

Ministry of Children and Family Development

ARTICLE 29

Meeting Date: October 8, 2015 & Time: 9:00am-12:00pm

Location: 4th Flr boardroom – 765 Broughton St, Victoria

Present:	MINISTRY:		
	Allison Bond	AB	Assistant Deputy Minister, Service Delivery Divisions (Regrets)
Regrets:	Roberts Watts	RW	Executive Director, Service Delivery Operations (Regrets)
	Tim Osborne	TO	Executive Director, Strategic Human Resources
	Manjit Bains	MB	Director, Operational and Performance Management
	Phil Turgeon	PT	Community Services Manager
	Michelle Perren	MP	Director, Strategic Workplace Initiatives (A29 - Secretariat)
	BCGEU:		
	Susan Powell	SP	Co-Chair & BCGEU Social Information and Health Component 6
Sonja Haigh	SH	BCGEU Social Information and Health Component 6	
Mike Eso	ME	& Regional Coordinator, Vancouver Island	
Faith Johnston	FJ	BCGEU Rep, Administrative Services Component 12, 100 Mile House (Regrets)	
Craig Tott	CT	Sheriffs and Correction Services Component	
Minutes:	Tim Osborne	TO	Executive Director, Strategic Human Resources
Chair:	Allison Bond	AB	Assistant Deputy Minister/ Co-Chair
	Susan Powell	SP	Co-Chair & BCGEU Social Information and Health Component

ITEMS	DISCUSSION	ACTION
Check in		
Review of Minutes and agenda	Correction: remove at Administration Services action item	Electronic minutes will be in the Terms of Reference and will be electronically distributed to committee
Invite to Sheila Robertson – re: ICE	RW to do, ICE is the telephone system. Mark Fassina would do the demonstration. Have a video to show how it works. The ICE system computerized phone system. Centralized and after hours non-core hours, not significant change. Call volume won't increase after hours. When they centralized 1127 Broadway, as they move forward to 24/7 they will load on the two smallest Kootenay & North east. The current system can't handle. ICE enables for large numbers of call to be coming. Based on the internet, if internet goes down then they have can enable a hotspot that can used for those critical calls. Delayed implementation of ICE to do more testing to ensure as close as possible 100% reliability. Used at SDDI for their centralized system. There is a short video that can be sent out.	RW will send link out to committee that may answer questions.
Youth Custody	Union to provide list of additional questions.	To draft questions and TO and Craig Tott to meet with Lenora Angel
Office Hours	Closure over lunch. Social workers having to answer in some, not in all. No consistency between offices in who covers those calls. Centralized screening will deal with those calls during office hours closure (lunch, after hours, etc). Those offices waiting for service from centralized screening are having some challenges with managing those calls.	
Process for Appendix 4	Appendix 4 process needs to be developed.	TO to discuss with MB to identify Appendix 4 process. Need to be able to track through the steps