

**Canada-Ontario Labour
Market Agreement
For Persons with Disabilities**

2008-09 Annual Report

February 3, 2010

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A Message from Madeleine Meilleur, Minister of Community and Social Services

On behalf of the Ontario government, I am pleased to present our 2009 annual report of programs and services cost-shared under the Canada-Ontario Labour Market Agreement for Persons with Disabilities.

The employment-related programs summarized in this report and cost-shared under this agreement are only part of what we are doing to help break down barriers for people with disabilities in the workplace.

Our government continues to support programs that improve opportunities for people with disabilities. Through our Accessibility for Ontarians with Disabilities Act we are developing accessibility standards that will help us reach our goal of an accessible province by 2025.

Our first standard, for customer service, is now law. We have four more standards in development, including an employment standard that will go even further to break down barriers for people with disabilities in the workplace.

In 2009, Ontario made tremendous progress. More than 200 people on five committees have worked hard to develop these proposed accessibility standards:

- The proposed transportation, information and communications, and employment standards have been submitted for consideration; and
- The built environment committee released its initial proposed standard for public review.

Improved accessibility is good for business and it's good for Ontario. We know accessibility cannot happen overnight, but we are making real progress today to change the lives of people with disabilities in Ontario.

Madeleine Meilleur
Minister of Community and Social Services

Introduction

The Canada-Ontario Labour Market Agreement for Persons with Disabilities (LMAPD) was signed in May 2004. Under this Agreement, Canada and Ontario cost-share employment-related programs for people with disabilities, funded through the Ministries of Community and Social Services, Health and Long-Term Care, and Training, Colleges and Universities.

Under the Agreement, Federal/Provincial/Territorial governments committed to reporting annually on programs and services funded under this framework. Each year the Province of Ontario releases an annual report which highlights Ontario's achievements in helping people with disabilities access the tools they need to obtain and maintain meaningful employment.

The goal of the LMAPD is to improve the employment situation of persons with disabilities. To attain this goal, the following objectives are being pursued:

- Enhancing the employability of persons with disabilities;
- Increasing the employment opportunities available to persons with disabilities; and
- Building on the existing knowledge base of research, best practices, data collection practices and program evaluation.

In Unison: A Canadian Approach to Disability Issues marked federal/provincial/territorial governments' commitment towards achieving their shared vision of full inclusion of people with disabilities in their communities and in society.

Employment is one of the pillars of the full inclusion of people with disabilities into society. Many people with disabilities can and want to work, but still face barriers that prevent them from realizing their full potential.

This year's annual report presents an overview of the programs cost-shared under this agreement, societal indicator data, and participant data. It highlights the achievements made by people with disabilities as a result of the programs and services offered in Ontario.

Data Sources

The 2003-04 baseline LMAPD Report presented societal indicators using data from the Participation and Activity Limitation Survey (PALS). This survey is conducted every five years. The 2004-05, 2005-06, 2006-07 and 2007-08 Annual Reports used another important Statistics Canada survey, the Survey of Labour and Income Dynamics (SLID), to present societal indicators. The 2008-09 Annual Report continues to use SLID data, as this survey is conducted annually and is a rich source of information about income, employment,

education and other topics for the adult Canadian population. Another important feature of using the SLID data is that it tracks the same individuals over a period of time, thus it may enable trends to be reported in some cases.

It is also important to remember that SLID data are affected by a wide array of factors that are beyond the scope of the LMAPD. Because the general societal indicators do not show the degree to which LMAPD initiatives are responsible for affecting trends, we need to be careful drawing conclusions regarding the link between the data and the effectiveness of the programs and services funded under the Agreement. Additionally, the data are based on self-reporting and therefore may not be comprehensive.

Cost-Sharing Under the Agreement

Under the Canada-Ontario LMAPD, the federal government agreed to share up to 50% of the cost of programs and services that meet the objectives of the Agreement, up to a maximum federal contribution of \$76.4 million.

In 2008-09, Ontario spent approximately \$189.4 million on programs and services funded under the LMAPD, and received the maximum federal contribution of \$76.4 million.

Section 1: Ministry of Community and Social Services

➤ **Ontario Disability Support Program – Employment Supports**

The Employment Supports component of the Ontario Disability Support Program (ODSP) provides employment assistance to people with disabilities who are interested in preparing for, obtaining, and maintaining competitive employment. Employment Supports provides a range of supports that are intended to remove disability-related barriers to competitive employment.

Eligible clients must be 16 years of age or older, have a substantial disability/impairment that is continuous or recurrent, and expected to last one year or more, and the disability results in a substantial barrier to competitive employment.

In April 2006, ODSP Employment Supports was transformed from an expenditure-based program into an outcomes-based program. Under this new program, service providers receive payment based on their success in placing and retaining clients in jobs. In addition, service providers can provide supports needed by employers to hire and retain clients with disabilities.

2008-2009 activities:

- ✓ 5,024 clients entered the program, received service from a provider and worked toward employment.
- ✓ 2,971 clients were placed in employment.
- ✓ 447 employed clients faced with a job crisis were supported to be able to retain their employment.

