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April 1, 2015

The Honourable Dr. Helena Jaczek  
Minister of Community and Social Services  
80 Grosvenor Street  
Hepburn Block – 6<sup>th</sup> Floor  
Toronto, ON M7A 1E9

Dear Minister Jaczek:

Thank you for your ongoing efforts to address the implementation challenges associated with the Social Assistance Management System (SAMS). It is welcome to see the continuing effort, activity, and resource expenditure committed in response to the issues raised. Still, the AMO Board remains concerned about the situation. We understand that while some progress is evident and technical fixes are addressing some immediate problems, the system is not fully stabilized across the province. We trust, however, that the Ministry is making every effort and receiving expert advice from PriceWaterhouseCoopers, the third party advisor, to improve the situation in the near term.

The five million dollars in one-time funding announced in March 2015 is again appreciated. It will certainly help offset the significant costs that municipalities and District Social Service Administration Boards (DSSABs) have incurred to date. We also appreciate that the Ministry is keeping open the lines of communication and is open to considering additional financial compensation over the next year.

While the Ministry's efforts to mitigate the financial impact are acknowledged, it is essential that the Province affirm a commitment to fully covering 100% of the additional costs associated with the SAMS implementation over both the short and long-term until the problems are fully resolved. It seems evident that additional municipal costs will be incurred well into 2015 and perhaps beyond. Our recommendation is that the Ministry undertake an immediate effort to survey municipalities and DSSABs to take stock of, and track, the actual ongoing costs of the SAMS implementation.

Minister, again, I appreciate your and your staff's efforts taken to date in response to the SAMS implementation challenges raised by AMO and the municipal sector.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Gary McNamara', with a long horizontal flourish extending to the right.

Gary McNamara  
AMO President

cc: The Honourable Ted McMeekin, Minister of Municipal Affairs and Housing  
Catherine Matheson, President, Ontario Municipal Social Services Association  
Gary Scripnick, Chair, Northern Ontario Service Deliverers Association  
Bohodar Rubashewsky, Deputy Minister, Ministry of Community and Social Services  
Kristen Munro, Chief of Staff, Ministry of Community and Social Services