

MEMORANDUM

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

FROM: Brian Gould, OPS Supervisor/Negotiator

DATE: August 13, 2008

SUBJECT: **"CONFIDENTIAL TO LABOUR RELATIONS MINUTES"**
MINISTRY OF COMMUNITY AND SOCIAL SERVICES
ERC Minutes – April 22, 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

/tl
att.

cc: MERC Chairs
Ministry ERC

**“CONFIDENTIAL TO LABOUR RELATIONS”
MINUTES**

1.0 Business Arising

1.1 Review of February and March Minutes.

- The Union provided their edits to the February 2008 and March 2008 minutes and requested minutes for the December 2007 meeting.

Action Item: Revise and prepare minutes for sign off at the next meeting.

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

- Follow-up responses were provided to questions raised at the last OCB update in March. Additional clarification was requested.

Action Item: Social Assistance and Municipal Operations (SAMO) branch to follow-up for further clarification on OCB questions.

1.3 Accommodation Policy

- The group was advised that each region had provided some form of training for staff on the Accommodation Policy (e.g. through team meetings).
- There has been some discussion with the Business Innovations Branch to look at incorporating the Accommodation Policy into an ODSP End to End training module and into the Access, Awareness and Accountability training.
- The Union suggested that the four questions regarding the Accommodation Policy on the new consent form be incorporated into the Form 1 and the Service Delivery Model Technology (SDMT).
- A discussion was held regarding the use of SDMT flags as an enhancement for accommodation issues.

Action Item: Prepare a communication for all staff regarding the appropriate method for flagging an accommodation issue and follow-up with the subcommittee before sending the communication to staff.

1.4 Consolidated Verification Process (CVP)

- CVP cumulative statistics up to the end of February were provided to the group. Statistics up to the end of March were requested for the next meeting.

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- The Union raised an issue regarding meeting CVP targets at year-end. The Union indicated that many offices had to adjust priorities in order to meet targets.
- Management agreed to have a discussion at ODSP Management Network to look at better planning to meet year-end targets.

Action Item: SAMO to provide statistics up to the end of March at next meeting.

Action Item: SAMO to discuss CVP target planning at ODSP Management Network.

1.5 Comprehensive Training Plans

- The staff training plans have been updated to include End to End training and Professional Advancement and Career Education (PACE).
- The Subcommittee will need to review and approve the new content. Once approved, learner tracks can be created through LearnerWeb.

Action Item: The Subcommittee to review updated content and provide feedback.

1.6 Mail Merge

- An overview of the communication protocol was provided to the group.
- The Union requested regular mail merge updates and a copy of the regional feedback document.
- Clarification was requested on the process for raising issues and receiving feedback on the outcome.
- A suggestion was made to consider developing a template for staff.

Action Item: SAMO to follow up on requests and bring items back for discussion in August.

1.7 Safety Flags

- A brief update on safety flags was provided to the group. A draft safety manual protocol is being developed with input from policy and should be ready to share with the group for the next meeting.
- The policy branches are considering updating some of the policy directives to include content on safety flags.
- The Union made a request for a direct link from a safety flag to the corresponding note in SDMT as a future enhancement in the technology.

Action Item: Provide a copy of the draft safety manual protocol at the next meeting.

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1.8 Terms of Reference (Caucus Time)

- Management advised that requests for additional caucus time will continue to be considered on an as-needed basis.
- The group agreed that some additional time is required. The co-chairs will discuss preparing a request for additional time.

Action Item: Co-chairs to discuss a request for additional time.

1.9 Joint Communication

- The Union agreed to provide their feedback on the Joint Communication by the end of the week.

Action Item: The Union to provide their comments by end of the week.

1.10 New Framework for Service Delivery- Final Evaluation Report Recommendations

- Management advised that once the written response to the recommendations is ready, it will be shared with the group as soon as possible in advance of the next meeting.

Action Item: Written response to Dr. Lewchuk’s recommendations to be shared with the group in advance of the next meeting.

2.0 New Business

2.1 Service Delivery Model Technology (SDMT)

- A SAMO analyst provided an update on recent intermittent connectivity issues, in response to concerns from the Union. The problem was between several servers and our mainframe and was acknowledged through Support Centre broadcast messages. A workaround was in place until the issue was resolved.
- In addition, there was also a recent problem with a back up TruePass server which caused a minimal number of users to have a problem logging in or being kicked out of SDMT. This problem was acknowledged through broadcast messages and was resolved the day after it was identified.
- The group was also advised that social assistance restructuring changes in the SDMT as a result of OCB implementation are not expected to have any impact on SDMT performance.
- Update on the ergonomic assessment deferred to a future meeting.
- The Union raised an issue with poor SDMT performance and expressed the importance of SDMT in the administration of ODSP.

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- Management responded that the SDMT was functioning as required. Poor performance was related to other technologies.

Action Item: Update on the ergonomic assessment to be added to a future agenda.

2.2 Federal/Provincial Memorandum of Understanding (MOU) on Homelessness

- An overview of the MOU to be provided electronically.

Action Item: Send overview document to the group via e-mail.

2.3 MCSS Organizational Engagement Committee

- An overview of the organization engagement committee to be provided electronically.


Action Item: Send overview document to the group via e-mail.

3.0 Meeting Adjourned

Approved on June 26, 2008 by:



Martin Thumim
Management Co-Chair



Norma Pilon
OPSEU Co-Chair

MERC ODSP Subcommittee

OCB

Q1: What percentage of the ODSP caseload could potentially become ineligible as a result of the restructured rates?

A: The actual number of potential cases will be identified through ad hocs reports that will be available as part of the mitigation strategy later this spring.

Q2: Will SDMT automatically adjust budgetary requirements if dependent child turns 18?

A: The SDMT will automatically adjust the rates when a child turns 18. The TCB will also be end dated in the month following the child's 18th birthday.

Q3: Are there new reports that need to be actioned by staff?

A: There will be reports that replace the current NCBS reports (e.g. TCB SIN Error report, TCB SIN No match report):

- A new SDMT report is produced each month called the "SIN Adjustment Report (SPE210M)". This report will list all applicants/recipients and spouses for whom a SIN number has been updated in SDMT; and
- A new SDMT report called the "Transition Child Benefit No Match Report (SPE240M)" is created when a file with TCB added is sent to CRA and there is no match. Field staff are required to verify member details and make any required adjustments.

For benefit units in receipt of TCB, there will be two (2) new TCB reports to help manage client notification on TCB eligibility, variance and repayments:

- The "Transition Child Benefit Entitlement Report (SPE230M)" will display details of the TCB, OCB and NCBS, sorted by benefit unit. This report will also display details of the TCB repayment, when applicable; and
- The "Transition Child Benefit Termination Report (SPE220M)" will display details of the TCB termination, and provide information on

OCB/NCBS, sorted by benefit unit. This report will also display details of the TCB repayment, when applicable.

Q4: Currently, staff get an NCBS report that tells them, .e.g. NCBS payment stopped, and this triggers staff to verify whether child is not living with recipient and adjust shelter amount. Will this be the same with OCB?

A: ODSP offices will receive reports with OCB/NCBS data for only benefit units in receipt of the TCB (i.e. TCB Eligibility, TCB Termination). These reports will show benefit units having a change in the status of their TCB entitlement, thus act as a trigger for action on these cases.

Please Note: Detailed information on the reports that will be available to assist staff is being provided in the Social Assistance Restructuring Phase 2 training material that is currently being delivered.

Also, the questions above will be included in the rolling Q & A's.