

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, OPS Supervisor

DATE: July 08, 2011

SUBJECT: **Ministry of Community and Social Services
ERC Minutes – June 23, 2011**

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
OPS Supervisor

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att.

cc: MERC Chairs
Ministry ERC

<p>FRO Updates</p> <p>Date tabled: 2011-011: April 21, 2011</p> <p>2011-012: April 21, 2011</p>	<p><u>June 23, 2011:</u></p> <p>The employer reported that staff who received surplus notice in May have selected options. Union asked if staff were required to work the notice period. The employer reported that staff are remaining in workplace as work is still necessary until functions transferred to Revenue.</p> <p>The union asked why staff were not transferred with the work. The employer reported that Ministry of Revenue has the capacity to complete the work, therefore, staff were not transferred.</p> <p>The union indicated that OPS past practice is that staff are transferred and then surplus takes place. The employer reported that the agreement in place, as negotiated with the Ministry of Revenue, was that staff were not transferred and that the FTEs will be reinvested into other areas of FRO core business. Decisions regarding the positions are pending.</p> <p>The union asked if the employer gave consideration for training for those issued surplus notices to permit them the ability to compete for other positions in FRO. The employer reported that there have not been any formal discussions at this time.</p> <p>The employer reported Article 20 training completed with staff by Mobility Coordinators. Article 20 training now completed centrally by HR Ontario, MGS. The employer will follow-up with HR Ontario regarding the option for joint training to be completed.</p> <p>The union asked if the trainers in FRO were surplus. The employer reported no.</p> <p>The Union inquired about FRO LERC minutes for past 3 meetings have not been published. The employer will ensure that the minutes are posted.</p> <p>The Union requested an update on the FRO parking situation. The employer will provide an update for next meeting.</p> <p><u>April 21, 2011:</u></p> <p>2011-011: Call Centre Review:</p> <p>The Employer advised OPSEU that a review of the current state of its call centre is underway by PWC Consulting. FRO is looking for short term and medium term recommendations regarding ways to improve the overall function of the call centre and in preparation for the new FRO Case Management System. The review is expected to be completed by late spring.</p> <p>The Union asked if a written report will be provided and shared with employees and the bargaining agent. The Employer responded that recommendations will be shared.</p> <p>The Union asked if disclosure was made to the corporate bargaining agent for the review. The Employer responded that disclosure was not provided.</p> <p>Review of Registration Processes:</p> <p>The Employer advised OPSEU that a review is underway to look at current registration processes, to improve efficiencies and address backlogs and prepare for the new FRO Case Management System. Deloitte Consulting has been engaged to review processes, building on studies that had taken place in the past, registration of incoming cases. The review is looking at process changes that do not</p>	<p>Employer to update on status of surplus employees and FTEs at next MERC.</p> <p>Report back before next MERC meeting.</p> <p>Report back at</p>
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<p>RbP Updates</p> <p>Date tabled:</p>	<p><u>June 23, 2011:</u></p> <p>The employer provided the update of the initiatives approved in the RbP process.</p> <p>The union asked if the employer has any information regarding any other changes to Ministry programs delivery in the upcoming year. The employer indicated they do not have any information. The employer suggested that the union review information which can be found at the Social Assistance Review Commission's website at www.socialassistancereview.ca</p> <p><u>April 21, 2011:</u></p> <p>There are no updates at this time. Disclosures will be provided to the bargaining agent prior to the next MERC.</p>	
<p>ODSP Modernization</p> <p>Date tabled:</p> <p>2011-016: June 23, 2011</p>	<p><u>June 23, 2011:</u></p> <p>An accommodation update was provided by the employer. All staff have been accommodated across the province. To date out of 45 offices; 15 have been completed or are in the process of being completed. This includes the desk side model.</p> <p>Next set of offices moving forward to be confirmed by the employer.</p> <p><u>April 21, 2011:</u></p> <p>Management was not able to provide a fulsome report on accommodations planning for ODSP.</p>	<p>Update will be provided when available</p> <p>Will provide an update at the next MERC.</p>
<p>Regional Office Functional Review</p> <p>Date tabled:</p>	<p><u>June 23, 2011:</u></p> <p>Removed item from agenda.</p> <p><u>April 21, 2011:</u></p> <p>2011-011: Management provided a presentation that will be made available to employees in the upcoming weeks.</p>	
<p>B. Business Arising from Previous Minutes – MERC Minutes Follow Ups</p>		
<p>Update: Diversity Initiative</p> <p>Date Tabled:</p>	<p><u>June 23, 2011:</u></p> <p>The employer provided a diversity place mat hand out (attached). This has not been formally launched yet. The document was developed in consultation with diversity champions who volunteered from a cross section of staff across the ministry. Vision, mission and set of values were created. The placement document provided a high level picture of the MCSS plan up to 2013.</p> <p>The union asked what is the status of the MCYS plan? The employer advised that Senior Management Committee has reviewed and approved the MCYS plan. The expected launch date for MCYS plan is September</p>	

