

**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:** October 20, 2010

**SUBJECT:** **Ministry of Community and Social Services –  
ODSP Sub-Committee  
ERC Minutes – October 19, 2010**

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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



AGENDA ITEM	DISCUSSION	ACTION
<b>New Business</b>		
1.1	<p data-bbox="264 321 653 386"><b>Review of Agenda/Action Items</b></p> <ul data-bbox="678 326 1373 391" style="list-style-type: none"> <li>• The Subcommittee reviewed the agenda and the action item tracking sheet.</li> </ul> <p data-bbox="678 435 1213 467"><b>Phases of the Competition Process</b></p> <ul data-bbox="678 472 1398 1019" style="list-style-type: none"> <li>• Management noted that a communication related to the phases of the competition process was sent to local offices in August and that a special edition of the newsletter was no longer required.</li> <li>• Management further noted that additional communications will be sent to the Regions prior to roll out of the three phases of the competitive process within the Letter of Understanding.</li> <li>• The Union expressed that some Managers in the local offices have indicated that the pre-Phase 1 competition was negotiated with the Union. Management agreed that this was inaccurate and was not a negotiated item.</li> </ul> <p data-bbox="678 1057 1381 1122"><b>Retracting Election Entitlements Under Article 20</b></p> <ul data-bbox="678 1133 1394 1425" style="list-style-type: none"> <li>• At the September meeting, Management committed to revising the communication that was being sent to employees who wanted to access surplus factor 80 to clarify that they would be subject to the redeployment process.</li> <li>• Management confirmed that this has been done and provided a copy of the revised communication to the Subcommittee.</li> </ul>	

AGENDA ITEM	DISCUSSION	ACTION	
<b>ODSP Modernization</b>			
2.1	<p><b>Go-Live Update:</b></p> <ul style="list-style-type: none"> <li>• <b>Regional Implementation</b></li> <li>• <b>Workforce Transition</b></li> <li>• <b>Training</b></li> <li>• <b>Service Delivery</b></li> </ul>	<p><b>Note:</b> For clarity, <i>Phase 1, 2, and 3 Regions</i> will now be known as <i>Wave 1, 2, and 3 Regions</i> moving forward.</p> <p><b>Implementation Update</b></p> <ul style="list-style-type: none"> <li>• The South West, Northern and North East Regions went live to the new model on October 4, 2010.</li> <li>• Regional Coordinators and Service Delivery staff were on site at various offices across these Regions to provide transition and implementation support.</li> <li>• General feedback includes: <ul style="list-style-type: none"> <li>• Staff have been anxious and excited about moving into the new model and are settling into their new roles.</li> <li>• Clients have generally been receptive about the changes and happy to hear they are getting a single Caseworker.</li> <li>• There were some technology issues related to access rights (i.e. Employment Supports Management System database).</li> </ul> </li> <li>• Staff should continue to raise any questions or issues to their manager who will contact the Regional Coordinator.</li> <li>• The project team is continuing to work with the Regions to address any issues that arise through implementation.</li> </ul>	

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	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• The new provincial business processes have been distributed to the Regional Offices and are being distributed to individual staff.</li> <li>• As implementation continues, these processes will be revised based on staff feedback.</li> <li>• The Delegation of Authority documents have been shared with the Regional Offices and will be shared with all staff shortly. Signed copies will be posted to the SAMO Extranet.</li> <li>• It was agreed that the Delegation of Authority documents and job descriptions should be available during any discussions related to service delivery.</li> <li>• The Performance Management Tools and process for supporting the Client Service Representatives during their temporary Caseworker assignments have also been provided to the Regions.</li> <li>• Management noted that a joint communication from SAMO and the ODSP Modernization Project regarding potential workload adjustments was sent to the Regional Offices and that it was to be shared with staff.</li> <li>• The Union noted that some staff had not received the communication.</li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Management is working with the Wave 1 Regions to ensure that critical core training is provided to those staff that need it and have</li> </ul>	<ul style="list-style-type: none"> <li>• <b>The Union will review these Performance Management Tools and will provide comments.</b></li> <li>• <b>Management committed to following up with the Regional Offices to ensure that all staff receive the communication.</b></li> </ul>

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	<p>not received it to date.</p> <ul style="list-style-type: none"> <li>• Wave 1 implementation highlighted the need for further training for Program Support Clerks.</li> <li>• Management noted that they have begun working with Wave 2 regions to identify training needs, on-site and other supports to be provided through implementation.</li> <li>• The Union indicated that there have been some inconsistencies with training for Client Service Representatives across the Province and noted that some offices are inviting non-permanent staff, others are excluding them.</li> <li>• All returning staff with a home position in ODSP will be provided training as outlined in the Letter of Understanding.</li> </ul> <p><b>Pre Phase 1 Caseworker Competitions</b></p> <ul style="list-style-type: none"> <li>• Wave 2 and Wave 3 Regions are continuing with Pre Phase 1 Caseworker competitions.</li> <li>• Requests for accommodation regarding the date, time and place for the written test have been considered on a case-by-case basis.</li> </ul> <p><b>Mass Temporary Recruitment</b></p> <ul style="list-style-type: none"> <li>• Mass temporary recruitment is underway for Caseworker and Program Support Clerks</li> <li>• Applications are currently being screened for all Waves.</li> </ul> <p><b>French Language Services (FLS)</b></p> <ul style="list-style-type: none"> <li>• Implementation of direct assignments includes assignments into designated bilingual (FLS) positions.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management committed to looking into this issue and to provide clarification prior to the next meeting.</b></li> </ul>

