

Ministry of Community  
and Social Services

Ministère des Services  
sociaux et communautaires



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December 17, 2015

**MEMORANDUM TO:** Ontario Works Administrators  
- Municipalities and DSSABs

**FROM:** Jeff Bowen  
Director  
Social Assistance and Municipal Operations Branch

Nelson Loureiro  
Director, SAMS Transition Program Management

**RE: Subsidy Claims Update**

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We are writing to provide a status update with respect to the development of the new online Subsidy Claims process and associated SAMS Financial Reports.

For the last several months, the Ministry has continued to refine the SAMS Subsidy Claim reports based on feedback from service delivery partners. This feedback has led to the identification of defects and subsequent fixes to improve the accuracy of financial and statistical information to support reporting needs and new Subsidy Claim process.

Part of this work involved a launch of a Subsidy Claims Pilot Working Group that was established in the fall, to provide field level analysis and validation of reports. The pilot group was tasked with testing of the subsidy claim reports against both the online generated claim and other SAMS financial reports/extracts. The goal of this validation exercise is to ensure all transactions are appropriately captured by reports and the online claim and that can be traced back to local payment records.

To date, the pilot sites have completed the first half of validating the subsidy claim reports. Work on the validation of the online claim will begin in the New Year.

Coming out of the report validation, several data variances and gaps were identified (a complete listing is available in the attached Subsidy Claims Reports Job Aid). Fixes

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to the data variances have been scheduled for release in February 2016. In addition, the group also provided recommendations and other enhancements to improve the usability of reports and for the launch of the new Subsidy Claims process. The Ministry will review this feedback in conjunction with feedback from the second half of their validation exercise, in advance of making any further changes to reports or the functionality.

Prior to the implementation of the functionality, the Ministry will do a full end to end test of the system process flows and features to ensure the system is performing as expected.

The launch date for the online Subsidy Claim functionality in SAMS will be set following the conclusion of the pilot test. Until that time, the Ministry will maintain the process of providing cash flow advances to service delivery partners, ensuring they continue to have sufficient funds to provide Ontario Works Financial Assistance.

In addition to the pilot work, the Ministry has held dedicated sessions with delivery partners that are unable to perform bank reconciliations using the reports and extracts currently available. These dedicated sessions provide financial staff with background information on all the various SAMS Financial Reports and Extracts available for bank reconciliations purposes.

The Ministry recognizes that our delivery partners are approaching their financial year-end and require updated reports to complete their 2015 accounting activities. Given that several of the reporting defects identified during the pilot test will not be implemented until February 2016, the Ministry is proposing the following process to assist service delivery partners with their 2015 year-end accounting:

1. **Re-run back dated Subsidy Claim Reports (CRS880 and CRS731)** from January 2015 through to October 2015. These reports will be run over the next several weeks and include all fixes implemented up to November 2015. They will be available in Cognos beginning December 15, 2015.
2. **Release supplementary ad hoc reports** to capture those expenditures / deductions not included in the re-run of these reports (as the fixes will not be available until February 2016). These reports will be available in early January 2016.

Using the re-run CRS880 and CRS731 reports and the financial information available in the ad hoc reports, delivery partners will have the most up to date information to complete their year-end accounting activities.

Early January 2016, the Ministry will be issuing a follow up communication, providing additional details on when to expect the subsidy claim ad hoc reports, and instructions on how to use the information for your financial year end activities.

Attached for your information, is the revised Subsidy Claim Report Job-Aid that provides instructions on interpreting Subsidy Claim reports and provides background information related to all the fixes implemented, including any outstanding known issues.

The Ministry also recognizes that, following a review of these reports some delivery sites may identify a cash flow shortfalls for 2015. The ministry will be providing process guidelines that sites can use to identify any cash flow shortfalls with their Ministry business offices.

If you have any questions, please contact Sandi Lagha at [sandi.lagha@ontario.ca](mailto:sandi.lagha@ontario.ca) or 416-325-5518.

*Original signed by*

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Jeff Bowen  
Director

*Original signed by*

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Nelson Loureiro  
Director

Attachment

- c. Anna Cain  
Patti Redmond  
Regional Business Managers  
Social Assistance Program Managers