

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: Brian Gould, OPS Supervisor/Negotiator

DATE: May 14, 2009

SUBJECT: **Ministry of Community and Social Services –
ODSP Sub-Committee
ERC Minutes – June 24, 2008**

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.

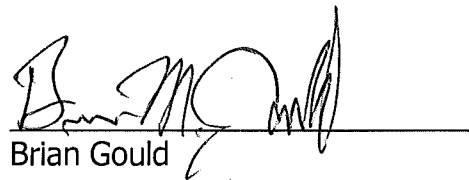
PLEASE NOTE: THESE MINISTRY MINUTES WERE PREPARED BY THE EMPLOYER.

AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,



Warren (Smokey) Thomas
President



Brian Gould
OPS Supervisor/Negotiator

/az
att.

cc: MERC Chairs
Ministry ERC

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1.0 Business Arising

1.1 Review of May 2008 Minutes and action items.

- The Union provided their edits to the May 2008 minutes.
- Action items from the May minutes were reviewed.
- The response to the Lewchuk recommendations was deferred until the next meeting.
- Management advised that the Consolidated Verification Process (CVP) targets would be reduced to 0.5% of the caseload for the months of July and August 2008 during the introduction of the Ontario Child Benefit.
- The December 2007 minutes were revised for sign-off.

Action Item: Revise May minutes for sign-off at the next meeting.

1.2 Regional Framework- Transition to Regions

- The subcommittee discussed the transition material and agreed on some suggested changes to content and format.

Action Item: SAMO to update the material and send to subcommittee members before the next meeting.

2.0 New Business

2.1 Ontario Child Benefit (OCB)/Social Assistance Restructuring (SAR) Update

- An update was provided by Ontario Works branch (OWB).
- Clients will receive the Canada Revenue Agency (CRA) cheque for the Canada Child Tax Benefit, which includes the National Child Benefit Supplement (NCBS), and the OCB payment, around the 20th of each month.
- ODSP will issue the third cheque insert to clients in July 2008.
- The Union enquired about preparation for the transition in terms of the Service Delivery Model Technology (SDMT) and training for staff. They were advised that no major issues have been reported in testing the technology. Management advised that overall, the feedback on training with regard to design and delivery has been good.
- The Union raised a concern that there is no longer an NCBS report that will flag when a child leaves the benefit unit. Management responded that in accordance with regular business processes, it is the client's responsibility to notify their local office if there are any changes in their circumstances.

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- The Union asked if any features were built into the NCBS on the Net that would flag when a child leaves the benefit unit.

Action Item: OWB to follow-up regarding any features on NCBS on the Net that may flag a change in benefit unit status.

2.2 Safety Flags

- SAMO provided a brief overview of the new hyperlink for Restricted File Access flags in the SDMT. The flag icon is now a hyperlink that will open the note detail page for the most recent note associated with the flag.
- SAMO is looking at incorporating the new hyperlink feature for safety flags in SDMT and possibly other flag types. Adding a colour code for flags is also being considered as part of the design feature.
- The Union suggested a pop-up warning message for all flag types as a safety feature.
- The Union enquired about who is responsible for entering a safety alert in SDMT. SAMO to follow-up on this process.
- The Union provided comments on the draft safety manual protocol and asked if the section on file transfers refers to both ODSP and Ontario Works file transfers. Management advised that it was intended for ODSP file transfers only, as the protocol is designed for use by ODSP local office staff. However, management noted that the Ontario Works branch has advised that they are planning to update the Ontario Works file transfer checklist to include content on safety flags.
- It was suggested that the file transfer checklist be added to mail merge.

Action Item: SAMO to follow-up regarding process for safety alerts in SDMT.

Action Item: SAMO to follow-up with mail merge advisory committee regarding the addition of the file transfer checklist to mail merge.

2.3 ODSP Client Update Short Form

- The timeframe to provide feedback on the form was extended.

Action Item: The Union to provide comments within the new timeframe.

2.4 Special Diet

- An overview was provided on the upcoming Survey of Special Diet Allowance (SDA) client application forms. A random sample of approximately 3,000 ODSP benefit units who are currently receiving the SDA have been included in the survey.

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- The purpose of this survey is to identify the medical conditions for which ODSP recipients in the sample group are receiving the SDA. The results will assist the ministry in the administration of the SDA program by providing data that will improve its ability to forecast program use and costs.
- Each region will receive a list of clients selected to participate in the survey.

2.5 Comprehensive Training Plans

- The subcommittee was advised that corrections were made to the updated training plans. Copies of the revised training plans and a document outlining all of the revisions are ready to be sent to the subcommittee members electronically.

Action Item: SAMO to send revised training plans and overview document to the subcommittee members for review.

2.6 Model Office Design

- The Union suggested a review of the model office design in order to assess the pros/cons of the model and to provide an opportunity to discuss risk factors and risk assessments.
- Management advised that it is not their intention to review the model office design at this time and noted that the design went through a lengthy approval process prior to implementation.
- The Union asked if a risk assessment was completed when the model office design was created and if there was a risk assessment completed after offices implemented the model office design.
- SAMO is working with the Capital and Accommodation Services Branch (CASB) to learn more about the risk assessment process for ODSP offices in the future and SAMO will report back on the process at a future subcommittee meeting.
- The Union enquired if accommodation and safety for clients and staff was taken into consideration.
- Management responded that safety requirements and protocols are considered within the accessibility and physical environment design. The model office design was created using the Universal Design guidelines which included safety requirements.
- The Union raised a concern over confidentiality in desk-side interviews.
- Management responded that confidentiality has never been raised as an issue by client advocacy groups.
- The Union enquired about the possible effects of the use of white noise on staff. Management to follow-up on the enquiry.

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Action Item: SAMO to advise subcommittee of process for future risk assessments at ODSP offices once the information is provided by CASB.

Action Item: SAMO to follow-up regarding the possible effects of the use of white noise.

2.7 Agenda Item Tracking

- The Union proposed that the subcommittee start using an agenda item tracking tool similar to what is used by the Ministry of Community and Social Services Ministry Employee Relations Committee (MERC).
- Management agreed to the use of a tracking tool. SAMO to obtain a copy of the template from Human Resources for consideration.
- The Union also suggested a revision to the current agenda template to include a section that indicates guest speakers and time of updates.

Action Item: SAMO to obtain a copy of the MERC tracking tool template.

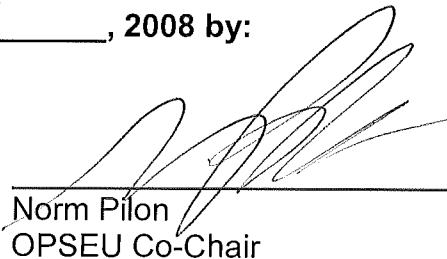
Action Item: SAMO to update agenda template for review at the next meeting.

3.0 Meeting Adjourned

Approved on Sept 25, 2008 by:



Martin Thumm
Management Co-Chair



Norm Pilon
OPSEU Co-Chair