

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: Brian Gould, OPS Supervisor/Negotiator

DATE: September 5, 2008

**SUBJECT: Ministry of Community and Social Services –
ODSP Sub-Committee
ERC Minutes – March 11, 2008**

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.

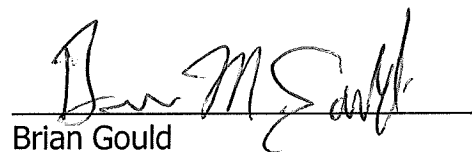
PLEASE NOTE: THESE MINISTRY MINUTES WERE PREPARED BY THE EMPLOYER.

AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,



Warren (Smokey) Thomas
President



Brian Gould
OPS Supervisor/Negotiator

/gj
att.

cc: MERC Chairs
Ministry ERC

1.0 Business Arising

1.1 Ontario Child Benefit (OCB)/Social Assistance Restructuring (SAR) Update

- The Ontario Works Branch (OWB) and the Social Assistance and Municipal Operations Branch (SAMO) provided an update on OCB and SAR.
- An outline was provided on the two phases of training and the information products developed for staff, clients and stakeholders to support them in understanding OCB and SAR prior to implementation.
- The phased communication approach linking public information, training and client, staff and stakeholder communications will help to minimize any impact on clients and staff by working to ensure that information is available in a timely manner.
- Rolling Q & A's are available on the SAMO extranet site for SAR and on the Ministry of Children and Youth Services extranet site for OCB.
- The implementation of the revised consent forms was discussed and a communication plan is scheduled for release in May 2008 to outline the implementation plan for staff. An update will be provided to the subcommittee.
- The Union requested clarification on a few items. SAMO to follow-up.

Action Item: An update on the implementation plan to be provided at a future meeting.

Action Item: SAMO to follow-up on items for clarification.

1.2 Accommodation Policy

- The Union raised a concern with respect to the training requirements as set out within the Accommodation Policy and further raised concerns regarding the workload impact it will have within work sites.
- Management responded that the policy was largely clarification of existing requirements to accommodate clients.
- SAMO advised that they would discuss with the ODSP Management Network to look at how to support the implementation of the policy going forward and will update the subcommittee after the discussion.

Action Item: SAMO to discuss implementation of Accommodation Policy with ODSP Management Network and will update the subcommittee.

1.3 Workload

- The Union raised concerns with regard to workload associated with Consolidated Verification Process (CVP) targets, Mandatory Special Necessities (MSN), new Employment/Training Income Report (ETIR) cards and training for new staff.
- Management advised that the reduction of the CVP targets by 1% was implemented to provide flexibility for regional offices and to reduce workload for staff. Every effort is made to provide timely communication to staff on upcoming program changes.
- It was agreed that the ODSP Policy Director should be invited to a future subcommittee meeting to provide an update on MSN and special diet. SAMO to follow up.
- The Union provided a sample report for MSN statistics and requested that a similar format be provided in the future.
- The Union requested that management provide an update at the next meeting on what has been done to address the recommendations of the final evaluation report of the New Framework for Service Delivery.

Action Item: SAMO to discuss a time with the ODSP Policy Director to provide an update on MSN.

Action Item: SAMO to provide an update on the recommendations at the next meeting.

1.4 Workload Mapping

- A copy of the January 2008 workload mapping tool was provided to the group. The group was advised that it was not going to be updated going forward due to limited use of the tool. The tool may be used again in the future.

1.5 Special Payment Unit (SPU)

- The wind down of the SPU will be finalized by March 31, 2008.
- Effective March 1, 2008, local offices will be responsible for the processing of all outstanding payments to eligible recipients. This includes cases that are currently terminated and where the former recipient has not responded to a request to verify their mailing address and ODSP recipients who identify themselves to a local office.
- A staff lead within SAMO has been appointed to provide local offices with post transition support.
- Local offices were provided with transition materials on January 8, 2008 to allow offices to prepare for the transition, including an implementation plan, transition directives, key messages, special payment client letters and job aids.

- A due diligence review was completed which increased the number of cases the SPU reviewed in order to reduce any future impact on local office staff. After the transition, an average of three self-identified cases per region per month is estimated based on existing trends.

1.6 MERC ODSP Subcommittee Terms of Reference (TOR)

- The Union requested additional caucus time going forward and management advised that a response will be provided at the next meeting.

Action Item: Management to provide a response to the request at the next meeting.

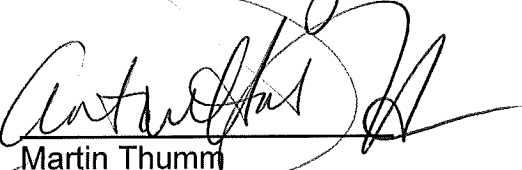
1.7 Regional Framework- Transition of Joint Problem-Solving Process

- A revised draft of the framework will be provided to the group in advance of the next meeting.
- The Union raised a concern regarding the time to review the revised material in advance of the meeting.

Action Item: SAMO to send a revised draft of the framework to the group.

2.0 Meeting Adjourned

Approved on August 26, 2008 by:



Martin Thumm
Management Co-Chair



Norm Pilon
OPSEU Co-Chair