

## 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:** October 28, 2011

**SUBJECT:** **Ministry of Community and Social Services  
ERC Minutes – October 27, 2011**

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

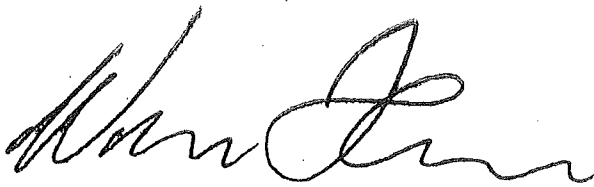
Please post or otherwise make them available to the members in your workplaces.

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

**Ministry of Community and Social Services  
MERC Meeting Minutes**

**Date and Time:** October 27, 2011, 9am-2pm

**Location:** 2 Bloor Street West, 30<sup>th</sup> Floor Boardroom 30C

**For OPSEU:** \*Roxanne Barnes (co-chair), Stephen George, Stuart McInnes, Gail Williams, Shawn Lavery

\*chaired meeting

**For the Employer:** Sandy Henderson (co-chair), Shelley Unterlander, Les Babbage, Neill Kernohan, Patricia Kwasnik (minutes)

**Guests:** Maxine Daley, Sheila DeCryper

**Regrets:** Hélène Bigras, Gary Holling

Issue	Discussion	Action Required
<b>A. Standing Items</b>  <b>Review of I&amp;IT</b>  <b>Date tabled:</b>	<p align="center"><b><u>October 27, 2011</u></b>            No updates on this date.</p> <p align="center"><b><u>August 18, 2011</u></b>            The Ministry provided an update prior to MERC.            No further updates.</p>	

**FRO Updates**

**October 27, 2011**

Employees surprised as a result of the FROst project were successfully redeployed.

**Date tabled:**

Client Outreach – FRO is introducing a new initiative involving client outreach at the front end of the registration process. The employer has been engaging staff in developing policies and procedures in the new business line.

Downsview Parking – Due to go live November 1, 2011. An information bulletin is being distributed to all staff today outlining parking procedures and distribution of access cards for November 1st. Unit Park has started processing parking payments as of today.

The bargaining agent asked, if there is any type of security put in place. The employer advised there will be security features in the parking lot including panic buttons.

The Bargaining Agent asked question about FRO Case Management System survey – Specifically what is meant by the “collection of non-survey data”.

The employer advised that Non survey data refers to collecting of all questions from other means such as at town halls, ASK the ADM, etc.

The following question was asked by staff in the latest FRO Case Management System survey; “How is finance going to be impacted?”

The employer will respond prior to the next MERC meeting.

The Bargaining agent is concerned with the effect of upcoming changes to the new technology affecting the staffing levels.

**August 18, 2011**

The Ministry advised OPSEU that the FROst implementation was delayed until the end of September/early October to allow for additional testing.

OPSEU asked the Ministry for information about the plans FRO is putting in place to address the Auditor’s report.

Management responded that they would bring the extensive plan to the next MERC for discussion.

OPSEU asked how many direct assignments were made to impacted staff at FRO.

Management responded that they are aware of one (1) possible match to date.

OPSEU asked for an update of the Call Centre and the Registration Processes Reviews (2011-011).

Management responded that the reports have been finalised. FRO is in the process of finalising the recommendations.

The Union requested an update on the FRO parking situation. The employer will provide an update for next meeting.

Employer will respond before the next MERC meeting.

Employer to bring an overview of the action plan at the next meeting.

RbP Updates	<p><u>October 27, 2011</u></p> <p>No updates.</p> <p><u>August 18, 2011</u></p> <p>No updates</p>	
ODSP Modernization	<p><u>October 27, 2011</u></p> <p>The ODSP Sub-Committee has been traveling across the province starting in London. Feedback from the London Regional ERC was positive.</p> <p><u>2011-026: ODSP Sub-Committee Update</u></p> <p>Placed in pending items</p> <p><u>August 18, 2011</u></p> <p>The Union expressed concerns about the communication to employees about the competitions in Phase 2 and their eligibility to apply.</p> <p>Follow-up and further communication to employees and management is being prepared by the ODSP Modernization Sub-Committee.</p>	<p>Management to invite the co-chairs of the Sub-Committee to report back at the next MERC.</p>
Update: Diversity Initiative	<p><u>October 27, 2011</u></p> <p>No updates. Cate Parker from Renewal Strategies Office to attend next meeting.</p> <p><u>August 18, 2011:</u></p> <p>No updates to date.</p>	<p>The employer to invite Cate Parker to next meeting.</p>
Date Tabled:	<p>No updates to date.</p>	
<b>B. Business Arising from Previous Minutes – MERC Minutes Follow Ups</b>		
Local 222 (Burlington) LERC referral	<p><u>October 27, 2011</u></p> <p>Date set for November 15, 2011 to initiate a joint meeting of the parties facilitated by the Ministry of</p>	