➤ **Ontario Disability Support Program – Work-Related Benefit**

The Income Support component of ODSP provides a Work-Related Benefit (WRB) of \$100 per month to eligible ODSP recipients, who are employed or who have net positive self-employment income, to assist them with the costs associated with working.

2008-2009 activities:

- ✓ The monthly average number of ODSP cases with a disability receiving the Work-Related Benefit was 5,198.¹

¹ **Note:** A portion of the ODSP Work Related Benefit is claimed under the Canada-Ontario Labour Market Agreement. The above number represents only the number of recipients who received the WRB under the portion of the benefit that is cost-shared under the LMAPD.

➤ **Supported Employment Programs**

Supported employment programs help people with disabilities who need extra assistance to adjust to employment, whether it be physically adapting to a workplace, responding to new stresses and challenges on the job, or simply becoming accustomed to the daily demands of working.

2008-2009 activities:

- ✓ Supported employment programs served 2,638 clients with a developmental disability.
- ✓ 545 individuals were able to maintain employment as a result of the supports provided.
- ✓ 302 individuals were employed full-time after their supported employment program ended, and 127 individuals were employed part-time.

➤ **Ontario Works Addiction Services Initiative**

One of the objectives of the Ontario Works Addictions Services Initiative (ASI) is to improve participants' employability by facilitating access to addiction treatment for those individuals whose substance abuse is a barrier to employment. Many ASI participants have multiple barriers to employment.

The program has three elements: screening, assessment, and treatment for substance abuse. Referrals take place when participants come forward voluntarily or where there are reasonable grounds to believe that a participant's substance use may be a barrier to employment. Caseworkers refer participants to specialized Ontario Works staff, who complete a screening process with the participant. Participants are then referred for assessment and treatment at a community addiction services agency.

By the end of 2008, the ASI was operating in 15 municipalities and three First Nations (Chippewas of Nawash, Wikwemikong and M'Chigeeng).²

People receiving income support from ODSP may also participate voluntarily in the program.

2008-2009 activities:

- ✓ 4,623 participants took part in programs and services.
- ✓ While employment statistics for the ASI client group were difficult to ascertain from the ministry's management information system, a survey of the 15 municipalities indicates that 16% of ASI participants obtained or were

² ASI programs operated in First Nations are not cost-shared under the LMAPD, as First Nation expenditures are already cost-shared with the Federal government under the 1965 Indian Welfare Agreement.

maintained in employment, where the program or service supported this activity.³

As most ASI participants have more barriers to employment than other Ontario Works recipients, they often require a lengthy period of stabilization prior to being able to work. Many, therefore, work towards meaningful employment by gradually increasing their employability through employment assistance activities and part-time work. Many ASI participants began working an increasing number of hours, thus increasing their earnings, while still remaining on the Ontario Works caseload.

In 2007, an interim data analysis was conducted. The analysis captured all ASI participants who were referred and accepted into the ASI in the nine early sites at any point in 2005 and tracked for one full year up to December 2006. It showed the following results:

- ✓ Before ASI, 14% of ASI participants had earnings; after one year in the ASI, 28% of ASI participants had earnings.
- ✓ 86% of ASI participants increased their average monthly earnings over the year; those who came into the ASI with some earnings increased their earnings by 105% after one year in the program.
- ✓ As a result, there was a 13% reduction in average monthly financial assistance payments to this group, compared to financial assistance disbursed prior to ASI participation.

These results indicate that one of the main objectives of the ASI, improving participants' employability and reducing overall financial assistance, is clearly being achieved.

*Note: As previously determined, 75% of the Ontario Works Addiction Services Initiative is cost-shared under the LMAPD. ASI expenditures reflect the approximate portion of program spending that is targeted to employment supports.

➤ **Passport Initiative**

In 2005-06, the government of Ontario created Passport, an initiative designed to enhance opportunities for individuals who have a developmental disability and have left school and are seeking community participation supports. This initiative provides funding for activities using community partnerships and is suited for a range of functional abilities. Through this initiative, participants are exposed to a wide range of experiences to achieve goals for living as an adult in the community. A key goal of the initiative is to improve the quality of participation in the community by providing supports that focus on individual goals, work activities and community participation.

