

Ontario Electricity Support Program (OESP)

Increasing Social Assistance Clients' Uptake into OESP

Minister's Office Staff Update

June 9, 2017

DRAFT

CONFIDENTIAL / SENSITIVE INFORMATION

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AGENDA

- Revised strategy to support uptake of the Ontario Electricity Support Program (OESP) for social assistance clients.
- Proposed approach to enable early implementation.
- Proposed critical path for implementation.

OESP – REVISED STRATEGY

The OEB, ENE and MCSS strategy is organized under three key activities:

1. Raise awareness of OESP through communication to all social assistance clients, with accompanying communications and supports to social assistance staff.
2. Support eligible social assistance clients' enrolment in OESP by:
 - ❑ Incorporating the OESP enrolment process into the social assistance intake process for new grants (OW and ODSP) by capturing information required to apply for OESP and providing it to a dedicated SWAT team to complete the application on behalf of the client.
 - ❑ Establishing the SWAT team to:
 - conduct outreach to existing clients (OW and ODSP) and complete OESP applications on their behalf;
 - complete OESP applications for new grants using the information captured at intake.
 - ❑ Design a multiplier that can be used to estimate annual income of SA clients in line with OESP eligibility criteria (this approach is used by intake agencies already supporting OESP delivery). NOTE: OESP applies only to those social assistance clients that are utility account holders.
3. Enable a SAMS data exchange with OEB to automatically enroll eligible social assistance clients into OESP.

OESP – PROPOSED APPROACH

Step 1	Raise awareness of OESP: • Communication to all social assistance clients; • Communications and supports to social assistance staff. A more detailed communications plan is being developed. Engagement with ONWAA and the Ontario Energy Board to establish a longer-term strategy for First Nations.
Approach & Deliverables	• Communication outreach to social assistance clients (broadly to all SA clients and targeted to clients that pay hydro). • Aligned with broader announcements about the Fair Hydro Plan. • Letters/mailings, without the need for social assistance or OEB/ICF field staff involvement (ODSP). OW will do their client mailings based on ad hoc reports provided. • Foster social assistance staff awareness of OESP through memos, Qs and As, business processes, swim lanes, additional training on OESP for front line staff. • Updates to SAMN, DARG and other MCSS tables. • Social media and MCSS web content.
Timing	• Engagement with stakeholders – ongoing. • Disclosure to bargaining agents re SWAT team – mid to late June. • Initial communication to staff - late June/early July. • Cheque insert to SA clients - August/September. • Targeted letters to clients who pay hydro – September.

