

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: February 14, 2011

SUBJECT: **Ministry of Community and Social Services –
ODSP Sub-Committee
ERC Minutes – February 8, 2011**

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



AGENDA ITEM	DISCUSSION	ACTION
New Business		
1.1	<p>Review of Agenda/Action Items</p> <p>FTE Statistics</p> <ul style="list-style-type: none"> • Management noted that they were still in the process of gathering information specific to the allocation of Caseworkers and Program Support Clerks by office. • The Union questioned when this information could be expected. • Management responded that they could not commit to a timeframe but that they were working on gathering the information now. <p>Joint Problem Solving Transition to the Regions – Feedback Roll-up</p> <ul style="list-style-type: none"> • The Union indicated that they would be providing their feedback directly to the Director of SAMO related to the transition of the joint problem solving to the local level. <p>Health Related Accommodations for Staff in New Positions</p> <ul style="list-style-type: none"> • Management confirmed that a copy of the Psychological/Cognitive Demand rating key noted in the job demand analyses had been provided to the Union. <p>Wage Grid Increase (WFW2) Implementation</p> <ul style="list-style-type: none"> • Management identified that they had discussed the issue with the Ministry of Government Services and they have confirmed that the new step was effective January 1, 2011 and that the effective date will not be staggered based on 	

AGENDA ITEM		DISCUSSION	ACTION
		<p>implementation dates.</p> <ul style="list-style-type: none"> • Only employees who have been at step 6 for 12 months or longer will automatically move to the new step 7. • All other employees will progress on their anniversary date. 	
1.2	Welcome and Introduction of 2 Bloor Street West Local Employee Relations Committee	<ul style="list-style-type: none"> • The Subcommittee welcomed the members of the 2 Bloor Street West Local Employee Relations Committee and round table introductions were completed. 	
ODSP Modernization			
2.1	Workforce Transition	<p>Temporary Mass Recruitment – Caseworkers</p> <ul style="list-style-type: none"> • Management provided an update on the temporary mass recruitment and noted that this was largely completed for the Caseworker positions with only the South West Region left to finish. • Management further noted that the South West Region was presently making offers for the positions. <p>Temporary Mass Recruitment – Program Support Clerks</p> <ul style="list-style-type: none"> • Management identified that the North, North East and South East Regions had completed their temporary mass recruitment for the Program Support Clerk position with the other six regions at various stages of the process. <ul style="list-style-type: none"> • Eastern Region is anticipating that they will be making offers next week, South West Region will be conducting interviews during the month of February, 	

AGENDA ITEM	DISCUSSION	ACTION
	<p>Toronto Region is currently conducting reference checks, Hamilton-Niagara and Central East Regions are in the early stages of their competitions and Central West Region has not begun the recruitment process.</p> <ul style="list-style-type: none"> • The Union noted that although offers have been made to fill the temporary positions in some offices, many positions remain vacant and questioned if this has been the experience across the province. • Management indicated that this is common for temporary positions as offers may not be accepted for a variety of reasons (e.g. individual has accepted another position elsewhere). <p>Phase 1 Recruitment</p> <ul style="list-style-type: none"> • Phase 1 recruitment has started in the Wave 1 Regions with interviews being scheduled over the next two weeks. <p>Implementation Feedback</p> <ul style="list-style-type: none"> • The Union questioned when feedback would be provided on the issues and successes of the Regions following implementation. • Management noted that dialogue is ongoing within the offices and amongst the Regional Coordinators and that this information is then shared across offices by the Regional Coordinators. • Management noted that interest based problem solving principles, both formally and informally, have been used in some offices to determine how best to address issues. 	

AGENDA ITEM		DISCUSSION	ACTION
		<ul style="list-style-type: none"> • Management identified that overall the feedback from staff has been relatively positive. • Management noted that a training survey had been sent to staff and that approximately 38% of staff had responded. • The Union responded that the feedback they have received identified that many staff are confused about their functional role within the new service delivery model, training was too theoretical and should have incorporated more real examples, that the business process materials are difficult to use noting that more time is needed to go through the processes. • The Union also noted that the processes use the term "ODSP Staff" and do not clearly identify which position is responsible for which function. • Management indicated that this was done to allow for flexibility based on office size and that local discussions should occur in order to determine which position is responsible for what function. • The Union further noted that work needs to be clearly prioritized as staff are struggling with understanding what needs to be done as all the work is considered to be equally important. 	
2.2	Subcommittee Moving Forward	<ul style="list-style-type: none"> • The Subcommittee agreed that the time spent discussing Modernization would be reduced moving forward and that the table would need to refocus their discussions towards ongoing issues and regular business based on the priorities of ODSP. • Management indicated that discussions have 	

AGENDA ITEM		DISCUSSION	ACTION
		<p>begun regarding the transition planning for Modernization to regular business within SAMO.</p> <ul style="list-style-type: none"> • Management noted that they will be undertaking a process to identify their strategic priorities for the next year, which will include Modernization transition, the Social Assistance Review and the Integrated Social Assistance Monitoring Framework. 	<ul style="list-style-type: none"> • Management committed to presenting the strategic priorities for ODSP once determined to support planning at the Subcommittee.
Business Arising			
3.1	OPSEU Overview Presentation	<ul style="list-style-type: none"> • The Union provided a high-level overview of Ontario Public Service Employees Union (OPSEU). • OPSEU has over 250 staff members with approximately 100 located at head office. • OPSEU represents approximately 130,000 members from the College of Applied Arts and Technology (CAAT), Broader Public Service (BPS), the Ontario Public Service (OPS) and the Liquor Division. • OPSEU is divided into 7 Regions and approximately 19 Regional Offices. • There are 5 Divisions, each represented by an Administrator who has similar responsibilities to an Assistant Deputy Minister. • OPSEU has an elected board of directors represented by 21 elected members. • The President, Vice President/Treasurer are elected full time positions. The other 19 positions are represented by individuals with other full-time duties within the represented organizations. • Elections are held bi-annually with 2011 being 	