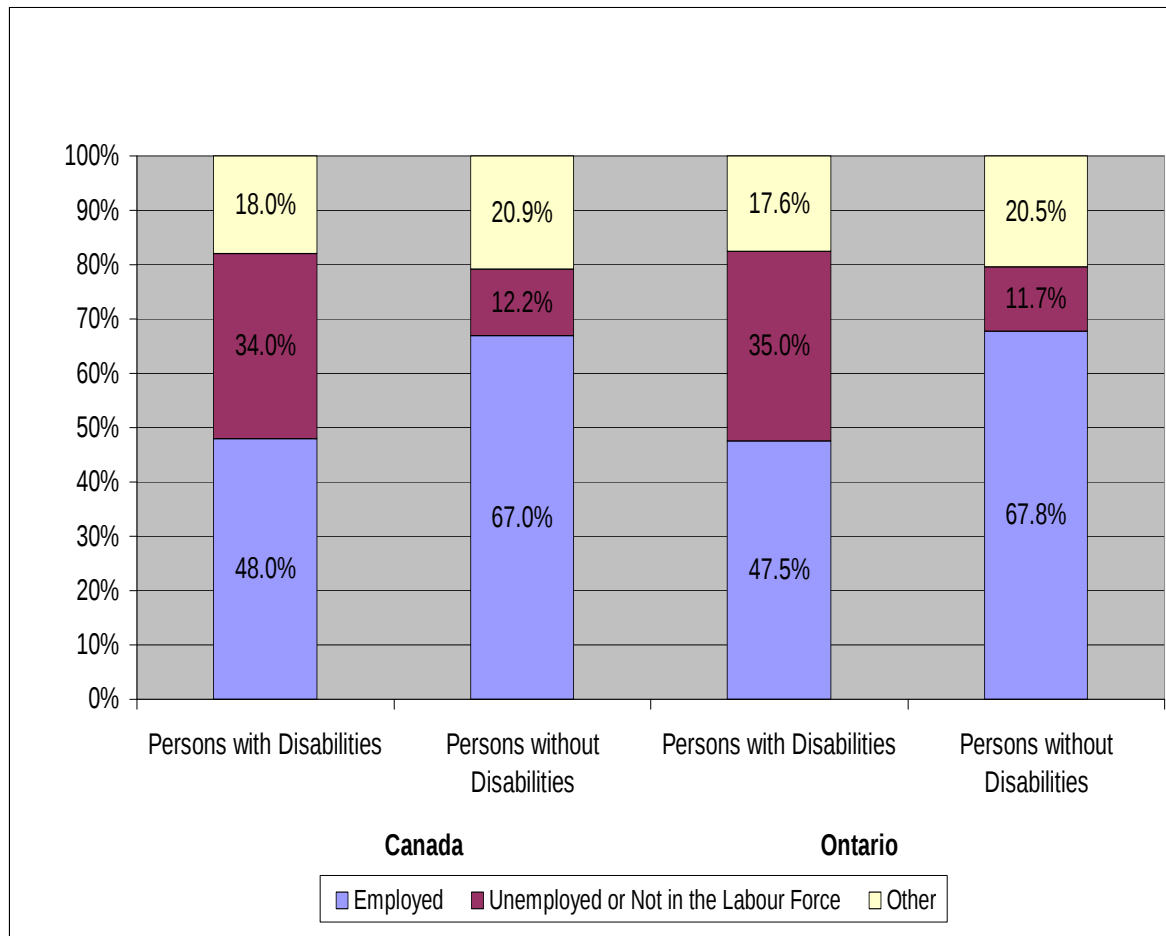
³ Note: responses were received from 10 of the 15 municipalities.

2008-2009 activities:

- ✓ There were 3,221 participants in Foundations⁴ programs, of whom 1,388 were full-time.
- ✓ Since Passport was initiated, 2,351 individuals have been served through Passport.

*Note: As previously determined, 60% of total spending for the Passport program is cost-shared under the LMAPD.

Labour Force Activity⁵



Source: Statistics Canada, 2007. Survey of Labour and Income Dynamics, 2007.

The above chart shows that a larger percentage of persons with disabilities in both Ontario and Canada are not in the labour force when compared with the rest of the population.

⁴ As of September 2005, access to existing Foundations programs was through Passport.

