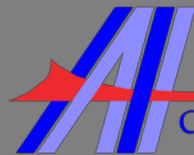


2012



# SAMS Parallel Pilot Expression of Interest



Algoma District Services Administration Board  
Conseil d'administration des services du district d'Algoma



Conseil des Services du District de  
**Manitoulin-Sudbury**  
District Services Board



Ontario

Tracey Brick, Director of Ontario Works, Algoma DSAB  
Donna Moroso, Director of Integrated Social Services, Manitoulin-Sudbury

DSB  
Kelly Gioia, ODSP Manager, Sault Ste. Marie ODSP

07/01/2012





## SAMS Parallel Pilot – Expression of Interest

**Region:** Northern

**Delivery Agent/Local Office:** Algoma DSAB, Manitoulin-Sudbury DSB and Sault Ste. Marie ODSP

**Caseload Size of Local Office:** 790 (Algoma) + 420 (Manitoulin-Sudbury + 5,200 (ODSP, SSM)

**Program(s):** Ontario Works, ODSP and ACSD

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### **Overview:**

*This expression of interest is a joint proposal between Algoma, Manitoulin-Sudbury Ontario Works offices and the Sault Ste. Marie ODSP office including satellite offices for all three. The Directors, Managers and staff from these offices have a long standing relationship of working in collaboration to support the delivery of Ontario Work and ODSP in Algoma and Manitoulin-Sudbury Districts. We believe there are advantages to working together in this manner to support the parallel pilot of SAMS. Staff in these offices has supported each other through regular joint training, job shadowing and policy and procedural development. It is believed that our participation in the parallel pilot will provide an opportunity to test some unique circumstances to these areas as well as provide a solid foundation for moving forward with SAMS in the late fall.*

- 1. What is the minimum and maximum number of caseworkers (full caseloads) that your site would be willing to include in the Parallel Pilot and its associated activities (e.g. training, data entry, etc)?**

*Algoma – 2 caseloads  
Manitoulin-Sudbury – 2 caseloads  
Sault Ste. Marie ODSP – 3 caseloads*

- 2. What is the average caseload per caseworker at your site?**

*Ontario Works – 60 – 100 (satellite office caseloads may be smaller)  
ODSP - 225*



## **SAMS Parallel Pilot – Expression of Interest**

**3. If you have multiple offices, would you be willing to have more than one location participate in the Parallel Pilot?**

*Our intention is to have more than one location in each of our areas participate. In Algoma DSAB we plan on using one caseload from head office and one from either our Elliot Lake or Wawa office. Manitoulin-Sudbury is targeting one caseload from their Espanola office and one from their Warren office and Sault Ste. Marie ODSP is targeting two caseloads from their Sault Ste. Marie office and one from their satellite office in Elliot Lake.*

*By engaging satellite offices it provides an opportunity to test the connectivity in our satellite offices and to provide opportunities to transfer cases between programs and offices.*

**4. How will your site ensure that local site readiness activities are complete in time for participation in the Parallel Pilot?**

*All three offices have engaged a team of staff to support the site readiness activities to keep us on track to support participation in the parallel pilot. We will also support each other through regular communication to ensure we are ready for participation. The teams engaged in site readiness will be closely linked to the teams supporting the parallel pilot but won't be the same staff. This will further engage more staff in the readiness for Go-Live. This also provides an opportunity to engage the consultants for the Northern Training Strategy in their readiness for implementation of the training in late August.*

**5. What supports are currently in place at your site to assist caseworkers that will participate in the Parallel Pilot and its associated activities? (e.g. technical experts, learning facilitators, etc)?**

*In addition to the management structure in our offices, the consultants for the Northern Training Strategy will be available to support the efforts of the Parallel Pilot in addition to IT staff who will work through any technical challenges. The site readiness teams for SAMS will also be engaged in supporting moving this forward and our SAIL teams will be engaged to assist in developing change management processes and supports.*

**6. How will your site accommodate the added workload of Parallel Pilot activities (e.g. training, data entry, etc)?**

*We have a supportive work environment where all staff will be engaged in the success of the parallel pilot. Duties outside of regular intake and case management will be modified for staff during this period of time. We have also provided an opportunity for staff to do an expression of interest in*



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*participating in the parallel pilot acknowledging the increased workload. We've had interest in this prior to submitting the joint expression of interest. There may also be opportunities to decrease some workload with student support in our offices.*

### **7. Please provide any additional factors as to why your site should be selected to participate in the Parallel Pilot. Please provide specifics.**

- *We believe a joint proposal between these three offices supports opportunities to test case transfers between ODSP and Ontario Works and ODSP participating in Ontario Work Employment Activities.*
- *We have a long standing history of working together in a collaborative fashion to support the delivery of Ontario Works and ODSP and to support the training needs of our staff*
- *Our front line staff also have long standing relationships of working together*
- *Both the Algoma and Manitoulin-Sudbury offices work in an integrated fashion with Children's Services, Housing Services and Ontario Works. The parallel pilot will provide an opportunity to test and establish policy and procedural changes that may be required due to the uniqueness of our integration*
- *We serve remote areas and will be engaging satellite offices*
- *It provides an opportunity to test connectivity in satellite offices*
- *It provides an opportunity to engage the consultants for the Northern Training Strategy which will support training and implementation across the North and North Eastern regions as we move forward with training and implementation.*
- *It provides an opportunity to test "northern" scenarios such as emergency assistance issued by outside sources for the transient population travelling the Trans Canada corridor, Northern Health Travel Grant reimbursement*
- *It provides an opportunity to test specialized caseloads such as Addictions Services Initiative*
- *We are engaging a range of relatively new and more seasoned case managers to assess if there are differences in training needs so we can ensure a full range of supports are in place as we move forward with implementation.*
- *Due to the remoteness of some of our offices, manual cheques are often a solution to emergency needs due to lengthy mailing times. This will provide us an opportunity to test the real time cheque printing process.*