

MEMORANDUM

TO: All Presidents and members in Ministry Community and Social Services
All Stewards in Ministry of Community and Social Services

FROM: Ruth Hamilton, OPS Supervisor

DATE: April 27, 2011

SUBJECT: **Ministry of Community and Social Services
Ontario Disability Support Program (ODSP)
ERC Minutes – April 19, 2011**

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

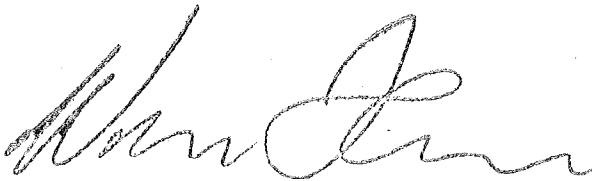
Please post or otherwise make them available to the members in your workplaces.

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

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

FINAL MINUTES – April 19, 2011

Location: 2 Bloor Street West, Toronto, Ontario, 30th Floor, Boardroom

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

Co-Chairs: Dylan Lineger **Maxine Daley**

Attendees: OPSEU **Management**

Dylan Lineger (Chair)	Maxine Daley
Stuart McInnes	Susan Waring
Roxanne Barnes	Tony Magee
Nancy Lewis	Sue Pettersone
Lindsay Sutton	Nancy Sauvé
Cindy Kraakman	Ellen Stevenson
	Chow Ying Wong

Regrets: Mario Dicaire, Stephen George

Guests: Peggy Black, Sandy Mills, Domenic Fragale

Minutes: Ira Matthews

AGENDA ITEM	DISCUSSION	ACTION
New Business		
1.1 Review of Agenda/Action Items	<p>Regional Roadshow</p> <ul style="list-style-type: none"> Management noted that the Regional Roadshow proposal had been endorsed by the ODSP Management Network. <p>SSSMP Demonstration</p> <ul style="list-style-type: none"> Management noted that the SSSMP demonstration will be postponed until the June meeting. <p>Modernization Implementation – Staff Survey</p> <ul style="list-style-type: none"> Management indicated that the staff survey questions had been distributed to the Subcommittee prior to the meeting. 	<ul style="list-style-type: none"> Management to advise the Regional Directors of the proposal.
ODSP Modernization		
2.1 Service Delivery <ul style="list-style-type: none"> Performance Management Tools Business Processes Complaint Assessment 	<p>Performance Management Tools</p> <ul style="list-style-type: none"> Management identified that the DRAFT Performance Management Tools for the Caseworker, Program Support Clerk and the Case Presenting Officer positions were distributed to the Subcommittee prior to the meeting. The tools are modeled after those which had been used to support the Client Service Representative in their four-month temporary Caseworker assignment. The tools will be used Province wide and are intended to support consistency and transparency in the process, as well as an open dialogue between staff and Management. 	

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	<ul style="list-style-type: none"> • The tools are also intended to provide staff with an opportunity to review their objectives and achievements, as well as their training requirements for future growth. • The Union asked if the tools will be attached to staff performance agreements. • Management confirmed that these will replace the current performance agreement format. • The Union questioned when these tools would be put in place. • Management indicated that they are planning to release the approved version to the field in the next few weeks. • Management noted that staff with existing performance agreements would not be required to complete a new one at this time. <p>Business Processes</p> <ul style="list-style-type: none"> • Management noted that the Business Processes had been well received by staff and that the feedback received to date is being incorporated prior to the first release of revisions. • Additional feedback will be incorporated in future updates. • Management identified that the business processes will be posted to the SAMO Extranet. • The Business Processes will also support staff in achieving their objectives noted in the Performance Management Tools. • Management noted that they are looking to establish a process which will allow staff to communicate additional needs for processes, 	

