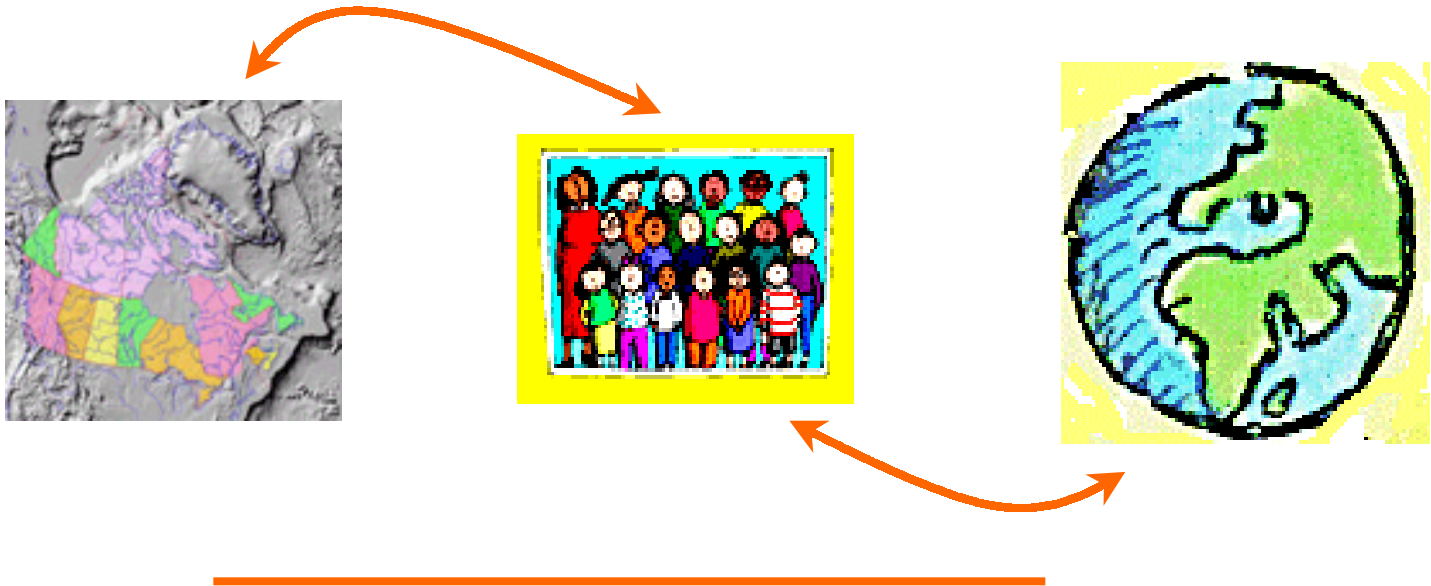


Presentation to O.C.I.S.O. Staff Training February 18, 2002



Understanding the Social Service Maze

The Maze

Federal Government

Provincial Government

Municipal Government

Legislated
Delivery Agents

Community Based
Agencies

Private Sector
Businesses

Volunteer Groups
(incl. self-help groups)

Sorting Through The Service Maze

- System is based primarily on supporting business
- Whole system is in a crisis from cutbacks
- Mandated vs. optional constantly changes
- Figure out whose “department” the issue is
 - who is responsible
 - who actually gives the service
 - what determines the scope of the service (legislation, policy, funding, other)

When There Is A Gap or Problem:

- Find out who “will”, not who “should”
- Is there another organization which deals with this issue?
- If not, is there flexibility to resolve the problem? Who has the authority to use discretion or overturn the decision?
- Identify who else might help (eg. legal clinic)

Income

Type	Area of Responsibility	Who is Responsible	Contact Info.
Ontario Works	Funding Rules (Legislation) Delivery	80% Province; 20% Municipality Province Municipality	
Ontario Disability Support Program	Funding Rules (Legislation) Delivery	Province Province Mainly the Province, although Municipality helps with 50% of applications and with some extra supports (eg. transportation costs etc.). As well, private companies deliver the employment supports.	
Ontario Student Assistance Plan	Funding Rules Delivery	Province (some qualify for Canada Student Assistance Plan which is Federal) Province Post Secondary School	
Canada Pension Plan Disability	Funding Rules Delivery	Federal Federal Federal	
Employment Insurance	Funding Rules Delivery	Federal Federal Federal	
Workers Safety and Insurance Board	Funding Rules Delivery	Province Province Mainly Province, although private companies deliver some of the health services and employment supports	
Private Insurance or Pension Plans	Funding Rules Delivery	Individuals Private Company Private Company	

Employment

Issue	Area of Responsibility	Who is Responsible	Contact Info.
Creating Work	Funding Rules (Legislation) Delivery	Private Business (some gov't subsidies) Province (Consumer and Corporate Affairs and Ministry of Labour) Private Business	
Getting A Job	Funding Rules (Legislation) Delivery	A real mix - all levels of gov't. Depending on the program All levels of gov't, private businesses and social service agencies	
Accreditation	Funding Rules (Legislation) Delivery	Province or individuals. Province or professional organizations Professional organizations (eg. licensing or apprenticeship) Post Secondary Institutions (incl. Prior Learning Assessments) Social Service Agencies (World Education Services Canada for academic credential assessment)	
Working Conditions	Rules Monitoring	Province through Employment Standards Act or employment contract (incl. union contract) Province (Employment Standards Branch) or union. Occasionally, Human Rights Code	
Losing A Job	Rules Funding (after)	Employer, although Province sets rules that a firing / lay-off cannot be unfair (Employment Standards Act). Union contract governs if one exists Federal (Employment Insurance or CPP Disability), Province (Ontario Works, WSIB, etc.), or private plan	