	<p>The union asked, how much of the EE survey data was used and how much from the past. The employer advised that demographic data was used. The union asked if the employer will use the new results to measure. The employer reported that they have priority areas in the past survey to launch other initiatives which have a diversity component included and this information is posted on the MCSS website.</p> <p>The union asked if the employer plans to address HR hiring practices? The employer reported that it was not an identified as a Ministry priority in the 2009 Employee Engagement survey results.</p> <p>The union asked if the employer has been monitoring or getting feedback on the results of the initiatives? The employer reported that this is done through a variety of avenues such as evaluations and feedback through website. The union asked for a copy of posted information. The employer agreed to follow up with the information.</p> <p>The Diversity Mentorship Program is half way completed. The employer held an orientation session for all participants in February. They were hoping for mid-year evaluation in June but it is now scheduled in September. The program will end in January 2012. The employer will complete a post evaluation and then re-launch the program in April 2012. There are 12 OPSEU represented employees which includes 10 from MCYS and 2 from MCSS. There are 27 mentors in total. Each mentor has one mentee.</p> <p><u>April 21, 2011:</u> Management advised that planning is underway for the next 2 fiscal years. The diversity team is working on a draft plan incorporating priorities areas and various initiatives.</p> <p>OPSEU enquired about the number of OPSEU members in the mentoring program. Management will provide an update.</p>	<p>Management to invite the diversity team to the next MERC.</p>
<p>Bill 168 Implementation Update</p> <p>Date tabled:</p>	<p><u>June 23, 2011:</u></p> <p>The employer provided 2 reports: Summary of Bill 168 Training Completion; one for the Ministry and one specific to the Operations Division.</p> <p>All Workplace Violence Risk Assessments have been completed and signed off.</p> <p>The union asked what the employer plans to do in order to get 100% completion rate. The employer advised that work will continue to accomplish this.</p> <p>The employer and union agreed to remove this item from the agenda.</p> <p><u>April 21, 2011:</u> Management advised that they continue to monitor progress. As of April 6, 2011, the overall ministry completion rates are for Bill 168: An Overview 90% (OPSEU 89%), for WDHP 90% (OPSEU 88%),</p>	<p>Management to provide update</p>

	<p>Workplace Violence Prevention 88% (OPSEU 87%).</p> <p>Management further advised that, as of April 18, 2011, the ministry has completed 100% of the WVRAs. Of those, 89% have been shared with JHSCs and 70% have been signed off by the accountable directors.</p> <p>OPSEU enquired about the status of the Threat Risk Assessments (TRAs).</p>	<p>at the MERC.</p> <p>Management will enquire with Capital and Accommodation Services Branch (CASB).</p>
<p>Local 222 (Burlington) LERC referral</p> <p>Date tabled:</p>	<p><u>June 23, 2011:</u></p> <p>OPSEU LERC co-chair requested Alternate Dispute Resolution facilitated through the Ministry of Labour to address this situation.</p> <p>The employer will consider this request.</p> <p><u>April 21, 2011:</u></p> <p>Management engaged internal resources to undertake specific training for Local 222 ERC. Representatives of the dispute resolution office of the MOL are prepared to provide support to the Local 222 LERC.</p> <p>OSPEU advised Management that they have withdrawn from all Joint ERC training until further notice.</p>	<p>The employer will report back before the next MERC meeting.</p>
<p>Disclosures</p> <p>Date tabled:</p>	<p><u>June 23, 2011:</u></p> <p>The parties have not met for this item yet.</p> <p><u>April 21, 2011:</u></p> <p>Management acknowledges that clarification is required around how to provide information to the Union. They identified that they have 2 options: 1) Formal disclosure process: Where business decisions are made which will materially and substantively affect the working terms and conditions of employees represented by the bargaining agents. 2) Info-Share: Where a business decision has not been made and/or employee working terms are not impacted i.e. review of an organization. In this option, the Employer would notify the bargaining agent in advance of it being shared with employees.</p> <p>Management acknowledges that some organization and business process reviews were not shared and intend on communicating better moving forward.</p> <p>The Parties agree to prepare a communication package on the disclosure process.</p> <p>OPSEU's position is that the Interim Disclosure Directive of 2009 is not being read in its entirety and</p>	<p>The employer will provide update at the next MERC</p> <p>Draft of package to be prepared for next MERC.</p>

