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May 1, 2015

MEMORANDUM TO: SAOD Staff
Ontario Works Administrators

FROM: Richard Steele
ADM, Social Assistance Operations Division

SUBJECT : PwC Final Report

The final report on the implementation of the Social Assistance Management System (SAMS) from PwC was released this morning.

As an independent, third-party advisor, PwC consulted with front-line ministry staff and municipal partners to evaluate SAMS implementation to date, and have also provided recommendations for short- and long-term improvements that can enhance our efforts to reach our goals.

In her response, Minister Jaczek notes, “The report confirms what I have seen firsthand – Our hardworking front line workers are the primary reason behind why our social assistance clients continue to be served during the implementation of the SAMS technology system. I want to sincerely thank staff for putting their client’s needs ahead of their own and taking whatever actions are necessary to reduce impacts on their clients.”

The Minister continues, “I welcome the PwC report and all of its recommendations and commit to implementing them as quickly as possible. The actions we will take in the weeks and months ahead are all about regaining the trust and confidence of our staff and partners and achieving a stable and dependable system for our staff and the clients we serve.”

PwC has provided some valuable recommendations in the areas of Planning, People, Process and Technology which we will be incorporating into our efforts to improve SAMS and rebuild that confidence and trust.

In the days and weeks ahead, we will be reviewing the final report in greater detail and identifying further opportunities to enhance our plan going forward. This work will require ongoing engagement with our front-line staff and delivery partners as we design improvements both to SAMS itself and the processes and supports we all require to use it effectively.

Visit the ministry's [Internet](#) site to read the final report.

On behalf of Minister Jaczek, Interim Deputy Minister Rubashewsky and senior SAOD management team members, we sincerely thank our dedicated staff and partners for their hard work, patience and perseverance to ensure that the needs of our clients are met as transition with SAMS continues.

Please contact me if you have any questions regarding PwC's final report.

Regards,

Richard Steele
Assistant Deputy Minister
Social Assistance Operations Division

C: Bohodar Rubashewsky, Interim Deputy Minister, Ministry of Community and Social Services
Martin Thumm, Executive Lead, Social Services Solutions Modernization Project
Patti Redmond, Director, Social Assistance Services Delivery Branch
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