

Ministry Employee Relations Committee (MERC) MEETING

March 5, 2019

100 Lesmill Rd, TORONTO, ON M3B 3P8

In Attendance

For the Union	For the Employer	Guests	Regrets
Sophia Ambrose, Communications Officer, Student Financial Assistance Branch (OPSEU Co-Chair) Sandra Harper, OPSEU Negotiator Bonnie Sweet- Employment and Training Consultant- Eastern Region Oliver Obagi, Employment and Training Consultant, Eastern Region	Jennifer Barton, Director, Eastern Region, Employment Transition (Management Co-Chair) Anne-Marie Pertsch, Strategic Business Advisor, Strategic Business Unit Katie Baragar, Employee Relations Advisor, Employee Relations Branch Maria Mellas, Director, Advanced Education Learner Supports (Teleconference)	Dean Low, A/Operations and Project Manager Employment Ontario Contact Centre	Cindy Forsyth, OPSEU Negotiator

Date Tabled	Standing Items	Referred to	Action
	<p>Redeployment</p> <p>No update</p>		
	<p>Seniority List, Seasonal List, Fixed Term List</p> <p>All lists were provided in advance of MERC.</p> <p>All lists to be provided quarterly, in advance of MERC meetings, unless there is an identified need to review the list outside of these timelines.</p>	<p>The Employer</p>	
<p>May 15, 2018 Follow-up: November 26, 2018 March 5, 2019</p>	<p>Employment Services Transformation</p> <p>See Business Arising section below: Employment Services Integration Plan – Disclosure</p>	<p>The Employer</p>	
<p>February 27, 2018 Follow-up: May 15, 2018 September 18, 2018 November 27, 2018 March 5, 2019</p>	<p>Value for Money Audits- Employment and Training Division, Ontario Student Assistance Branch</p> <p>Employment and Training Division: No update at that time.</p> <p>OSAP Update: 13 recommendations made by Auditor General, relating to enhancing</p>	<p>The Employer</p>	<p>Remove from Agenda.</p>

Date Tabled	Standing Items	Referred to	Action
	compliance. Continue to work with staff to implement these updates in regards to these recommendations.		
December 13, 2016 Follow-up: November 16, 2017 February 27, 2018 May 15, 2018 September 18, 2018 November 27, 2018 March 5, 2019	Indigenous Education Employer continues to implement cultural training across the province. Target completion date across OPS is 2021. For cohort 4 (this quarter) there are 290 employees registered. Employees have 8 weeks to complete the training from the time they're registered.	The Employer	Employer to provide quarterly updates.
May 10, 2016 Follow-up: December 13, 2016 September 19, 2017 November 16, 2017 November 27, 2018 March 5, 2019	Employment Ontario Contact Centre September 2018, implemented job bank improvement process. Reduced amount of manual input required by Client Services Officer's (CSO's). Able to respond to job ads within 2 business days or less 96-100% of the time. Implemented call-tracker – enables ability to track interactions with callers to determine what type of information is being requested and ensure sufficient information is available for clients going forward. ADM attended all-staff meeting to discuss consultants report. Focus moving forward is on client experience.	The Employer	Remove from Agenda.

Date Tabled	Standing Items	Referred to	Action
	Focus for 2019 – Looking at on-boarding training materials for CSO's.		
September 2017 Follow-up: November 26, 2018 March 5, 2019	Apprenticeship See below: OCOT Updates. OPSEU inquired into status of graduated apprenticeship grant for employers.	The Employer	Employer to provide further details as they become available.
November 16, 2017 Follow-up: November 27, 2018 March 5, 2019	Common Assessment Tool – Documents, Q's and A's <ul style="list-style-type: none"> • Since 2014, the Ministry of Training, Colleges and Universities (MTCU) has been working to address recommendations from various sources that a “common assessment” be developed for assessing the needs of all employment and training applicants and participants. • The common assessment project was co-design work being jointly led by MTCU, the Ministry of Children, Community and Social Services (MCCSS) and municipalities. • The plan was for the common assessment tool to consist of four components: <ul style="list-style-type: none"> • a job seeker assessment tool that would allow individuals to identify their employment and wraparound service needs; • a statistical model that would serve as the foundation for the tool's 	The Employer	Include as sub-heading under Employment Services Transformation going forward.

