>The Union to provide feedback to the Modernization Team by January 10, 2011.</b></li> <li>• <b>Management agreed to bring the feedback back to the Subcommittee for information at the January meeting.</b></li> </ul>

AGENDA ITEM		DISCUSSION	ACTION
2.6	<b>Training Statistics to Date</b>	<ul style="list-style-type: none"> <li>• Management provided an overview of the statistics related to the training provided to date.</li> </ul>	
2.7	<b>Resume Writing and Interview Skills Training</b>	<ul style="list-style-type: none"> <li>• Management advised that invitations to register for resume writing and interview skills training were currently being finalized for employees with a home position of Client Service Representative in Wave 1 Regions.</li> <li>• It is anticipated that sessions will begin in the second half of January and will be provided prior to the end of the temporary Caseworker assignments.</li> </ul>	
2.8	<b>Feedback from Wave 2 Implementation</b>	<ul style="list-style-type: none"> <li>• The Union noted that during Wave 2 implementation the local Management staff were often away from the office which made the transition to the new service delivery model more difficult for some staff who felt that there should have been more support.</li> <li>• The Union also noted that there was limited prioritization of work for staff during the transition.</li> <li>• The Union indicated that there was a difference between mentoring and training and that some of the needs of staff were crossing into a more fulsome need for additional training.</li> <li>• The Union and Management acknowledged that the training provided prior to implementation, as well as the tools and supports that are available to staff, were valuable in preparing for implementation, however the Union expressed that staff are finding that they have a lack of time to review the material when questions arise.</li> </ul>	

AGENDA ITEM		DISCUSSION	ACTION
		<ul style="list-style-type: none"> <li>• The Union expressed that staff continue to feel workload stress despite the implementation of the new service delivery model.</li> <li>• The Management representative from a Wave 1 Region indicated that they had similar concerns during their implementation but noted that the issues quickly improved.</li> <li>• The Union expressed that more support and understanding from their direct Managers was needed as there are learning curves for staff and some priorities will not be met.</li> <li>• It was acknowledged that additional supports may be required for the local offices now that new service delivery model has been implemented.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management committed to completing an assessment of Wave 2 Regions to determine what additional supports are needed.</b></li> </ul>
2.9	<b>Evaluation of Modernization</b>	<ul style="list-style-type: none"> <li>• The Union recommended that Dr. Wayne Lewchuk be retained to complete a follow up review and to conduct an evaluation of the implementation of the new service delivery model.</li> <li>• Management indicated that they would take this recommendation under advisement.</li> </ul>	
<b>Business Arising</b>			
3.1	<b>Information Related to Ministry of Training, Colleges and Universities Website Links</b>	<ul style="list-style-type: none"> <li>• Management identified that a direct link to Employment Ontario will soon appear on the public Ministry of Community and Social Services website as a resource for clients, service providers and staff.</li> </ul>	
3.2	<b>Network Migration to the Guelph Data Centre</b>	<ul style="list-style-type: none"> <li>• Management advised that the network infrastructure for the Service Delivery Model Technology (SDMT) will be moved from</li> </ul>	

AGENDA ITEM		DISCUSSION	ACTION
		<p>Toronto to Guelph in spring 2011.</p> <ul style="list-style-type: none"> <li>• It is anticipated that the SDMT data will be fully transferred to Guelph in 2012.</li> <li>• During the transition period, data sent to Guelph will be rerouted back to the current server in Toronto.</li> <li>• Management indicated that staff are not expected to see any impact to the SDMT.</li> <li>• Management identified that validation is required to ensure that the SDMT is operational in the local offices following this transition.</li> <li>• Management staff will be conducting the validation.</li> </ul>	
3.3	Schedule for 2011	<ul style="list-style-type: none"> <li>• The Subcommittee endorsed the draft schedule for the 2011 meetings as final.</li> </ul>	
Meeting Adjourned			

Approved on December 14 2010 by:

  
 Dylan Lineger  
 OPSEU Co-Chair

  
 Maxine Daley  
 Management Co-Chair

Next Meeting: Tuesday, January 18, 2011