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	<p>tip sheets, tools, etc. that will support them in successfully doing their job.</p> <p>Complaint Assessment</p> <ul style="list-style-type: none"> • Management identified that they are working to negotiate a provincial complaint assessment protocol with the Ontario Provincial Police (OPP). • The protocol with the OPP will provide Regional and local offices with a consistent model for local protocols. 	
<p>2.2 Training Update</p>	<ul style="list-style-type: none"> • Management noted that they are currently rolling out the Overpayment Life Cycle training, with 50 sessions scheduled to date. • Recording an Eligibility Complaint for Program Support Clerks is also being rolled out with 14 sessions scheduled. • The Training Team is also working on Support Training with roll-out targeted for May. This training had been requested by all Regions as part of the Regional training priorities ask-out. • Service Delivery Model Technology (SDMT) support transaction videos are being developed to support the training and will be posted on the SAMO Extranet once finalized. • Development of an Assignments and Reimbursement training session is underway with roll-out targeted for early summer. • Sponsorship and Immigration training is planned but has been delayed to June. • Material has also been developed to support Mandatory Special Necessities training and will be provided upon Regional request. 	

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<p>2.3 Recruitment</p> <ul style="list-style-type: none"> • Permanent Recruitment Delays • Client Service Representatives Who Decline Job Offer Following Caseworker Competition • Client Service Representatives Who Do Not Wish to Continue Acting as Caseworker Beyond the Four Month Assignment • Vacancy Management in ODSP Offices Pending Permanent Recruitment 	<p>Permanent Recruitment Delays</p> <ul style="list-style-type: none"> • Management noted that there have been some delays in the permanent recruitment for both Caseworker and Program Support Clerk positions, while competition packages are being revised. • Management anticipates moving forward with these competitions by the first week of May. <p>Client Service Representatives Who Decline Job Offer Following Caseworker Competition</p> <ul style="list-style-type: none"> • At the March meeting, the Union questioned what would happen to a Client Service Representative who declines a Caseworker job offer following the Caseworker competition. • Management confirmed that an employee with a home position of Client Service Representative who is successful in the Caseworker competition but does not accept the position, is deemed to have resigned. • Management noted that the employee would still be provided their second opportunity to elect Article 20 entitlements under the Letter of Understanding. <p>Client Service Representatives Who Do Not Wish to Continue Acting as Caseworker Beyond the Four Month Assignment</p> <ul style="list-style-type: none"> • At the March meeting, the Union questioned what would happen to a Client Service Representative who does not wish to continue acting as a Caseworker beyond the four month assignment. • Management noted that because of the 	

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	<p>challenges of covering the affected caseloads during the period of the Phase 1 Caseworker competition, it would not be operationally feasible to directly assign these Client Service Representatives to the Program Support Clerk position.</p> <ul style="list-style-type: none"> • The Union identified that forcing a Client Service Representative to remain in a position that they have identified that they do not want to do may be detrimental to their health, which may affect other operational needs moving forward. • The Union proposed that employees who do not wish to accept the extension as a temporary Caseworker beyond the initial four months should be assigned temporarily to the Program Support Clerk Position. • The Union recommended that the affected Region(s) utilize Interest Based Problem Solving processes to determine any needed service adjustments. <p>Vacancy Management in ODSP Offices Pending Permanent Recruitment</p> <ul style="list-style-type: none"> • The Union raised concerns that there is still some vacancy management taking place across the province and questioned if the commitment to fill all ODSP vacancies was still in place. • Management responded that Regions are continuing to recruit to fill positions and that they were unaware of any vacancy management being undertaken. • Management further noted that there may be some vacant seats due to turnover, short term 	<ul style="list-style-type: none"> • Management committed to follow-up with the affected Region(s).


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	<p>sicknesses, leaves, processing time for filling positions, etc. but that Regions are working to fill all true vacant positions.</p> <ul style="list-style-type: none"> • The Union asked how long the clearance process takes before permission is provided to fill a temporary vacancy. • Management responded that clearance approval times vary from request to request and depend on the situation. • Management confirmed that Phase 1 and Phase 2 Caseworker competitions do not need to go through clearance. All other vacancies must follow the clearance process. • The Union questioned if there was anything being done to address the resulting workload impact for existing staff. • Management identified that offices should be undertaking Interest Based Problem Solving to discuss how best to address the workload impact. <p>Program Support Clerk Overages Following Completion of Phase 1 Caseworker Competitions in All Regions</p> <ul style="list-style-type: none"> • Management noted that upon completion of the Phase 1 Caseworker competitions in each Region, unsuccessful Client Service Representatives will be assigned to a Program Support Clerk position in their current work location. • Once the Phase 1 Caseworker competitions have been completed in all Regions, the number of Program Support Clerk vacancies and their locations across the ministry will be 	