	<p>the above is a misinterpretation of the Disclosure Directive. OPSEU reiterated that if they are not aware of reviews in the workplace they cannot, as the exclusive bargaining agent, properly represent their members.</p>	
<p>Regional Reviews</p> <p>Date tabled:</p>	<p><u>June 23, 2011:</u></p> <p>The employer does not have any information on this item yet.</p> <p><u>April 21, 2011:</u> Management canvassed the Regional Directors for organization and business reviews that occurred in the last 18 months. They will provide OPSEU with a comprehensive package including the nature of the review as well as the disclosures undertaken.</p>	<p>Item to be deferred to next MERC meeting</p>
<p>2011-003: Licensing Transfer to Ministry of Education</p> <p>Date tabled: Feb 3, 2011</p>	<p><u>June 23, 2011:</u></p> <p>The employer provided a hand out that was sent by e-mail to the OPSEU disclosure account that provided an update in the child care transfer activities. The Ministry of Education MERC received an update on June 9th. Over next couple of weeks staff in education will go on licensing visits to learn the work processes associated to licensing. The employer will provide an update once they know more details regarding time and place of visits.</p> <p>The union asked if the employer has a target date for when the transfer will take place? The employer reported they do not have a specific date yet.</p> <p>The employer advised that they will be hiring a consultant to address the transfer of responsibilities. The union asked if the employer will be advising when the consultant will be arriving and what they will be doing. Yes, once Ministry of Education (EDU) provides the information we will provide an update through e-mail. The union requested that the information be provided via a phone call.</p> <p>The union asked when will the employer share this information with staff. The employer reported they will share this information with staff as soon as the EDU advises of the information.</p> <p>The union asked is the employer aware of how long they expect the review to take. The employer reported that they expect it to be approximately 4-6 weeks.</p> <p>The union asked, what do the staff know? The employer reported that a disclosure was completed in November indicated that phase II was completed and phase III is to begin.</p> <p>The union suggested that we invite EDU lead to this MERC table to hear the EDU update.</p> <p><u>April 21, 2011:</u> Management provided an update on the Early Learning/Child Care transfer to the Ministry of Education. Planning for phase 3 is underway and includes the transfer of the Licensing and</p>	<p>Follow up for next MERC</p> <p>No further action is</p>

	<p>Enforcement program. They advised that no decisions have yet been made with respect to the impact and timing of the transfer. As information becomes available it will be shared.</p> <p>MCSS MERC agreed to work with the Ministry of Children and Youth Services (MCYS) and the Ministry of Education (EDU) on joint communications.</p> <p>The Parties will engage their counterparts in the other ministries.</p>	required.
<p>2011-006: Ministry File Review Committee (MFRC) Referral</p> <p>Date tabled: Feb 3 2011</p>	<p><u>June 23, 2011:</u></p> <p>The MFRC Co-chairs provided a handout outlining status over last 13 months. (attached)</p> <p>Workload issues were referred to MERC in regards to Ontario Disability Support Program (ODSP) and Special Services at Home (SSAH). The union requested reassurance that training for those being directly assigned into ODSP to assist staff. Union would like to know what the plan is for go forward. The union suggested that these grievances be held in abeyance until organizational changes are completed.</p> <p><u>April 21, 2011:</u> Both Co-chairs were unavailable to attend today's meeting.</p> <p>The Parties discussed a H&S concern with respect to information provided in a FIPPA request that was subject of a discussion at MFRC.</p>	<p>Defer to June.</p> <p>Management will address the concern with the FIPPA Unit.</p>
<p>2011-013: Telework Agreements</p> <p>Date tabled: April 21, 2011</p>	<p><u>June 23, 2011:</u></p> <p>Only tele-work agreement in place is the Children, Youth and Social Services I&IT Cluster pilot. The employer reported that they have received a legal opinion that those employees working under a tele-work arrangement are covered by WSIB. The employer agreed to provide confirmation in writing.</p> <p><u>April 21, 2011:</u> OPSEU asked how many of their members in the Ministry have telework agreements and asked to see templates.</p> <p>Management is gathering the information.</p>	<p>Employer to provide written confirmation by next MERC meeting</p> <p>Management will provide at the next MERC.</p>
<p>2011-014: Tracking of</p>	<p><u>June 23, 2011:</u></p>	

