

**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, A/OPS Supervisor

**DATE:** January 20, 2011

**SUBJECT:** **Ministry of Community and Social Services –  
ODSP Sub-Committee  
ERC Minutes – January 18, 2011**

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Attached, for your information, are the minutes of the above captioned meeting.

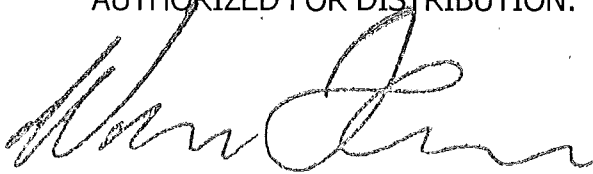
Please post or otherwise make them available to the members in your workplaces.

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  
A/OPS Supervisor

/pb

att.

cc: MERC Chairs  
Ministry ERC



**MINISTRY OF COMMUNITY AND SOCIAL SERVICES**

**MINISTRY EMPLOYEE RELATIONS COMMITTEE (MERC) SUBCOMMITTEE ON  
ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)**

**FINAL MINUTES – January 18, 2011**

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

**Duration:** 9:30 A.M. to 3:00 P.M.

**Co-Chairs:** Dylan Lineger

**Maxine Daley**

**Attendees:** OPSEU

**Management**

Mario Dicaire  
Stuart McInnes  
Roxanne Barnes  
Lindsay Sutton  
Nancy Lewis  
Cindy Kraakman  
Stephen George

Maxine Daley (Chair)  
Susan Waring  
Tony Magee  
Sue Pettersone  
Nancy Sauvé  
Ellen Stevenson

**Regrets:** Dylan Lineger, Chow Ying Wong

**Guests:** Sandy Mills, Donna Bowers

**Minutes:** Ira Matthews

AGENDA ITEM	DISCUSSION	ACTION
<b>New Business</b>		
1.1	<p><b>Review of Agenda/Action Items</b></p> <p><b>FTE Statistics</b></p> <ul style="list-style-type: none"> <li>• Management noted that there continues to be issues with WIN and committed to bringing the item forward once there is a comfort level with the accuracy of the data within WIN.</li> <li>• The Union asked if information specific to the allocation of Caseworkers and Program Support Clerks by office could be provided now while the WIN data integrity issues were being worked through.</li> </ul> <p><b>Performance Management Tools for All Core Staff</b></p> <ul style="list-style-type: none"> <li>• Management noted that the performance management tools for all core staff were anticipating to be issued to Regional Offices in April 2011.</li> </ul> <p><b>Job Demand Analyses</b></p> <ul style="list-style-type: none"> <li>• Management indicated that the job demand analyses has been distributed to Management for use and has been shared with the Subcommittee.</li> <li>• The Union asked for a copy of the Psychological/Cognitive Demand rating key noted in the analyses.</li> </ul> <p><b>Complaint Assessment Process</b></p> <ul style="list-style-type: none"> <li>• Management identified that an advisory group had been established to develop templates and communication products to support Regional Offices in communicating the change to the</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management committed to providing this information at the February meeting.</b></li> <li>• <b>Management to provide copies for information prior to issuing to the Regional Offices.</b></li> <li>• <b>Management to provide a copy of the rating key prior to the February meeting.</b></li> </ul>

AGENDA ITEM		DISCUSSION	ACTION
		eligibility review process to external stakeholders.	
1.2	<b>Welcome and Introduction of New Management Members</b>	<ul style="list-style-type: none"> <li>The Subcommittee welcomed the new members of the Management team and round table introductions were completed.</li> </ul>	
<b>ODSP Modernization</b>			
2.1	<b>Implementation Update – Wave 3</b>	<ul style="list-style-type: none"> <li>Management indicated that implementation in the Wave 3 Regions had gone very smoothly and noted that the Wave 3 Regions had benefited from the lessons learned from the Wave 1 and Wave 2 implementations as well as the availability of resources.</li> <li>Management further noted that staff from different position backgrounds experienced the implementation differently depending on their prior responsibilities.</li> <li>Management identified that there were no significant issues with the implementation.</li> <li>The Union noted that the more experienced staff have felt some strain as they are assisting new staff in understanding their new responsibilities which has a direct impact on them getting through their own work.</li> <li>The Union requested an update on the workload reduction strategies to aid staff during this transition period.</li> <li>Management noted that a communication had been sent to Regional Offices on January 17, 2011, outlining an extension of the timeframe to complete the Eligibility Verification Model testing until mid-April.</li> <li>The Union commended the level of staff</li> </ul>	