Date tabled:	Labour. <u>August 18, 2011:</u> Management reported that they will initiate the mediation process.	The employer will report back before the next MERC meeting.
Disclosures	<u>October 27, 2011</u> The employer has sent a process document to the bargaining agent for feedback. Meeting scheduled for November 16 <sup>th</sup> . The bargaining agent asked if the ministry document mirrors the corporate directive then why is the employer creating a ministry document. The employer advised that the ministry document confirms the process and accountability at the Ministry level. <u>August 18, 2011:</u> The Parties will meet prior to the next MERC.	The Parties will report back at the next MERC.
Regional Reviews	<u>October 27, 2011</u> The employee is asking to defer this item once Disclosure item is finalized. The employer would like to have a discussion regarding what constitutes a review. The bargaining agent defines a review as anything that can have a staffing impact or once the employer has embarked to review the processes, procedures or program. The employer will request the regional offices what reviews have been initiated over the past 18 months, regardless of whether disclosed or not. <u>August 18, 2011:</u> Management advised the Union that they will be gathering the requested information for a report back at the next MERC.	Management will report back at the next meeting.
2011-025: Ministry File Review Committee (MERC)	<u>October 27, 2011</u> Parties are updating a memo and to be distributed jointly by MERC co-chairs. Draft document should	

<p><b>Communication</b></p> <p>Date tabled: August 18, 2011</p>	<p>be ready in the next week for the bargaining agent's review.</p> <p><u>August 18, 2011:</u></p> <p>The Union expressed concerns with the MFRC process and the lack of intended results. Management recognizes that some work is required in communicating the role of MFRC to Managers in the Ministry.</p>	<p>The Parties agree to prepare a communication package to all Ministry staff prior to next MERC.</p>
<p><b>2011-014: Tracking of Employees under Article 7.2.1</b></p> <p>Date tabled: April 21, 2011</p>	<p><u>October 27, 2011</u></p> <p>The employer has followed up with Human Resources Ontario and they have advised that this is under dispute at the Joint Employment Stability Sub Committee.</p> <p>Both parties agree to remove it from this agenda.</p> <p><u>August 18, 2011:</u></p> <p>The Union reiterated that they are concerned that employees identified under 7.2.2. are not being tracked.</p> <p>The Employer advised the Union that they would follow-up.</p>	<p>Management to follow-up.</p>
<p><b>2011-018: Surplussing Issues</b></p> <p>Date tabled: August 18, 2011</p>	<p><u>October 27, 2011</u></p> <p>In follow-up to the questions being raised regarding the elimination of the Program Review Officer work, the employer distributed a presentation to update the bargaining agent regarding Integrated Social Assistance Monitoring Framework.</p> <p>Updated framework for oversight In response to 2009 audit.</p> <p>Union Question: Are the reports named in the presentation available to the public Employer: will follow up with answer.</p> <p>The Ministry is developing a framework composed of the following 4 components:</p> <ol style="list-style-type: none"> <li>1. Accountability</li> <li>2. Performance reporting</li> <li>3. Monitoring</li> <li>4. Risk Management</li> </ol> <p>Interim measures are currently in place for the employer to look at trends for overall delivery of the</p>	<p>Management will invite a guest to the next meeting to speak to the program review function.</p> <p>Management will follow-up and respond prior to the next</p>

