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April 1, 2015

**MEMORANDUM TO:** OW Administrators

**FROM:** Richard Steele  
ADM, Social Assistance Operations Division

**SUBJECT :** SAMS Implementation Review Progress Report:  
PricewaterhouseCoopers (PwC)

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Today, the Progress Report on the implementation of the **Social Assistance Management System (SAMS)** from PricewaterhouseCoopers (PwC) was released and is posted on the [MCSS website](#).

As an independent, third-party advisor, PwC is consulting with front-line ministry staff and municipal partners to evaluate SAMS implementation to date. Based on these consultations, PwC will also provide recommendations for short- and long-term improvements, building on our planned efforts to reach our goals.

You can also read [Minister Jaczek's response](#) to the Progress Report.

Please contact me if you have any questions regarding the Progress Report. PwC's final report is due at the end of April.

Regards,

Richard Steele  
Assistant Deputy Minister  
Social Assistance Operations Division

C: Bohodar Rubashewsky, Deputy Minister, Ministry of Community and Social Services  
Martin Thumm, Executive Lead, Social Services Solutions Modernization Project  
Patti Redmond, Director, Social Assistance Services Delivery Branch  
Jeff Bowen, Social Assistance and Municipal Operations Branch