

## MEMORANDUM

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

**FROM:** Ruth Hamilton, OPS Supervisor

**DATE:** July 25, 2011

**SUBJECT:** **Ministry of Community and Social Services  
Ontario Disability Support Program (ODSP)  
ERC Minutes – July 19, 2011**

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Attached, for your information, please find the minutes of the above captioned meeting(s).

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

You will also find attached a MERC referral form which should be used when referring unresolved local issues to the ministry level. We request that you provide the Job Security Group with all supporting documentation, (i.e. 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  
OPS Supervisor

/sk  
att.

cc: MERC Chairs  
Ministry ERC





AGENDA ITEM		DISCUSSION	ACTION
<b>New Business</b>			
1.1	<b>Review of Agenda/Action Items</b>	<ul style="list-style-type: none"> <li>• <b>Special Diets Unit</b> – Memorandum of Agreement signed off (July 6, 2011) to extend allowance for temporary staff until the end of September.</li> <li>• <b>Employment Survey</b> – To be shared with Subcommittee of MERC within the next couple of weeks.</li> </ul>	
<b>ODSP Modernization</b>			
2.1	<b>Training</b>	<ul style="list-style-type: none"> <li>• Business processes will be updated and posted on-line within the next month.</li> <li>• A short-term and medium-term training strategy is under development for the period up to March 2012.</li> <li>• In the short-term, for example, End to End self-directed learning modules are being updated.</li> <li>• The medium-term strategy will include a plan to provide critical core training for Program Review Officers and Special Agreements Officers who are directly assigned into Caseworker positions, as well as staff in other positions (including Administrative Support Staff and Program Support Clerks).</li> <li>• Critical core training will be approximately 10 training days and will be provided centrally. It will include: <ul style="list-style-type: none"> <li>○ Building the Foundation – Income</li> </ul> </li> </ul>	

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		<p>Support Application</p> <ul style="list-style-type: none"> <li>○ SDMT for Caseworkers</li> <li>○ Employment Supports Comprehensive Review</li> <li>○ Interpreting 3<sup>rd</sup> Party Information Reports</li> <li>○ Complaint Assessment</li> <li>○ AAA Training (Access, Awareness, and Accessibility Training)</li> </ul> <p>• A prerequisite for the critical core training will be for staff to have completed the associated End-to-End training.</p>	
2.2	<b>Recruitment Update</b>	<ul style="list-style-type: none"> <li>• Phase 2 Caseworker competitions have resumed in the Northern and South West regions.</li> <li>• Wave 2 and Wave 3 regions will begin their Phase 2 Caseworker competitions by early August, 2011.</li> <li>• To be eligible for the competition, the employee must be a regular employee with a home position of Caseworker, Case Presenting Officer, Program Support Clerk or an Administrative Support position in ODSP, or a fixed term employee in any of those positions.</li> <li>• Regions will determine their geographic area of search.</li> <li>• Staff will be advised to inform their manager of interest in applying should they be absent when the Phase 2 Caseworker competition begins (e.g. vacation), to ensure they are included in</li> </ul>	

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		<p>the process.</p> <ul style="list-style-type: none"> <li>• Union asked if ODSP managers have clear instructions on what to do in those scenarios where staff are absent during all/part of the recruitment phase.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management will provide ODSP Managers with clear processes on how to manage staff absences during the Phase 2 Caseworker competition, to ensure a consistent approach.</b></li> </ul>
2.3	<b>Memoranda of Agreement (MOA) Update</b>	<ul style="list-style-type: none"> <li>• Agreements have been negotiated between OPSEU and the ministry to: <ul style="list-style-type: none"> <li>○ Mitigate impacts on employees affected by the ministry's plans to streamline core business;</li> <li>○ Clearly define the area of search for the Phase 2 Caseworker competition</li> <li>○ Balance resources in the new ODSP model</li> </ul> </li> <li>• Program Review Officers and impacted Special Agreements Officers have been offered direct assignments, based on seniority, to ODSP Caseworker positions with no regular home incumbents.</li> <li>• Impacted employees in Administrative Support positions, if eligible, based on their classification, have been offered direct assignments based on seniority to Program Support Clerk positions, where available, with no regular home incumbents, within 40 km. from their headquarters.</li> </ul>	

AGENDA ITEM		DISCUSSION	ACTION
		<ul style="list-style-type: none"> <li>• A second Q&amp;A related to the Memoranda of Agreement and streamlining of core business is being distributed to staff.</li> </ul>	
<b>Business Arising</b>			
3.1	<b>Integrated Social Assistance and Monitoring Framework - Update</b>	<ul style="list-style-type: none"> <li>• The ministry is developing an Integrated Social Assistance and Monitoring Framework (ISAMF) for social assistance. The ISAMF is a multi-year initiative which will have four key pillars: <ul style="list-style-type: none"> <li>○ <i>An Accountability Guide</i> which will lay out what the roles and responsibilities are in relation to management oversight, to clearly define who is accountable for what area.</li> <li>○ <i>Performance Reports</i> which will summarize all the statistics/data related to the programs.</li> <li>○ <i>A Risk Management Framework</i> which will help to identify, for example, areas requiring review and in what priority.</li> <li>○ <i>A Monitoring Framework</i> which will define, for example, who will monitor what program area.</li> </ul> </li> <li>• Union asked what the timelines are for the ISAMF.</li> <li>• Management reported that the roll-out of each of the components will be iterative. Management noted that the ISAMF will be completed, in its entirety, by Spring 2012.</li> <li>• In the interim, any narrow-focused program</li> </ul>	

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		reviews will be conducted by the Ontario Internal Audit Branch.	
3.2	<b>Medical Reviews Update</b>	<ul style="list-style-type: none"> <li>• Applications to ODSP have increased by about 22% in the past two years.</li> <li>• As a result, the Disability Adjudication Unit has not been meeting its 90-day business day standard for adjudicating applications.</li> <li>• To help to mitigate the impact of this delay, the Disability Adjudication Unit will temporarily suspend medical reviews to focus on the initial applications.</li> <li>• A memo on this topic was sent to the field on July 19, 2011.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management will confirm that the field received key messages related to the delay in adjudication.</b></li> </ul>
3.3	<b>Regional Roadshow Planning Update</b>	<ul style="list-style-type: none"> <li>• IN 2011-2012, the ODSP Subcommittee of MERC will be scheduling regular meetings in the regions and will invite the RERC/LERCs to participate in these meetings.</li> <li>• Regional Roadshow Sub-group chairs provided an overview of the Roadshow draft agenda and itinerary.</li> <li>• The ODSP Subcommittee of MERC endorsed the draft itinerary and agenda.</li> </ul>	
<b>Meeting Adjourned</b>			

Approved on July 19, 2011 by:



Dylan Lindeger  
OPSEU Co-Chair



Maxine Daley  
Management Co-Chair

**Next Meeting:** Tuesday, August 16, 2011