	<p>Ministry's programs through operational indicator reports available. The long term performance reporting strategy is the Balanced Scorecard, a strategic management tool used by many public and private sector organizations, including other Ministries.</p> <p>To meet the auditor's expectations for reviews, the Ministry is moving to a risk-based approach.</p> <p>Roll out of model for Ontario Disability Support Program and Ontario Works oversight to move forward in January. More information to managers and employees to follow.</p> <p>The Bargaining Agent asked the question "who is internal audit?"</p> <p>Employer response: Internal OPS auditors. Report to Chief Internal Auditor and the Ministry's Deputy Minister.</p> <p>Bargaining Agent question: Who are the vendors?</p> <p>Employer response: We use the Vendor of Record list for the OPS.</p> <p>Bargaining Agent question: will tools be shared with ODPS sub committee?</p> <p>Employer response: Yes, next meeting</p> <p>Bargaining Agent question: Tools shared with staff and implemented in January 2012?</p> <p>Employer: tools shared with employees in November. Process will be different and will not be assigned to employees. Information uploaded to servers in the offices and Caseworker will have information readily available to them. No targets. Requirement to review high risk cases. Information availability will permit what issue to focus on for eligibility.</p> <p>The bargaining agent met with the employer at the end of August to discuss concerns of which responses to the concerns raised are still outstanding. The employer will follow up.</p> <p><u>August 18, 2011:</u></p> <p>The Union raised a number of issues with the recent surplus exercise including communication to employees prior to their surplus dates and the inconsistent definition of the administrative units within regions. They further asked the Ministry where the workload of the surplus administrative staff will be redistributed. They also expressed concern with what will happen with the work previously performed by the Program Review Officers.</p> <p>The Union raised an issue with impacted employees, who chose to remain available for redeployment, who are being told that there is no work available for them and they must stay home</p>	<p>MERC.</p> <p>The employer to follow up by next meeting.</p>
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	<p>on salary continuance.</p> <p>The Employer responded that they were not aware of this issue and will follow-up.</p>	
<p><b>2011-019:</b> Vacancies used in the 5% Reduction</p> <p>Date tabled: August 18, 2011</p>	<p><u>October 27, 2011</u></p> <p>The Ministry distributed a document to provide a picture of the Full Time Equivalent reductions taken through vacancy management.</p> <p><u>August 18, 2011:</u></p> <p>The Union asked the Ministry which vacant positions were used in the reduction exercise.</p> <p>The Ministry will obtain the information and provide.</p>	<p>Management to provide report to OPSEU prior to next MERC.</p>
<p><b>2011-022:</b> Vision Care Disclosure</p> <p>Date tabled: August 18, 2011</p>	<p><u>October 27, 2011</u></p> <p>The employer distributed a presentation to provide a status of the vision care improvement project.</p> <p>The review is as a result of an audit in 2009 in which MOHLTC identified the lack of accountability and inefficiencies as an issue.</p> <p>The working group was MCSS, MGS and MOHLTC and included both employer and bargaining unit members.</p> <p>Short and long term recommendations were proposed as a result of the findings in the review.</p> <p>The working group recommended that the process should be redesigned but also a series of short term improvements be implemented.</p> <p>The bargaining agent asked: "What are the options for redesign?" The employer explained that the options are still under consideration and no decision has been taken yet at this time. The employer will return to discuss the options once a decision has been made.</p> <p>Fixed term contract staff are OPSEU members.</p> <p><u>August 18, 2011:</u></p> <p>The Union asked for some clarification with respect to the disclosure, specifically with the suggestion that there could be an alternate service delivery.</p>	<p>The employer to provide an update next meeting</p>
	<p>The Ministry responded that the Ministry of Health and Long-Term Care (MOHLTC) approached the MCSS as a result of their backlogs for this service in some offices. The MOHLTC asked for a joint review of the process with the intent to streamline the process which is now under way through the use of a reference group.</p>	<p>Management will provide an update once the review is completed.</p>

