

Ontario Native Welfare Administrator's Association
2024-2025

ONWAA Course Catalog

Dedicated to culturally appropriate training



ONWAA



Table of Contents

About Us	02
Main	05 - 09
MYC	10 - 14
Homemakers	15 - 17
Certificate Programs	18 - 20

About Us

The Ontario Native Welfare Administrator's Association (ONWAA) is a professional association committed to providing services to First Nation social service administrators.

ONWAA is a First Nation membership owned non-profit organization in Ontario. For over 50 years, ONWAA has established a reputation as a leader in training and advocacy in the delivery of First Nation social programs.

ONWAA is committed to providing quality professional services to First Nation communities, while respecting local delivery needs and realities. We take pride in supporting First Nations to build community capacity and enhance social service administrators' professional development.




Included in this course catalog is an overview of some of the training and courses ONWAA provides. Blended with our accomplished and experienced staff, we can provide the training courses in this catalog or provide customized training to cater to the specific needs of communities.













Trainings and Courses

The following pages include off-the-shelf training and courses. Please refer back to the following legend while browsing through this catalog.

Delivery Methods:

 Webinar	 eLearn Course	 In-Person
---	---	---















Audiences:

 Income Assistance Administrator	 All Homemaker Staff
 All Income Assistance Staff	 Eligibility Review Officer (ERO)
 Employment Worker	 Everyone
 Chief & Council (C&C)	 Caseworker
 Homemakers Coordinator	 Financial Staff











Main



Course	Length	Delivery	Audience	Description
Administrator Authority	0.5 days			During this session, participants will gain an in-depth understanding of the roles of the First Nation Ontario Works Administrator; Chief & Council; Ministry of Children, Community and Social Services (MCCSS); and clients. Delegation of authority will be reviewed.
Case Management	2 days			Case management, or sometimes termed “case coordination”, supports the clients’ achievement of safe, realistic and reasonable goals within a complex health, social and fiscal environment.
Chief & Council Bilateral	0.5 days			This session provides an overview of income assistance in Ontario and the rest of Canada. Included is direction communicated on the provincial and national levels.
Client-Centered Engagement	0.5 days			Strategies to understand, engage, and motivate individuals we serve and those we partner with.
Cultural Competency	0.5 days			This is a first glance look at Indigenous peoples in the context of Ontario, including terminology, differences in protocols, colonization and the vast differences between First Nations communities within the Ontario context. Best practices and relationship building with on-reserve income assistance offices will be explored.
Digital Literacy I: Basics of Digital Literacy	7 hours			A very initial glimpse at digital literacy skills used in today’s offices. Learn the terminology and get familiar with your computer/device and hardware needed to communicate digitally.
Digital Literacy II: Building on the Basics	7 hours			Building on the Digital Literacy I course, and for those who are familiar with basic digital literacy concepts, the Digital Literacy II course will focus on intermediate skills and knowledge to aid social assistance staff and managers in the workplace.

Next page continues →



Achieving Accessibility Standards for First Nations	1.5 days			In this session we will learn about accessibility, understand the legislative jurisdiction that applies on First Nations, social determinants of health and health inequalities. Participants will gain hands-on experience on how to identify barriers, create a plan, and use local policy to meet compliance.
Supportive Approaches through Innovative Learning (SAIL) Module 1: Coaching *	3 days			Helps staff to develop an understanding of how personal perspectives can impact how people interact with one another. Staff will learn the eight anchoring concepts of SAIL and how they can provide a framework for engaging with individuals. The principles of coaching in Module 1 will underline how coaching is an important tool in guiding a process of change and help to reduce, or prevent, conflict in relationships.
Supportive Approaches through Innovative Learning (SAIL) Module 2: Engagement *	3 days			Helps staff to understand and master the techniques of engagement to support individuals in a working environment that will benefit everyone. This module is about more than just talking to people; it is about understanding fears, motivations and the needs of yourself and others, so that you can effectively lead individuals to action.
Supportive Approaches through Innovative Learning (SAIL) Module 3: Problem - Solving *	3 days			Helps staff develop the problem-solving skills needed to help individuals reach their goals. This module will help staff to understand levels of conflict and apply techniques, such as negotiating, to help solve problems and plan for improvement.

Next page continues →

Note:

* = Cost-sharing available.

Please email staci.williams@onwaa.ca for more information.

