

CAO Report



Year in Review

- 2009 was the 10th year of Board Operations which saw significant changes.
- Gary Champagne was the CAO for the first 6 months of the year but was unfortunately and unavoidably absent due to illness.
- David Court was appointed Acting Interim CAO for the period of July 1 to Oct. 31.
- Fern Dominelli was appointed Acting CAO effective November 1, 2009.



Strategic Plan

- Staff worked with an external consultant David Court on the implementation of the Strategic Plan that had been completed in 2008.
- The full text of the Strategic Plan can be found on the DSSAB website under Administration Local reports. [Link](#)
- A total 103 recommendations were approved.
 - 72 or 70% are now fully completed
 - 25 or 24% are ongoing activities with no end date
 - 6 or 6% are delayed due to workload pressures



Website Redesign

- The focus was to ensure that the program portions of the website were sufficiently detailed to meet the needs of applicants, recipients or the general public.
- The Administrative section of the website was also rebuilt. The goal here was to ensure that member municipalities and Board members have, at their fingertips, the information they need.



Website Redesign

- Our Director of Finance, Connie Morphet will speak to the many new sections of financial information provided under the Finance subsection.
- The Board portion of the website was expanded to include a Correspondence section to capture the letters, reports and directives on which the Board is making its decisions.



Finance Department Review

- The Strategic Plan identified the need for this review.
- The goal was to identify opportunities for systemic improvements as the Department has gone through 10 years of continuous change and needed an external review to set future directions.
- The review was conducted by an external financial consulting firm. Connie will speak to this review in her report.



Board Policy Ontario Works

- An in-depth review of the Ontario Works Policy and Procedural manual began in the fall of 2008
- There were many changes within Ontario Works provincial regulations and Directives since 2004 when the manual was last approved.
- The manual was finalized and approved by the Board in 2009.



Board Policy

Children's Services

- The Children's Services Policy and Procedural manual was reviewed, revised and approved by the Board in 2009.
- The policy was changed to introduce a simplified universal rate structure for Child Care Centres
- To update the child care subsidy calculation from the needs test to the new income test.



Board Policy

Human Resources

- An in-depth review of The Board's Human Resources Manual commenced in the fall of 2009.
- The manual was updated to ensure it complies with current labour law and new requirements such as Accessibility Standards.
- The manual was finalized and will be presented for final approval by the Board in May 2010



Board Policy - Administration

- The website review and the external financial review identified a lack of clarity in several administrative policies and procedures.
- In 2010 work began on the creation of a General Administration manual which would include Board Governance, Finance & Administration and Emergency Planning.
- This manual is in draft form and will be presented to the Board this month.



Board Policy

Emergency Planning

- During 2010 the DSSAB formed an Emergency Planning Committee.
- A Draft Emergency Response Plan has been developed and received 1st & 2nd reading by the Board in March 2010.
- The draft plan has been distributed to member municipalities for their review and input before final approval by the Board.



Management Team Meetings

- These bi-weekly meetings were changed to a fixed monthly meeting.
- Formalized agenda and action minutes were introduced.
- These restructured meetings are a key element of a strategy to deal with significant change.



New Quarterly Reporting

- As part of the communications strategy, the Strategic Plan suggested the change from voluminous monthly reporting to a brief quarterly roll up by the CAO of reports from each department.
- The goal was to create a document which highlighted any significant changes and was concise enough to be distributed as part of municipal agendas.
- This was implemented as of November 2009.



Job Description Review

- As part of the website redesign, it became clear that some job descriptions were now out of date and others needed to change in order to support the integrated delivery of Social Services and Social Housing.
- Led by our HR Support, Aurel Malo, all job descriptions were reviewed beginning in the late fall. This project is now near completion and all job descriptions will be current.



Program Changes in 2009

- There were many significant changes in all the program areas during 2009.
- Each Director /Manager will give a brief overview of their program and the major changes which they encountered during 2009.



THANK YOU

- The Board for their confidence in me
- The Directors and Managers for their cooperation in a year of change
- Board Committees for their hard work dealing with the exceptional work load
- Member Municipalities for their understanding and patience during this year of change



Questions?



Conseil des Services du District de
Manitoulin-Sudbury
District Services Board