<p>Employees under Article 7.2.1</p> <p>Date tabled: April 21, 2011</p>	<p>The union asked if the employees are tracked under this article. The employer reported that there does not appear to be any tracking completed. The employer was unable to advise how employees are addressed under this article.</p> <p><u>April 21, 2011:</u> OPSEU asked how the employees protected under the provisions of 7.2.1 are being tracked for appointment under 7.2.2.</p> <p>Management is looking into this matter.</p>	<p>Management will report back at the next MERC.</p>
C. New Business		
<p>2011-017: Special Diet Allowance Unit</p> <p>Date tabled: June 23, 2011</p>	<p><u>June 23, 2011:</u></p> <p>Due to changes in legislation to the Special Diet Allowance all ODSP recipients must reapply for the benefit. Per legislation, all applications have to be processed by July 31, 2011. A centralized unit was established to complete the work. A staffing model of 27 Caseworker and 6 Program Support Clerks was established.</p> <p>Several challenges to completing the work have been identified. A mitigation strategy to achieve the mandate was to redistribute work out to the field as was previously communicated to the ODSP sub-committee. 77,000 requests received; 30,000 files distributed out to local offices for processing. Another batch of files to be redistributed to the local offices next week.</p> <p>The employer is looking at additional contingency plans in order to have work completed.</p> <p>The employer has asked for an extension of the MOA. Draft extension of MOA to be provided by the employer.</p> <p>The union asked, what will the staff in the SDA unit do in August and September? The employer reported that August will be full production months. In September staff will be doing administrative reviews and completing work related to closing the unit. The employer is unable to confirm the exact work at this time.</p> <p>The union offered to suggest strategies to achieve the target.</p>	<p>Employer to report back before next MERC meeting.</p>
D. Pending Business		
<p>ERC Training for MERC</p> <p>Date tabled: Dec 8, 2010</p>	<p><u>April 21, 2011:</u> OSPEU advised Management that they have withdrawn from all Joint ERC training until further notice.</p>	
<p>2011-001: Long-Term Affordable Housing</p>	<p><u>April 21, 2011:</u> No update at this time.</p>	<p>Place in pending</p>

<p>Strategy</p> <p>Date tabled: Dec 8, 2010</p>		<p>business for follow-up in 6 months.</p>
<p>2011-004: Programs in MCSS</p> <p>Date tabled: Feb 3, 2011</p>	<p><u>Feb 3, 2011:</u> OPSEU indicated that several programs provided by the Ministry have been moved, transitioned to other ministries or divested. They asked for a list of programs that continue to be provided by OPSEU represented employees in the Ministry.</p> <p>Management will endeavour to obtain a comprehensive list for discussion at the June MERC meeting.</p>	<p>Management to obtain and share a list.</p>
<p>2011-009: FRO: ERC Training</p> <p>Date tabled: Feb 3, 2011</p>	<p><u>Feb 3, 2011:</u> 2011-009: ERC Training: OPSEU said that since the LERC is comprised of new members, they believe that the Parties should be looking at offering them training.</p> <p>The Parties agreed that training would be beneficial and will look at scheduling this in the near future.</p>	
<p>2011:-015: Training and Development</p> <p>Date tabled: April 21, 2011</p>	<p><u>April 21, 2011:</u> OPSEU asked if the Ministry provides a set number of days and training for employees.</p> <p>Management responded that it is a ministry objective that employees have a minimum of 5 days of learning, including training pertaining to their job functions, in a fiscal year.</p> <p>OPSEU expressed that they find that there are not enough learning and development opportunities for employees in the OPS as is evidenced in the findings of the employee engagement survey.</p> <p>Management disagreed as there are mentoring and job shadowing programs in parts of the ministry. Furthermore, these programs are championed and employees encouraged to participate.</p> <p>Management will look at sharing best practices within the ministry.</p>	<p>Management to invite a representative of the Renewal Strategies Office to a future MERC to speak about employee engagement.</p>
<p>E. Reports Shared</p>		
<p>1) Fixed Term Report</p>	<p><u>June 23, 2011:</u></p> <p>Fixed term report shared by the employer</p> <p><u>April 21, 2011:</u> OPSEU raised a concern with a fixed-term assignment on the list.</p>	<p>Management will review and respond prior to next MERC.</p>
<p>2) ODSP Modernization: Personnel Screening</p>	<p><u>June 23, 2011:</u></p> <p>The employer provided two hand outs: status of screening checks and attendance at training.</p>	