Date Tabled	Standing Items	Referred to	Action
	<p>predictive accuracy in streaming individuals to services of appropriate intensity;</p> <ul style="list-style-type: none"> • a work life action plan – a shared online space for front-line staff and clients to collaborate on action planning; and, • connectivity between existing information systems. <ul style="list-style-type: none"> • An external consultant was procured in March 2017 to develop the statistical model to provide predictive accuracy in determining the level of intensity of service an individual may need. • In 2017 and 2018, progress was achieved through the Provincial-Municipal Common Assessment Reference Group, which brought together a number of partners, including colleagues at MCCSS and the I & IT Cluster, municipalities and service providers, and was focused on identifying business requirements, improvements for service delivery, design criteria and key features. • In Sept 2018 the Ministry decided not to move forward without the statistical model built by the consultant and instead consider building a mechanism internally to stream and assess individuals. The contract with the consultant was cancelled. 		

Date Tabled	Standing Items	Referred to	Action
	<ul style="list-style-type: none"> The integration of employment services and accompanying system transformation provides the opportunity to continue to work on the development of a common assessment. This will become part of the Employment Services Transformation project and will hopefully roll out in the three prototype communities. 		
<p>May 15, 2018 Follow-up: September 18, 2018 November 27, 2018 March 5, 2019</p>	<p>My EOIS</p> <p>My EOIS is a virtual resources centre with personalized content and key resources relevant to each ministry and service provider user and their access to our EOIS systems, APPR, CaMS and SP Connect. This one-stop-shop, which launched to ministry users in May 2018, was born out of consultations with service providers, employment and training consultants and our own service desk analysts.</p> <p>The digital knowledge and support platform is designed to enhance our communication channels with our service providers and ministry staff, allowing for timely and immediate messaging to EOIS users.</p> <p>ERG access to the myEOIS digital platform is a pilot intended to gather feedback and implement improvements before we further expand access to all of our Employment Ontario Information</p>	<p>The Employer</p>	

Date Tabled	Standing Items	Referred to	Action
	Systems service providers later in 2019. The external reference group is made up of 22 service providers from across Ontario.		
Date Tabled	Business Arising	Referred to	Action
<p>November 27, 2018 Follow-up: March 5, 2019</p>	<p>3 Pilot Projects- Employment and Training Division- Multi-ministerial approach - Marilee Fullerton Announcement made on November 22, 2018</p> <p>OPSEU inquired as to what are the 3 Pilot Projects that were announced on November 22, 2018.</p> <p>The employer responded that there was no news at this time.</p> <p>However, the employer referenced there was a joint news conference regarding the Social Assistance Program between MCCSS and MTCU. This is primarily a MCCSS initiative. Ontario Works, ODSP and MTCU programs will be collaborating. MTCU is working with MCCSS at a policy level to look at ways to improve service delivery when it comes to employment services and support programs.</p>	<p>The Employer</p>	<p>Integrate this topic with ES Transformation going forward.</p>
<p>November 27, 2018</p>	<p>Transfer of Ontario College of Trades Support Unit from Ministry of Labour to the Ministry of Training, Colleges and Universities</p>		<p>Remove from Agenda.</p>

Date Tabled	Standing Items	Referred to	Action
<p>Follow-up: March 5, 2019</p>	<p>Announcement was made by the Deputy Minister on November 23rd to staff to advise them of this transfer.</p> <p>The Ontario College of Trades Support Unit is transferring into the TCU Apprenticeship branch.</p> <p>There were no OPSEU jobs affected by this transfer.</p> <p>OPSEU requested the Organizational Charts that were to be attached to the Disclosure Notice.</p> <p>Employer provided these organizational charts to OPSEU.</p>	<p>The Employer</p>	
<p>November 27, 2018 Follow-up: March 5, 2019</p>	<p>OCOT Updates</p> <ul style="list-style-type: none"> • The Ministry continues work to develop a modernized Skilled Trades and Apprenticeship System for Ontario. • As outlined in an internal “Compass” memo to Ministry staff, a Skilled Trades and Apprenticeship Transition (STAT) project has been established. • The first phase of this project work is focussed on gathering information about 	<p>The Employer</p>	<p>Move to Standing Items. Employer to provide any updates as they become available.</p>