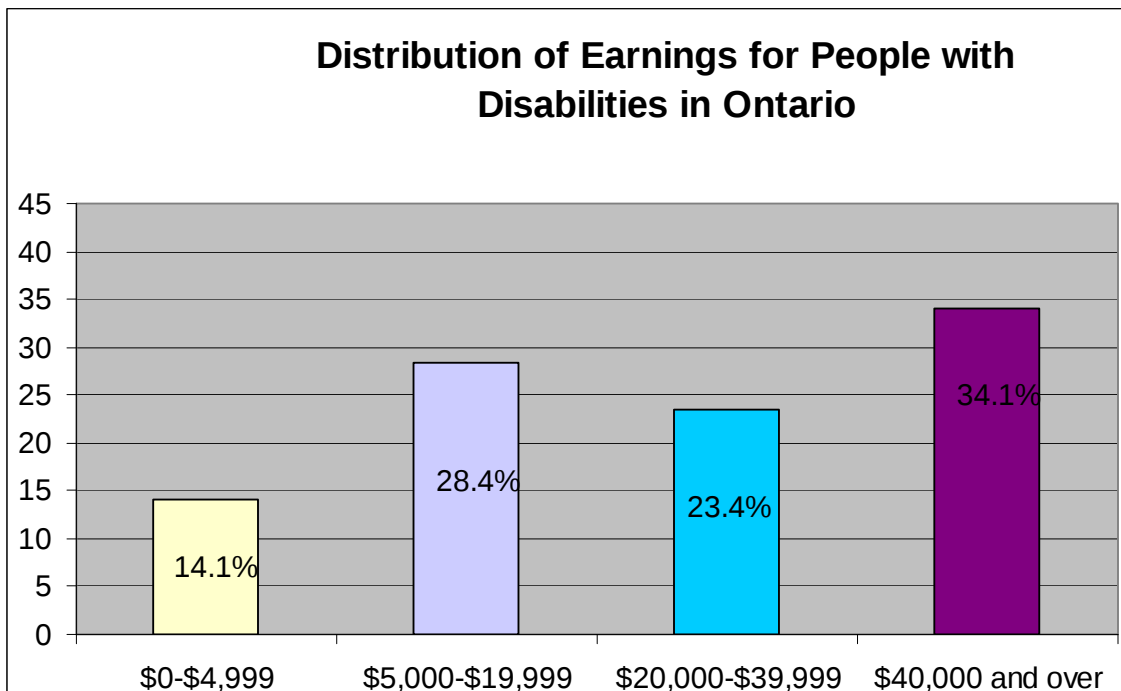
⁵ Employment rate of individuals aged 16-64. Employed = people employed full-time and full-year. Other = employed part-time and/or part-year, or non-responsive. This approach provides a conservative or somewhat understated picture of overall employment experience.

Earnings for People with Disabilities⁶

A disproportionately high number of people with disabilities in Ontario, as in the rest of the country, have no employment earnings. In 2007, 63% of people with disabilities in Ontario reported employment earnings, compared to 87% of people without disabilities.

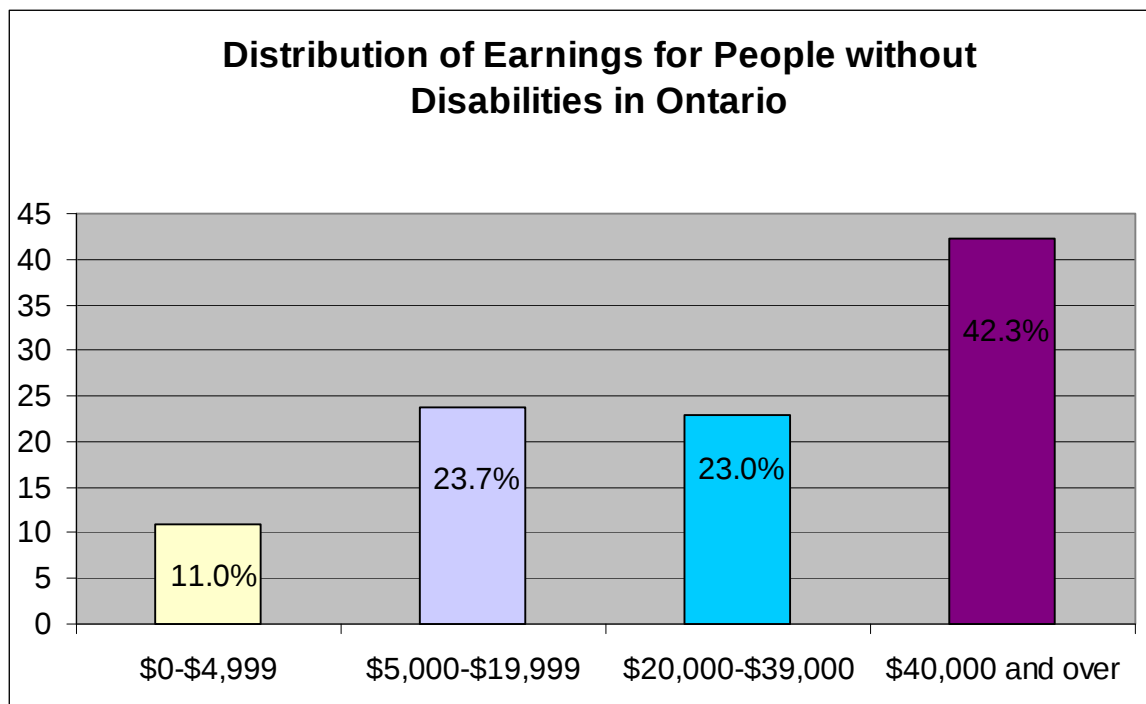
For those who do work, average earnings are lower among people with disabilities as compared to the rest of the population. In 2007, the average earnings of people with disabilities in Ontario who are employed was \$35,100, while people without disabilities earned, on average, \$44,000.

The charts below show the income level breakdown of persons with disabilities who received income as a result of employment in 2007 as compared to people without disabilities in Ontario. A greater percentage of persons with disabilities earn \$4,999 or less than persons without disabilities. In addition, a lower percentage of persons with disabilities earn \$40,000 or more, than persons without disabilities.



Distribution of Earnings for Persons with Disabilities in Ontario aged 16-64.
Source: Statistics Canada, 2007. Survey of Labour and Income Dynamics, 2007.

