



March 13, 2015

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John Tory  
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Ken Seiling  
Chair  
Waterloo

Drew Dilkens  
Mayor  
Windsor

Wayne Emmerson  
Chair  
York

The Hon. Helena Jaczek  
Hepburn Block, 6<sup>th</sup> Floor  
80 Grosvenor Street  
Toronto ON M7A1E9

Dear Minister,

I am writing to you on behalf of the Mayors and Regional Chairs of Ontario of Single Tier Cities and Regions (MARCO) group to express our concerns with the continuing problems and additional costs being incurred by Consolidated Municipal Services Managers (CMSMs) and District Social Services Administration Boards (DSSABs) in their ongoing implementation of the Social Assistance Management System (SAMS), and to request that the Province commit to covering 100% of all direct and indirect costs incurred by CMSMs and DSSABs for SAMS implementation and business recovery.

The implementation of SAMS has been challenging, extending unanticipated negative service impacts to participants and increasing workload for staff. Implementation costs have greatly exceeded the one time funding provided by the Province and these are expected to grow as implementation difficulties persist and our deferred workload grows. To date, neither the Province nor the sector knows the full cost. SAMS implementation and its associated problems have come on fast and furious. Work has been deferred, other staff have been recruited from other work areas to assist and significant overtime has been required including additional staff overtime in centralized support functions such as treasury. Deferring workloads due to SAMS results in limited participant contact, missed opportunities, potential incorrect benefits and lack of ability to meet or maintain provincial outcomes. Missed opportunities include issuing further benefits and significantly reduced community agency referrals. While overtime costs should be relatively easy to quantify, it is not the complete picture. The cost of work deferred is very costly but more difficult to quantify. In addition, the cost of what needs to be done for business recovery is not easy to determine at this point.

Accordingly, MARCO calls on the Province to continue to work closely with the sector to solve the implementation issues and to guarantee 100% funding to CMSMs and DSSABs for all costs associated with their implementation of SAMS and business recovery.

I would be happy to discuss this further with you should you have any questions.

Best regards,

Ken Seiling  
MARCO Chair 2015-2018

Ken Seiling, Chair  
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