



# 2017 Policy Conference

December 7-8  
Courtyard Marriott  
475 Yonge Street, Toronto

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2017 POLICY CONFERENCE

DECEMBER 7-8, 2017

COURTYARD MARRIOTT, 475 YONGE STREET, TORONTO

AGENDA

THURSDAY, DECEMBER 7

- 8:00 am - 3:00 pm Registration
- 8:00 am - 9:00 am Registration and Breakfast (*Courtyard Foyer*)
- 9:15 am - 9:25 am Welcome - Elaine Baxter-Trahair, General Manager, Children's Services, City of Toronto, OMSSA President (*Courtyard AB*)
- 9:25 am - 10:25 am **Opening Plenary:** Policy Stories from the Front Line: Social Transformation from Early Years to Awesome Years  
*Speaker: Jim Grieve, Executive Director, Retired Teachers of Ontario and former Assistant Deputy Minister of the Early Learning Division for the Ontario Ministry of Education*
- 10:30 am - 10:45 am **NEW!** Honourable Helena Jaczek, Minister, Ministry of Community and Social Services
- 10:45 am - 11:00 am REFRESHMENT BREAK
- 11:00 am - 12:30 pm CONCURRENT SESSIONS
- 1.1 Presenting Ideas and Gaining Buy-In: Know What to Say & How to Say It (*Courtyard C*)
- 1.2 Examining Refugee Resettlement Outcomes in Ontario (*Alexander ABC*)
- 1.3 Networking Pop Up (*Spadina AB*)
- 12:30 pm - 1:30 pm LUNCH (*Courtyard AB*)
- 1:30 am - 3:00 pm CONCURRENT SESSIONS
- 2.1 Minnesota's Person-Centered Integrated Service Business Model (*Courtyard C*)
- 2.2 Transformational Changes in Social Assistance: Providing a Clear Path to Support - A Panel Discussion (*Alexander ABC*)
- 2.3 Networking Pop Up (*Spadina AB*)
- 3:00 am - 4:00 pm Networking Pop Up (*Spadina AB*)

**FRIDAY, DECEMBER 8**

8:00 am - 3:00 pm Breakfast and Registration (*Courtyard Foyer*)

9:00 am - 9:10 am **Opening Remarks:** Elaine Baxter-Trahair, General Manager, Children's Services, City of Toronto, OMSSA President (*Courtyard AB*)

9:10 am - 10:15 am Provincial Discussion Panel (*Courtyard AB*)

Shannon Fuller, Assistant Deputy Minister, Early Years and Child Care Division, Ministry of Education

Erin Hannah, Assistant Deputy Minister, Social Policy Development Division, Ministry Community and Social Services

Janet Hope, Assistant Deputy Minister, Ministry of Housing

Jill Vienneau, Executive Lead, Human Services Integration Office, Ministry of Community and Social Services

**Moderator:** Henry Wall, Chief Administrative Officer, Kenora District Services Board, OMSSA Board Member

10:15 am - 10:30 am REFRESHMENT BREAK

10:30 am - 12:00 pm CONCURRENT SESSIONS

3.1 Promoting Independence for Adults with a Developmental Disability through Innovative Housing Arrangements (*Spadina AB*)

3.2 Data, Analytics and Evaluation Strategy (DAES) (*Alexander ABC*)

3.3 Poverty Reduction Strategy and Basic Income Pilot Updates and Information (*Courtyard C*)

12:30 pm - 1:30 pm LUNCH

1:00 pm - 2:30 pm CONCURRENT SESSIONS

4.1 New "EarlyON" Child and Family Centres: Creating an Inclusive Early Childhood System (*Courtyard C*)

4.2 Finding Common Ground: Working with Ontario's Aboriginal Housing Providers (*Alexander ABC*)

2:30 pm - 3:30 pm Closing Plenary: Martin Joyce, Partner, National Human & Social Services Leader, KPMG in Canada (*Courtyard AB*)

## PLENARY SPEAKERS:

### ***Jim Grieve, Executive Director of the Retired Teachers of Ontario***

Jim Grieve is Executive Director of the Retired Teachers of Ontario/Les enseignantes et enseignants retraités de l'Ontario (RTO/ERO), an organization of 76,000 educators in the early years, K-12 and post- secondary systems, as well as school board workers.

From 2009 to 2015, Jim was Assistant Deputy Minister of Early Years for the Ontario Ministry of Education, responsible for full-day kindergarten, child care and family support programs. He led the work of creating a seamless early learning experience for children from birth onward.

Jim's passionate advocacy for the early years began through his direct work as a founding member of the Council for Early Child Development. Over the last 15 years, along with Dr. Fraser Mustard, Dr. Dan Offord, Dr. Magdalena Janus and countless talented leaders in the field of early childhood development, he has worked to develop strong multi-sectoral initiatives designed to help young children and families in Canada thrive. He co-chaired two highly recognized Success By 6 organizations in Ottawa and Peel.

Following an exemplary career of educational leadership, Jim served as Director of Education for Ottawa- Carleton before heading up Peel District School Board, Canada's second largest school board.

Jim holds a Master's Degree from OISE/University of Toronto, along with undergraduate degrees from York University and Victoria College of the University of Toronto.

Known as a highly visible and approachable leader, Jim travels nationally and globally to deliver inspiring keynote presentations. He has addressed international conferences hosted by the World Bank and UNESCO, among many others.

Humber College awarded Jim an honorary degree in early childhood education in 2015. Also in 2015, the College of Early Childhood Educators presented Jim with its first honorary ECE designation. In 2014, he was recognized with a Lifetime Achievement Award from the Government of Ontario. The International Association of Business Communicators named Jim 2013 Communicator of the Year. In 2016, the Canadian Association for Young Children presented Jim with the Friends of Children Award at its annual conference. Jim also was awarded the Spiral of Learning Award by the Ontario Reggio Association in November 2016.

From 2010 to 2015, Jim co-chaired a working group on early childhood learning and development for CMEC, the Council of Ministers of Education Canada. As well, Jim was a member of the executive committee of the OECD Network on Early Childhood Education and Care, leading an international project to develop an early learning and development framework and to identify early learning outcomes.

***Martin Joyce, Partner, National Human & Social Services Leader, KPMG in Canada***

Martin is KPMG in Canada's National Leader for Human and Social Services. A highly experienced executive across Government, Non-Government and Commercial sectors (not-for-profit and community leadership positions), Martin has led teams while undertaking transformational change and building growth agenda's for organizations - including 13 years at KPMG in Australia leading the build of the Human and Social Services practice across KPMG.

**WHAT'S NEW AT THE 2017 POLICY CONFERENCE:**

This year we are excited to provide conference delegates with a new experience during the conference - ***Networking Pop Ups!***

The idea of Networking Pop Ups has come from conference evaluations from past events that have told us that next to content, networking is a highly motivating factor to attend OMSSA events.

In an effort to meet your networking needs we have created time slots for structured networking on topics that are of interest to you. Networking Pop Ups on the first day of the conference at 11:00 am - 12:30 pm, 1:30 pm - 3:00 pm and 3:00 pm - 4:00 pm

**We want to hear from you!** Email [education@omssa.com](mailto:education@omssa.com) with the subject line **Topic for Networking Pop Up** by **December 1** and tell us what topics you would like to discuss with your colleagues.

We will collect your topics and send out an EventBrite registration to all delegates the week of December 4 so you can choose your topic and networking time slots. We will offer as many topics as we can and run them in all three time slots so you won't miss out!

**THURSDAY, DECEMBER 7**

**9:25 AM - OPENING PLENARY: POLICY STORIES FROM THE FRONT LINE:  
SOCIAL TRANSFORMATION FROM EARLY YEARS TO AWESOME YEARS**

In this highly interactive keynote session, Jim Grieve reveals “front line” secrets of success for leading transformational change. Jim will share examples from across Canada and around the world, as well as his own experiences in public education and government. Hear how face-to-face communication wins over critics and builds support for proposed change. Learn how to mobilize communities as “change champions” for social transformation from the early years to the awesome years.

***Speaker:** Jim Grieve, Executive Director, Retired Teachers of Ontario and former Assistant Deputy Minister of the Early Learning Division for the Ontario Ministry of Education*

**11:00 AM - 12:30 PM      CONCURRENT SESSIONS**

***1.1 Presenting Ideas and Gaining Buy-In: Know What to Say & How to Say It***

This session will delve into the tendencies of the D, I, S and C temperament/Personality Style When Presenting Ideas:

- Ds will naturally prove that they are ready, but they may tend to come on too strong.
- Is will probably tell a great story about their preparation, but they may lose focus and spend too much time here.
- Ss will have done extensive preparation, but they may hesitate to show it; as they might feel that they are calling attention to themselves instead of realizing that they are sharing information to make their audience more comfortable.
- Cs will have extensive validation, but they may overshadow their purpose with too many facts too soon.

Key Benefits of The Session:

- Gain key behavioural insights to improving, communicating and receiving results and respect when interaction with others
- Gain key behavioural insights to improving, communicating and receiving recognition and approval when interaction with others
- Gain key behavioural insights to improving, communicating and receiving appreciation and acceptance when interaction with others
- Gain key behavioural insights to improving, communicating and receiving quality answers and valued when interaction with others

***Speaker:** JJ Brun, Human Behaviour and Communications Specialist*

## **1.2 Examining Refugee Resettlement Outcomes in Ontario**

This workshop focuses on evaluation of outcomes for refugees who resettle in Ontario. Session participants will learn about the Refugee Resettlement Secretariat's Outcome Measurement Framework and participate in discussion about refugee resettlement issues that relate to their work. This session is ideal for anyone interested in evaluation of outcomes, settlement and integration issues and implementing evidence into policy and practice.

### **Speakers:**

*Tariq Ismati, Director, Refugee Resettlement Secretariat, Ministry of Citizenship and Immigration*

*Alex Lovell, Senior Policy Advisor/Team Lead, Ontario Refugee Resettlement Secretariat, Ministry of Citizenship and Immigration*

## **1.3 Networking Pop Up**

Structured networking on topics that are of interest to you

**1:30 AM - 3:00 PM CONCURRENT SESSIONS**

## **2.1 Minnesota's Person-Centered Integrated Service Business Model**

This session will provide an overview of how national, state and local partners are working toward integrated service delivery of human services programs. There will be discussion on the need to modernize major IT systems that support the delivery of child care, food assistance, economic assistance, child and adult protection, health care, disability services and child support.

Presenters will provide an overview of the Integrated Services Business Model, developed in partnership between the State of Minnesota, counties and White Earth Tribal Nation, to drive the manner in which systems modernization will be pursued as well as some of the challenges, timelines and implementation approach.

### **Speakers:**

*Michelle Weber, Department of Human Services, Business Solutions, State of Minnesota*

*Marisa Hinnenkamp, Director, Agency & County Performance, Minnesota Department of Human Services*

*Bina Nikrin, Hennepin County Human Services and Public Health Department*



## ***2.2 Transformational Changes in Social Assistance: Providing a Clear Path to Support - A Panel Discussion***

With the changes to child support and CPP Orphan Benefit as exempt income as of February 1, 2017, the panel members took the opportunity to collaborate on developing a clear path to support to ensure that clients are able to navigate the process to pursuing support while being able to retain the funds received. This aspect is one of the transformational changes that are occurring in social assistance. Attendees of this session will learn about the process used in the Windsor CMSM to develop the clear path for clients, understand what resources are available in their community to assist their clients and receive a template of a client package that can be modified to suit the needs of their community.

### ***Speakers:***

*Bruno Ierullo - Executive Director of Employment & Social Services, City of Windsor*

*Mike Colby - Supervisor of FSW/ERO, City of Windsor*

*Mukesh Kowlessar - Consultant - MMK & Associates*

*Jennifer Dietrich Suzor, Accredited Family Mediator, Arbitrator and Certified Specialist in Family Law*

*Marion Overholt, Executive Director of Community Legal Aid (Legal Assistance of Windsor)*

## ***2.3 Networking Pop Up***

Structured networking on topics that are of interest to you

### ***3:00 am - 4:00 pm Networking Pop Up***

Structured networking on topics that are of interest to you



FRIDAY, DECEMBER 8

**9:00 AM OPENING PLENARY: PROVINCIAL DISCUSSION PANEL**

This panel presentation will include updates from each ministry as well as an engaging discussion with conference delegates.

**Panelists:**

Shannon Fuller, Assistant Deputy Minister, Early Years and Child Care Division, Ministry of Education  
Erin Hannah, Assistant Deputy Minister, Social Policy Development Division, Ministry Community and Social Services

Janet Hope, Assistant Deputy Minister, Ministry of Housing

Jill Vienneau, Executive Lead, Human Services Integration Office, Ministry of Community and Social Services

**Moderator:** Henry Wall, Chief Administrative Officer, Kenora District Services Board, OMSSA Board Member

**10:30 AM - 12:00 PM CONCURRENT SESSIONS**

**3.1 Promoting Independence for Adults with a Developmental Disability through Innovative Housing Arrangements**

Description coming soon

**Speaker:** *Christine Kuepfer, Director, Program Policy Implementation Branch, Ministry Community and Social Services*

**3.2 Data, Analytics and Evaluation Strategy (DAES)**

The Ministry of Community and Social Services' (MCSS) Policy Research and Analysis Branch (PRAB) provides business intelligence through a multi-disciplinary team with expertise in economics, statistics, modelling, data analytics, and program evaluation, working to solve the most complex problems facing the ministry today.

Learn about how PRAB is changing the way MCSS uses data to drive evidence-based decision-making for social policy, planning and service delivery. A number of strategic data activities, case studies and dashboards will be presented, demonstrating how data and analytics can reveal new insights about the communities we serve in Ontario.

**Speakers:**

*Aklilu Tefera, Director, Policy Research and Analysis Branch, Ministry Community and Social Services*

*Mandeep Flora, Manager (Acting), Strategic Data Unit, Ministry Community and Social Services*

### **3.3 Poverty Reduction Strategy and Basic Income Pilot Updates and Information**

Description coming soon

**Speakers:** *Representatives from Ministry of Community and Social Services, Poverty Reduction Strategy Unit*

1:00 AM - 2:30 PM CONCURRENT SESSIONS

### **4.1 New “EarlyON” Child and Family Centres: Creating an Inclusive Early Childhood System**

The Inclusive Early Childhood Service System Project (IECSS) is a longitudinal study of family viewpoints of institutional responses to childhood disability. This presentation will share findings from the study's first 3 years. The focus of the presentation will be how an inclusion model can be embedded into ongoing policy initiatives. In addition, we will share findings from our policy briefs on Child and Family Centres, as well as Indigenous early childhood education and care initiatives.

**Speaker:** *Kathryn Underwood, Associate Professor, School of Early Childhood Studies Faculty of Community Services, Ryerson University*

### **4.2 Finding Common Ground: Working with Ontario’s Aboriginal Housing Providers**

Indigenous peoples living off-reserve are significantly over-represented among the homeless population and have higher rates of core and deep core housing need compared to non-Indigenous Ontarians. The province committed in 2015 to creating an indigenous housing strategy and engaging with First Nation, Métis and Inuit (FNMI) organizations and communities. Over 4,000 homes were created under different government housing programs over the past 40 years but they are greatly at risk as operating agreements expire. Join the co-chairs of the Ontario Non-Profit Housing Association’s Urban Aboriginal Housing Advisory Committee, the province and a service manager as they talk about the province’s Indigenous Housing Strategy Engagement Table and the opportunities to sustain and grow this critically important housing. This session will begin with a traditional smudge and blessing.

**Speakers:**

*Marc Maracle, Executive Director, Gignul Non-Profit Homes*

*Justin Marchand, Interim Executive Director, Ontario Aboriginal Housing Services Corporation*

*Frances Sanderson, Executive Director, Nishnawbe Home*

*Janet Hope, Assistant Deputy Minister, Ministry of Housing*

*Henry Wall, Chief Administrative Officer, Kenora District Services Board*

2:30 pm - 3:30 pm **Closing Plenary:** *Martin Joyce, Partner, National Human & Social Services Leader, KPMG in Canada*

*Martin is KPMG's Canadian National Leader for Human and Social Services. Martin is highly experienced executive across Government, Non-Government and Commercial sectors including not for profit community leadership positions. Martin will be providing insight into directions and reforms in human services delivery from a global perspective, including:*

- *Integration of human services across program and policy areas, including privacy addressing the privacy concerns*
- *New partnerships for service delivery*
- *Funding approaches and investing for impact*

<b>CONFERENCE FEES</b>	<b>Member Early Bird By Nov. 21</b>	<b>Member After Nov. 21</b>	<b>Non-Member Early Bird By Nov. 21</b>	<b>Non-Member After Nov. 21</b>	<b>Not-for-Profit / Student By Nov. 21</b>	<b>Not-for-Profit / Student After Nov. 21</b>
<input type="checkbox"/> <b>Full Registration</b>	\$600	\$700	\$720	\$820	\$290	\$390
<input type="checkbox"/> <b>Daily Mon. Dec. 7 ONLY</b>	\$325	\$425	\$390	\$490	\$175	\$275
<input type="checkbox"/> <b>Daily Tues. Dec. 8 ONLY</b>	\$325	\$425	\$390	\$490	\$175	\$275

**REGISTER NOW**

**CANCELLATION POLICY:**

Requests for refunds to the event will be honoured, less a \$50.00 administration fee, provided a written notice of cancellation and request for refund is received more than 10 business days prior to the event (on or before November 22, 2017). No refunds will be issued within ten business days of the first day of the event (on or after November 23, 2017). A substitution will be accepted up to and including the first day of the event. OMSSA reserves the right to cancel the program due to insufficient registrations and will be responsible for refunding the registration fee only. Program subject to change without notice.

**For general inquiries regarding the Policy Conference please email [education@omssa.com](mailto:education@omssa.com)  
or call Christie Herrington, Manager Education (647) 385-9285**