

OTTAWA LEGAL CLINICS TRANSFORMATION PROJECT

STEERING COMMITTEE MEETING

Monday, March 21st, 2016

2:00PM – 4:00PM

Conference Call

PRESENT:

Gary Stein (SOCLS), Charlie McDonald (CLSOC), Sarah Sproule (CLSOC), Michael Taylor (CLSOC), Jacques Chartrand (WELS), Cavell Townley (WELS), Linda Martineau (WELS), Justin Nesbitt (SOCLS), Dominique Conway (SOCLS), Eric Cabana (Vanier), Kevin Beaulieu (PI), James Shields (PI)

REGRETS:

Emma Dickson (PI), John Purkis (PI)

DRAFT MINUTES

Agenda Items		Action/Discussion Points
1	Review and approve draft agenda and draft minutes from the last meeting Review action items	Discussion points: <ul style="list-style-type: none">• Gary confirmed that everyone had received his memo regarding possible scenarios for hiring;• Agenda is approved;• Minutes amended and approved;• Action items were reviewed.
2	Report back from Working Groups	Discussion points: <ul style="list-style-type: none">• It was reported that the Workflow Management Working Group met on March 15th, and Gary sent an update on Friday;• In summary, Gary reported the group agreed that a new phone system should allow for the clinics to retain their own separate phone lines to begin with, and to gradually experiment and transition toward a single phone line if needed;• Gary added also that there was a positive breakthrough in establishing a system to equitably distribute work. Receptionists would see the schedules for all the caseworkers and be able to book clients as needed. Each clinic would have a cap on their intake days to ensure the work is distributed equally, with the cap being based on existing demand to ensure there is no shortfall in services. This should allow clients to access advice on any given day for any area of law. The potential challenge of double booking in this system was raised, and it

		<p>was agreed that there are several possible resolutions to this issue. There will also be a different approach for emergencies, and someone will be needed to oversee this to ensure demand is being met.</p> <p>Action items:</p> <ol style="list-style-type: none"> 1. Gary will touch base with Linda, Jacques, Kylie and Charlie regarding statistics on intake; 2. Notes from previous Working Group meetings should be sent to Gary when they are available
3	Community development position update	<p>Discussion points:</p> <ul style="list-style-type: none"> • It was announced that the clinic’s funding request for the Community Engagement Coordinator position was not accepted by LAO. <p>Action items:</p> <ol style="list-style-type: none"> 3. Gary will continue to look into other sources of funding for this position.
4	Prioritizing new hiring	<p>Discussion points:</p> <ul style="list-style-type: none"> • Gary reviewed the memo he distributed regarding possible hiring options based on the funds projected to be available as a result of the amalgamation and associated retirements and savings; • The committee offered their opinions regarding the priority issues that should be considered in the discussion of hiring. These included: <ul style="list-style-type: none"> ○ Housing capacity, as noted in the report ○ Replacing lost capacity in the event of retirement or loss of funding for temporary positions ○ Ensuring adequate support staff at each office ○ Community Engagement Coordinator • A full time support staff position was agreed to be a priority; • It was agreed that replacing lost capacity would also be an immediate priority; • WELS will decide tomorrow about their new hire, which may be a CLW or may provide additional Housing support in the form of a paralegal. • It was agreed that the Community Engagement Coordinator position may not be fundable in the immediate future, but remains a priority moving forward; • Good start made on conversation, which will be continued at the next meeting.

5	Review work plan and next steps	<p>Discussion points:</p> <ul style="list-style-type: none"> • Gary presented that we are about 6 months through the second phase of the transformation. Now is an opportunity for us to look back and assess where we are in the process; to consider what we said we were going to do, where we are, how far we have to go, and what tough decisions still need to be made in order to get there; • Gary suggested that committee members review the relevant work planning documents, including the work plan produced by PI and the funding request to LAO, and that they be discussed at the next meeting in April in-person; <p>Action items:</p> <ol style="list-style-type: none"> 4. Gary will distribute the relevant work planning documents to be reviewed and considered before the next meeting.
6	<p>Other items</p> <ul style="list-style-type: none"> • Next newsletter • Future funding for the project into upcoming fiscal year 	<p>Discussion points:</p> <ul style="list-style-type: none"> • It was noted that Emma will be producing the March newsletter upon her return. Anyone with input should contact to Emma; • Gary announced that he has received informal confirmation that funding will be renewed for his temporary replacement position, currently held by Chuck Ng.
7	Next Meeting and Adjournment	<p>Adjournment: 4pm</p> <p>Next meeting: West End April 4th , 2:00PM-4:00PM, in-person</p>