



Results-based Plan Briefing Book 2011-12

Ministry of Community and Social Services

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Ministry of Community and Social Services Results-based Plan Briefing Book 2011-12

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Results-based Plan 2011-2012

Ministry Overview

Vision, Mission/Mandate

The Ministry of Community and Social Services is guided by a vision of a province in which all communities are strong, inclusive and sustained by the economic and civic contributions of all Ontarians.

The ministry works with community organizations and agencies and local governments to provide services, programs and policies that open up opportunities for all Ontarians. With our community partners, we help people recover from hardship, regain control of their lives and become more self-sufficient. We help families be more financially secure through the collection of court-ordered child and spousal support. With the broader public sector, non-profit sector and businesses, we work to remove barriers that limit the ability of Ontarians to participate in the life of our province. We also provide supports and services that help people with a developmental disability live more independently and participate in their communities.

Priorities and Results

Our key priorities are:

- to remove barriers that prevent people from participating in the social and economic life of their communities
- to help vulnerable people with immediate support and longer-term support to become more independent, and
- to improve services so that they work better for the people who need them.

Together, these priorities contribute to support the social and economic well-being of Ontarians and help people participate and contribute to the life of our province.

Ministry Activities

Removing Barriers

The ministry is at the forefront of the government's plan to make [Ontario accessible for people with disabilities](#) by 2025. Under the Accessibility for Ontarians with Disabilities Act, we are establishing accessibility standards that impact key areas of everyday life.

In 2011-12, we mark significant progress in our accessibility plan. Four out of five of the province's accessibility standards will be in force by July 2011. These accessibility standards will become law in Ontario and apply to all provincial and municipal governments, organizations and businesses. They will help break down the barriers that prevent Ontarians with disabilities from participating in their communities and reaching their full potential.

Over the course of the year, the ministry will continue its outreach to private sector and non-profit organizations that will need to comply with the first accessibility standard – Customer Service – by January 1, 2012. We will also begin creating the tools to assist organizations in meeting the requirements of the newest three standards – Information and Communications, Transportation, and Employment – over the coming months and years.

The ministry will also be analyzing the final proposed Accessible Built Environment standard to determine what will become law and when. Once in place, it will complete all five accessibility standards first planned under Ontario's groundbreaking accessibility legislation.

The ministry funds [services and supports for people with a developmental disability](#) and their families.

These services and supports include:

- Community accommodation, including intensive supporting residence, supported group living residence, host family residence and supported independent living residences;
- Caregiver respite services and supports to provide temporary relief for primary caregivers;
- Professional and specialized services, including assessment and counseling, behaviour intervention, service coordination, and speech and language therapy; and
- Community participation services and supports including vocational and pre-vocational supports, employment supports, recreational and volunteer supports.

In 2011-12, the ministry will continue its work to modernize services for people who have a developmental disability. While this work continues, the government recognizes that there are immediate needs for additional services and supports across the province. The government is investing an additional \$40 million for developmental services in 2011-12. This includes \$15 million to support people who are living at home, and \$25 million for services for people in urgent need, including young adults from the child welfare system and adults in the community who do not have other care options.

The ministry also supports interpreter services for people who are deaf, deafened or hard of hearing, and intervenor services for people who are deafblind. Both services help people communicate and participate more fully in their communities. This year, Ontario is investing additional funding to increase intervenor services and help Ontarians who are deafblind live more independently.

Helping Vulnerable People

Ontario's social assistance programs provide income support for those in financial need. [Ontario Works](#) provides income assistance for individuals and families in temporary financial

need and the [Ontario Disability Support Program](#) provides income support for people with disabilities. Both programs also provide employment supports that help people find jobs and become more independent.

In 2011-12, the government is proposing a one per cent increase in social assistance rates, the seventh rate increase in the past eight years. In total, social assistance rates will have risen by 13.7 per cent since 2003. The ministry will implement this one per cent increase in fall 2011.