⁶All data on earnings in this section is for individuals aged 16-64. Earnings refers to any income earned as a result of employment, including self-employment. It does *not* include income from social assistance, investments, etc.



Distribution of Earnings for Persons without Disabilities in Ontario aged 16-64.
Source: Statistics Canada, 2007. Survey of Labour and Income Dynamics, 2007.

Section 2: Ministry of Health and Long-Term Care

➤ Alcohol and Drug Programs

Alcohol and drug programs are funded by the Mental Health and Addiction branch, Ministry of Health and Long-Term Care. All programs are funded through transfer payments to independent agencies. Services include:

- Non-medical withdrawal management services that allow clients to participate in other services in the continuum of addiction treatment;
- Non-residential services, including individual, group, day/evening counselling and programming that assist clients to develop the skills required to manage their addictions, related problems and lifestyles. Assessment services, often delivered on a non-residential basis, involve an in-depth assessment of the client's ability to be successful in addiction treatment and referral to the type of services where the client is likely to receive the most appropriate treatment. Ontario has implemented standardized assessment tools for all clients and programs; and.
- Residential services, including those that assist clients to develop the skills required to manage their addictions, as well as related problems in order to maintain substance-free lifestyles. Recovery homes include addiction treatment and practical programming such as lifeskills and pre-vocational training.

The key objective of all drug and alcohol programs is for employed clients to maintain their employment status and for unemployed clients to receive lifeskills and pre-vocational programming, enhancing their employability.

2008-2009 activities: Statistics on Unduplicated Clients (carry-overs plus new admissions - who were treated during April 1, 2008 – March 31, 2009 in Addiction Program - LMAPD Agencies).

2008-09	Non-Residential Services	Residential Services**	Withdrawal Management***
Number of individuals (unduplicated # of clients) receiving services	47,351	8,632	16,846
Number of individuals employed at admission*	22,761	2,689	5,725
Number of individuals discharged in 08-09	29,760	6,159	14,958
Number of individuals discharged because they completed service plan	15,222	4,034	7,870

* Employed includes (Self) Employed full/part time and student/retraining

** Includes Recovery Homes (Supportive Housing)

*** Includes community and residential withdrawal management services

Note: the above numbers are based on the number of clients receiving addiction treatment at agencies that are part of the LMAPD cost-sharing agreement. The data have been compiled by

the Drug and Alcohol Treatment Information System (DATIS), a provincial client information system.

Please note that 21.3 per cent of total spending for alcohol and drug programs is cost-shared under the LMAPD agreement, as previously determined.

➤ **Community Mental Health Programs**

The Ministry of Health and Long-Term Care funds a variety of programs that provide employment services to people with serious mental illness. Services are provided directly, in the case of provincial psychiatric hospitals, or through third parties, which include general hospitals and community mental health agencies.

The following key elements of employment supports are delivered in the various settings described above:

- *Supports to Sustaining Education / Employment*

The goal is to provide support as required to ensure that consumers can keep their jobs or remain in their chosen educational program.

Key features include education or problem solving for consumers, employers, and co-workers as well as co-ordination and advocacy to ensure consumers have access to necessary community supports, including income, housing, counselling and medical benefits.

- *Job Development / Creation / Employer Outreach*

The goal of this service is to increase the overall number of employment opportunities available, and improve consumers' access to those opportunities. Employment opportunities include paid temporary employment and permanent jobs.

Jobs may be created through the development of a consumer-operated alternative business, an agency-sponsored business or another enterprise. Outreach, education and support are provided to employers who may be interested in hiring people with mental illness.

- *Skills Development / Training / Education*

To develop the general and/or technical skills that consumers need to succeed in their chosen job search or to pursue their chosen educational goals, clients participate in skills development, training and education.

Key features include teaching generic skills, such as getting organized for work or getting along with colleagues, as well as specific technical skills, such as operating a cash register or a computer software

program. These services may be delivered through volunteering, job coaching in unpaid or paid temporary placements with employers, or through educational programs or apprenticeships.

- *Skills Training on the Job*

Skills training on the Job is designed to develop an individual's general and/or technical job skills during paid permanent employment.

Training can be delivered by a job coach, supervisor or colleagues at a local business, consumer-operated business or agency-sponsored business.

- *Job Search Skills / Job Placement*

Job Search Skills programs teach people how to prepare resumes and how to conduct themselves during job interviews. Job Placement programs approach prospective employers, attempt to match consumers to jobs, and help consumers prepare for employment interviews. Agencies and programs may provide one or both components of this core support element.

- *Employment Planning / Career Counselling*

Employment Planning and Career Counselling is designed to help people to develop a vocational or employment plan that leads either to further education, or to entry into the labour market.

A thorough assessment of aptitudes, abilities and interests as well as the local employment market is conducted before the development of an employment plan.

- *Supported Education*

Supported Education helps consumers develop a vocational goal which may involve finding employment or pursuing further education.

