

Fair Registration Practices Report 2021

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
 - Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges
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The aim of the FRP:

- To collect data and information individual regulators
 - To understand how a regulator has implemented fair registration practices during the reporting period
 - And to help oversee compliance
 - Overseeing compliance requires, among other things, the following series of functions and activities:
 - Monitoring
 - Assessing
 - Mitigating and/or enforcing
 - Educating and promoting
 - Reporting on progress
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Please note the following to the 2021 FRP report:

- It is our intention that the 2021 FRP will be submitted through Survey Monkey;
- The 2021 FRP will likely change, in format and content, as we migrate to a more permanent portal and database solution, and as the FARPACTA changes re: registration timelines are finalized; and,

Organization: **Ontario College of Social Workers and Social Service Workers**

Name of the regulated profession: **Social Service Worker**

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Qualitative Information

The following qualitative information is collected for the purposes of highlighting a regulator’s enhancements to improve fair registration practices year over year.

Section 1 - During the reporting period (January 1st – December 31st), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.

Area	Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
a. Registration requirements either through regulation, by-law or policy.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The language proficiency policy was updated in 2021 to reflect changes around the availability of testing systems that had previously been accepted.
b. New or consolidated class of certificates or licenses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
c. Assessment of qualifications	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
d. Timelines for registration, decisions and/ or responses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In February 2021, the College launched online applications for first-time applicants applying through the degree/diploma stream (approximately 80% of all applicants to the College). The implementation of online applications allowed for efficiencies in the processing and review of applications, such as ensuring less data entry for staff and the ability to review applications while working in a hybrid environment.

e. Registration and assessment fees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
f. Resources for applicants	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A Guide for Online Applications was created (in English and French) to support the launch of online applications and assist applicants in navigating the application process and applicant portal. Also, a comprehensive review of the website, including the Applicants section, was completed with the aim of creating clear and concise information in plain language.
g. Changes to internal review or appeal process	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
h. Access by applicants to their records	<input checked="" type="checkbox"/>	<input type="checkbox"/>	With the implementation of an applicant portal in connection with the launch of online applicants, applicants are able to check the status of their application at any time as well as the receipt and status of supporting documents received as part of the registration process. Applicants continue to have the ability to request a copy of their application materials on an ad hoc basis at no cost.
i. Mutual recognition agreements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
j. Training and resources for staff regarding registration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
k. Relationship with third party service provider(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
l. Accreditation of educational programs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
m. Technological or digital improvements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The College has taken a number of steps to review current technology in 2021 as part of our strategic priority to enhance regulatory effectiveness including:

			<ul style="list-style-type: none"> As described above, the College implemented an online application portal as part of ongoing enhancements to the registrant database. The College began the process of scanning and digitizing all member files. The College implemented the BoardEffect platform to streamline the review of documentation supporting Committee Work. For the Registration Appeals Committee, this technology improves the efficiency and accuracy of the extensive case support documentation
n. Anti-racism and inclusion-based policies and practices	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
o. Organizational structure	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
p. Contingency or continuity of operations plans	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As a result of the implementation of online applications, and by actively reducing the number of paper applications we receive, staff are able to continue to process applications for registration while working in a hybrid environment. As of early 2022, staff now have electronic access to copies of registrant paper records which were previously only accessible when onsite.
q. Documentation requirements for registration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	We are now accepting electronic transcripts, digital signatures from applicants and emailed/faxed application forms from those who cannot apply through the online application process. We also updated our paper-based forms to be fillable PDFs and AODA compliant, which can either be accessed through the applicant portal or via email.
r. English / French language proficiency testing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As indicated above, the language proficiency policy was updated to reflect changes to the availability of testing systems.

Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.

1	Implementation of the online application portal
2	Enhanced technology processes to update the registrant database
3	Thorough review and update of all registrant material on our website related to registration processes

Section 3 – If applicable, please list the top three risks that impacted your organization’s ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

	Risk	Mitigation Measure
1	Human resources (lack of staffing for increased number of applications received).	Increase staffing in registration department. Identify further efficiencies in application process.
2	Limitations in current software, increasing need for manual work in data gathering.	Exploring new database options.
3		

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)?

