

FW: Update re: OESP

From: "Taglione, Cristina (MCSS)" <cristina.taglione@ontario.ca>
To: "Janeiro, James (OPO)" <james.janeiro@ontario.ca>, "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>
Date: Tue, 07 Mar 2017 17:47:04 -0500
Attachments: 2017-03-03 - Presentation - OESP MCSS Delivery Pathways FINAL to ADM.PPTX (116.33 kB)

Hi Matt,

I just wanted to follow-up because from what I can see below...we are still hung up on 2 decisions that energy needs to make in order to get moving on the changes for OESP that would get SA clients on asap.

Is there any help you can provide to getting this moving quicker?

Thanks

Cristina Taglione
Chief of Staff
Office of the Hon. Dr. Helena Jaczek
Minister of Community and Social Services
416-325-5219

From: Bowen, Jeffrey (MCSS)
Sent: March 07, 2017 8:41 AM
To: Taglione, Cristina (MCSS); Ferguson, Hilary (MCSS); Drydyk, Julia (MCSS)
Cc: Melnikova, Inga (MCSS); Steele, Richard (MCSS)
Subject: RE: Update re: OESP

Hi Cristina,

Attached is a draft deck that Energy developed with our support to brief the ADMs. This meeting has not occurred yet – Energy is scheduling. The deck outlines a proposed approach to automatically qualify SA clients for the OESP, which as I outlined below, requires a few decisions in order to get off the ground:

1. Energy to accept social assistance eligibility verification and that this is based on family unit as opposed to the household;
2. Energy to determine what the credit amount would be for those that qualify based on social assistance eligibility, which may require development of a new OESP credit matrix/table for social assistance clients; and,
3. Development of a social assistance specific OESP application form.

MCSS has started to mock-up a social assistance OESP application form as well as develop/update appropriate business processes to support the automatic enrolment. I would say that decisions 1 & 2 above are the big decisions and these rest with Energy.

You will see in the deck that we have proposed a 3-4 month timeframe to get this off the ground. This provides the time needed for Energy to get the decisions they require, for us to jointly develop the supports/tools/processes needed and undertake change mgmt. activities with SA staff.

Happy to discuss further if you would like.

Thanks
Jeff

From: Taglione, Cristina (MCSS)
Sent: March 07, 2017 7:08 AM
To: Bowen, Jeffrey (MCSS); Ferguson, Hilary (MCSS); Drydyk, Julia (MCSS)
Cc: Melnikova, Inga (MCSS)
Subject: Re: Update re: OESP

Hi Jeff

I need an update today. I'm meeting with PO and I need to understand where we are at? Were the ADM's briefed...what stage are we at now? We need to be moving quicker. Let me know what's happening.

Thanks

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Bowen, Jeffrey (MCSS)
Sent: Tuesday, February 28, 2017 8:11 AM
To: Taglione, Cristina (MCSS); Ferguson, Hilary (MCSS); Drydyk, Julia (MCSS)
Cc: Melnikova, Inga (MCSS)
Subject: Re: Update re: OESP

OK. The concept is simple: anyone eligible for SA is eligible for OESP and enrolled in the program.

A new form would be created for SA purposes. We would incorporate this form into the SA intake process for new applicants (intent is make it as simple as possible for our workers). The completed form would then be sent to OESP program administrator for automatic enrollment.

The same process/form would be used for existing SA clients. We would need to reach out to these clients and may want to consider something more than a mail out. I put on the table that we could get a temporary, dedicated, team assembled to "blitz" the caseload if Energy has the \$\$.

There are key decisions that Energy needs to make to make this work; namely: accept SA eligibility verification, accept that SA verification is based on family unit as opposed to household and determine what the credit amount would be for SA clients. I believe those are the 3 key decisions that we'll be seeking direction on.

There has also been discussions with having SA offices as dedicated OESP intake agencies where they would go through the existing OESP application with the SA applicant, which would also entail collecting and verifying info about anyone else in the household that is not part of the family unit. While it cuts out the need to make the decisions noted above, I have concerns with this as we'd be layering on a lot more admin on the caseworker. I think energy gets this and focus is on approach described above.

Hope this makes sense and helps.

Jeff

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Taglione, Cristina (MCSS)
Sent: Tuesday, February 28, 2017 7:32 AM
To: Bowen, Jeffrey (MCSS); Ferguson, Hilary (MCSS); Drydyk, Julia (MCSS)
Cc: Melnikova, Inga (MCSS)
Subject: Re: Update re: OESP

I need something more than this Jeff. I need to know what the ADMs will be briefed on. I know that's not the normal practice but things are moving rapidly and I'm being asked by senior PO.

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Bowen, Jeffrey (MCSS)
Sent: Tuesday, February 28, 2017 7:25 AM
To: Taglione, Cristina (MCSS); Ferguson, Hilary (MCSS); Drydyk, Julia (MCSS)
Cc: Melnikova, Inga (MCSS)
Subject: Re: Update re: OESP

Hi Cristina

We last met with Energy staff yesterday to discuss an approach to streamline the enrollment process for SA clients. We arrived on a couple of potential short-term solutions that along with a targeted communication strategy would have SA clients automatically enrolled. We're planning to present this to ADMs this week. There are potential changes as well as decisions re: OESP that are likely needed and that we will be seeking direction on. We have agreed to a joint MO mtg following ADMs. I will work with the ADMO/DMO to get this scheduled.

Thanks
Jeff

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Taglione, Cristina (MCSS)
Sent: Monday, February 27, 2017 5:37 PM
To: Bowen, Jeffrey (MCSS); Ferguson, Hilary (MCSS); Drydyk, Julia (MCSS)
Subject: Update re: OESP

Hi Jeff,

Premier's office is asking where we are at with the OESP fix.

I need an update asap please (by tomorrow am).

Thanks

Cristina Taglione

Chief of Staff

Office of the Hon. Dr. Helena Jaczek

Minister of Community and Social Services

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