

Social Policy Development Division
Ontario Works Branch
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December 27, 2013

MEMORANDUM TO: Ontario Works Administrators
-CMSMs and DSSABs

Director, Social Assistance Service Delivery Branch
-Regional Program Managers

FROM: Jeff Butler
Director, Ontario Works Branch

SUBJECT: **Administrative Relief re: Implementation of the
Social Assistance Management System (SAMS)**

I am writing to inform you that the ministry will be providing administrative relief for Ontario Works to support the implementation of the Social Assistance Management System (SAMS) by CMSMs and DSAABs. This relief is in recognition of the impacts that delivery agents will experience in order to plan for and implement SAMS. Similar relief will be provided to First Nations as they implement SAMS.

Additional, Ontario Works one-time funding:

The Ministry is committing to provide additional one-time 100% provincial funding in the amount of \$3 million.

The funding will be allocated as follows: a base of \$25,000 will be provided to all 47 CMSMs and DSAABs, with the balance of the \$3 million investment being distributed based on each delivery agent's share of the standard Ontario Works caseload.

For your reference, a detailed breakdown of the one-time funding for the implementation of SAMS by delivery agent has been included.

To ensure flexibility and appropriate use of funding, delivery agents should work with their Regional Program Managers and Program Supervisors to determine how funding will be used. The intent of the funding is to assist with additional costs delivery agents incur related to SAMS implementation such as re-tooling peripherals, meeting technical specifications, organizational and business process changes, delivery of training, and other allowable Ontario Works administration costs. A portion of the one-time funding will be

flowed in January 2014, with the balance flowed in April 2014. Funding will be flowed under the Time-Limited Projects detail code 9285.

Temporary Workload Reduction Measures:

Temporary workload reduction measures will take effect for a 9 month period between January and September 2014 (unless otherwise noted) to allow for pre-implementation and post-implementation activities.

Ontario Works temporary workload reduction measures include:

- **Deferrals from Participation:** Currently, Administrators have flexibility in determining the length of a deferral based on individual circumstances. In general, deferrals are approved for three months and then reviewed. The ministry is extending this general deferral period to six months. Administrators will continue to have flexibility to determine the appropriate length of deferrals based on the individual case.
- **Eligibility Verification Process (EVP):** Under the Eligibility Verification Model, each month, 3% of cases are identified as high risk and assigned for staff review. The ministry is reducing the number of cases assigned for review to 2%.

If you have any questions with respect to additional Ontario Works one-time funding and/or the temporary workload reduction measures, please contact Gurpreet Sidhu-Dhanao at (416) 325-6272.

Original signed by

Jeff Butler
Director, Ontario Works Branch

- c. Jeff Bowen, Director, Social Assistance and Municipal Operations Branch
Patti Redmond, Director, Ontario Disability Support Program Branch
Nancy Lytle, Director, Services and Support Branch
Gurpreet Sidhu-Dhanao, A/Manager, Ontario Works Branch
Anna Cain, Manager, Ontario Works Branch
Elizabeth Roy, Manager, Ontario Works Branch
Morag York, Manager, Ontario Disability Support Program
Martin Thumm, Executive Lead, Social Services Solution Modernization Project
Nelson Loureiro, Business Director, Social Services Solution Modernization Project

Social Assistance Management Systems (SAMS) - Additional One-Time Funding

Region	Delivery Agent	One-Time Funding for the Implementation of SAMS
CERO	Durham CMSM	\$87,500
	Kawartha Lakes CMSM	\$38,200
	Northumberland CMSM	\$32,100
	Peterborough CMSM	\$51,400
	Simcoe CMSM	\$80,200
	York CMSM	\$67,100
CERO	6	\$356,600
CWRO	Dufferin CMSM	\$28,800
	Halton CMSM	\$40,800
	Peel CMSM	\$134,400
	Waterloo CMSM	\$86,800
	Wellington CMSM	\$38,300
CWRO	5	\$329,100
ERO	Cornwall CMSM	\$42,400
	Ottawa CMSM	\$143,400
	Prescott & Russell CMSM	\$32,700
	Renfrew CMSM	\$33,200
ERO	4	\$251,600
HNRO	Brant CMSM	\$41,400
	Hamilton CMSM	\$116,700
	Niagara CMSM	\$98,200
	Norfolk CMSM	\$35,500
HNRO	4	\$291,900
NERO	Cochrane DSSAB	\$35,400
	Muskoka CMSM	\$33,200
	Nipissing DSSAB	\$41,500
	Parry Sound DSSAB	\$31,100
	Timiskaming DSSAB	\$30,600
NERO	5	\$171,800
NRO	Algoma DSSAB	\$32,300
	Kenora DSSAB	\$30,600
	Manitoulin & Sudbury DSSAB	\$28,800
	Rainy River DSSAB	\$26,900
	Sault Ste. Marie DSSAB	\$41,700
	Greater Sudbury City	\$50,400
	Thunder Bay DSSAB	\$48,000
NRO	7	\$258,800
SERO	Hastings CMSM	\$51,300
	Kingston CMSM	\$45,800
	Lanark CMSM	\$33,400
	Leeds & Grenville CMSM	\$37,000

Social Assistance Management Systems (SAMS) - Additional One-Time Funding

Region	Delivery Agent	One-Time Funding for the Implementation of SAMS
	Prince Edward-Lennox & Addington CMSM	\$32,200
SERO	5	\$199,800
SWRO	Bruce CMSM	\$29,500
	Chatham - Kent CMSM	\$49,400
	Grey CMSM	\$36,000
	Huron CMSM	\$29,100
	Lambton CMSM	\$45,400
	London CMSM	\$103,500
	Oxford CMSM	\$36,500
	St. Thomas CMSM	\$36,600
	Stratford CMSM	\$30,100
	Windsor CMSM	\$94,900
SWRO	10	\$491,100
TRO	Toronto CMSM	\$649,400
TRO	1	\$649,400
TOTAL	47	\$3,000,000