

## **Delivery Program Advisory Committee**

**Chair: Kelly Engman.**

**January 19<sup>th</sup>, 2019**

### **Committee Mandate**

The role of the Delivery Program Advisory Committee caucus is to bring forward issues from Local 002 members who work in Delivery Services within the Employment and Financial Supports division of Community and Social Services. This caucus discusses the issues brought forward by each regions representatives and determines if they are provincial in scope or could be provincial in scope. The committee then provides the employer with our agenda items for the joint meeting held on the following day.

### **Committee Members**

- Chair, Kelly Engman, Calgary Rep
- Vice Chair, Edana Mayes, Edmonton Rep
- Secretary, Estelle Lafreniere, North Central Rep
- Carla Walli, Central Rep
- Sheila Osborn, Edmonton Rep
- Ken Ziolkowski, North West Rep
- Clayton Wiloughby, South Rep
- Dennis Coulthard, Local 002 Chair
- Rita Bains, Edmonton Alternate
- Kate Kingston, North West Alternate
- Ron Berger, South Alternate
- Ayan Ali, Edmonton Alternate
- Tanya Bott, North Central Alternate
- Jenna Davies , Central Alternate
- Sukhdeep Mann, Calgary Alternate

### **Meetings**

Caucus: September 13<sup>th</sup> and November 29<sup>th</sup> AUPE HQ Edmonton.

Employer: September 14<sup>th</sup> at JG O'Donoghue Building, Edmonton and November 30<sup>th</sup> at AUPE HQ Edmonton.

## Highlights

The committee held caucus meeting on September 13<sup>th</sup> and November 29<sup>th</sup> to prepare for our meetings the following day with the employer to review regional concerns from Delivery staff and work on other committee issues.

The September meeting agenda included the following items:

- Update on Case Manager role and it's provincial implementation.
- Discussion on how staffing shortages are impacting frontline staff.
- Ask employer for a Workload Assessment for Local 2 roles, especially Supports and Financials Services Coordinators (SFSC).
- Discussion on FWA and how it was being implemented provincially.
- Concerns about acting pay for members.
- Client Reporting Cards and the confusion for clients and extra work for members.
- Discussion on concerns raised by SFSC's at Edmonton Centre.
- Get an update on the Edmonton and Calgary processes review underway.
- Questions about gathering data regarding Income Supports standards provincially.
- Ask Cynthia Farmer to include information on this committee in a future update.
- Update on the online application form for income support benefits.

The September 14<sup>th</sup> meeting with the employer was held at JG O'Donoghue Building in Edmonton. The employers members of the committee in attendance were: Todd Shatford, ED, Central – Employer Co-Chair, Cynthia Farmer, ADM, Delivery Services Portfolio, Stephen Gauk, ED, Income and Employment Branch, Jane Chase, Area Manager, Edmonton, Rajesh Bhola, Human Resource Consultant, Shauna Summers Integrated HR, OHS Manager, Employment Financial Supports, Marika Giesen, ED, Service Delivery and Improvement.

The November 29<sup>th</sup> caucus meeting agenda included:

- Discussion on the committee as per the new Letter of Understanding in Collective Agreement ratified in October. Need to confirm Local 2 members within Office of the Public Guardian and Trustee and if they are delivery roles. Children's Services has no Local 2 members and won't impact the committee.
- Bill 26's impact to members.

- OHS concerns at work sites. Members asked to do work not related to their job. Concerns with egress from work stations. Testing of air quality in offices.
- Some regions taking a long time to recruit to vacant positions and this is causing workload issues for members.
- Discussion on Common Service Delivery processing of income support applications being rolled out provincially.
- How can our members have input in to job descriptions that are being updated/reviewed and newly developed.

The November 30<sup>th</sup> Advisory meeting was held at AUPE HQ. The employers members of the committee in attendance were: Todd Shatford, ED, Central – Employer Co-Chair, Cynthia Farmer, ADM, Delivery Services Portfolio, Shauna Summers Integrated HR, OHS Manager, Employment Financial Supports, Caroline Hendley, Service Delivery Innovation and Quality Management. A presentation on e-communications was made by Ann Schuler and Kerrie Bland from Information Sharing Branch.

The minutes from this meeting will be posted on the Human Services Intranet as soon as they are reviewed and approved by the Local 002 committee members and employer.

## **Actions Planned**

- Next caucus meeting is March 7<sup>th</sup> at AUPE headquarters.
- Advisory meeting is March 8<sup>th</sup> at AUPE headquarters.