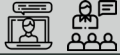















Self-Care & Wellness	2.5 days			This session is for all the administrators, caseworkers, employment workers and any other frontline workers that support the income assistance program in their community.
Self-Employment	2.5 days			This course is designed to educate the caseworkers working with participants on self-employment the appropriate way of delivering the program under Ontario Works legislation.
Social Inclusion	1.5 days			Participants of this Social Inclusion course will gain knowledge and discuss best practices when delivering programs in their communities. People can be present in their community without being socially included. Being socially included means that several things are present in people's lives, this session will network with other communities to identify how to make our clients feel accepted in society.
Policy Development	1 day			Income Assistance Administrators attending this Policy Development session will gain knowledge and discuss best practices, processes and procedures when developing policies and procedures in the Income Assistance program.
De-escalation, Personal Protection and Boundaries	1.5 days			This workshop will provide frontline workers with the effective skills and strategies needed to de-escalate crisis situations while maintaining personal protection and minimizing harm. Participants will learn how to recognize escalating situations and how to respond using communication or physical intervention techniques.
Designing Culturally Appropriate Income Assistance Programs for First Nations	2 days			This two-day interactive workshop provides best practices from income assistance models from around the World to generate ideas and facilitate discussions to identify essential supports and provisions required to live a culturally appropriate sustainable lifestyle in First Nations.

Next page continues →

















Motivational Strategies of Change Management	3 days			The objective of this workshop is to understand the stages and theories of change and explore tools and strategies to support the transition of change for individuals and organizations. A portion of this unit will focus on conflict, resistance to change and explore various personality traits when dealing with conflict and change.
Coaching from a Trauma Informed Care Lens	3 days			Trauma-informed care requires an understanding of how historical trauma and experiences can impact an individual, community, and front-line workers. This workshop will provide an overview of core principles of trauma informed care, with an emphasis on coaching and emotional intelligence competencies required to effectively coach and motivate an individual.
Advanced Case-Management Skills	3 days			A workshop dedicated to communication, problem solving and progression planning with recipients to engage and motivate change and progression. Specialized skills and training to be provided to those front-line workers who work exclusively to motivate and facilitate individuals to reach their employment goals.
Lands and Estates	2 days			In this session participants can expect to learn information on estate planning, guardian and trusteeships, estate executor appointment, how to create a will and processing and managing estate settlements.
Energy Efficiency	0.5 days			This course explores the issue of energy efficiency and energy poverty and what we can do to alleviate some of the issues within our communities from a consumer and service provider level.
Mental Health First Aid First Nations	20 hours			Mental Health First Aid First Nations is an interactive 20-hour certificate course that is designed to provide an opportunity for First Nations participants and others who work with First Nations to learn and have serious conversations about mental health and wellness. Fee: \$750 per person.

MYC



Course	Length	Delivery	Audience	Description
Assets	0.5 days			This training will provide an in-depth review of determining assets.
Assignment of Benefits	1 hour			This session will provide step-by-step instructions on how to enter and process an Assignment of Benefit application, identify reimbursable amounts, record reimbursement income evidence and process reimbursements for OW and Ontario Disability Support Program (ODSP) overlap periods.
Case Notes	2 hours			Participants can expect to learn that case notes build a better understanding of the client. The ongoing notes that you record are activities to what is relevant to the client which contains information, plans and progress of the client.
Chief & Council - Ontario Works	1 day			Developed for Chief and Council, this session provides an overview of the OW service contract, the roles of MCCSS, Chief and Council, the Ontario Works Administrator and the clients; as well as rates, important dates, and common situations the First Nation Ontario Works Administrator may experience.
Discretionary Benefits	0.5 day			An in-depth look at discretionary benefits.
Eligibility Verification Process	0.5 day			This session reviews the legislative and program requirements, as well as third-party checks, and the eligibility review process and outcomes.
Employment Programming	0.5 day			This training will provide participants with an overview of Employment Assistance legislative requirements and best practices.
Funerals & Burials	2 hours			This session will help Ontario Works staff define roles and responsibilities for funeral and burial arrangements when a community member passes away. Participants will learn how to process funeral and burial requests for Social Assistance Recipients (SARs) and Non-Social Assistance Recipients (Non-SARs) and how to receive reimbursements.