AGENDA ITEM	DISCUSSION	ACTION
	<ul style="list-style-type: none"> <li>• Employees who previously occupied designated positions are being directly assigned into designated positions in the new model.</li> <li>• This also applies to employees with a home position of Client Service Representative, both during their 4-month temporary assignment as a Caseworker and upon confirmation that they have met the standard for the Caseworker position, either through the Pre Phase 1 or Phase 1 competition.</li> <li>• The Union asked if current staff in designated FLS positions had been provided an opportunity to not take the designated position in the new model.</li> <li>• Management responded that staff had not been given that opportunity.</li> <li>• The Union noted that existing supports for designated FLS positions are very limited (i.e. all training and user guides are provided in English only) and that this is very taxing on staff in these positions.</li> <li>• The Union asked if a situation could arise where a staff member for a lower current designated FLS position is successful in a competition for a higher non-FLS position and questioned what would be done to fill the lower designated position.</li> <li>• Management noted that this was possible and that any vacant designated FLS position would need to be examined on a case-by-case basis based on the designated requirements for that particular office.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Management agreed and committed to taking this issue back to determine what supports could be made available.</b></li> </ul>

AGENDA ITEM	DISCUSSION	ACTION
<b>Business Arising</b>		
3.1	<b>Social Services Solutions Modernization Project (SSSMP) - Update</b>	<ul style="list-style-type: none"> <li>• The Executive Lead provided a project update on SSSMP.</li> <li>• There are two implementations planned: <ul style="list-style-type: none"> <li>• Online application in Spring 2011</li> <li>• Full Service Delivery Model Technology (SDMT) replacement Spring 2013</li> </ul> </li> <li>• The implementation will include Ontario Disability Support Program (ODSP), Assistance for Children with Severe Disabilities (ACSD) and municipal Ontario Works sites but will not include First Nations during the initial phase. <ul style="list-style-type: none"> <li>• First Nations delivering the full Ontario Works program will be able to opt in to use the application.</li> </ul> </li> <li>• The development of the online application is complete and is in the testing phase.</li> <li>• There will be a piloting phase for ODSP and Ontario Works sites in one of the Regions beginning in the spring.</li> <li>• Regional Change Leads will be supporting sites as they implement.</li> <li>• The project will be consulting with leads for the three programs that the application will support beginning in the fall of 2010 to determine any specific business requirements needed to support full replacement of the SDMT.</li> <li>• In addition to the Regional Change Leads, 10 Local Change Implementation Coordinators will be hired to support education, planning and preparation, engagement and insight into Regional and Local Issues.</li> </ul>

AGENDA ITEM		DISCUSSION	ACTION
		<ul style="list-style-type: none"> <li>The project will be engaging with various partners through the spring to prepare for implementation.</li> </ul>	
3.2	<b>Risk Based Eligibility Verification Model (EVM) Test Phase</b>	<ul style="list-style-type: none"> <li>Management provided an update on the new Risk Based Eligibility Verification Model (EVM), formerly known as Consolidated Verification Model (CVP).</li> <li>The ministry has been working with Equifax to develop a risk assessment model to more effectively identify and prioritize high risk cases for financial eligibility review.</li> <li>The EVM will be used to rank high risk cases based on the likelihood that a financial eligibility review would result in a change in benefits (increase/decrease, arrears/overpayments).</li> <li>The model also includes an Eligibility Verification Trigger (EVT) where additional information is flagged, such as inconsistencies between the SDMT and the Equifax data.</li> <li>This will provide additional information to the Caseworker to support them in their discussions with the client during a review.</li> <li>The build phase for the model is now complete and the ministry will be moving to a test phase.</li> <li>The test phase will run over a three month period (October and November 2010, January 2011).</li> <li>All ODSP and Ontario Works offices will participate in the pilot and will continue to review the same number of cases that they are reviewing currently under CVP. <ul style="list-style-type: none"> <li>Staff have received training on how to interpret the data.</li> </ul> </li> </ul>	

AGENDA ITEM		DISCUSSION	ACTION
		<ul style="list-style-type: none"> <li>• The adhoc reports previously being sent to the offices will be suspended during the pilot phase.</li> <li>• The ministry will conduct an outcome analysis to evaluate the overall performance of the model before full implementation.</li> </ul>	
<b>Meeting Adjourned</b>			

Approved on October 19, 2010 by:

  
 Stuart McInnes  
 OPSEU Co-Chair

  
 Maxine Daley  
 Management Co-Chair

**Next Meeting:**      Wednesday, November 17, 2010