<p>2011-023: MCSS Programs Under Review (List) Date tabled: August 18, 2011</p>	<p>The Union asked when the review would be completed. The Ministry responded that they were not aware of the intended completion date but could advise. <u>October 27, 2011</u> The employer provided a list of all program reviews that have been shared with the bargaining agent in the past calendar year. <u>August 18, 2011:</u> The Union asked if any other programs in the Ministry were under review. The Ministry responded that in order to obtain a list, they will have to conduct a survey.</p>	<p>Management to provide list at next MERC.</p>
<p><b>C. New Business</b></p>	<p><u>October 27, 2011</u> Job Trade Pilot initiated with MCSSCS and MCYS (Youth Justice Services Division). The pilot is now to be expanded to the rest of the OPS. The employer presented recommended the following classifications for MCSS positions for recommendation to CERC for approval: Welfare Field Worker 2 – Caseworker position only Welfare Field Worker 2 – Case Presenting Officer; and Office Administration Group 6 – ODSP Program Support Clerk</p>	<p>Both parties to meet to finalize recommended list</p>
<p>2011-027: Job Trades Pilot Date tabled: October 27, 2011</p>	<p>The union also wanted to add the following: Special Agreements Officer (CDO2) position all Financial Officer all System Officer Executive Officers. Early Childhood Education (Program advisors)</p>	<p>The employer is requesting time to address the additional classifications and then both parties will meet week of November 15<sup>th</sup> to finalize.</p>
<p>2011:028 Temp Assignment Tracking</p>	<p>The bargaining agent asked how the Ministry is tracking temp assignments less than 6 months and whether surplus employees are being offered these assignments. The employer will follow up.</p>	<p>Employer to follow up by next meeting.</p>
<p>2011:029 Social Assistance Review</p>	<p>The bargaining agent expressed concerns regarding the future delivery of social assistance in light of reviews that are currently underway and asked whether the ministry has made any submissions to the commission?</p>	

<p>2011: 030 Contact Centre Modernization Initiative</p>	<p>The employer advised that the Social Assistance Review Commission is an arms length body review committee to complete consultations and provide an options paper. The employer is not aware of any submission to the commission by the Ministry.</p>	<p>Employer to follow up before next meeting.</p>
<p><b>D. Pending Business</b></p>	<p>Disclosure completed by Centre for Employee Relations in August which crosses MCSS and yet MCSS MERC was not advised. Employer not aware and will follow up with details.</p>	
<p>ERC Training for MERC Date tabled: Dec 8, 2010</p>	<p><u>April 21, 2011:</u> OSPSEU advised Management that they have withdrawn from all Joint ERC training until further notice.</p>	
<p>2011-001: Long-Term Affordable Housing Strategy Date tabled: Dec 8, 2010</p>	<p><u>April 21, 2011:</u> No update at this time.</p>	<p>Place in pending business for follow-up in 6 months.</p>
<p>2011-004: Programs in MCSS Date tabled: Feb 3, 2011</p>	<p><u>October 27, 2011</u> The employer distributed a list of all core programs that MCSS offers. The bargaining agent requested additional details that outlines ministry business with locations. The employer to provide additional information for the next meeting.  <u>August 18, 2011:</u> The Ministry asked for clarification on this request.</p>	<p>Follow up by next meeting.  Management to obtain and share at the next meeting.</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 to obtain and share a list.</p>

