


Social Systems Evidence: Taxonomy of program and service areas, governance, financial and delivery arrangements, and implementation strategies

Program and service areas

<ul style="list-style-type: none"> • Children and youth services <ul style="list-style-type: none"> ○ Adoption services ○ Caregiver support ○ Early childhood development services ○ Special needs services ○ Student support services ○ Parent/legal guardian support services ○ Child protection • Citizenship <ul style="list-style-type: none"> ○ Admissibility, security and visa services ○ Border services ○ Refugee services ○ Temporary residence permits ○ Permanent residence permits ○ Citizenship grants ○ Settlement/re-settlement ○ Civic engagement/volunteering ○ Civic/cultural integration ○ Undocumented individuals ○ Migration ○ Detention, deportation and extradition ○ Sub-national cooperation ○ International cooperation • Climate action <ul style="list-style-type: none"> ○ Energy-use restrictions ○ Low- or zero-carbon electricity supply ○ Electrification and other fuel switching ○ Non-energy emission solutions ○ Climate-change risk management • Community and social services <ul style="list-style-type: none"> ○ Accessibility services ○ Disability services ○ Problem gambling services ○ Other social services ○ Community services ○ Community development ○ Emergency response and preparedness • Consumer protection <ul style="list-style-type: none"> ○ Consumer awareness and education ○ Consumer advocacy and rights ○ Personal financial services standards ○ Advertising and marketing standards ○ Consumer promotion standards ○ Responsible consumption initiatives ○ Product safety ○ Fraud ○ Privacy 	<ul style="list-style-type: none"> ○ Competition supports ○ E-commerce and the sharing economy • Culture and gender <ul style="list-style-type: none"> ○ Arts ○ Heritage ○ Cultural industries ○ Cultural protectionism ○ Cultural competency training ○ Multiculturalism ○ Gender mainstreaming ○ Gender equality ○ Human rights • Economic development and growth <ul style="list-style-type: none"> ○ Access to finance ○ Area-based initiatives ○ Broadband access ○ Business advice ○ Housing stock renewal ○ Human capital investments ○ Innovation supports ○ Public space improvements ○ Sport/culture events and facilities ○ Transportation enhancements ○ General fiscal policy tools ○ General monetary policy tools ○ General trade policy tools • Education <ul style="list-style-type: none"> ○ Pre-primary education ○ Primary education ○ Secondary education ○ Tertiary/higher education ○ Academic planning ○ Revenue streams ○ Tuition setting and subsidy ○ Marketing ○ Admissions and recruitment ○ Streaming ○ Curriculum ○ Literacy training ○ Apprenticeships ○ Teaching ○ Assessment ○ Student engagement ○ Parent/legal guardian engagement ○ Teacher/faculty engagement ○ Community engagement ○ Prospective employers engagement 	<ul style="list-style-type: none"> • Employment <ul style="list-style-type: none"> ○ Job training/retraining ○ Wages ○ Benefits ○ Employment conditions ○ Displaced workers ○ Unemployment ○ Unpaid labour ○ Workplace safety and prevention ○ Workplace violence and harassment ○ Unions and collective bargaining ○ Labour-market interventions ○ Industry-level interventions • Energy supply <ul style="list-style-type: none"> ○ Biofuel ○ Coal ○ Natural gas ○ Geothermal ○ Waste (to) energy ○ Co-generation ○ Energy storage ○ Energy systems • Environmental conservation <ul style="list-style-type: none"> ○ Air ○ Land ○ Water ○ Biodiversity ○ Recycling ○ Restoration ○ Waste ○ Environmental resilience ○ Environmental-threats management • Financial protection <ul style="list-style-type: none"> ○ Social assistance ○ Minimum wage ○ Wage disparity limitations ○ Employment/unemployment insurance ○ Pensions and allowances ○ Poverty reduction ○ Goods and services subsidy ○ Guaranteed minimum income ○ Other income re-distribution ○ Income reporting ○ Asset reporting 	<ul style="list-style-type: none"> • Food safety and security <ul style="list-style-type: none"> ○ Food access ○ Nutritional awareness and education ○ Food aid ○ Food standards ○ Food import/export ○ International food relief • Government services <ul style="list-style-type: none"> ○ Identification, licensing and registration ○ Service awareness and education ○ e-Government ○ Service coordination ○ Government corruption protections ○ Government inclusivity protections ○ Government accountability protections ○ Elections administration • Housing <ul style="list-style-type: none"> ○ Access to housing ○ Temporary housing ○ Public/social housing ○ Affordable housing ○ Housing assistance ○ Housing mix ○ Housing safety ○ Property rights • Infrastructure <ul style="list-style-type: none"> ○ Capital planning ○ Urban planning ○ Social infrastructure ○ Broadband infrastructure ○ Transportation infrastructure ○ Waste management infrastructure ○ Water and sanitation infrastructure ○ Sustainable development ○ Capital spending ○ Public financing ○ Public/private partnerships ○ Private financing ○ Foreign investment ○ Risk management • Natural resources <ul style="list-style-type: none"> ○ Aquatic life ○ Water ○ Forests ○ Ground-based resources ○ Wildlife 	<ul style="list-style-type: none"> • Public safety and justice <ul style="list-style-type: none"> ○ Crime prevention ○ Crime reduction ○ Security services ○ National security ○ Counter-terrorism ○ Military ○ Policing ○ Court system ○ Restorative justice ○ Youth justice ○ Domestic violence support ○ Victim support ○ Offender diversion and support ○ Sentencing ○ Prison administration and management ○ Probation and parole ○ Community corrections ○ Reintegration • Recreation <ul style="list-style-type: none"> ○ Promotion of recreation ○ Public spaces ○ Community/recreation programs ○ Private recreation ○ Competitive sport • Transportation <ul style="list-style-type: none"> ○ Accessible transportation options ○ Congestion management ○ Public transportation ○ Safety – Pedestrian ○ Safety – Cycling ○ Safety – Transportation ○ Sustainable transportation options ○ Transportation subsidies ○ Road tolls <p>Note that program and service areas can also be searched by:</p> <ul style="list-style-type: none"> • Sustainable Development Goal • population (e.g., older adults) • outcomes (e.g., economic) • discipline (e.g., social work)
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Governance arrangements	Financial arrangements	Delivery arrangements	Implementation strategies
<ul style="list-style-type: none"> ● Policy authority <ul style="list-style-type: none"> ○ Centralization/decentralization of policy authority ○ Accountability of the state sector's role in financing & delivery ○ Stewardship of the non-state sector's role in financing & delivery ○ Decision-making authority about who is covered and what can or must be provided to them ○ Corruption protections ● Organizational authority <ul style="list-style-type: none"> ○ Ownership ○ Management approaches ○ Accreditation ○ Networks/multi-institutional arrangements ● Commercial authority <ul style="list-style-type: none"> ○ Licensure & registration requirements ○ Patents & profits ○ Pricing & purchasing ○ Marketing ○ Sales ○ Commercial liability ● Professional authority <ul style="list-style-type: none"> ○ Training & licensure requirements ○ Scope of practice ○ Setting of practice ○ Continuing competence ○ Quality & safety ○ Professional liability ○ Strike/job action ● Citizen & stakeholder involvement <ul style="list-style-type: none"> ○ Citizen participation in policy & organizational decisions ○ Citizen participation in system monitoring ○ Citizen participation in service delivery ○ Citizen complaints management ○ Stakeholder participation in policy & organizational decisions (or monitoring) 	<ul style="list-style-type: none"> ● Financing Systems <ul style="list-style-type: none"> ○ Taxation ○ Social insurance ○ Community-based insurance ○ Community loan funds ○ Private insurance ○ Social savings accounts (Individually financed) ○ User fees ○ Donor contributions ○ Fundraising ● Funding organizations <ul style="list-style-type: none"> ○ Fee-for-service (Funding) ○ Capitation (Funding) ○ Global budget ○ Case-mix funding ○ Targeted payments/penalties (Funding) ● Remunerating providers <ul style="list-style-type: none"> ○ Fee-for-service (Remuneration) ○ Capitation (Remuneration) ○ Salary ○ Episode-based payment ○ Fundholding ○ Targeted payments/penalties (Remuneration) ● Purchasing products & services <ul style="list-style-type: none"> ○ Scope & nature of insurance plans ○ Lists of covered/reimbursed organizations, providers, services & products ○ Restrictions in coverage/reimbursement rates for organizations, providers, services & products ○ Caps on coverage/reimbursement for organizations, providers, services & products ○ Prior approval requirements for organizations, providers, services & products ○ Lists of substitutable services & products ● Incentivizing citizens <ul style="list-style-type: none"> ○ Premium (level & features) ○ Cost sharing ○ Social savings accounts (Third party contributions) ○ Targeted payments/penalties (Incentivizing citizens) 	<ul style="list-style-type: none"> ● How services are designed to meet citizens' needs <ul style="list-style-type: none"> ○ Availability of services ○ Timely access to services ○ Culturally appropriate services ○ Trauma-informed services ○ Case management ○ Package of services/service pathways ○ Group services ● By whom services are provided <ul style="list-style-type: none"> ○ System - Need, demand & supply ○ System - Recruitment, retention & transitions ○ System - Performance management ○ Workplace conditions – Provider satisfaction ○ Workplace conditions – Health & safety ○ Skill mix – Role performance ○ Skill mix – Role expansion or extension ○ Skill mix – Task shifting/substitution ○ Skill mix - Multidisciplinary teams ○ Skill mix – Volunteers or caregivers ○ Skill mix – Communication & case discussion between distant professionals ○ Staff - Training ○ Staff - Support ○ Staff - Workload/workflow/intensity ○ Staff - Continuity of services ○ Staff/self – Shared decision-making ○ Self-management ● Where services are provided <ul style="list-style-type: none"> ○ Site of service delivery ○ Physical structure, facilities & equipment ○ Organizational scale ○ Organizational structure ○ Integration of services ○ Continuity of services ○ Outreach ● With what supports are services provided <ul style="list-style-type: none"> ○ Record systems ○ Electronic record ○ Other ICT that support individuals who provide services ○ ICT that support individuals who receive services ○ Quality monitoring and improvement systems ○ Safety monitoring and improvement systems 	<ul style="list-style-type: none"> ● Citizen-targeted strategy <ul style="list-style-type: none"> ○ Information or education provision ○ Behaviour change support ○ Skills and competencies development (Personal) support ○ Communication and decision-making facilitation ○ System participation ● Provider-targeted strategy <ul style="list-style-type: none"> ○ Educational material ○ Educational meeting ○ Educational outreach visit ○ Local opinion leader ○ Local consensus process ○ Peer review ○ Audit and feedback ○ Reminders and prompts ○ Tailored intervention ○ Citizen-mediated intervention ○ Multi-faceted intervention ● Organization-targeted strategy <p>Note that the above social-system arrangements and implementation strategies can be operationalized through four types policy instruments: Note that the above health-system arrangements and implementation strategies can be operationalized through four types policy instruments:</p> <ul style="list-style-type: none"> ● legal instruments (acts and regulations, self-regulation regimes, and performance-based regulations) ● economic instruments (e.g. taxes and fees, public expenditure and loans, public ownership, insurance schemes, and contracts) ● voluntary instruments (e.g. standards and guidelines and both formalized partnerships and less formalized networks) ● information and education instruments <p>Given that the appropriateness of particular legal and economic instruments varies by political system, we recommend focusing on arrangements and strategies, not legal and economic instruments.</p>

Lavis JN. Social Systems Evidence: Taxonomy of program and service areas, governance, financial and delivery arrangements, and implementation strategies within social systems. Hamilton, Canada: McMaster Health Forum, 2017.

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