

Item 7.2, GIC Meeting March 22, 2107

Ontario Works Program Review

Presentation to GIC
March 22, 2017



Hamilton

Overview

- Context
- Timeline
- Phases of Implementation
- Consultants' Findings
- Annualized Cost Savings (In Camera)



Provincial Social Assistance Modernization Objectives 2016 - 2021

1. Improve client experience and access.
2. Realize cost reductions through administrative efficiencies while reducing work. Focus on case management.
3. Shift away from an enforcement approach.
4. Modernize tools, processes and policies. Build community partnerships for service delivery.



OW Review Timeline

February 23, 2015	Info Report to ECS Committee
April 2015	SHS Consulting begins OW review
November 2015	Interim OW Review Report
March 2016	Final OW Review Report
June 6, 2016	Verbal Update to ECS Committee
June 7, 2016	OW Town Hall
July - Dec 2016	Phase 1 Restructure Leadership Team
Jan - Mar 2017	Phase 2 Business Process Reviews
Apr – Dec 2017	Phase 3 Business Process Reviews and implementation



Phases of Implementation

Phase 1: June - December 2016

- One division, one Director (*reduced 1 Director FTE, 1 AA FTE*)
- Redefined management team
- Eliminated Team Lead role (*reduced 3 FTEs*)

Phase 2: January - March 2017

- Develop division purpose and plan
- Business Process Reviews:
 - Caseload / client profile analysis
 - Employment Services
 - Family Support Unit (*reduced 2 Clerk FTEs, 3 FSW FTEs*)

Phase 3: April - December 2017

- Implement Phase 2 Process Review recommendations (*In Camera*)
- Business Process Reviews:
 - Administrative
 - Needs Assessment
 - Technology
 - Intake Unit
 - Records management / clerical staff
- Redefine case management teams



Hamilton OW Review Consultants' Findings

The OW Review sought to recover the cost equivalent of 30 temporary positions:

RECOMMENDATION	FTEs	GROSS COST \$	AVAILABLE LEVY SAVINGS
Cost Recovery	-44.5	-3,278,955	
Temp Staff	30	2,460,668	
TOTAL	-14.5	-818,287	-409,140

