



## MEMORANDUM

TO: Members of Committee of the Whole

FROM: Adelina Urbanski  
Commissioner of Community and Health Services

DATE: September 4, 2014

RE: Social Assistance Management System Implementation Update and One-Time Provincial Relief Funding

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The purpose of this memorandum is to inform Committee that the implementation of the Social Assistance Management System will proceed during the period of November 6 to 11, 2014, and to update Committee on the possible impact of this province-wide initiative.

### **The Province has announced the new implementation timeframe for the Social Assistance Management System**

The new database that will replace the current social assistance system is a case management tool for Ontario Works clients that was originally targeted for implementation in November 2013. Due to the need for further planning and revisions to the technology, the launch was postponed and will now occur in November 2014.

### **One-time provincial funding for the implementation of the Social Assistance Management System will offset some implementation and planning costs**

The Province originally maintained that no funding would be provided to municipalities for the implementation of the new technology. However, due to the additional financial impact of the delays, the Province is allocating \$5 million in one-time funding to municipal service managers.

York Region's total allocation is \$111,200. This will offset some computer lease costs and temporary resources.

### **Plans are in place to mitigate the impact of service slow downs**

Between Thursday, November 6, 2014 to Tuesday, November 11, 2014, neither the current or the new technology will be available while the Province migrates the information from the current database to the new one. There may be service slowdowns initially and unforeseen

technology problems due to the transition between databases. Contingency plans are being put in place to mitigate the impact of technological disruptions on client service. Clients will not be financially impacted by the changeover.

Regional staff will continue to work closely with the Province to coordinate activities to prepare for implementation, including communications, training, technology, operations and business practice changes. As well, Regional staff will also work with the Province after implementation to identify and resolve issues that arise.

Inquiries should be directed to Maria Smith, Manager, Social Assistance and Lead SSSMP Project at [maria.smith@york.ca](mailto:maria.smith@york.ca) or 905-895-5166 Extension 72206.

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