

What are some differences between choosing Agency Services and Direct Funding?

This chart describes some important responsibilities to consider about using your Passport funding. The column titled Agency Services explains how these responsibilities are met when you have a Ministry-funded agency assisting you. The column titled Direct Funding explains how you can meet these responsibilities if you decide not to partner with an agency.

Areas of Responsibilities	Ministry Agency Services	Direct Funding
<p><b>Purchase Community Participation Supports</b></p> <ul style="list-style-type: none"> <li>Using Passport Funds</li> </ul>	<ul style="list-style-type: none"> <li>You <u>designate</u> the agency to receive the money and the agency takes responsibility for payments, providing you with outline of costs for the agreed period of time supports will be provided.</li> <li>The Agency provides you with a budget and costs for supports and services you request</li> <li>May purchase existing day and/or staffing supports offered by agency</li> <li>All Ministry funded programs have an appeal process if there is a concern or complaint with the service</li> <li>You have the right to change to another agency or Direct Funding with proper notification</li> </ul>	<ul style="list-style-type: none"> <li>You <u>purchase</u> various supports and services (including those from agencies) you receive the invoices and submit them for payment</li> <li>Pay for memberships or general community services yourself and get reimbursed providing necessary receipts. Possibility of receiving cash advances for these items with proper documentation</li> <li>You develop your own budget and allocation for purchased services from either a Ministry of Community and Social Services funded program or private (non Ministry funded) programs. Note: Neither Ministry of Community and Social Services or Family Service Toronto will have jurisdiction to intervene with concerns you have with that organization's delivery of service for privately funded programs.</li> <li>You have the right to opt for Agency Services and designate your funding to an agency of your choice at any time</li> </ul>

Areas of Responsibilities	Ministry Agency Services	Direct Funding
<p><b>Coordinating Supports</b></p> <ul style="list-style-type: none"> <li>Organizing support workers, services and scheduling of all chosen supports</li> </ul>	<ul style="list-style-type: none"> <li>Ministry funded agency will schedule support workers from their agency</li> <li>You work in partnership with the agency to explore available opportunities for community involvement</li> <li>Agencies have experience with accessing community opportunities through other connections and through partnerships with other agencies</li> </ul>	<ul style="list-style-type: none"> <li>You schedule and your own support workers</li> <li>You choose a support worker to take on scheduling responsibilities</li> <li>You and your own personal support network explore opportunities for community involvement</li> <li>You can provide your own service coordination and/or hire your own support worker to take on this responsibility</li> <li>You can access community services and as a coordinator maintain focus on your family member</li> </ul>

Areas of Responsibilities	Ministry Agency Services	Direct Funding
<p><b>Creating Person Directed Planning:</b></p> <ul style="list-style-type: none"> <li>Working plan identifying individual needs, wants and supports and services in place to achieve the individual's goals</li> </ul>	<ul style="list-style-type: none"> <li>Most Ministry funded programs require Person Directed Plans be completed</li> <li>You and the agency work together to identify what you want, how to build on your strengths, gifts and talents</li> <li>You and the agency problem-solve and explore what is needed to achieve what you want</li> <li>You and the agency may outline an action plan including timelines and other services or individuals providing supports to achieve your dreams and goals</li> <li>General planning services usually have no fee and are included when you purchase supports and services from Ministry funded services</li> <li>Ministry agencies will provide you with a written copy of your plan</li> </ul>	<ul style="list-style-type: none"> <li>You decide whether or not to complete a Person Directed Plan</li> <li>You and/or your own personal network (i.e. family members) identify what you want, how to build on your strengths, gifts and talents</li> <li>You and/or your own personal network can problem-solve and explore what is needed to achieve what your want</li> <li>You and/or your own personal network can outline an action plan, including timelines and other services or individuals, needed to achieve your dreams and goals</li> <li>You can create your own plan or hire someone (i.e. an independent facilitator) to assist you with creating a plan</li> </ul>