Support may be delivered through a range of activities, such as providing instruction in English as a Second Language, academic upgrading and/or remediation, and sessions on career planning.

- *Leadership Training*

Leadership Training teaches mental health consumers the skills they need to take on a leadership role in creating and running a consumer-operated alternative business, or an agency-sponsored business.

This may involve mentoring and job shadowing, or training consumers/survivors in community development techniques. The expertise of local employers represents a vital resource for leadership training.

- **Employment-Related Programs in Provincial Psychiatric Hospitals**
Inpatient and outpatient programs in psychiatric hospitals offer the following services: skills development/training, job placement, job development/creation, employment planning/career counselling and skills training on the job, as per the above descriptions. The objective of these programs is to assist people with serious mental illness to prepare for, obtain and maintain employment.

2008-2009 activities:

- ✓ 86 clients participated in programs and services.
- ✓ 46 clients completed a program or service, where there was a specific start and end point to the intervention.
- ✓ 35 clients obtained employment and 52 clients were maintained in employment, where the program or service supported this activity.

- **Supported Employment**

Supported Employment and other employment-related services are offered by a variety of agencies and businesses in the community that focus on meeting the needs of people with serious mental illness. Agency-sponsored businesses are owned and operated by mental health agencies to provide rehabilitation and employment for people with serious mental illness. These kinds of businesses offer employment opportunities which pay employees minimum wage or higher.

As well, some community agencies focus exclusively on providing employment supports to people with mental illness while other agencies offer additional services such as case management, which may include an employment support component. The overall objective of these programs is to increase employability by helping individuals to prepare for, obtain and maintain employment.

2008-2009 activities:

- ✓ 2,609 clients participated in programs and services.
- ✓ 590 clients completed a program or service, where there was a specific start and end point to the intervention.
- ✓ 767 clients obtained employment and 522 clients maintained employment.

▪ **Supported Education**

Supported Education programs operate within the community college system. The programs are offered to people with serious mental illness who are interested in furthering their education and/or finding employment. Services include providing instruction in English as a Second Language, academic upgrading, career planning and on-site support. The objective is to help individuals develop a vocational goal.

2008-2009 activities:

- ✓ 289 clients participated in programs and services.
- ✓ 117 clients completed a program or service, where there was a specific start and end point to the intervention.
- ✓ 36 clients obtained employment and 4 clients were maintained in employment.

▪ **Consumer-Operated Alternative Businesses**

Alternative businesses are developed and operated by consumer employees. The businesses offer full time and part-time employment at market rate or higher. The services provided include job development, work adjustment, job placement and supported employment. Self-employment development opportunities also exist for consumers who want to earn income through independent contract work.

2008-2009 activities:

- ✓ 175 clients participated in programs and services.
- ✓ 20 clients completed a program or service, where there was a specific start and end point to the intervention.
- ✓ 130 clients obtained employment and 1 client was maintained in employment.

➤ **Attendant Services**

The Attendant Services program objective is to assist people with physical disabilities who require attendant services, including support at work to maintain paid employment and/or while attending an adult education program to obtain a degree or certificate.

Attendant services include:

- Lifting and transferring;
- Dressing/undressing;
- Washroom assistance including toileting, emptying leg bag, bathing and washing;
- Assistance with eating; and
- Other activities consistent with helping an individual prepare for a work day or classroom.

Eligibility Criteria:

- Insured under the Health Insurance Act of Ontario; and
- 16 years of age or older; and
- Able to direct their own personal support and homemaking services; and
- Unable to have their needs met through other existing programs or services.

Attendant services are provided through three program streams:

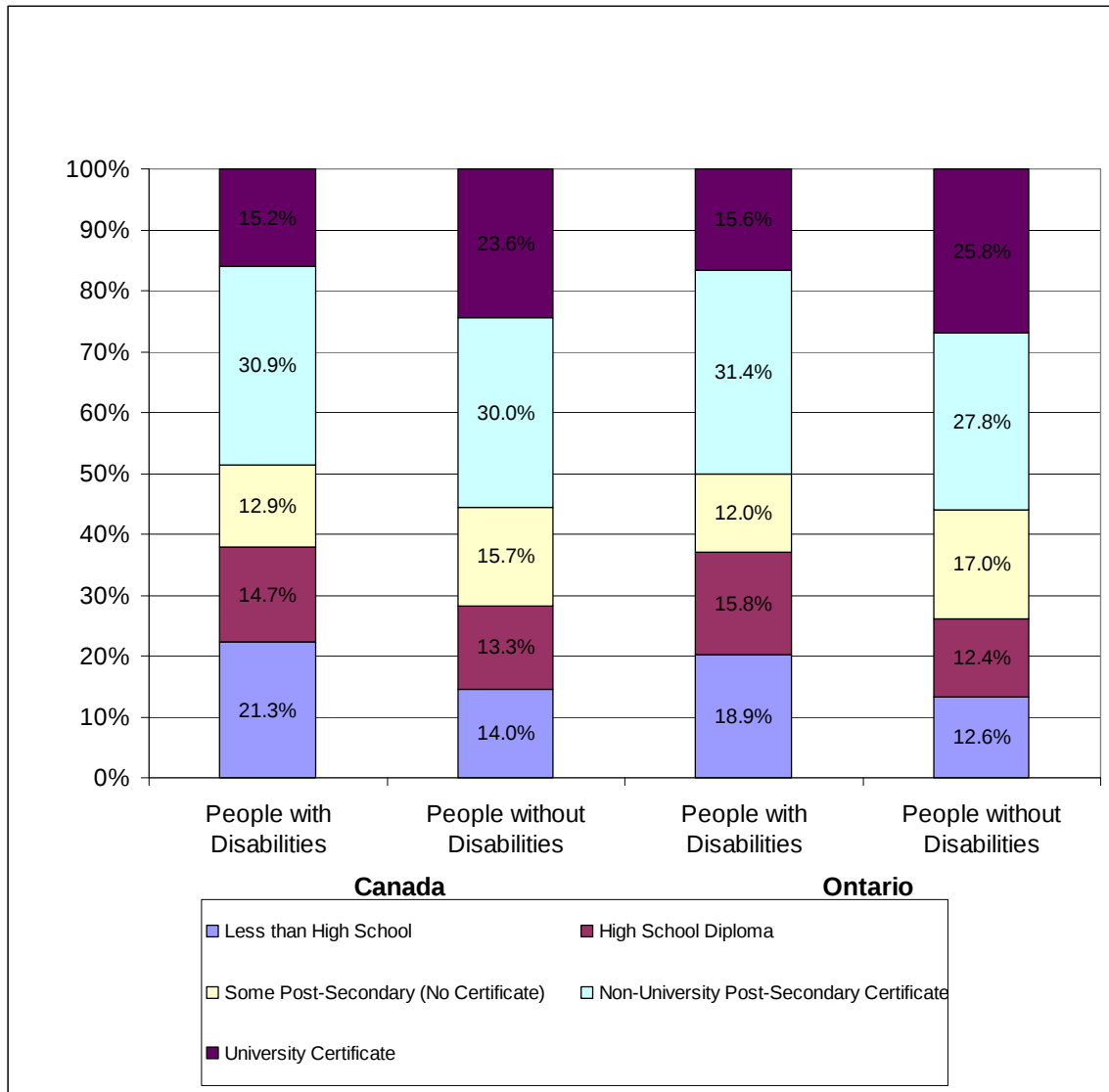
1. Assisted living services in supportive housing (on-site pre-scheduled and on-call attendant and personal support service available 24 hours a day);
2. Attendant outreach services (pre-scheduled attendant and personal support services generally available from early morning to late evening at home, workplace or educational or training facility where the client is pursuing a course of learning leading to a certificate, degree or diploma); and
3. Direct funding – self-managed attendant services (participant is provided with funding in lieu of attendant services and uses the funding to employ attendants).

2008-2009 activities:

- ✓ 590 clients received attendant services.⁷

⁷ This number represents the number of clients who received attendant services in the workplace or at an adult educational facility in support of a program leading to a degree, diploma or certificate. At time of report release, approximately 50% of agencies had returned data survey; for remaining 50% 2007-08 survey data was used.

Highest Level of Education Attainment



Highest level of education for persons with disabilities and persons without disabilities in Ontario and Canada aged 16-64.

Source: Statistics Canada, 2007. Survey of Labour and Income Dynamics, 2007.

Note: percentages may not total one hundred as some individuals did not respond to this question

The above chart illustrates that a greater percentage of persons with disabilities did not complete high school, compared to the rest of the population. In addition, fewer persons with disabilities obtained university certificates, compared with the rest of the population.

Section 3: Ministry of Training, Colleges and Universities

A broad range of programs and services at the post-secondary level have been identified for cost-sharing. These programs and services assist students as they work towards the successful completion of their post-secondary education, thus enabling them to obtain and maintain meaningful employment.

➤ **Accessibility Fund for Students with Disabilities**

Funding is provided to colleges and universities to assist them in meeting their obligations under the Ontario Human Rights Code to make their programs and services accessible to students with disabilities. This funding is intended to supplement any expenditures colleges and universities make from their general revenues to meet their legal obligations.

2008-2009 activities:

- ✓ 36,770 students with disabilities were served at Ontario colleges and universities. Examples of services provided to students include tutors, note takers, equipment and technology acquisition, sign language interpreters, and diagnostic services.

➤ **Print-Alternate Materials Fund**

This fund covers expenses that occur with providing print-alternate materials for students with disabilities in colleges and universities.

2008-2009 activities:

- ✓ The print-alternate materials fund processed 1,398 orders for print- alternate format materials serving 491 clients.

➤ **Educational Support Services**

▪ **George Brown College Support Services for the Hearing-Impaired**

These funds are administered by George Brown College to provide support services, including sign-language interpreters, to deaf, deafened and hard of hearing students at colleges in the Greater Toronto Area (GTA) and those in special programs offered at George Brown College.

