

MEMORANDUM TO: All Chiefs of Police and
Commissioner Thomas Carrique
Chairs, Police Services Boards

FROM: Ken Weatherill
A/Assistant Deputy Minister
Public Safety Division

SUBJECT: Targeted Communications Strategy –
Ontario Major Case Management Liaison

DATE OF ISSUE:	June 16, 2023
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As part of ongoing modernization strategies, Ontario Major Case Management (OMCM) has identified the need to streamline and centralize two-way communication processes with police services to minimize duplication, and promote consistency, in the facilitation and distribution of timely information regarding OMCM (e.g., administrative changes, upcoming training sessions, routine maintenance information).

Two-way communications between police members and OMCM would be enhanced through the appointment of a single point of contact in each police service and Ontario Provincial Police Regional Headquarters (OPP Regional HQ) to act as the Major Case Management (MCM) Liaison.

The MCM Liaison will be responsible for sharing OMCM messaging across their respective police service, acting as a focal point for troubleshooting issues identified by members and, when necessary, communicating with OMCM for further support and guidance on behalf of their service.

It is requested that each police service and OPP Regional HQ designate a sworn member as the MCM Liaison, responsible for the following administrative matters, to:

- Ensure that the latest OMCM Manual is available to members of the police service;
- Act as the preliminary resource to members for general MCM inquiries;
- Ensure OMCM forms are current and accessible to members;

- Disseminate information with respect to upcoming training courses, information sessions and conferences/seminars;
- Disseminate PowerCase-related updates, and notifications of scheduled maintenance outages to required users within their police service;
- Assign capable in-house Service Administrator(s) to manage user accounts in PowerCase for their police service;
- Identify in-house IT resource(s) to liaise with ministry's Justice Technology Services for required Service network updates and assistance with troubleshooting in the event of possible local issues with the network/environment; and
- Ensure any changes to contact persons related to IT in-house members, and the MCM Liaison are communicated to OMCM as soon as possible when the change becomes known.

OMCM will continue to provide guidance and support to police services and respond to inquiries. The dissemination of bulk emails will continue with respect to timely operational information (e.g., Provincial MCM Bulletins, urgent software issues) or general items of interest (e.g., the OMCM Newsletter), which can be shared as widely as possible.

To confirm your MCM Liaison, please complete and submit the attached form by **June 30, 2023**. If you have any questions about the form, please contact the OMCM Serial Predator Crime Investigations Coordinator by email at SPCIC@ontario.ca.

We appreciate your ongoing support and cooperation as we continue to modernize OMCM.

Sincerely,

K. Weatherill

Ken Weatherill
A/Assistant Deputy Minister
Public Safety Division

Attachment

c: Mario Di Tommaso, O.O.M.
Deputy Solicitor General, Community Safety

Richard Stubbings
Assistant Deputy Minister, Public Safety Division