Yes

No

If so, please describe the applicant competencies that you seek to develop through this requirement?

CER: work experience or experiential training obtained in Canada.
(can be a text box that we can provide)

QUANTITATIVE SECTION

The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year.

Languages

Indicate the languages in which you make available application materials and information about the application process.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	N/A

1. Membership Data

Demographics Data

As of December 31, of the reporting year, please indicate the number of members in each gender category identified below:

Gender	Number of members
Total Male	490
Total Female	2, 966
Total Non-binary	15

Gender not provided	0
OVERALL TOTAL	3, 471

In relation to your members:

Do you collect race-based data? (YES/NO) **NO**

Do you collect other identity-based or demographics data? (YES/NO) **YES**

This includes:

- **Gender**
- **Region of practice / residence for election purposes**
- **Preferred language of communication with the College (English/French)**
- **Date of Birth**
- **Citizenship (as per Registration requirements)**

Do you plan to collect race-based data in the future? (YES/NO) **** decision made in September of 2022 to approve equity and inclusion data collection policy in principle.**

If yes, please indicate the type:

- a. Class of License/Certificate Data

As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Class of License/Certificate	Number of members
Full/Independent Practice	3, 471
Provisional/Limited License/Certificate	0
Emergency License/Certificate	0
OVERALL TOTAL	3, 471

b. Jurisdiction where members were initially trained

As of December 31, of the reporting year, please indicate the total number of registered members for each category below.

Type	Description (Drop Down)	Count
Membership	Ontario	3, 204
Membership	Other Canadian Provinces and Territories	32
Membership	USA	10
Membership	Other Countries	10
Membership	Multiple and/or Unspecified Jurisdiction	215
TOTAL		3, 471

c. Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

Name of Country	Count
India	5
Brazil	1
Denmark	1
Hong Kong	1
Mexico	1
Poland	1

2. Applications Data

Demographics Data

Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Gender	Number of applicants
Total Male	203
Total Female	1, 011
Total Non-binary	11
Gender not Provided	0
OVERALL TOTAL	1, 225

In relation to the applications, you received:

Do you collect race-based data? (YES/NO) **NO**

Do you collect other identity-based or demographics data? (YES/NO) **YES**

If yes, please indicate the type:

- **Gender**
- **Region of practice / residence for election purposes**
- **Preferred language of communication with the College (English/French)**
- **Date of Birth**
- **Citizenship (as per Registration requirements)**

a. Category of Applicants

Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31 of the reporting year: **53**

Please indicate the total number of applicants who filed an application between January 1 and December 31 of the reporting year for each of the category as applicable.

Category	Number of applicants	Number of applicants fully licensed/certified	Average Time to Process Application in Weeks from First Point of Applicant Contact	Average Time to Process Application in Weeks from Receipt of all Required Documents
Applicants from Ontario	1, 165	675	SEE COMMENTS BELOW	SEE COMMENTS BELOW
Applicants from other Canadian provinces and territories	14	2	SEE COMMENTS BELOW	SEE COMMENTS BELOW
Certificate-to-certificate (labour mobility) applicants	0	0	N/A	N/A
Applicants from international jurisdictions (not including USA)	5	5	SEE COMMENTS BELOW	SEE COMMENTS BELOW
Applicants from multiple and/or jurisdictions not specified	17	3	SEE COMMENTS BELOW	SEE COMMENTS BELOW
Applicants from accredited Canadian	901	667	SEE COMMENTS BELOW	SEE COMMENTS BELOW

post-secondary institutions				
Applicants from unaccredited Canadian post-secondary institutions*	77	2	SEE COMMENTS BELOW	SEE COMMENTS BELOW
Number of applicants who re-registered after withdrawing from the application process	9	9	SEE COMMENTS BELOW	SEE COMMENTS BELOW

* - For this section, we have interpreted 'unaccredited' as applications received from applicants who have graduated from programs that are not in social service work.

