

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 – July 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.

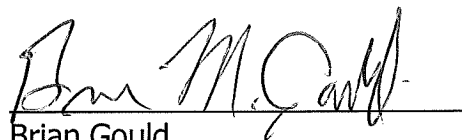
PLEASE NOTE: THESE MINISTRY MINUTES WERE PREPARED BY THE EMPLOYER.

AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,



Warren (Smokey) Thomas
President



Brian Gould
OPS Supervisor/Negotiator

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att.

cc: MERC Chairs
Ministry ERC

1.0 Business Arising

1.1 Review of June 2008 minutes and action items.

- Management advised that Martin Thumm is leaving the Social Assistance and Municipal Operations (SAMO) Branch for a new position. Netta DiNiro will be the new Acting Director of SAMO and Management Co-Chair of the subcommittee. The subcommittee members congratulated Martin and Netta on their new positions.
- The Union provided their edits to the June 2008 minutes. The action items from the June minutes were reviewed.
- Further follow-up is required regarding safety flag enhancements and related policy directive updates.
- The Union requested a copy of Universal Design guidelines. Management to provide the subcommittee members with the website link.
- A draft of the new agenda template was provided to the subcommittee members. A minor revision to be made to the template and then it will be used going forward.
- The tracking tool template for Ministry Employee Relations Committee (MERC) was provided and it was agreed to implement the tool for subcommittee action item tracking effective immediately.
- The May 2008 minutes were signed off.

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

Action Item: Follow-up regarding safety flag enhancements and policy directive updates.

Action Item: Revise agenda template.

Action Item: Send link regarding Universal Design to subcommittee members.

1.2 Regional Framework- Transition to Regions

- The subcommittee discussed the transition material and agreed on some final revisions to the draft. Revisions to be made and sent to subcommittee members.
- It was agreed that Management would present the updated material to Program Management Committee (PMC) and the Union would present the updated material to Corporate OPSEU with the aim of providing an update at the August subcommittee meeting.
- The Union suggested and Management agreed that the subcommittee should reintegrate the use of Interest-Based Problem Solving (IBPS) into subcommittee meetings. IBPS to be added to the August agenda.
- The Union requested to see the content for the Professional Advancement and Career Education (PACE) module being developed on IBPS.

Action Item: Update the transition material and send to subcommittee members.

Action Item: Revised material to be presented to PMC and Corporate OPSEU. An update on these discussions to be provided by Union and Management members at the subcommittee meeting in August-add to August agenda.

Action Item: Add IBPS to August agenda.

Action Item: Provide a copy of the content for PACE module on IBPS once it is available.

1.3 Training Plans

- It was agreed to add NCBS on the Net as part of the section on interpreting third party checks.
- With the addition of NBCS on the Net, the subcommittee members agreed the updated training plans are ready to send to the regions for use and to the Business Innovations Branch (BIB) to create learner tracks in LearnerWeb.
- The Union asked if there is a process in place for staff to access LearnerWeb to review their training history once the plans are added to LearnerWeb.
- Management responded that only management has access to LearnerWeb at this time but will follow-up with BIB to determine if it is possible to provide read-only access to staff and will provide an update in August.
- SAMO will prepare a joint communication from SAMO and BIB to the Regional Directors that will include an outline of the updates to the training plans, the approximate timeframe for adding the plans to LearnerWeb and will encourage use of the LearnerWeb reports and the training plans alongside staff performance appraisals.
- It was agreed that the subcommittee would review the training plans every 12 months to provide an opportunity for incorporating any new program changes as well as any feedback from the field.
- The Union suggested using the track changes document created for the updated training plans as a tool for the 12 month review. Management agreed to consider it as an option for tracking changes.
- The Union asked if there was a process in place for archiving old learning material. Management to follow-up on the process for archiving and accessing old material.

Action Item: Revise training plans and then distribute to the regions with a joint communication from SAMO and BIB.

Action Item: Follow-up with BIB regarding the possibility of extending LearnerWeb read-only access to staff and will provide an update at the subcommittee meeting in August.

Action Item: Training plans to be reviewed in September 2009.

Action Item: Follow-up regarding archiving process and report back to subcommittee.

1.4 Consolidated Verification Process (CVP) Reference Guide

- The CVP Reference Guide was last issued in 2004. SAMO has been working to update it over the last year to ensure it is up to date with the policy and program changes implemented since the Guide was last issued.
- A draft was sent to the field for feedback in early July to ensure that the changes are useful and accurate.
- Feedback from both management and staff received to-date has been very useful and incorporated into the guide where possible.

1.5 Ontario Child Benefit (OCB)/Social Assistance Restructuring (SAR)

- Release 8.2 was successfully implemented over the weekend of July 12, 2008. As of July 18th, the majority of the ad hoc reports that require field action were sent out, however, there was a delay in receiving two ad hoc reports that have ODSP cases. It is expected that they will be sent out by July 21st.
- The number of ODSP cases is not yet known for the ad hoc for "No Matches with CRA" or for the ad hoc for "Incorrect Deduction of Income for OW Referrals".
- The Union advised that some staff had requested additional OCB training with respect to shared custody cases as the workaround is complicated and confusing.
- Management was not aware if the shared custody issue was finalized yet and will follow-up.
- The Union asked if telephone calls had increased in July and whether the volume of calls was being tracked. Management responded that calls were not being formally tracked.
- The Union requested updated Interactive Voice Response (IVR) statistics at the next meeting.
- The Union advised that at one point the 1-800 number for clients was not working. Management noted that it may have been down temporarily due to the relocation of client services and that no issues were identified.

Action Item: Provide IVR statistics at the August meeting.

Action Item: Follow-up on shared custody issue.

1.6 Lewchuk Response

- An in-camera discussion was held.

1.7 ODSP Staffing/Workload

- The Union raised an issue regarding backfilling vacancies due to short-term sickness. As backfilling is a broader human resources issue, it was agreed to refer the item back to the MERC.
- Management also agreed to raise the issue at ODSP Management Network to discuss creative solutions and best practices around backfilling- the outcome of the discussion will be brought back to the subcommittee.

Action Item: Issue to be referred back to MERC.

Action Item: Refer the backfill issue to ODSP Management Network for discussion on creative solutions and best practices- the outcome of the discussion will be brought back to subcommittee.

1.8 Personnel Screening Checks

- An update was provided and a discussion was held.
- The Union raised concerns with the lack of initial consultation with the bargaining agent regarding personnel screening checks.

1.9 Meeting Schedule for 2009/2010 Regional Visits

- The subcommittee discussed the benefits of having local participation at subcommittee meetings and it was agreed to draft a proposed schedule for regional visits over 2009/2010. The draft schedule will be presented to PMC.
- The subcommittee discussed the possibility of holding the September 2008 meeting in London.

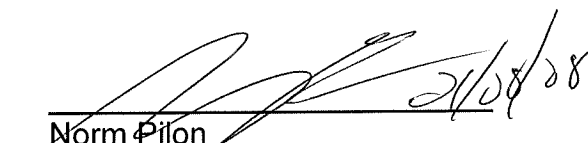
Action Item: Draft a proposed 2009/2010 regional visits schedule and present to PMC.

Action Item: Follow-up with management in South West region regarding feasibility of a visit in September.

2.0 Meeting Adjourned

Approved on August 26, 2008 by:


 Netta DiNiro
 A/Management Co-Chair


 Norm Pilon
 OPSEU Co-Chair