The [Family Responsibility Office](#) also helps tens of thousands of Ontarians by enforcing court-ordered child and spousal support orders. This helps families get the money they are owed so they can lead more financially secure and self-sufficient lives. The Family Responsibility Office also enforces court orders and domestic contracts after separation or divorce. It collects and distributes approximately \$650 million in support payments annually.

In 2011-12, the ministry will continue to support a broad range of services that help women who are facing violence in their homes. Our goal is to give these women and their children a safe place to escape violence and the opportunities they need to re-establish their lives. Additional supports help them move to a more independent, financially stable life.

The ministry's critical role in the government's [Domestic Violence Action Plan](#) includes funding for Ontario's [women's shelters](#), telephone crisis lines in English, French and more than 100 languages, including 17 Aboriginal languages. We also provide ongoing support for [counselling and second stage housing services](#) for victims of domestic violence.

In 2011-12, Toronto's first Francophone women's shelter, Maison d'Herbergement, is expected to open. This new urban women's shelter will help more Francophone women and children escape violence and will support the government's commitment to better address the needs of Ontario's Francophone community.

To help people who are homeless, hard-to-house or at risk of losing their homes, the ministry supports a [range of services](#): emergency hostel services, domiciliary hostels, emergency energy assistance and homelessness prevention services. In 2011-12, the ministry will continue to work with the Ministry of Municipal Affairs and Housing to consolidate its housing and homelessness programs as part of the government's Long-Term Affordable Housing Strategy. This will give our municipal partners greater flexibility to address homelessness and housing issues in their communities.

The ministry also continues to support the [Aboriginal Healing and Wellness Strategy](#), a partnership between Ontario and First Nations and Aboriginal organizations. The Strategy helps to reduce family violence and improve the well-being of Aboriginal communities in Ontario through traditional and culturally appropriate health and healing services. Many of these services help Aboriginal people address the impacts of domestic violence and improve Aboriginal wellness.

The government renewed its commitment to the Strategy with a new governance and accountability model that came into effect in April 2011. The ministry will work with its

Aboriginal partners to develop a new overarching framework for funding programs and services that preserves the goals and principles of the Aboriginal Healing and Wellness Strategy, and promotes new collaborative approaches to sharing knowledge.

Improving Services

In recent years, the ministry has launched a number of major modernization initiatives aimed at making our programs and the services we fund work better for the people who need our help. This includes improvements to:

- services and supports for people with a developmental disability
- intervenor services for people who are deafblind
- services that the Family Responsibility Office provides, and
- social assistance programs.

In 2011-12, the ministry will reach a major milestone in its modernization of Ontario's developmental services system. In July 2011, we will launch Developmental Services Ontario. Developmental Services Ontario will be the single point of access for persons with developmental disabilities to Ministry-funded developmental services and supports in Ontario, eliminating the need for people to apply at many points when looking for service.

Developmental Services Ontario will:

- provide information;
- confirm eligibility of a person for Ministry-funded adult developmental services and supports;
- determine service and support needs of a person with a developmental disability for Ministry-funded adult developmental services and supports;
- link eligible individuals to Ministry-funded adult developmental services and supports; and
- in the future, administer the direct funding agreements of eligible adults for Ministry-funded adult developmental services and supports.

By using consistent criteria for eligibility and assessment, Developmental Services Ontario will make sure everyone is treated fairly when applying for services and supports. For people applying for service, this will mean a more direct, easier way to understand application process, better up-front information about services and supports and a single contact point.

The ministry has also been working to improve accountability, sustainability and equity of intervenor services for people who are deafblind. In 2011-12, we will continue to work with intervenor service providers and consumers to design a new, more fair and transparent approach to funding.

The Family Responsibility Office is undertaking a multi-year modernization of its operations to improve service, enforcement and efficiency. The ministry will be replacing the outdated technology at the Family Responsibility Office with a more modern system that will allow us to serve people more effectively. This will allow the Office to improve our service to clients and

increase our ability to proactively enforce support orders faster. Our goal is to improve our operations so that families get the money they are entitled to.

