

*Black Creek Financial Action Network is hosting*  
**RESOURCING STUDENT DEBT SOLUTIONS – AN OSAP WORKSHOP**

*Please return to Brenda Spotton Visano*  
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## **PRE-WORKSHOP QUESTIONNAIRE**

Workshop Date: Tuesday June 6, 2017 10am – 4pm  
Workshop Location: York University-TD Community Engagement Centre, Yorkgate Mall  
Suite 232A, 1 York Gate Blvd. Toronto

**Name:**

**Email:**

**Job Title and Primary Role/Responsibilities:**

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## **WORKSHOP OBJECTIVES**

This Workshop is an opportunity to

1. identify the sorts of student debt problems we see as professionals working with people on low incomes,
2. brainstorm useable solutions for Community Credit Counselors and Financial Empowerment Coaches, and
3. develop the resources Counselors and Coaches need to help clients resolve complex student debt cases

## **TENTATIVE WORKSHOP AGENDA**

10:00-10:30	Introductions, Opening Remarks, and Setting of Workshop Objectives
10:15-10:45	Overview of OSAP and group identification of OSAP Problems
10:45-11:00	Break
11:00-12:00	<i>Information: Overview of New OSAP Changes; Q&amp;A with OSAP Representative (TBD)</i>
12:00-1:00	Lunch
1:00 – 2:30	Case Studies
2:30 – 3:00	Break
3:00 – 4:00	Brainstorming Solutions

## **CONTEXT**

OSAP is undergoing a major overhaul with significant changes to be implemented very soon. These changes will streamline the basic OSAP application process and the delivery of OSAP to students who do *not* encounter any problems with their application or status. We will invite an OSAP representative to give us an overview of these changes and to answer any questions we may have.

Our primary focus will be, however, on issues that remain unaffected by these changes. We know of a variety of OSAP issues arising for students whose situation is non-standard. Below are the areas of concern in which we have seen problems arise. Which of these areas are your priority concerns? Are there specific issues that you see in your job that we might address in the workshop? Your answers will inform the final set of cases we address in June.

## FOCUSING THE WORKSHOP CONTENT

Check all that apply	Areas of Concern for Case Studies to address in the Workshop	Do you have any specific examples/cases to suggest?
	Understanding the Ontario Student Assistance Program	
	Navigating the OSAP Loan Application Process	
	Helping clients/students understand how OSAP works (including basic financial literacy supports)	
	Understanding the intersections between OSAP, OW and ODSP	
	Resolving OSAP problems at Stage 1: Initial application	
	Resolving OSAP problems at Stage 2: Receiving OSAP for continuing PSE students	
	Resolving OSAP problems at Stage 3: Repaying OSAP Loans	
	Other issues/cases not listed above that you would like to see addressed in the workshop	

**Do you have any other Agenda items to propose or other suggestions for an effective Workshop?**

*Thank you for your time. We look forward to working with you on June 8<sup>th</sup>. The financial and administrative support of York University and the Faculty of Liberal Arts and Professional Studies is gratefully acknowledged.*