AGENDA ITEM		DISCUSSION	ACTION
		engagement by Management in the Wave 3 offices.	
2.2	<b>Recruitment Update</b>	<ul style="list-style-type: none"> <li>• Management commented that the temporary mass recruitment for the Caseworker positions had been completed in Central West, Hamilton Niagara, Northern, and South East Regions.</li> <li>• Management further noted that Central East Region was in the process of finalizing their offers and the South West Region was expected to complete their mass recruitment process in early February.</li> <li>• The Eastern, North East and Toronto Regions are waiting for the Recruitment Centre to finalize the continuous service dates for prospective hires.</li> <li>• Management noted that Regional Offices were not able to conduct the temporary mass recruitment for the Program Support Clerk concurrently with the Caseworker positions due to the resource requirements.</li> <li>• However, Management indicated that the Eastern, South East and North East Regions were nearing completion.</li> <li>• Management identified that staff in the Wave 1 Regions had been invited to attend Interview Skills and Resume Writing training.</li> <li>• The last session is anticipated to be completed on January 24, 2011.</li> <li>• It is anticipated that Phase 1 recruitment in Wave 1 Regions would begin in February.</li> </ul>	
2.3	<b>Wage Grid Increase (WFW2) Implementation</b>	<ul style="list-style-type: none"> <li>• Management indicated that Ontario Shared Services had just issued a Pay Directive and noted that the seventh step wage grid increase</li> </ul>	

AGENDA ITEM		DISCUSSION	ACTION
		<p>for the WFW2 classification is expected to appear on the February 3, 2011 pay check for eligible staff.</p> <ul style="list-style-type: none"> <li>• The Union's position is that an additional step should be retroactive to the date of implementation of each Wave, for all staff that assumed the Caseworker position.</li> <li>• Management noted that the Collective Agreement identifies January 1 as the date for the wage increase and indicated that this had been negotiated centrally between the Union and the employer.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management committed to discussing this issue with the employer to seek clarification and will bring further information back to the Subcommittee.</b></li> </ul>
2.4	<b>Training Update</b>	<ul style="list-style-type: none"> <li>• Management noted that a trainer was in every Wave 3 office for at least two days during the implementation week.</li> <li>• Management further identified that WebEx video sessions were provided to support staff during implementation.</li> <li>• It is anticipated that these sessions will be posted to the SAMO Extranet by the end of February.</li> <li>• Management confirmed that a communication will be sent to all staff once the videos are posted.</li> <li>• Two sets of critical core make-up sessions are being scheduled for each of the Wave 3 Regions.</li> <li>• Two additional SDMT training sessions have also been scheduled in each of the Wave 3 Regions.</li> <li>• New courses are being piloted over the next few weeks, including Lifetime of an Overpayment</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

AGENDA ITEM		DISCUSSION	ACTION
		<p>and Time Management Skills.</p> <p><b>Long-Term Training Priorities – Feedback</b></p> <ul style="list-style-type: none"> <li>• Management informed the Subcommittee that they continue to look at the feedback they have received related to Regional training priorities.</li> <li>• From the feedback received from Management to date the most popular choices are Mandatory Special Necessities, Time and Workload Management, Assignments and Reimbursements, and Processing Support Assignments.</li> <li>• Management noted that they will also be conducting a survey of front line staff in order to gather their feedback on the training priorities.</li> </ul>	
<b>Business Arising</b>			
3.1	<b>LERC 2 Bloor Street West (2BSW) Request to Observe an ODSP MERC Subcommittee Meeting</b>	<ul style="list-style-type: none"> <li>• Management brought forward a request from the newly formed Local Employee/Employer Relations Committee (LERC) for 2 Bloor Street West (2BSW) to observe a future meeting of the Subcommittee.</li> <li>• The Subcommittee agreed to this request.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management to invite the 2BSW LERC to the February meeting.</b></li> </ul>
3.2	<b>ERC Training</b>	<ul style="list-style-type: none"> <li>• As membership for both sides has recently changed, it was suggested that the Subcommittee complete the Employee Relations Committee (ERC) training.</li> <li>• The Union and Management agreed to target April for the training.</li> </ul>	
3.3	<b>Statistics</b>	<ul style="list-style-type: none"> <li>• Management provided the regular quarterly statistics to the Subcommittee.</li> </ul>	