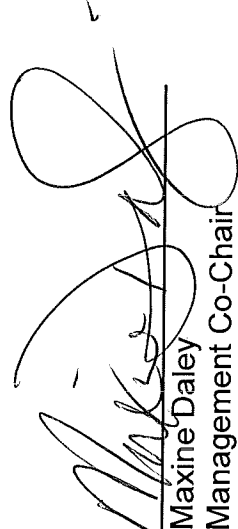
AGENDA ITEM	DISCUSSION	ACTION
	<p>known.</p> <ul style="list-style-type: none"> • From this, it can be determined where there are Program Support Clerk vacancies which are within 40 km of local offices that have more Program Support Clerks than assigned positions under the model. • The Union questioned when lateral transfer would again come in to play. • Management noted that this would not be considered until the completion of the Phase 2 Caseworker competitions for all Regions. 	
Business Arising		
<p>3.1 ODSP Secure Communications Technology Initiative</p>	<ul style="list-style-type: none"> • Management provided a summary of the results of the previous email pilot for client communications using the Enterprise Attachment Transfer Service (EATS), which was completed in 2009 in the Toronto Region. • Management noted that the end-results of the pilot evaluation did not provide enough evidence to support moving forward on a broader scale. • As a result, Management began plans to develop a new pilot, which resulted in the Secure Communications initiative. • Management indicated that the Secure Communications initiative provides a simplified and secured means to electronically communicate with clients. • Training is currently being provided to twenty-five Caseworkers across the Province in using the new technology. • Pilot participants, and their respective 	

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	<p>Managers, will receive a communication package in the next few days, which will include tools and supports for staff, as well as a Consent to Disclose Information form for client signature to participate in the pilot.</p> <ul style="list-style-type: none"> • The pilot is expected to last six months and will focus on supporting client accommodation needs and strong customer service. • Clients will receive messages directly to their email account, regardless of the email system they use. • Management noted that the clients identified for the pilot phase will only be those who are already being accommodated by electronic means, or who require an electronic accommodation as per the Accommodation Policy. • Management further noted that the staff who will be participating in the pilot are the Caseworkers of those identified clients. 	<ul style="list-style-type: none"> • Management to present the results of the pilot evaluation to the Subcommittee in the fall.
<p>3.2 Special Diets Issues – Impacts to the Field</p>	<ul style="list-style-type: none"> • The Union identified that there is some confusion in the local offices regarding the role of the Special Diets Unit. Specifically: <ul style="list-style-type: none"> • inappropriate referrals back to the local offices; • lack of notes in the SDMT from the Special Diets Unit; • client confusion and anxiety as a result of the March reminder letter mail-out; and • who will be responsible for the internal review process. • Management responded that there have been 	

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	<p>a number of challenges in relation to the implementation of the Special Diets Unit, including:</p> <ul style="list-style-type: none"> • a limited ability to obtain experienced staff to fill the unit's positions; • significant volume of inquiries as a follow-up to the March reminder letter; • significant volume of returned forms within a short period – 60,000 forms returned to date. <p>Management is looking at mitigation strategies to address all of the challenges.</p> <ul style="list-style-type: none"> • Management clarified that the business processes include inputting notes in the SDMT as the application forms are processed. • Management identified that a decision has not been made on who will process Internal Review requests on applications which were processed by the Special Diets Unit. 	<ul style="list-style-type: none"> • Management committed to providing an update at the May meeting.
3.3 ODSP Statistics	<ul style="list-style-type: none"> • Management provided the regular quarterly statistics to the Subcommittee. 	
Meeting Adjourned		

Approved on April 19, 2011 by:


 Dylan Linegar
 OPSEU Co-Chair


 Maxine Daley
 Management Co-Chair

Next Meeting: Tuesday, May 17, 2011