Areas of Responsibilities	Ministry Agency Services	Direct Funding
<p><b>Hiring Support Workers:</b></p> <ul style="list-style-type: none"> <li>• Screening and paying support workers</li> </ul>	<ul style="list-style-type: none"> <li>• Agencies may differ in how they provide support workers.</li> <li>• Ministry funded agencies have their own set of hiring practices which includes recruitment, interviews, completion of reference; credential/academic and criminal record checks prior to accepting a new hire</li> <li>• Agencies determine the salaries for their support workers</li> <li>• Ministry and Agencies determine if support workers salaries are to increase</li> <li>• Ministry agencies provide established Human Resources, Payroll, Benefits, Supervisory and Managerial support to their staff</li> <li>• You may work in partnership with some agencies to find a “good match” between you and your support worker(s)</li> </ul>	<ul style="list-style-type: none"> <li>• You determine the criteria for selecting/hiring of your own support workers</li> <li>• You determine the salary for your own support workers</li> <li>• You and your support worker can negotiate to determine salary increases</li> <li>• You can oversee and or pay someone to oversee administration and payroll duties for support workers</li> <li>• You can make changes to your support worker without being required to follow agency policies and procedures</li> </ul>

Areas of Responsibilities	Ministry Agency Services	Direct Funding
<p><b>Training and Supervising Support Workers:</b></p> <ul style="list-style-type: none"> <li>• Training and ongoing support/professional skill development</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry funded agencies have a set mandate requiring staff complete specific training and or gain specific certification (i.e. First Aid/CPR, Health and Safety etc.)</li> <li>• Agencies determine need and arrange for all required training</li> <li>• Ministry funded agencies have regular supervision with support staff to review challenges and individual support plans (to ensure support is meeting the individual's goals and needs)</li> <li>• Most agencies will provide mediation support if there are challenges between you and support workers</li> <li>• Ministry funded agencies provide supervisory support for ongoing feedback, for direction on how to respond to incidents and emergencies, to provide formal performance evaluations, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Training is not mandatory</li> <li>• You determine and arrange what type of training you require of your own support worker</li> <li>• You decide how you will oversee your support worker and are fully involved in all aspects of support, including nurturing your own support worker's professional growth</li> <li>• You can assign your own designate if you require mediation support if there are challenges between you and support workers</li> <li>• You work closely with your support staff and provide ongoing direction and support as you require</li> <li>• You can share a more personal relationship with your support workers by directly overseeing all aspects of the working relationship</li> </ul>

Areas of Responsibilities	Ministry Agency Services	Direct Funding
<p><b>Flexibility of Supports:</b></p> <ul style="list-style-type: none"> <li>• Matching support workers to the individual's schedule</li> </ul>	<ul style="list-style-type: none"> <li>• Some agencies may be unionized and follow guidelines around flexibility of support (i.e. number of hours worked in one day)</li> <li>• Agencies will work with you to arrange appropriate matches between individuals and support workers</li> <li>• Often support workers are involved with more than one individual</li> </ul>	<ul style="list-style-type: none"> <li>• Your own support workers are not unionized</li> <li>• You and or your support network (i.e. family) may hire their own support workers and can negotiate the hours of work with them</li> <li>• You can work with others to share support workers if desired</li> </ul>

Areas of Responsibilities	Ministry Agency Services	Direct Funding
<p><b>Administrative/Paperwork and Reporting for Accountability:</b></p> <ul style="list-style-type: none"> <li>• Administrative/paperwork and reporting required for Passport funding</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry funded agencies have established documentation for tracking and exploring specific individual needs, action plans and outcomes</li> <li>• Most agencies require support workers to complete paperwork related to the support provided, outcomes and follow up</li> <li>• Accounting, Finance, Payroll, Benefits, Supervisory and Managerial support are available to assist in completion of any paperwork and administrative requirements to be accountable for funds</li> </ul>	<ul style="list-style-type: none"> <li>• You have full control and decide how and what type of documentation is required over the supports you/your family member receive</li> <li>• You can determine the paperwork that you require of your own support workers and can tailor your reports as you wish</li> <li>• You can manage your own funds with support from Family Service Toronto, a lead support worker, a member of your support network (i.e. family), an accountant or bookkeeper</li> <li>• You can request paperwork from your own support workers when incidences occur and</li> </ul>

	<ul style="list-style-type: none"> <li>• Ministry funded agencies are mandated to have a set of policies, procedures and protocol to follow in the event of an accident/incident/injury including specific reporting guidelines</li> <li>• Individuals and agency support workers are insured</li> <li>• All Ministry funded programs have insurance for individuals to work or volunteer placements in the community</li> <li>• All Ministry funded programs have insurance that covers support workers in case of injury</li> </ul>	<p>be available to determine the support your family member needs during an incident</p> <ul style="list-style-type: none"> <li>• You may explore insurance, but are not required to</li> <li>• You may explore insurance coverage specific to your community , but are not required to</li> <li>• You may explore insurance, but are not required to</li> </ul>
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