

Human Services Advisory Committee
Chair: Vacant. Report prepared by Kelly Engman
September 12th, 2016

Committee Mandate

The role of the Human Services Advisory Committee Caucus is to bring forward issues by Local 002 members who work in Delivery Services within the Employment and Financial Supports division of Alberta Human Services. The 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, Vacant
- Vice Chair, Kelly Engman, Calgary Rep
- Secretary, Estelle Lafreniere, North Central Rep
- Carla Walli, Central Rep
- Sheila Osborn, Edmonton Rep
- Rita Bains, Edmonton Rep
- Ken Ziolkowski, North West Rep
- Clayton Wiloughby, South Rep
- Karen Mann, Local 002 Chair
- Susan Cowtan, Edmonton Alternate
- Sandra Lowes, Central Alternate
- Ryan Puczko, Calgary Alternate
- Kate Kingston, North West Alternate
- Ron Berger, South Alternate
- Vacant, Edmonton Alternate
- Vacant, North Central Alternate

Meetings

Caucus: June 2nd and September 8th, at AUPE HQ Edmonton.

Employer: June 3rd and September 9th, at AUPE HQ Edmonton.

Highlights

This is the committee's first report to Council. The committee has worked towards developing a Terms of Reference. It has been drafted and reviewed by the committee membership at previous meetings. The TOR should be posted to the Local 002 website in October.

This committee has developed a new process for filling vacant Alternate positions on the committee. We will use the process this fall as we look for an Alternate for the Edmonton Region. We will be sending out an Expression of Interest to staff in the region and ask for submissions from interested members who work within Employment and Financial Supports. The content of the email will be finalized by caucus members from the Edmonton region based on suggestions made at our September meeting. We requested permission from the employer at our meeting two weeks ago and they have agreed to let us use GOA email for this purpose.

At our September meeting we met with Jillian Carson, Acting ADM and Stephen Gauk, Manager Integrated Service Delivery, new members on the employer's side as a result of their recent reorganization. We provided these new members with a history of this committee, highlighting successes and as well as ongoing concerns. The meeting went well with the new team. During our debriefing after the joint meeting all of us felt that the employer was very committed to working with us. The discussions flowed very well and all members felt free to express the concerns and issues. This was quite different from our initial meetings with the employer the last time they changed their committee members. This was highlighted by Jillian Carson asking that the two Co-chairs commit to having minutes ready for posting on the intranet in a month rather than waiting for the next meeting to approve and post.

During our past two meetings the biggest issue our members have expressed concern about is the implementation of Integrated Service Delivery (ISD). ISD is currently a standing item on our agenda. Within ISD our members want us to address classification for proposed new roles such as service coordinator and case coordinator. OHS concerns around safety in the new open concept worksites and ergonomic issues with staff not having their own work stations adjusted to their needs.

We continue to ask for workload standards for members in Local 002 in spite of the employer telling us their priority is standards for Local 006. We highlighted the urgency of standards for Support and Financial Services Coordinators. At our September meeting I strongly believe the employer recognized our rationale for addressing this need for SFSC's as the senior managers were all observed writing notes after this was presented.

HR issues brought forward were the practice of Management using "Best fit" to hire from certification lists and not having HR Consultants on interview panels to ensure fairness. We also brought awareness of the increase in stress among staff dealing with Albertan in financial crisis due to the downturn in the economy

and increased workloads. They have implemented training for Supervisors and will look in to training for staff, such as suicide prevention.

Finally, at the end of this report is a document that we developed with the employer in 2013 that we call our Operational Guidelines. I thought this information would allow Local 002 members to better understand the intent of the committee beyond what is contained in Letter of Understanding.

Actions Planned

- Next caucus meeting is December 1st, 2016.
- Choose Chair for the committee.
- Select Alternate committee member for Edmonton Region and North Central Region.

Operational Guidelines September 2013

Background

On May 17, 2010, a Letter of Understanding was signed between the Government of the Province of Alberta and the Alberta Union of Provincial Employees Representing Administrative and Program Services in Subsidiary Agreement #002. The letter outlines the establishment of a joint Employee – Management Program Advisory Committee (see attached).

1.0 Purpose

The purpose of this committee is to discuss items of mutual interest related to the delivery of the Alberta Works program. Topics may include, but are not limited to:

- Program delivery improvement strategies
- Program delivery changes
- Occupational Health and Safety issues
- Workload management strategies

2.0 Membership

The Committee shall be co-chaired by the ADM, Employment and Financial Supports (EFS), Human Services, or designate, and an employee representative who is appointed to the co-chair role by the AUPE. Management membership shall be comprised of the ADM, of EFS and representative(s) of the service delivery regions, appointed by the ADM, of EFS. Employee membership shall be the co-chair and members, not to exceed seven in number, who are appointed by AUPE to represent the delivery regions of Alberta Works.

3.0 Frequency of Meetings

As outlined in the Letter of Understanding, the Committee will meet quarterly or as necessary.

4.0 Administration

The ADM's office holds the responsibility for ensuring a record of discussion and decision is completed. The format of the minutes will reflect the purpose for the intended audiences, specifically Committee members and the AUPE members with whom the minutes will be shared.

The ADM will initiate the development of the proposed agenda for the upcoming meeting and provide to the AUPE Co-Chair two weeks in advance of the next meeting. The AUPE Co-Chair will consult and finalize the agenda, to be distributed in advance.

The ADM is responsible for providing refreshments/lunch for the meeting.

The ADM will ensure Regional Delivery Directors facilitate the participation of the AUPE members on The Advisory Committee. Management/Local 002 Advisory Committee

The ADM will invite one or more management representatives from across the province as a guest to each meeting.

5.0 Guests

The Committee may invite other staff members to share information about their programs or initiatives

Where matters of mutual interest affect Employees from other subsidiary agreements, this Committee will operate as the forum for discussions, with ad-hoc representation from Employees covered by those subsidiary agreements

6.0 Sharing Information

Minutes will be distributed within a few weeks of the meeting requesting feedback on any edits. The final revised minutes will be formally approved at the next meeting and posted on the Ministry's internet.

<https://intranet.humanservices.alberta.ca/home/ministry/committees/pages/management.Loc....>

7.0 Remuneration

Employees sitting on the Committee will receive regular pay (no premium payments, including overtime). Travel time will be compensated at straight time rates. Travel and subsistence costs will be paid by the Employer.

The Chair of Local 002 shall be an ex-officio member of the Committee and Local 002 shall be responsible for salary and expenses related to his/her attendance at committee meetings.

8.0 Recommendations

As outlined in the Letter of Understanding "Recommendations of the Committee are intended for the consideration of the ADM, EFS, whose decision on any action to be taken is final".

9.0 Annual Union Activities to Consider in Scheduling

AUPE Convention

Domestic Violence

Labour School

Day of Mourning