	<p>Management will endeavour to obtain a comprehensive list for discussion at the June MERC meeting.</p>	
<p><b>2011-009:</b> <b>FR0: ERC Training</b> <b>Date tabled: Feb 3, 2011</b></p>	<p><b><u>Feb 3, 2011:</u></b> 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.  The Parties agreed that training would be beneficial and will look at scheduling this in the near future.</p>	
<p><b>2011-015:</b> <b>Training and Development</b> <b>Date tabled: April 21, 2011</b></p>	<p><b><u>The employer provided an update for the Learning and Training model. Will place greater emphasis in coaching, self directed and e-learning, including webex and video.</u></b>  The model will be supported by the Performance and learning plan process which was implemented last year. Greater emphases on coaching and mentoring by management will take place.  Current status: Ontario Disability Support Program (ODSP) modernization staff still providing training until the end of this fiscal year. Program Review Officer (PRO) staff assigned into ODSP caseworker position currently being trained for their new assignments. Special Agreements Officer (SAO) moving into Caseworker will receive the core training in January to February 2012. Awareness Access and Accountability training will be transitioned into Social Assistance &amp; Municipal Operations branch.  Finalization of strategy to be completed by March 2012. The employer will provide an update in the new year.  Union question: SAO and PRO to CW training discussed. What is the strategy for the administration positions? Employer, training done now to December.  Union question: is the idea to move from in-class training?  Employer. The training will cover various approaches for learning, including coaching, mentoring or instructor-led training. The approach to Learning &amp; Development would depend on the initiative and implementation requirements. We could look to subject matter experts in the Ministry if we do determine that instructor-led is necessary.  Union question: AAA?  Employer: Awareness, Access and Accountability training.  <b><u>August 18, 2011:</u></b>  The Union asked the Ministry how the training would be delivered in the regions considering the recent surplussing of the Training &amp; Learning Consultants.  The Ministry responded that a new ODSP training framework is under development. They further advised that the representative of the Renewal Strategies Office would be asked to speak to the broader Ministry training &amp; development plan at the next MERC.</p>	<p>Management to invite a representative of the Renewal Strategies Office to a future MERC to speak about employee engagement.</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><b>2011-006:</b> <b>Ministry File Review Committee (MERC) Referral</b></p> <p><b>Date tabled:</b> June 23, 2011</p>	<p><u>August 18, 2011:</u></p> <p><b>2011-006:</b> The Parties agree to hold the grievances in abeyance until completion of Phase 3.</p> <p><u>June 23, 2011:</u></p> <p><b>2011-006:</b> 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 (ODDSP) and Special Services at Home (SSAH). The union requested reassurance that training for those being directly assigned into ODDSP 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>Place item in Pending Business.</p>
<p><b>2011-020:</b> <b>Employee Engagement Survey Results</b></p> <p><b>Date tabled:</b> August 18, 2011</p>	<p><u>October 27, 2011</u></p> <p>Guest will attend December MERC</p> <p><u>August 18, 2011:</u></p> <p>The Ministry has invited a speaker who will attend the next MERC to provide a summary of the Employee Engagement Survey. They further provided the MCSS Connections dated August 9, 2011 issue which directs employees to the employee engagement section of the ministry's intranet site.</p> <p>The Union expressed concern specifically with the workplace discrimination and harassment results and is looking for an action plan from the Ministry to address these issues.</p> <p><a href="http://intra.css.gov.on.ca/projects/renewal/employeeEngagement/Files/2011MCSS_results.pdf">http://intra.css.gov.on.ca/projects/renewal/employeeEngagement/Files/2011MCSS_results.pdf</a></p>	<p>Guest will attend next MERC.</p>

<p>2011-026: ODSP Sub-Committee Update</p> <p>Date tabled: August 18, 2011</p> <p>E. Reports Shared</p>	<p><u>2011-026: Sub-Committee Update</u></p>	
<p>1) Fixed Term Report</p>	<p><u>August 18, 2011:</u></p> <p>The fixed term report was shared by the Employer prior to the meeting.</p> <p>The Union asked for a review of a specific individual on the list. They indicated they would conduct a more in-depth review and seek clarification prior to the next meeting if required.</p> <p><u>June 23, 2011:</u></p> <p>Fixed term report shared by the employer.</p>	
<p>2) ODSP Modernization: Personnel Screening Checks</p>	<p><u>August 18, 2011:</u></p> <p>The report was shared by the Employer prior to the meeting.</p> <p>There are no further updates at this time.</p> <p><u>June 23, 2011:</u></p> <p>The employer provided two hand outs: status of screening checks and attendance at training.</p> <p>The employer advised that the training sessions took place. They sessions were communicated as mandatory. Managers, Program Support Clerks and Administrative Support positions in identified offices. All voluntary packages are to be submitted by June 30<sup>th</sup>.</p> <p>Plan to have as many offices completed by July 31<sup>st</sup> in order to be in compliance with the Memorandum of Agreement.</p> <p>The plan is that the employer will provide the union an update in July regarding changes in offices. Where not possible will come back to MERC to discuss extension to the formal MOA.</p> <p>Question by union any consideration emphasis put on complement full time employees versus the fixed term staff. The employer will report back a response prior to next meeting.</p>	<p>Management to review and respond prior to the next MERC.</p>

The union asked how many offices will require an extension. The employer will identify which offices will require the extension.

Ministry of Community and Social Services MERC Minutes



Roxanne Barnes  
Co-Chair, OPSEU



Sandy Henderson,  
Co-Chair, Management

DATE: Oct 27/11