Housing

Issue	Area of Responsibility	Who is Responsible	Contact Info.
Getting Housing	Funding Housing Rules (Legislation) Help Getting Housing	Private Landlords Some non-profit landlords (if gov't money is available) Province sets rules. Landlord decides. Social Housing Waiting List Social Service Organizations	
Affordability of Housing	Funding Rules (Legislation) Delivery	Province (rent subsidies and rent supplements) For private landlords - landlord within guidelines under the Tenant Protection Act. For subsidized housing - the funder, usually the Provincial gov't. Rules applied by non-profit landlord. Landlord	
Condition of the Housing	Funding Rules (Legislation) Delivery	Landlord (through the rents). (Small amount of Federal money for particular types of renovations). Province (Tenant Protection Act, Building Code, etc.). Landlord, but can ask for intervention from Ontario Rental Housing Tribunal and municipality through the <u>By-law Inspection officers</u>	
Relationship between landlord and tenant	Rules Delivery	Province through Tenant Protection Act and occasionally Ontario Human Rights Code Province through Ontario Rental Housing Tribunal or through <u>Human Rights Commission</u>	
Supportive Housing	Funding Rules Delivery	Mixed, though most is provincial Provincial (although many care homes are unregulated) Most are run by social service organizations. Some are private businesses. Access for long term care for seniors is through Community Care Access Centres.	

Health

Issue	Area of Responsibility	Who is Responsible	Contact Info.
Primary Care (hospitals and doctors, etc.)	Funding Rules (Legislation) Delivery	Province, with some transfer payments from Federal. Province and professional bodies Hospitals (local Board operates within Provincial guidelines) and private doctors / clinics. A bit is provided through community health centres	
Access to Primary Care (O.H.I.P.)	Funding Rules Delivery	Province, with some transfer payments from Federal. Province Province	
Public and Community Based Health (disease prevention, health promotion, community health)	Funding Rules Delivery	Province and municipality (some private foundations) Province sets some rules regarding water and food safety, immunization etc.) Province requires municipalities to provide water and housing inspection, food preparation inspection, immunization, infectious disease control, public health nurses to contact new moms, early detection of difficulties for young children, education on health issues. Municipality funds a broad range of programs (either through direct service or through purchase of service with community social and health sector) Federal, provincial and municipal gov'ts fund community organizations such as the community health centres to provide additional primary and health promotion activities Secondary services such as foot care, etc. paid for through OHIP, provided by community health centres, or offered through community care access, Cancer Society, Red Cross, etc.	

Health, continued

Issue	Area of Responsibility	Who is Responsible	Contact Info.
Mental Health	Funding Rules Delivery	Province Province for acute care (hospitalization, police intervention, mandatory drugging, etc.) Province purchases services for 359 community supports, incl. some services in public school system	
Long Term Care And Supportive Housing		Dealt with under housing. For seniors, co-ordinated through community care access centre.	
Assistive Devices and medical expenses	Funding Rules Delivery	Province pays most, Municipality pays some (roughly 80/20). Community organizations provide support for many of the gaps in gov't programs. Province sets rules for Assistive Devices Program, OHIP, Community Care Access supports, ODSP etc. Municipality sets other rules through Essential Health and Social Services Province for ODSP supports or Assistive Devices, municipality through social services, community organizations	

Education

Issue	Area of Responsibility	Who is Responsible	Contact Info.
Pre-School	Funding Rules (Legislation) Delivery	All levels of gov't. No legislation, but currently very popular (position papers etc.) Mainly through social agencies, child cares, schools, and public health units.	
Elementary and Secondary School	Funding Rules Delivery	Province, through property tax levy. Province - organization, curriculum, extremely detailed Elected school board (four in Ottawa)	
Post Secondary School (college, university, and private post-secondary schools)	Funding Rules Delivery	Province, with some transfer payments from Federal (for universities and colleges). Also student fees and private foundations Mainly Boards of Directors of the educational institution (or owner) Universities, colleges, and private post-secondary schools.	
Funding to Attend Post-Secondary	Funding and Rules Delivery	Mainly Province, through Ontario Student Assistance Plan Financial Assistance Office at the educational institution	
ESL	Funding and Rules Delivery	Federal or Provincial, depending on program Mainly through community organizations	

General Social Services

- The only mandated (required) services are child protection through the Children's Aid Society (based on law) and some interventions regarding people with certain disabilities (trusteeship, mandatory drugging, etc.)
- Settlement, family supports, supports for people with disabilities, personal counselling, trauma intervention, childcare, recreation, etc. depend on current gov't priorities
- These are delivered mainly through community organizations on a project basis (long or short term) - rely on the Blue Book

Legal System

- Criminal Law System
 - representation must be available. People can pay a lawyer, or Legal Aid (provincial) is the delivery agent if person cannot afford
- Civil Law System - includes immigration, housing, income problems, small claims court, family law, etc.
 - Decision making can happen in a court or in a Tribunal
 - Province sets policies on free representation - delivery through Legal Aid or the legal clinics
- Enforcement - police, self, Family Responsibility Office

Discrimination

- Ontario Human Rights Code and Commission (occasionally Federal H.R. Code)
- only for specific “designated groups”
- only for specific issues (eg. access to housing, employment...)
- solutions are “reasonable accommodation” and / or compensation
- process is based on “law” not “fairness”