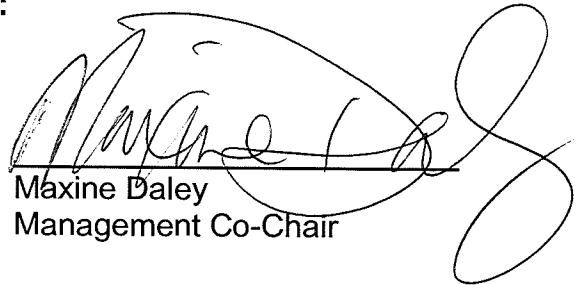
AGENDA ITEM		DISCUSSION	ACTION
3.4	<b>Special Diet Implementation Update</b>	<ul style="list-style-type: none"> <li>• Management provided an overview of the implementation strategy for the new Special Diet schedule and form.</li> <li>• Management identified that all existing recipients who are currently receiving a Special Diet will have to submit a new application and noted that all clients had received a letter to that affect.</li> <li>• Management noted that a central office would be established in order to manage the application process.</li> <li>• Management further noted that all current clients in receipt of a Special Diet would soon receive a client notice, as well as an application form and self-addressed stamped envelope.</li> <li>• The contact information on the client notice will be the central office.</li> <li>• Local offices will still be expected to process all net new applications.</li> <li>• Management acknowledged that every effort has been made to limit the number of inquiries directed to the local offices. However, it was recognized that calls will still be received.</li> <li>• Management outlined that the application form would be a different colour (green) than the standard application (white) and that it would only be available from the central office.</li> <li>• It is anticipated that all applications will be received and processed by the central office by the end of July 2011.</li> <li>• Management identified processes and tools were being developed to support linkages between the central unit and the local offices.</li> </ul>	

AGENDA ITEM	DISCUSSION	ACTION
	<ul style="list-style-type: none"> <li>• Local offices will also receive targeted training supports related to the new application and processes.</li> <li>• The Special Diet Application form has also been streamlined and revised. Each local office is expected to receive a new supply of forms by the first week of February.</li> <li>• In addition, the Service Delivery Model Technology (SDMT) is being enhanced to better capture and process information related to the Special Diet. These enhancements are expected to be implemented by the end of March.</li> <li>• The Union questioned what this would mean for staff obtaining information related to an applicant's medical information.</li> <li>• Management noted that the SDMT enhancements had been structured so that only the dedicated Caseworker is able to see the Special Diet page. No other staff will be able to view the page without the file being transferred to them.</li> <li>• The Union questioned who would be completing the internal reviews on the applications.</li> <li>• Management noted that a decision had not been made related to this and that discussions are ongoing.</li> <li>• The Union asked if the central unit was already set-up and staffed.</li> <li>• Management indicated that the manager is in place and the recruitment strategy is still being finalized.</li> </ul>	

AGENDA ITEM		DISCUSSION	ACTION
3.5	<b>Regional Roadshow Discussion</b> <ul style="list-style-type: none"> <li><b>Purpose and Timing</b></li> </ul>	<ul style="list-style-type: none"> <li>The Union and Management agreed to establish a six person sub-group (three Union and three Management members) of the Subcommittee.</li> <li>The sub-group will develop a proposal and framework that outlines the tools and supports to promote employee relations in ODSP for a potential future roadshow.</li> </ul>	
<b>Meeting Adjourned</b>			

Approved on Tuesday, January 18, 2011 by:

  
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 Dylan Liniger  
 OPSEU Co-Chair

  
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 Maxine Daley  
 Management Co-Chair

**Next Meeting:** Tuesday, February 8, 2011

