

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

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