Next page continues →

Directives Training	2 days			Participants will have an overview of all Ontario Works policy directives. Participants will learn how to process and calculate assistance, determine, and monitor eligibility, provide benefits, manage participation, and meet program standards according to the Ontario Works Act & Regulations, and policy directives. Participants can expect to participate in group discussions and share best practices on how to exercise administrators' discretion.
Enhanced Verification	1.5 days			The Enhanced Verification workshop will assist case managers in strengthening their case files, and identify Ontario Works file requirements, audit requirements, and program standard. Participants will be provided electronic verification templates, tools, and resources to enhance verification approaches to support determinations of eligibility and meet program requirement. Participants can expect to explore various websites and portals to help recipients access benefits they may be eligible to receive, and learn how to obtain and use third party information for verification to support case files and determinations of eligibility.
Equifax Verification Training	0.5 day			Learn how to register and request access to Equifax reports and how to use the information for verification purposes.
Form Completion	0.5 day			This covers in-depth training on how to complete all of the mandatory forms.
Income & Exemptions	0.5 day			This course offers an in-depth review of the various types of income and exemptions that may apply.
Letter Writing	0.5 day			Participants will learn the requirements of writing letters for the delivery of Ontario Works, including the Notice of Decision.
Month End Processes	0.5 day			Learn about required month end processes including subsidy claims and bank reconciliations.
Navigating Resources	1 hour			Learn about resources available to Ontario Works Delivery Agents from MCCSS and ONWAA.

Next page continues →













New Administrator Training	2 days			This session is for new administrators and case-workers that will focus on how to properly take an application, client verification, case file standards, and an overview of Ontario Works policies.
Outcome Measures	1.5 days			This training will provide participants with an understanding of the outcomes that are measured within the Ontario Works program and how to choose outcome targets that are reflective of community resources and priorities.
Privacy & Third-Party Verification	1.5 days			This training will explore best practices of how information is collected, verified and safeguarded, and how to obtain specific information required to meet Ontario Works program standards. This training will introduce guidelines for information sharing to conduct third-party verification and will provide participants with an understanding on how to maintain privacy and confidentiality in the workplace. Together we will share third party verification best practices and explore the differences of third party verification of First Nations vs. different technology systems.
Recoveries and Repayments	0.5 days			Learn about recoveries and repayments in case management and financial record keeping.
Service Planning	2.5 hours			This session is an overview of the service planning process. Participants can expect to learn the elements of a service plan, understand how the service plan can assist in achieving outcome measures, and explore best practices on facilitating a planning process that is reflective of your program, participants, and community.
Subsidy Claim Process	1 hour			This session is a step-by-step guide to preparing the monthly Subsidy Claim form, explaining how the advance Electronic Funds Transfer (EFT) funds are adjusted and deposited.
Transfer Payment Ontario (TPON) & Budget Package	2 days			This training guides participants on registering for TPON and how to complete the Ontario Works Budget Package and Ministry reporting requirements.

Next page continues





Transitional Child Benefit (TCB) & Recovery	0.5 days			During this course, participants will learn how to calculate the mandatory Transitional Child Benefit, how to determine recovery amounts, and how to calculate assistance where there is an amount being recovered for TCB.
Transitional Support Fund (TSF)	1 hour			Upon completion of this session you will have an understanding of TSF policies, how to process TSF payments, application process and reporting requirements.
Internal Reviews	0.5 days			An internal review is an administrative process that occurs when a recipient does not agree with a decision that affects their social assistance. In this training, participants will learn how to establish and complete an internal review process according to the Ontario Works Act & Regulations.
Local Policy	1.5 days			This workshop will provide participants with an understanding of the importance and purpose of local policy, how to develop policies, and how to implement policies within an organization. Participants will learn how to collaborate with stakeholders to develop local policies that are reflective of current business practices and address community needs and priorities. Participants will be provided with tools and resources to assist with policy development and will have an opportunity to develop a draft local policy.
Achieving Accessibility	2 days			Achieving Accessibility is the process of improving the individual's quality of life into today's society. This training will provide participants with strategies and tools to ensure accessibility and social inclusion are achievable standards within their community and how to provide services in ways that are non-judgmental and equal for all.
Financial Literacy and Budgeting	1.5 day			This workshop provides a basic introduction of financial processes to effectively manage Income Assistance programs and breaks down the process of bank reconciliation, office internal controls and budgeting into basic practical understanding. Participants can expect to get hands-on with numbers and money concepts that enhance interest and exploration for financial management within offices.

