



## *Quotable Quotes*

***“The introduction of new Child Welfare Reform projects, although intended to support child protection in Ontario, has in some cases exacerbated the ever-present workload pressures”***

OACAS workload measurement project report

February 2001

**“...the Government work with the employers and the unions representing front line staff to develop realistic workload guidelines”**

**A Key Recommendation from the Coroners Inquests**

***“Front line staff indicate that they spend less than 30% of their time in face to face contact with clients.”***

OACAS workload measurement project report  
February 2001

***“...that the Ministry’s new Funding Framework, which is to be fully implemented by the 2000/01 fiscal year, is a substantial improvement over the Ministry’s previous method of determining the Societies’ program funding. However, the Ministry will not realize the benefits of the new funding framework until it ensures that funding for direct services costs is based on reasonable workload standards and salary levels that are achievable in the year to which the funding relates”***

Provincial Auditor’s Report

November 2000

