

RE: OESP questions

From: "Donelson, Philip (OPO)" <philip.donelson@ontario.ca>
To: "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>
Date: Wed, 31 May 2017 13:57:50 -0400

Cheers, thanks man

From: Whittington, Matt (ENERGY)
Sent: May-31-17 1:57 PM
To: Donelson, Philip (OPO)
Subject: RE: OESP questions

I haven't got a note but the verbal update is basically:

1. Some time will be needed to integrate the SA and OESP databases and actually exchange the data now that the legislation has passed.

The data exchange would enable automatic enrollment of SA clients. There is a 3-prong strategy to increase SA enrollment and this is the activity that takes the longest. We are talking 6-8 months for full automation.

In the shorter term, a streamlined process will be implemented to enrol new SA applicants when they apply to ODSP or other social programs. ODSP Swat teams would be established to help enroll existing SA clients. This is a 3-4 month implementation.

2. The agreement between CRA and MOF has not been signed yet, to Energy's knowledge. I've reached out to Marianne to see if she has any updates.

- **Incorporate OESP enrolment into the social assistance intake process for new applicants/grants**
- **To reach current eligible clients, a temporary ODSP SWAT team would be established and Ontario Works delivery agents would develop local approaches to implementation**

- Current social assistance staff conduct OESP enrolment by incorporating it into the social assistance intake process to support new grants. The SWAT team conducts high-touch outreach/enrolment of existing social assistance clients. In both circumstances, staff will use SA information (e.g. benefit unit size and total family income level).

Key Considerations and Risks:

- MCSS requires legislative authority to engage SA clients and collect the information needed for OESP applications, and to share that information with the OEB. ENE is including these powers in the Ontario Energy Board Act, which is being amended to implement aspects of the Ontario Fair Hydro Plan (Cabinet date: May 10, 2017).
 - We will need to confirm the extent to which the legislation can ease requirements to obtain client consent.
- OESP and OW/ODSP eligibility thresholds are already closely aligned – ENE will make regulatory changes to ensure that all eligible social assistance clients would be eligible for OESP.
- Would require modification to existing SA work streams with additional resourcing. An ODSP SWAT team would be established to manage existing SA cases and revised business processes and tools will be provided to SA staff to support enrolment of new clients. Each Ontario Works delivery agent would develop/manage their own approaches to implementation.
- Entails some management of labour relations issues (e.g. the role of social assistance staff in assisting with application process).
- Workload increase for existing front-line staff processing new applicants at intake.
- Will require a change management plan impacting approximately 12,000 staff. May require vendor support to develop and provide training.
- Reduces or eliminates timing dependencies on OEB to change their policies, programs, systems or operational structures. MCSS can leverage existing supports from OEB for business process and training.

From: Donelson, Philip (OPO)
Sent: May-31-17 1:14 PM
To: Whittington, Matt (ENERGY)
Subject: RE: OESP questions

Hate to bug, but I need to get my note in this aft. Have they sent you anything yet?

From: Whittington, Matt (ENERGY)
Sent: May-30-17 5:34 PM
To: Donelson, Philip (OPO)
Subject: RE: OESP questions

OK I will get back to you.

From: Donelson, Philip (OPO)
Sent: May-30-17 5:33 PM
To: Whittington, Matt (ENERGY)
Subject: Re: OESP questions

Great thanks. Can you let me know tomorrow? Updating the P during her policy briefing time.

--
Phil Donelson

647-530-6642

From: Whittington, Matt (ENERGY)
Sent: Tuesday, May 30, 2017 5:29 PM
To: Donelson, Philip (OPO)
Subject: RE: OESP questions

1. Requires passage of Bill 132. Will follow up to get a better understanding of timelines post-passage.
 2. Will have to follow up on this.
-

From: Donelson, Philip (OPO)
Sent: May-30-17 4:35 PM
To: Whittington, Matt (ENERGY)
Subject: OESP questions

Hey Matt – two quick questions on OESP:

1 – Has the alignment of the OESP and SA matrices happened?

2 – Has the e-signature platform between the CRA and MOF been concluded?

Thanks!

Philip Donelson
Senior Policy Advisor
Office of the Premier of Ontario
416-314-7489 (office)
647-530-6642 (mobile)