Homemakers



Course	Length	Delivery	Audience	Description
Policy Development	1 day			Ontario Works Administrators and Homemakers Coordinators attending this Homemakers Policy Development session will gain knowledge and discuss best practices, processes and procedures when developing policies and procedures for the Homemakers program.
Case Management and Case Coordination	1 day			The session provides participants with tools to provide wrap-around service models for clients. This one day training course will give you tips, tricks and resources to help implement wrap-around services within your community when working with vulnerable clients.
Home Cleaning and Organizing	0.5 days			This virtual training session is for Homemakers and Personal Support Workers to understand the importance of their roles, client management and best practices of keeping homes clean and organized for clients.
Core Training	1 day			This session is for Homemakers Coordinators, managers, and supervisors to be provided up to date information regarding the Homemakers Program and to learn about the important components of the Homemakers Program to implement into community practices.
Childcare and Development as a Role	4 hours			This virtual training session is for Homemakers and PSW's to understand the importance of their roles when in a home working with client on the care of a child or children, and training and instruction in household management and the care of children. The exploration of referrals to other resources will also be discussed.
Coaching and Mentoring Clients in Food Preparation and Nutrition	4 hours			This training session is for Homemakers and PSW's working with client in the area of food preparation to understand their role and best practices in food preparation and coaching clients on nutrition.

Next page continues →

Course	Length	Delivery	Audience	Description
Coaching and Mentoring Clients in Personal Finance	4 hours			This training session is for Homemakers and PSW's working with clients who require basic personal finance training to support them in the home.
Homemakers Financial Literacy	6-8 hours			Participants will have an understanding of the cost of administration, direct service funding, and where their funding is coming from to facilitate their Homemakers program. This course will provide information on how to submit their monthly reporting. During this session participants will participate in hands-on exercises to increase their knowledge of the financial aspect of their homemakers' program.

Certificate Programs



First Nation Social Service Administrator Certificate (FNSSAC)

The First Nation Social Service Administrator Certificate (FNSSAC) program is a four-module certificate offered online in partnership with Algoma University. It is recognized by MCCSS.

Students will gain a comprehensive overview of the Ontario Works program and explore various skills and knowledge to implement the program effectively. Accreditation for two (CESD 1206 & CESD 1207) of the four modules will be provided by Algoma University.

This program is a pre-requisite to get into the ONWAA/Algoma University First Nation Social Policy and Community Development Certificate which is now offering new courses.





First Nation Social Policy & Community Development Certificate (FNSPCD)

The First Nation Social Policy and Community Development Certificate (FNSPCD) is a 10-course Algoma University Certificate offered in partnership with Algoma University.

This program will provide students with an introduction to key issues in social policy and community development relevant to First Nations service programs. Students will be exposed to a range of community approaches, skills and methods necessary for researching relevant policies, identifying community, regional/tribal, and national policy-making organizations, analyzing and critically examining gaps in existing policy, and identifying challenges and best practices related to processes for policy implementation in First Nations communities. The course will introduce methods for preparing policy briefs for Chief and Council, community members and for external government agencies, as well as advocating for policy change at the local, regional, and national levels.

The First Nation Social Service Administrator Certificate (FNSSAC) is a prerequisite into this certificate. FNSSAC Module III and Module IV courses count towards the 10 required courses.

Please email info@onwaa.ca or call (705) 942-3157 for more information.

Course	Length	Delivery	Audience	Cost	Description
FNSSAC Module 1: Financial Assistance	5 days			*	This course is the first of four modules that comprise the First Nation Social Service Administrator Certificate. Participants will learn an overview of the Ontario Works program, directives, and processes of administering financial assistance on First Nations.
FNSSAC Module 2: Employment Assistance	5 days			*	This course is the second of four modules that comprise the First Nation Social Service Administrator Certificate. Participants will learn about Ontario Works Employment Assistance, directives, and processes of administering employment assistance on First Nations.

Note:

* = Consistent with Algoma University costs per module.

See for current tuition rates:

<https://algomau.ca/students/tuition-fees-important-dates/tuition-fees/>

ONWAA is committed to ensuring our content is accessible to all users of all abilities.
All materials provided by ONWAA are available in alternative formats, upon request.

Want more information or have questions?

Jessica Nadjiwon-Smith
(705) 942-3157
executive.director@onwaa.ca

Follow us on:

 @official.onwaa

 @Official.Onwaa