Memo

To: City Council

From: Christopher O'Connor

Date: Jun 5, 2025

Subject: Auditor General Investigation Results Regarding Service Delivery

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Project Closure Memo

This memo serves to provide closure to the Inappropriate Service and Treatment Regarding Social Support Allegation. Initial discussions and further clarification indicate that the allegation investigation will be ceased given that:

- The primary source of evidence is contained in the provincial Ontario Works system, where the City of Windsor, as a local service manager, enters and manages client information. However, the system is hosted and controlled by the Province. All data remains part of the provincial social assistance system infrastructure. Provincial standards require that the investigating team obtain a signed informed consent (or waiver) from the client to access specific client data.
- Initial communications (three) with the complainant were successful; however, upon issuance of the authorization form for signature and witness the complainant could not be reached through the channels they provided (three attempts on available channels, except where a response was received that the channel was not active on two attempts). One channel was noted as no longer in existence (this was the main channel for the original submission and prior back-and-forth).
- Given that the possible channels have not resulted in (1) contact with the complainant or (2) a system response that the channel is not active, the investigation cannot proceed.

As such, any investigation into the Inappropriate Service and Treatment Regarding Social Support Allegation will cease, and this memo serves as the final report.

Sincerely,

Christopher OConnor

Auditor General for The Corporation of the City of Windsor