Additional comments:

Due to database limitations in 2021 we are unable to provide this level of detail. Please see above comments regarding sourcing out new database. The College strives to complete the registration process for degree/diploma applications within 4-6 weeks of the receipt of ALL required documentation.

b. Jurisdiction where applicants obtained their initial education

Please indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

Name of Jurisdiction	Count
India	1
Jamaica	1
Lebanon	1
Netherlands	1

United Kingdom	1
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c. Processing Time

As of December 31, of the reporting year, how many full licenses/certificates did your organization issue: **676**

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31 of the reporting year, according to the timelines noted in the table below.

Timeline	Total Applications Processed	Percentage (system can calculate by dividing column 2 by total license issued)
0 – less than 3 months	See comment below	See comment below
3 months – less than 6 months	See comment below	See comment below
6 months – less than 12 months	See comment below	See comment below
12 months – less than 18 months	See comment below	See comment below
18 months – less than 24 months	See comment below	See comment below
24 months and greater	See comment below	See comment below

COMMENTS: Due to database limitations in 2021 we are unable to provide this level of detail, without extensive manual calculation. Please see above comments regarding sourcing out new database. The College strives to complete the registration process for degree/diploma applications within 4-6 weeks of the receipt of ALL required documentation.

d. Age of Active Applications

As of December 31, what were the total number of active applications in your case inventory? **306**

This number represents individuals who applied in 2021 or earlier but for a number of reasons were either not processed or remained incomplete prior to December 31, 2021.

Please provide a breakdown of these active applications according to the length of time that they have been open.

Age	Total
0 - less than 3 months	See comment below
3 months - less than 6 months	See comment below
6 months - less than 12 months	See comment below
12 months - less than 18 months	See comment below
18 months - less than 24 months	See comment below
24 months and greater	See comment below

COMMENTS: Due to database limitations in 2021 we are unable to provide this level of detail, without extensive manual calculation. Please see above comments regarding sourcing out new database. The College strives to complete the registration process for degree/diploma applications within 4-6 weeks of the receipt of ALL required documentation.

e. Other Licenses/Certificates of Registration Processed

Please indicate the number of applications that your organization processed in the reporting year that relate to other classes or types of license/certificates. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1 to December 31	Ontario	Other Canadian Provinces and Territories	Certificate to Certificate (Labour Mobility)	USA	Other International	Multiple and/or Unspecified Jurisdictions	Total
Applicants who were issued an alternative class of license*	0	0	0	0	0	0	0
If applicable, applicants who were issued an emergency license/certificate	0	0	0	0	0	0	0
Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified	0	0	0	0	0	0	0

* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Additional comments: **The section above is not applicable as we do not have an alternative class, emergency or provisional registration.**

f. Number of Reviews and Appeals Processed

State the number of reviews and appeals that your organization processed in the reporting year. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1 to December 31	Ontario	Other Canadian Provinces	USA	Other Countries	Multiple and/or Unspecified Countries	Total
Applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee	0	0	0	0	0	0
Applicants who initiated an appeal of a registration decision	1	0	0	0	0	1
Number of appeals heard	4	0	0	0	0	4
Registration decisions changed following an appeal	0	0	0	0	0	0

g. Top Three Reasons for these Appeals

Reason	Percentage
1. The applicant provided new information/details of additional course work they had completed	50%

2. The applicant believed that they had met the criteria through their existing course work/experience 50%

h. Top Five Reasons for not Issuing a License/Certification to Internationally Trained Individuals

Reason

The primary reason why an applicant would not be registered is because they have not satisfied the requirements for registration as set out in the regulation or registration policy. This is the case regardless of where they obtained their academic credentials.

i. Top Five Reasons for not Issuing a License/Certification to Canadian Graduates

Reason

The primary reason why an applicant would not be registered is because they have not satisfied the requirements for registration as set out in the regulation or registration policy. This is the case regardless of where they obtained their academic credentials.