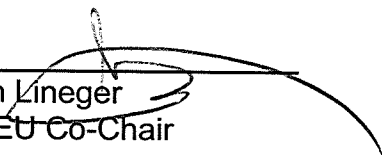
AGENDA ITEM	DISCUSSION	ACTION
	<p>an election year.</p> <ul style="list-style-type: none"> • Regional elections will be held in March and the election for the President and Vice President/Treasurer will be held at the annual convention in April. • 2011 is OPSEU's 100th Anniversary as a union. • Unions are some of the founding members of the United Way. • OPSEU is heavily involved in supporting charitable organizations, such as food banks and the Stephen Lewis Foundation. • In regards to the OPS, the OPSEU constitution outlines the organization of Local Employee Relations Committees (LERCs) and Ministry Employee Relations Committees (MERCs). • For OPSEU to be able to promote labour relations in the local workplace, LERCs have been established as a communications vehicle between the local level and the MERC. • A MERC is a committee that discusses ministry specific issues. Where they can not be resolved, they may be raised to the Central Employee Relations Committee (CERC) for further discussions, a policy grievance may be filed, or the issue may be taken by OPSEU directly to the responsible Deputy Minister. • Decision making authority lies within each of the individual committee levels. • Regardless of where a discussion occurs, or where a decision is made (LERC, MERC, CERC), Corporate OPSEU is responsible for ensuring that the collective agreement has been met. 	

AGENDA ITEM		DISCUSSION	ACTION
3.2	Statistics	<ul style="list-style-type: none"> • Management provided the regular quarterly statistics to the Subcommittee. 	
3.3	Communications Protocol Update	<ul style="list-style-type: none"> • As a result of some necessary changes to processes, Management indicated that there was a need to revisit the joint Communications Protocol. • These changes include amendments to the SDMT and Clearinghouse protocols, as well as required clarification regarding processes with the Legal Services Branch. • The Subcommittee members outlined some recommendations for changes to the protocols, such as timelier communications to staff from managers. 	<ul style="list-style-type: none"> • Management committed to incorporating the Subcommittee's feedback into the revisions and will present the final draft at a future meeting. • Management will seek formal approval on the final protocol from the Union Co-chair.
3.4	Information Sharing Process for the Subcommittee	<ul style="list-style-type: none"> • The Union expressed that they would like to receive the information packages in advance of the meetings so that they are better prepared to comment and discuss. • Management commented that they will look for opportunities in the future to share information in advance. 	
3.5	Employment Supports Program Evaluation	<ul style="list-style-type: none"> • Management noted that the Policy Research and Analysis Branch (PRAB) is undertaking a formal evaluation of the Employment Supports program. • Management indicated that a formal evaluation had not been done since the implementation of 	

AGENDA ITEM	DISCUSSION	ACTION
	<p>the program.</p> <ul style="list-style-type: none"> • The purpose of the evaluation is to document how Employment Supports are being delivered by the service providers, evaluate the effectiveness of the service providers, including the effectiveness of the funding formula and client outcomes, assess client satisfaction, and to determine what is working well and what needs to be improved. • Management identified that a consultant will be hired to support the Evaluation Advisory Committee. • The committee includes representatives from the ODSP Branch, the SAMO Branch, PRAB, as well as representation from three Regional Offices. • Data is being collected from a number of different sources, including the Employment Supports Management System, key informant interviews, surveys, clients, service providers and program staff. • Management noted that staff involvement is expected to be very limited, with a focus on how the program is implemented in the local offices. • Management anticipates that the evaluation will begin in late winter with a final report expected for March 2012. • The Union questioned if the evaluation had been formally disclosed to the Union. 	<ul style="list-style-type: none"> • Management to confirm which regions are represented at the committee and if these representatives were management or Union staff. • Management committed to looking into whether disclosure was required and will follow up with the

AGENDA ITEM		DISCUSSION	ACTION
3.6	Client Survey	<ul style="list-style-type: none"> • Management identified that a client survey is being planned to determine client awareness of the services and supports available to them, as well as what incentives are motivating to them. • A research consultant (Sue Weinstein) has been hired to support the development of the survey methodology, with hopes of a draft survey completed by March 31, 2011 for use early in 2011/12. • The Evaluation Advisory Committee includes representatives from the ODSP Branch, the SAMO Branch, ODSP Modernization, as well as a Regional ODSP manager. • It is anticipated that staff involvement in the survey will be minimal. 	<p>Subcommittee.</p> <ul style="list-style-type: none"> • Management committed to bringing the survey methodology to the Subcommittee for information once finalized.
Meeting Adjourned			

Approved on Tuesday, February 8, 2011 by:


 Dylan Lineger
 OPSEU Co-Chair


 Maxine Daley
 Management Co-Chair

Next Meeting: Tuesday, March 15, 2011