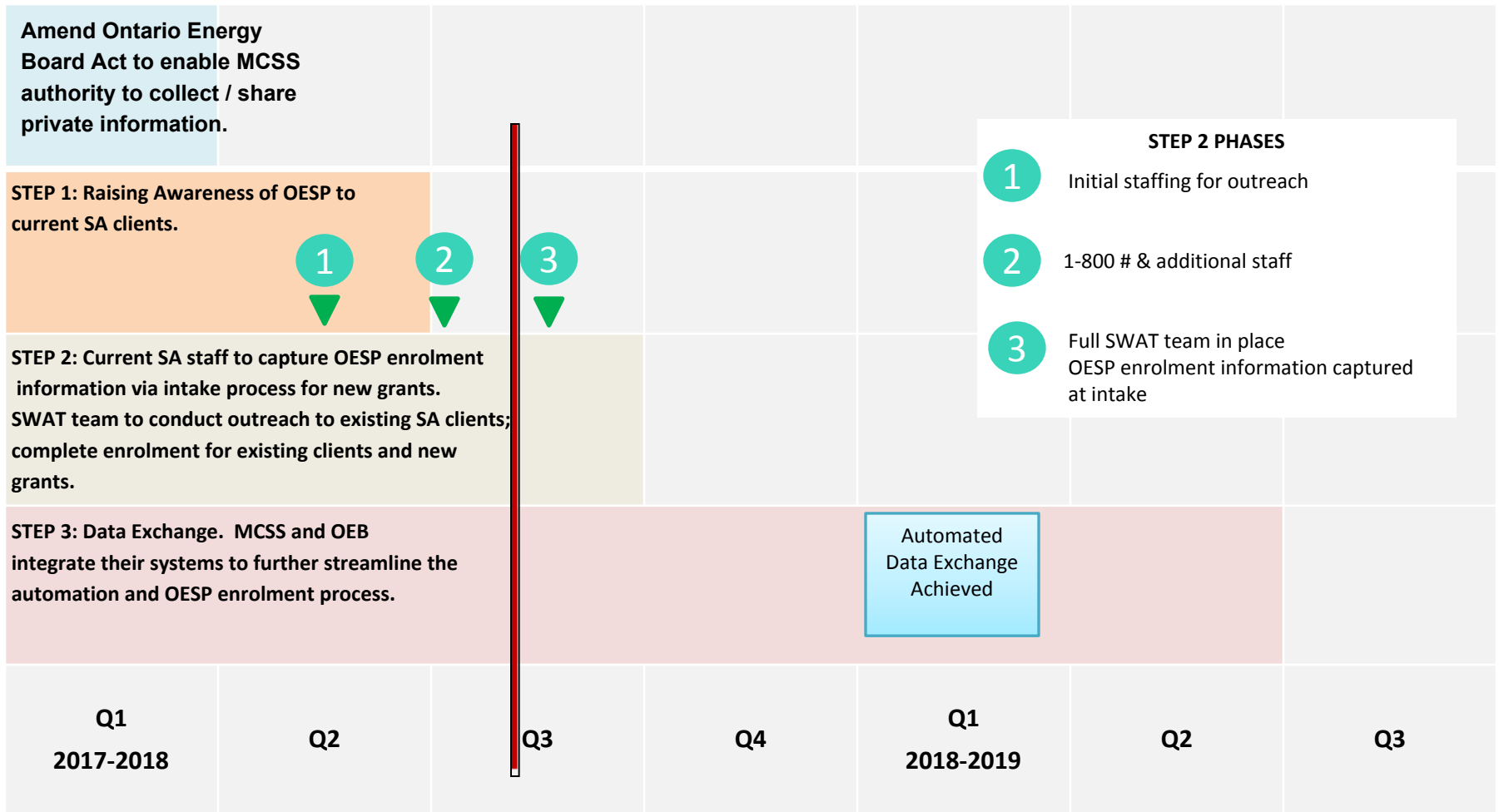
OESP – PROPOSED APPROACH

Step 2	Support SA client enrolment in the OESP by: • Capturing information required to enrol in OESP during the SA intake process for new grants; • Establishing a SWAT team to enrol existing clients and new grants.
Approach & Deliverables	• Implement Step 2 in 3 phases starting August 21, 2017. • Phase 1: Hire first wave of SWAT team staff to conduct outreach for existing clients using existing infrastructure. Continue recruitment for full SWAT team. • Phase 2: Implement 1-800 # to initiate MCSS contact centre. Hire additional recruits and set up office space. • Phase 3: Implement full MCSS SWAT team in North Bay. SWAT team will capture SA client enrolments in a database to support moving to automated data exchange. Integrate OESP enrolment into the SA intake process*. ○ Training to support onboarding of staff at each wave of recruitment (training on processes, system, technology including telephone system). * Intake caseworkers to complete a form to email to SWAT team for completion of client enrolment into OEB/ICF system starting in October.
Timing	• Phase 1: August. • Phase 2: September. • Phase 3: October.

OESP – PROPOSED APPROACH

Step 3	Enabling automated enrolment to OESP through a data exchange from SAMS.
Approach & Deliverables	• Implement SAMS changes to support OESP enrolment at intake. • Implement an automated data exchange between SAMS and OEB ICF system.
Timing	• High-level scope complete- August. • Business requirement gathering starts- August. • Business requirements gathering complete – September. • Start of detailed business design- September. • Code development- October. • System Testing Start- January 2018. • Regression testing and TP governance- April 2018. • Production deployment- June 2018. • To be implemented in Q1 2018/19.

OESP – HIGH LEVEL CRITICAL PATH



*See appendix A for detailed critical path

OESP – DETAILED CRITICAL PATH

