



ACRONYMS

AHP	Affordable Housing Program
AMES	Association of Municipal Employment Services
AMO	Association of Municipalities of Ontario
BTP	Business Transformation Project
CACC	Central Ambulance Communication Centre
CCAC	Community Care Access Centre
CIMS	Comprehensive Income Maintenance System
CM	Case Manager
CMSM	Consolidated Municipal Service Manager
CP	Community Placement
CPE	Community Participation Expenses
CPP	Canada Pension Plan
CSR	Client Service Representative
CSUMB	Community Start-Up and Maintenance Benefit
CVP	Consolidated Verification Process
CWT	Caseworker Technology
DNA	Day Nurseries Act
DBD	Direct Bank Deposit
DDA	Direct Delivery Agent
DSSAB	District Social Services Administration Board
ELCC	Early Learning & Child Care
EI	Employment Insurance
ELCC	Early Learning & Childcare
EFRT	Emergency First Response Team
EMS	Emergency Medical Services
ERE	Employment Related Expenses
ERO	Eligibility Review Officer
ESD	Electronic Service Delivery
ESUB	Employment Start Up Benefit
EYC	Early Years Centre
FRC	Family Resources Centre
FAQ	Frequently Asked Question
FIPPA	Freedom of Information and Protection of Privacy Act
FOI	Freedom of Information
FSW	Family Support Worker

GAINS	Guaranteed Annual Income Supplement
GIS	Guaranteed Income Support
GONet	Government of Ontario Network
HCF	Healthy Communities Fund
IRS	Income Reporting Statement
JEPP	Joint Emergency Preparedness Program
JIP	Joint Implementation Plan
JLTP	Joint Local Transfer Plan
LMDA	Labour Market Development Agreement
LMPA	Labour Market Partnership Agreement
LAN	Local Area Network
LEAP	Learning, Earning and Parenting Program
LHA	Local Housing Authority
LHIN	Local Health Integrated Network
LSS	Local System Support
MCSS	Ministry of Community and Social Services
MCYS	Ministry of Children & Youth Services
MMA	Manitoulin Municipal Association
MMAH	Ministry of Municipal Affairs & Housing
MNDM	Ministry of Northern Development and Mines
MOHLTC	Ministry of Health & Long-Term Care
MTCU	Ministry of Training, Colleges and Universities
MPM	Municipal Program Manager
NCB	National Child Benefit
NOSDA	Northern Ontario Service Deliverers Association
OCCMS	Ontario Child Care Management System
ODSP	Ontario Disability Support Program
OEYC	Ontario Early Years Centre
OMSSA	Ontario Municipal Social Services Association
ONPHA	Ontario Non-Profit Housing Association

OP	Overpayment
OSAP	Ontario Student Assistance Program
OW	Ontario Works
OWS	Ontario Works Supervisor
PA	Participation Agreement
PCP	Primary Care Paramedic
RFP	Request for Proposals
RGI	Rent Geared to Income
RRSP	Registered Retirement Savings Plan
SDMT	Service Delivery Model Technology
SEMA	Sudbury East Municipal Association
SHSC	Social Housing Services Corporation
TWOMO	Township Without Municipal Organization
UCCB	Universal Child Care Benefit
UTM	Upper Tier Municipality
VoIP	Voice over Internet Protocol
WAN	Wide Area Network
WCB	Workers Compensation Benefit