

**REPORT NO. 5 of the  
SOCIAL DEVELOPMENT,  
HEALTH & CULTURE STANDING COMMITTEE**  
of its meeting held May 11, 2011

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**Present:** Councillor Al Maghnieh, Chair  
Councillor Alan Halberstadt  
Councillor Percy Hatfield  
Councillor Ron Jones  
Councillor Ed Sleiman

That the following recommendation of the Social Development, Health and Culture Standing Committee **BE APPROVED** as follows:

Moved by Councillor Halberstadt, seconded by Councillor Hatfield,  
That the report of the Community Development and Health Commissioner dated April 21, 2011 entitled "Social Services Modernization Project (SSSMP) – Online Application Option" **BE RECEIVED FOR INFORMATION.**  
Carried.

*Clerk's Note:* The Community Development and Health Services – Employment Social Services report dated April 21, 2011 is attached as background information.

\_\_\_\_\_  
CHAIRPERSON  
\_\_\_\_\_  
DEPUTY CITY CLERK

Notification		
Social Development, Health & Culture Standing Committee		

**THE CORPORATION OF THE CITY OF WINDSOR**  
**Community Development and Health Services - Employment Social Services**

**MISSION STATEMENT:**

*"The City of Windsor, with the involvement of its citizens, will deliver effective and responsive municipal services, and will mobilize innovative community partnerships"*

<b>LiveLink REPORT #: 15248 SS2011</b>	<b>Report Date: April 21, 2011</b>
<b>Author's Name: Theresa Kralovensky;</b>	<b>Date to Council: May 11, 2011</b>
<b>Author's Phone: 519 255 - 5200 ext. 5386</b>	<b>Classification #:</b>
<b>Author's E-mail: tkralovensky@city.windsor.on.ca</b>	

**To: Mayor and Members of City Council**

**Subject: Social Services Modernization Project (SSSMP) - Online Application Option**

**1. RECOMMENDATION:** City Wide: \_\_\_\_\_ Ward(s): \_\_\_\_\_

To Council, FOR INFORMATION.

**EXECUTIVE SUMMARY:**

N/A

**2. BACKGROUND:**

The Social Services Solutions Modernization Project (SSSMP) is part of a broader government initiative called the Major Application Portfolio Strategy (MAPS), which involves modernizing aging technology that supports service delivery across the Ontario Public Service. The current provincial social assistance technology (SDMT) was identified as a priority application for replacement, based on the MAPS risk assessment.

Curam Software has been chosen as the software to replace the current Service Delivery Model Technology (SDMT) functionality. The software will allow the Ministry of Community & Social Services (MCSS) and delivery partners to enhance service delivery including:

- Improving customer service through new online services and allowing a greater focus on client needs and success;
- Facilitating policy and program changes in a timely manner;
- Ensuring improved controllership and audit capabilities;
- Reduce ongoing operating costs

The SSSMP is a multi-phased project. Phase 1 focuses on the On-Line Application software which will interface with SDMT and is scheduled to be implemented locally on May 16, 2011.

Phase 2, is the implementation of the full solution and is targeted for Spring 2013. The web-based On-Line Application will provide access for Ontario residents to apply for social assistance. It includes:

- an initial screening process to enable applicants to assess potential eligibility for all programs(Ontario Works, Ontario Disability Support Program, and Assistance for Children with Severe Disabilities);
- an appointment scheduling feature to select up to three dates and a time for an in-office interview with a caseworker; and
- English and French language capacity.

The application will be accessible through Service Ontario, the Ministry of Community and Social Services public site and the Ministry of Children and Youth Services' public site. Local municipal IT staff will create a link to the sites noted above for easy accessibility.

### **3. DISCUSSION:**

The primary objective of the SSSMP On-Line Application is to promote applicant independence and allow another option for applying for assistance. The self-serve approach allows applicants to complete the application in the privacy of their home, if they choose. This option is also supported by providing access to computers either by coming into the office at 400 City Hall Square, or utilizing computers at one of our partner agencies.

Once the application has been filled out by the applicant and submitted, an Intake Service Representative (ISR) from the local office will call the individual to confirm an in-office appointment where the assigned caseworker will complete the application process, determine eligibility, and consider additional supports the applicant may require. Throughout the day, the ISR's will monitor the system for On-Line submissions and will respond accordingly.

This new technology is designed to enhance the caseworker function by allowing them to focus more on customer service and less on administrative tasks.

The City of London, acting as one of four pilot sites, implemented the On-Line Application process April 4, 2011 and report that it was a slow start and minimal issues were identified. The South West(SW) Region project leads with MCSS advise that based on feedback from the pilot sites, they will modify the training material and manuals prior to training identified users at the balance of the local offices. Locally, this training will be rolled out the week of May 9<sup>th</sup>, 2011.

Ongoing support from the SW Region leads includes several in-person meetings prior to the go-live date, followed by daily morning teleconference calls during the first few weeks of implementation to address issues that may arise.

Community partner support agencies will be invited to an information session on May 6, 2011 hosted by the Employment and Social Services and the local ODSP office along with the SW Region project leads. An overview of the SSSMP will include ways to support applicants and their varying needs.

Communication materials in the form of pamphlets and posters will be provided by MCSS to distribute as required.

### **4. FINANCIAL MATTERS:**

N/A

**5. CONSULTATIONS:**

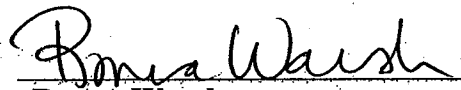
Members of the Employment & Social Services area worked together with the MCSS Regional leads for the project and consulted with members of Information Technology department and Finance. Information Technology continues to work with us in rolling out the new option.

**6. CONCLUSION:**

The implementation of the On-Line Application will greatly assist individuals to assess their potential eligibility for all three social assistance programs. Council will be advised of further developments with the SSSMP implementation phases as they progress.



**Teresa Piruzza**  
**Executive Director of Employment & Social Services**



**Ronna Warsh**  
**Community Development & Health Commissioner**



**Theresa Kralovensky**  
**Policy & Staff Development Manager**

**APPENDICES:**

**DEPARTMENTS/OTHERS CONSULTED:**  
**Name:**  
**Phone #: 519                      ext.**

<b>NOTIFICATION :</b>				
<b>Name</b>	<b>Address</b>	<b>Email Address</b>	<b>Telephone</b>	<b>FAX</b>
Mark Horrocks	270 Erie St E Windsor ON N9A 7E3	mark.horrocks@ontario.ca	519-254-5355 Ext 2304	