



April 20th, 2011

Erin Hannah, Director, Ontario Works Branch
Ministry of Community and Social Services
Social Policy Development Division
Ontario Works Branch
880 Bay St., 4th Floor, Rm 434
Toronto, ON
M7A 2B6

Dear Ms. Hannah:

Manitoulin-Sudbury DSB has been piloting the use of an electronic file management system for Ontario Works client files and would like to fully implement the system in the near future. The use of electronic file management will increase efficiency and productivity by improving the way the department accesses, organizes and manages business documents, information and processes.

The benefits of an electronic file management system include:

- Easier and more timely access to files in satellite offices;
- Reduce the need for staff to access a physical file, reducing the need for physical file to be frequently retrieved and transferred;
- Reduce the size of physical files thereby reducing the amount of space required to store physical files;
- Reduce cost of paper.

Key Points:

- Ontario Works client physical files will include all Ministry regulated forms with original signatures, proof of identify and date of birth and status in Canada as outlines in Directive 2.1;
- The Department of Social Services, Social Housing and Children Services has conducted the necessary privacy and security reviews and completed our due diligence to ensure compliance with MFIPPA with respect to storing and discarding client information;
- Electronically stored information will be available during program audits;
- Electronic data is back up regularly;
- The electronic file management technology is a user based security system and is secured using accepted network security protocols;
- Will meet file retention and destruction requirements as outlined in the File Retention section of the directives.

In sum, the Manitoulin-Sudbury DSB will ensure that our electronic filing system is in compliance with MCSS directives.

If you have any questions about this project, please feel free to contact myself at (705) 862-7850 ext 222.

Sincerely,

Donna Moroso
Director of Integrated Social Services

Cc Anna Cain, Manager Policy and Design, Ontario Works
Laura Pitura, Program Supervisor