



## Public records

October 2010

**Division: Employment & Social Services**

### Introduction

Records held by municipal governments are regulated by the provincial *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* and the *City of Toronto Act*. MFIPPA states that, in general, the public has a right to see most of these records, and to get copies of them (fees for photocopying may apply). There are specific exemptions to general access to records, especially regarding personal information.

A **record** is information recorded or stored in any manner, including print, film, digital or otherwise. The content may include reports, forms, financial statements, minutes, correspondence, e-mail, maps, photographs and more.

Records are made available in numerous ways:

- Routine disclosure: Divisions and program areas automatically make information available to the public when it is requested, and by publishing it online or in a printed form such as brochures and reports.
- Formal request: When a division or program area denies a request for information, a formal freedom of information request can be made through the City Clerk's Office, Corporate Access and Privacy.
- By appeal: If a freedom of information request is denied by the City, the decision can be appealed to the Information and Privacy Commissioner of Ontario.



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### Further information

- The online directory of records outlines types of records and which division holds them:  
<http://www.toronto.ca/cap/directory-records.htm>
- The Corporate Access and Privacy Unit website has more information about access to records:

### Employment & Social Services

The Employment & Social Services division provides a wide range of information through its service areas reflecting its role to provide career planning, skills training, education/upgrading, assessment of international credentials, work experience, job search, and financial assistance. Information is available regarding the provision of benefits for housing costs, health, food, child care, and other employment related costs.

These are the main types of records routinely available from the Employment & Social Services:

- Program/Services Information
- Financial/Administrative
- Program Effectiveness (Delivery measurement)
- Policies
- Client/Case Information



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<b>Record Type</b>	<b>Records Description</b>	<b>Comments</b>	<b>How To Get Information</b>	<b>RCS Code in DOR</b>
<b>Programs and Services</b>	Employment & Social Services information about the mission, vision, values, services offered, program, legislation, regulations and guidelines of OW & ODSP.	Includes Ontario Works (OW) Act & Regulations, Ontario Disability Support Program (ODSP) Act	<a href="mailto:cthumps@toronto.ca">cthumps@toronto.ca</a> <a href="http://www.toronto.ca/socialservices">www.toronto.ca/socialservices</a> see the Ministry website for more information on ODSP: <a href="http://www.mcass.gov.on.ca">http://www.mcass.gov.on.ca</a>	C3100 Social Assistance and Support Programs  C3140 Ontario Works  C3142 Financial Employment Support – Ontario Works  C3143 Special Benefits and Allowances – Ontario Works  C3420 Employment Services – Ontario Works



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Record Type	Records Description	Comments	How To Get Information	RCS Code in DOR
				C3431 Employment Support Programs – Ontario Works C3432 Employment Placements – Ontario Works
<b>Employment &amp; Social Services Administration</b>	Program information relating to the administrative functions of the programs provided such as subject specific research, evaluation, and program audit reports.		For information on research and evaluation contact <a href="mailto:dvermee@toronto.ca">dvermee@toronto.ca</a> For program audits contact <a href="mailto:skamali@toronto.ca">skamali@toronto.ca</a>	I0006 Program Administration
<b>Employment &amp; Social Services Budget/Financial Information</b>	Budget and financial information related to annual budget, program expenditures and capital budget.	<i>Budget submissions are proactive Other information, depending on what is being requested may</i>	<a href="mailto:pspatz@toronto.ca">pspatz@toronto.ca</a>	I0006 Program Administration

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<b>Record Type</b>	<b>Records Description</b>	<b>Comments</b>	<b>How To Get Information</b>	<b>RCS Code in DOR</b>
		<i>not be – requests will need to be reviewed by each case.</i>		
<b>Program Delivery</b>	Information identifying program activity such as the monthly or annual program activity report, who provides contracted services, how the programs are promoted by way of brochures and the measurement of activity by caseload demographics.		<a href="mailto:dvermee@toronto.ca">dvermee@toronto.ca</a>	I0006 Program Administration
<b>Policy and Benefits Information</b>	Policy and benefit information regarding appeals, internal review process, applications for assistance eligibility, gifts, loans, donations and other related policies.		For appeals and internal reviews <a href="mailto:skamali@toronto.ca">skamali@toronto.ca</a>  For policy information <a href="mailto:cthomps@toronto.ca">cthomps@toronto.ca</a> and <a href="mailto:dsokolo@toronto.ca">dsokolo@toronto.ca</a>  <a href="http://www.toronto.ca/socialservices">www.toronto.ca/socialservices</a>	I0006 Program Administration  C3143 Special Benefits and Allowances - Ontario Works



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<b>Record Type</b>	<b>Records Description</b>	<b>Comments</b>	<b>How To Get Information</b>	<b>RCS Code in DOR</b>
<b>Ontario Works Case File</b>	Client case file containing application for assistance, appointment forms, consents to disclose/verify, direct deposit authorizations, rights/responsibilities, resumes and covering letters.		<i>Routinely disclosed to client or legal representative.</i>  Scarborough West: 416-392-2800/416-392-2725  Scarborough North: 416-397-1000/416-397-1010  Consillium Place: 416-397-1100/416-397-1771  North York East:  416-392-2850/416-392-2811  Lawrence Square: 416-392-6500/416-397-0185  North York Central: 416-397-9450/416-397-9451 Golden Mile: 416-392-3400/416-392-3421	C3280 Ontario Works Clients Case Files

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Record Type	Records Description	Comments	How To Get Information	RCS Code in DOR
			East Toronto: 416-392-3200/416-392-3213  Central Toronto: 416-397-1800/416-397-5100  Downtown Toronto: 416-392-5300/416-392-5100  High Park/Parkdale: 416-397-7800/416-397-7900  Metro Hall: 416-392-2600/416-392-2635  Atwell: 416-392-6550/416-397-0330  York Humber: 416-392-6200/416-392-6242  Etobicoke South: 416-392-6550/416-397-0330	