Date Tabled	Standing Items	Referred to	Action
	<p>the College's activities and resources to better understand what they do, and how they do it. This work is expected to take several months to ensure a proper assessment is completed.</p> <ul style="list-style-type: none"> • During this initial discovery phase, the Ministry will be evaluating the key functions and services and how those best fit within a future service delivery model. • While decisions about the new apprenticeship and skilled trades delivery model are still being figured out, no assumptions have been made about what the future state could look like. • Updates will be provided to Ministry staff as this work progresses. <p>OPSEU requesting formal engagement/consultation with the transition team.</p>		Employer to confirm formal engagement plan.
<p>May 15, 2018 Follow-up: September 18, 2018 November 27, 2018 March 5, 2019</p>	<p>Appendix 15 – looking at Fixed Term list</p> <p>No updates.</p>	<p>The Employer</p>	<p>No Action</p>

Date Tabled	Standing Items	Referred to	Action
<p>May 15, 2018 Follow-up: September 18, 2018 November 27, 2018 March 5, 2019</p>	<p>Compliance Officer Position</p> <p>Updated job description continues to move forward for review. Updated package was presented to the Employer from current incumbents. Employer is currently reviewing package and has scheduled meeting with staff to discuss proposed changes on March 19, 2019.</p> <p>An initial review with HR has been completed. A number of items have been flagged for review with the staff prior to sending forward to Enterprise Classification Unit.</p>	<p>The Employer</p>	<p>Employer to provide update in advance of next MERC, if possible, otherwise at next MERC meeting.</p>
<p>September 19, 2017 Follow-up: November 16, 2017 February 27, 2018 May 15, 2018 September 18, 2018 November 27, 2018 March 5, 2019</p>	<p>FAA –new position (SDA- school scheduling clerks do this work as OAD 9) but this new position without the other school scheduling work is OA 10 – Seat purchase planning</p> <p>Union provided synopsis. Agreed this issue is resolved.</p>	<p>The Employer</p>	<p>Remove from Agenda.</p>
<p>February 27, 2018 Follow-up: May 15, 2018 September 18, 2018 November 27, 2018 March 5, 2019</p>	<p>Role of Employment Training Officer vs Employment Training Consultant</p> <p>There are currently 10 active ETO positions across the province. There are no decisions on changing this role at this time.</p>	<p>The Employer</p>	<p>Remove from Agenda.</p>

Date Tabled	New Business	Referred to	Action
<p>March 5, 2019</p>	<p>TEI OPSEU provided list to Employer of individuals who have applied for TEI. Want to confirm all individuals are on the Employers list.</p> <p>Employer reviewed list and compared with centralized list housed by TBS. Centralized list is accurate in comparison with OPSEU's list.</p> <p>As of January 31, 2019 records show a 83% approval rate for OPSEU TCU. 160 have been approved and 193 applications have been submitted.</p>	<p>Employer</p>	<p>On a go-forward basis the Employer will provide statistics regarding number of TEI applications received and approved to date.</p> <p>Employer to provide further information to OPSEU regarding approval process for TEI applications in advance of next MERC meeting.</p>
<p>March 5, 2019</p>	<p>Employment Services Integration Plan – Disclosure OPSEU looking for information regarding the impact to staff. A list of questions was provided to the Employer related to the Employment Services Transformation.</p> <p>Employer does not have any information to share at this time regarding impact to staff as it is yet to be determined how staff may be impacted.</p> <p>Employer looking to develop three prototypes by fall 2019. However, it is anticipated that the process will be approximately 2 -3 years prior to full implementation. Policy and operations</p>	<p>Employer</p>	<p>Add “Employment Services Transformation” to standing items moving forward.</p> <p>Employer is committed to providing further information/details as that information becomes available.</p>

Date Tabled	New Business	Referred to	Action
	<p>divisions are jointly leading this work. This work includes working with MCCSS.</p> <p>Policy grievance filed by OPSEU is currently being held in abeyance.</p>		

Next Meeting Date Scheduled for June 18, 2019.

For the Union:

For the Employer:

Original signed by

Original signed by

Sophia Ambrose

Jennifer Barton

Date:

Date: