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Nov.16 2019

United Townships of Head Clara

and Maria Council

15 Township Hall Rd.

Stonecliffe, Ontario, K0J 2K0

Dear council;

As some of you are aware, our CWL supports and serves the community of Head Clara and Maria and hopes to do so for many years to come.

One of our community activities is our community Christmas party. This party has been enjoyed by approximately 70 of our residents in the past. Although everyone is welcome.

To help offset the cost of gifts for those who attend we are asking for a donation from council. (With thanks for past donations.) Our gifts are of minimal cost and are received with such delight. The children enjoy the visit from Santa as do our adult attendees.

We hope you can see your way to help make this event as enjoyable and successful as it has been in the past.

Yours sincerely



Linda Chartrand

On behalf of Stonecliffe CWL



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## Crystal Fischer

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**From:** Accountant <Accountant@munisoft.ca>  
**Sent:** November 13, 2019 10:33 AM  
**To:** Crystal Fischer  
**Subject:** RE: 2020 Billing Review - SSA Confirmation Listing



Hi Crystal,

When your system was purchased it was a two person system, which is what the additional user was for. I know that Noella has been off for a while. If you have seasonal or part-time help using the second computer, you still need that user license for them.

It can be removed but should only be done if you are absolutely certain that you are not going to be hiring a second person. Once the user licences is removed from your account, we would uninstall it from one of the computers. If you hire another person, you would need to purchase a user license for them. Currently the cost is \$2,000; that amount would be applicable regardless of how long it had been since cancellation.

Hopefully that provides enough information for you and council to make a decision about it. If you still want to cancel it, please reply to this email and I will make arrangements for it to be uninstalled from one computer.

Regards,

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Nicole Andrew  
Managing Director  
Phone: 306.569.2988 | 800.663.6864  
1834 McAra Street | Regina, SK | S4N 6C4  
[nandrew@munisoft.ca](mailto:nandrew@munisoft.ca) | [www.MuniSoft.ca](http://www.MuniSoft.ca)

**From:** Crystal Fischer [<mailto:crystal@headclaramaria.ca>]  
**Sent:** November 13, 2019 10:17 AM  
**To:** Accountant <[Accountant@munisoft.ca](mailto:Accountant@munisoft.ca)>  
**Subject:** FW: 2020 Billing Review - SSA Confirmation Listing

Good Morning,

There is an item listed "Additional User" on our confirmation listing. I am wondering if that is the library or for a second computer for the township? If it is a second system for the municipality, I will send back the listing with it crossed out as we only use one server system now.

Thank you,

# Crystal Fischer

Clerk-Treasurer

The United Townships of Head, Clara & Maria  
15 Township Hall Road, Stonecliffe, ON, K0J 2K0  
613-586-2526

[www.townshipsofheadclaramaria.ca](http://www.townshipsofheadclaramaria.ca)

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**From:** MuniSoft [<mailto:accountant@munisoft.ca>]  
**Sent:** November 8, 2019 5:12 PM  
**To:** Crystal Fischer  
**Subject:** 2020 Billing Review - SSA Confirmation Listing

Good afternoon,

Please find attached your **2020 SSA Confirmation listing**. This listing shows the software products and additional system access licenses on your file for 2020. **These items will be invoiced on your 2020 Annual Bill.**

Please **review the items listed on the attachment to confirm they match your records**. It is important to **notify our office by November 22, 2019**, if there is a product listed that you do not have on your system, or no longer wish to use.

Note: Our 2019 Audit is still underway. If you are currently in communication with our Client Care Department regarding a discrepancy on your account, the changes may not be reflected in your Confirmation listing.

Instructions for requesting changes to your account:

1. Print the 2020 SSA Confirmation page.
2. Note the items you would like removed by placing a line through the listed item.
3. Scan the page and email it to [accountant@munisoft.ca](mailto:accountant@munisoft.ca) by November 22, 2019.

**Your annual billing will be sent to this email address on November 29, 2019, with a due date of January 31, 2020.** If you have any questions, please do not hesitate to contact [accountant@munisoft.ca](mailto:accountant@munisoft.ca).

Please note: The prices listed are an estimate, the final rates that will appear on your 2020 Annual Billing will not increase more than 3% beyond the estimated rate.

Thank you for your cooperation.

Nicole Andrew  
Managing Director  
Phone: 800.663.6864 | 306.569.2988  
1834 McAra Street | Regina, SK | S4N 6C4  
[accountant@munisoft.ca](mailto:accountant@munisoft.ca) | [www.MuniSoft.ca](http://www.MuniSoft.ca)

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Ministry of Municipal Affairs  
and Housing

Ministère des Affaires municipales  
et Logement

Municipal Services Division

Division des services aux municipalités

777 Bay Street, 16<sup>th</sup> Floor  
Toronto ON M5G 2E5  
Telephone: 416-585-6427

777, rue Bay, 16<sup>e</sup> étage  
Toronto ON M5G 2E5  
Téléphone: 416-585-6427



November 12, 2019

Dear Municipal Administrator,

Further to the November 1, 2019 letter from the Honourable Steve Clark, Minister of Municipal Affairs and Housing, I am writing to provide additional information about Ontario's new Municipal Modernization Program and advise that Intake 1 under the program is now open.

Under the Municipal Modernization Program, the province is making up to \$125 million available through 2022-23 to help 405 small and rural municipalities conduct new service delivery reviews, implement recommendations from previous reviews and undertake a range of projects, such as IT solutions or process improvements, to achieve cost savings and efficiencies.

Program guidelines and an Expression of Interest form for Intake 1 of the program are attached. Eligible projects under Intake 1 are reviews of municipal service delivery expenditures by independent third-party reviewers that will be completed by June 30, 2020. I encourage you to consider how your municipality might benefit from participation in Intake 1 of the Municipal Modernization Program and submit an Expression of Interest by December 6, 2019. Please see the attached guidelines for details about the program and how to apply.

Under future intakes of the program, municipalities will have the opportunity to apply for projects aimed at implementing service delivery efficiencies to achieve cost savings, in addition to service delivery reviews. Intake 2 under the program is planned for Spring/Summer 2020, with additional intakes expected through 2022-23. Participation in Intake 1 is not a requirement for participation in future intakes.

I look forward to continuing to work together to support your municipality in delivering efficient, effective and modern services for your residents. If you have questions about the program, I encourage you to reach out to your Municipal Services Office contact or email the ministry at [Municipal.Programs@ontario.ca](mailto:Municipal.Programs@ontario.ca).

Sincerely,



Marcia Wallace  
Assistant Deputy Minister

c. Municipal Treasurer





# Municipal Modernization Program

## Intake 1 Program Guidelines

### WHAT YOU NEED TO KNOW

Ontario is helping municipalities become more efficient and modernize service delivery while protecting front line jobs.

The 405 small and rural municipalities that received a *Municipal Modernization Payment* in March 2019 can now apply to the *Municipal Modernization Program* for funding to undertake expenditure reviews with the goal of finding service delivery efficiencies and lowering costs in the longer term.

Eligible municipalities can apply individually, or collectively with other eligible municipalities, to undertake independent third-party reviews similar to the *Managing Transformation: A Modernization Action Plan for Ontario* review of Ontario government expenditures.

### ELIGIBILITY CRITERIA

To be eligible under Intake 1, a project must:

1. Be a review of municipal service delivery expenditures by an independent third-party reviewer for the purpose of finding savings and efficiencies. The review project could take a number of forms including:
  - a line-by-line review of the municipality's entire budget; or
  - a review of service delivery and modernization opportunities; or
  - a review of administrative processes to reduce costs.
2. Result in a report by the independent third-party reviewer that provides specific and actionable recommendations for cost savings and improved efficiencies.
3. Begin field work no earlier than November 1, 2019, with a draft report completed by June 15, 2020 and the final report posted publicly by June 30, 2020.

It is anticipated that most review projects will be between \$20,000 and \$200,000. Proposals will be reviewed on a case-by-case basis and funding amounts may depend on the available appropriation. Only third-party service provider fees will be eligible. Municipal administrative costs, such as staff time, are not eligible.

The program will not cover review projects where:

- the goal is to identify opportunities for revenue generation or reductions in front line services; or
- the review does not result in a formal report prepared by a third party; or
- the object of the review extends beyond municipal accountability.

## HOW TO APPLY

1. Advise your Municipal Services Office contact of your intention to apply by **November 22, 2019**.
2. Submit your completed Municipal Modernization Program: Expression of Interest form and applicable supporting documentation to [Municipal.Programs@ontario.ca](mailto:Municipal.Programs@ontario.ca) by **December 6, 2019**.

## HOW IT WORKS

The ministry will advise municipalities of the outcomes of their applications by mid-January. If your application is approved, a proposed transfer payment agreement with the ministry will be sent to confirm the funding amount and set out the terms, including reporting requirements and a payment schedule. Municipalities will receive an initial payment following full execution of a transfer payment agreement and a final payment after submission of a final report.

## PROGRAM TIMELINE

November 22, 2019	<ul style="list-style-type: none"><li>• Advise your Municipal Services Office of your municipality's <b>intention to apply</b>.</li></ul>
December 6, 2019	<ul style="list-style-type: none"><li>• Submit your <b>Expression of Interest</b> and any supporting documentation to <a href="mailto:Municipal.Programs@ontario.ca">Municipal.Programs@ontario.ca</a>.</li></ul>
January-February, 2020	<ul style="list-style-type: none"><li>• Learn whether your application is approved. If it is approved, enter into a <b>transfer payment agreement</b> for project funding, and receive an <b>initial payment</b> once the agreement is executed.</li></ul>
June 15, 2020	<ul style="list-style-type: none"><li>• Submit your <b>third-party reviewer's draft report</b> to the ministry.</li></ul>
June 30, 2020	<ul style="list-style-type: none"><li>• Post the <b>third-party reviewer's final report</b> online and submit your <b>final report</b> to the ministry. The final report will include: a hyperlink to the publicly posted third-party reviewer's report; the amount paid to the third-party reviewer and a copy of the invoice; a statement of the total amount of expenditures reviewed and the total amount identified as potential savings; and a 250-word abstract of the project and its findings.</li></ul>

## FOR MORE INFORMATION

Municipalities can direct program questions to [Municipal.Programs@ontario.ca](mailto:Municipal.Programs@ontario.ca) or contact their regional Municipal Services Office for further information.

### Central Region – Toronto

Tel: 416-585-6226 or  
1-800-668-0230

### Western Region – London

Tel: 519-873-4020 or  
1-800-265-4736

### Eastern Region – Kingston

Tel: 613-545-2100 or  
1-800-267-9438

### Northern Region - Sudbury

Tel: 705-564-0120 or  
1-800-461-1193

### Northern Region – Thunder Bay

Tel: 807-475-1651 or  
1-800-465-5027