2008-2009 activities:

- ✓ The George Brown College support services fund for the hearing-impaired served 203 students in the GTA.

- **Canadian Hearing Society**

Through an agreement with the Canadian Hearing Society, funds are used to provide interpreter and computerized note-taking services for part-time deaf, deafened and hard of hearing students at post-secondary institutions.

2008-2009 activities:

- ✓ The Canadian Hearing Society grant served 58 students.

- **Interpreter and Intervener Funds**

Funds are used to provide resources for colleges and for universities throughout the province, to assist these institutions in defraying the actual expenses for sign-language interpreters, interveners, computerized note takers and real-time captioning for deaf, deafened and hard-of-hearing students.

2008-2009 activities:

- ✓ The Interpreter and Intervener Funds served 355 clients.

➤ **Learning Opportunities Initiatives**

- **Enhanced Services Fund**

The Enhanced Services Fund supports up to two full-time positions at each public post-secondary institution to help college and university students with learning disabilities get help from learning strategists and assistive technologists with expertise in learning disabilities.

- **Regional Assessment and Resource Centres**

Funding is provided to two regional assessment and resource centres (at Queen's University, Kingston, and Cambrian College, Sudbury). These centres provide diagnoses, research and support to the public to help promote successful academic outcomes for post-secondary students with learning disabilities.

2008-2009 activities:

- ✓ The Regional Assessment and Resource Centres served 804 clients.

➤ **Out-of-Country Bursary for Deaf Students**

This bursary is available through the Ontario Student Assistance Program to assist deaf, deafened, and hard-of-hearing students who attend out-of-country institutions because they require instruction delivered in American Sign Language. Students receive the bursary for all eligible education costs including tuition, books and supplies, and living expenses in excess of \$350 per week of study. Students with financial need are eligible to

receive financial assistance to a maximum of \$350 per week of study through the Canada-Ontario Integrated Student Loan.

2008-2009 activities:

- ✓ The Out-of-Country Bursary for Deaf Students was provided to 55 clients.

Section 4:

Program Expenditures

LMAPD ELIGIBLE PROGRAM	FINAL ELIGIBLE EXPENDITURES (\$ MILLIONS)	
	2007-2008	2008-2009
Ministry of Community and Social Services		
ODSP: Employment Supports and Work Related Benefit ⁸	62.6	38.9
Supported Employment	10.4	10.2
Ontario Works: Addiction Services ⁹	5.2	5.2
Passport Program ¹⁰	26.4	29.1
Sub-Total	104.6	83.4
Ministry of Health and Long Term Care		
Alcohol and Drug Programs ¹¹	19.9	25.8
Employment Related Programs in Provincial Psychiatric Hospitals	0.5	0.6
Community Mental Health Employment Programs:		
Supported Employment	8.4	9.3
Supported Education	0.4	0.6
Consumer Operated Alternative Business	2.0	2.0
Attendant Services	5.5	5.2
Sub-Total	36.7	43.5
Ministry of Training, Colleges and Universities		
Accessibility Fund for Students with Disabilities	25.5	25.0
Print-Alternate Materials Fund	1.4	1.5
George Brown College Support Services for Hearing Impaired	2.1	2.5
Educational Support Services (Canadian Hearing Society and Interpreter/Intervenor Funds)	3.7	4.0
Learning Opportunities Initiative	3.4	3.6
Out-of-country Bursary for Deaf Students	1.4	1.2
Sub-Total	37.5	37.8
Administration Cost @ 15% of total Provincial Expenditures	26.8	24.7
Total Expenditures	205.6	189.4
Federal Contribution	76.4	76.4

⁸ Note: a portion of the ODSP Work Related Benefit is claimed under the Canada-Ontario Labour Market Agreement. The above expenditure represents only the portion of the WRB that is cost-shared under the LMAPD.

⁹ This does not include the cost of ASI in First Nations, as First Nation expenditures are already cost-shared with the Federal government under the 1965 Indian Welfare Agreement. Note: 75% of total expenditures are cost-shared.

¹⁰ This represents a combined total of eligible cost-shareable expenditures for both Foundations and Passport. As of September 2005, access to existing Foundations programs was through Passport. Note: 60% of total expenditures are cost-shared.

¹¹ Note: 21.3% of total expenditures are cost-shared.

Looking Ahead

We are now analyzing the recommended direction in our accessibility committees' proposed standards. As these committees have finalized their standards, the tables are now turning. Our government's role is now to translate these proposals into meaningful and realistic accessibility standards.

2010 brought the start of a new decade and a new era for accessibility in Ontario. Our first standard - for customer service - is now in force for the province's public sector organizations. Ontario's public sector, including hospitals, colleges and municipalities, must now provide customer service that is accessible to everyone. The private sector will follow in 2012.

Barrier by barrier - and standard by standard - we are getting closer to our goal of an Ontario that is more accessible for people with disabilities and more inclusive for everyone.