In 2011-12, we will continue to improve our social assistance programs to make them work better for the people who need them. These improvements include:

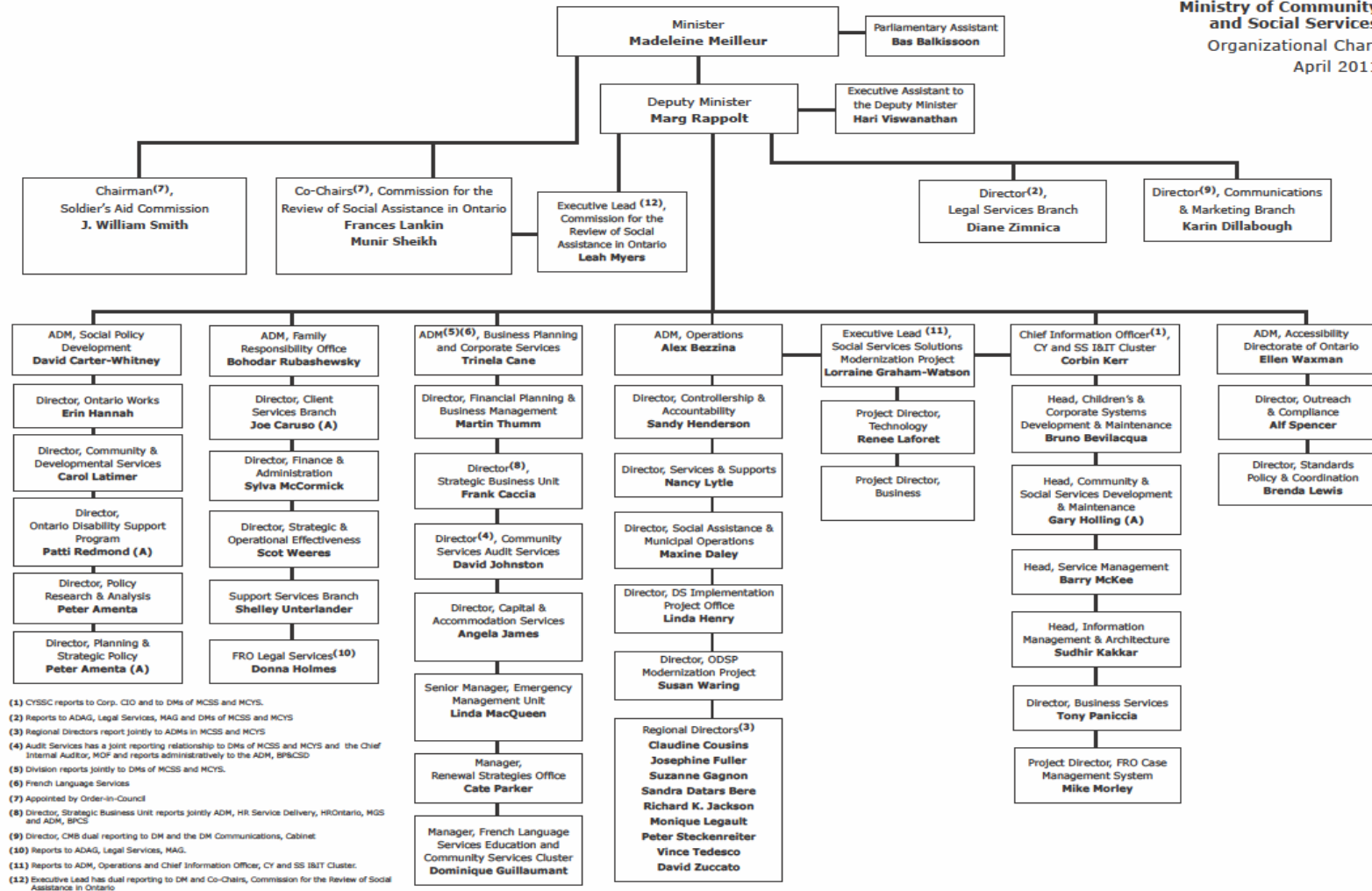
- introducing a new online application for social assistance – a more convenient and accessible method of applying for help from these programs
- continuing work on a new modernized technology system that will allow us to deliver social assistance more efficiently and effectively, with greater flexibility to respond to policy and program changes
- modernizing more of our ODSP offices using an accessible and customer-focused office model concept.

We are also undertaking the largest [review of Ontario's social assistance programs](#) in 20 years. The goal is a concrete action plan to make social assistance more effective at getting people into jobs, easier to understand, work better with federal, provincial and municipal income security programs and be more accountable and financially sustainable. The recommendations that emerge will play a critical role in our future efforts to deal with poverty reduction and remove the barriers that prevent people from regaining their independence.

We are also taking a new approach to funding and delivering municipal and provincial services in Ontario. For example, the government is uploading the portion of Ontario Works financial and employment costs that is paid by municipalities. This is anticipated to save municipalities \$425 million by 2018. The ministry is also investing an additional \$170 million to help municipalities cover the administrative costs associated with delivering Ontario Works. These two initiatives will give municipalities more financial room to invest in other social services that benefit their communities.

Ministry Organization Chart

Ministry of Community and Social Services Organizational Chart April 2011



Cost Sharing with the Federal Government

The Ministry of Community and Social Services shares costs for social assistance and other social services programs with the federal government, municipalities, First Nations and other public sector organizations.

Federal Reimbursements

Independent of block funding received by the province under the Canada Social Transfer (CST), the ministry receives federal funding under the 1965 Indian Welfare Services Agreement (IWS) and the Labour Market Agreement for Persons with Disabilities (LMAPD), for selected programs. Estimated federal reimbursement for the 2011-12 fiscal year under this agreement is:

Cost Sharing with the Federal Government

	<u>CASH</u>	<u>PSAB</u>
1965 Indian Welfare Services Agreement		
Ontario Works	<u>\$78,080,000</u>	<u>\$79,900,000</u>
Total	\$78,080,000	\$79,900,000
 Labour Market Agreement for Persons with Disabilities		
Employment Services and Supports	\$25,706,000	\$25,706,000
Developmental Services	<u>\$12,500,000</u>	<u>\$12,500,000</u>
Subtotal	\$38,206,000	\$38,206,000
 Total	\$116,286,000	\$118,106,000

Statutes Administered by the Ministry of Community and Social Services

- [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)
- [Child and Family Services Act, R.S.O. 1990, c. C.11](#)
[Sections 162 – 165 inclusive.](#)
- [Deaf-Blind Awareness Month Act, 2000, S.O. 2000, c.34](#)
- [Developmental Services Act, R.S.O. 1990, c. D.11](#)
Except for the administration of all powers and duties in so far as they relate to the provision of Long-Term Care Programs and Services. (Note: On July 1, 2011, the Developmental Services Act will be repealed).
- [District Social Services Administration Boards Act, R.S.O. 1990, c. D.15](#)
- [Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c. 31](#)
- [Indian Welfare Services Act, R.S.O. 1990, c. I.4](#)
- [Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20](#)
In so far as it relates to activities and programs respecting community and social services and except for sections 11.1 and 12 in so far as those sections relate to Long-Term Care Programs and Services.
- [Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32](#)
- [Ontario Disability Support Program Act, 1997, S.O. 1997, c. 25, Schedule B](#)
- [Ontario Works Act, 1997, S.O. 1997, c. 25, Schedule A](#)
- [Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, S.O. 2008, c.14](#) (Note: This Act is being proclaimed in stages)
- [Social Work and Social Service Work Act, 1998, S.O. 1998, c. 31](#)
- Soldiers' Aid Commission Act, R.S.O. 1960, c. 377

Agencies, Boards and Commissions¹

	2011-12 Estimates \$	2010-11 Interim Actuals \$	2009-10 Actuals \$
Soldiers' Aid Commission	253,200	147,428	190,408

The **Soldiers' Aid Commission** accepts, reviews and funds applications for financial assistance on behalf of veterans and/or their dependants from the Royal Canadian Legion, the Department of Veterans Affairs, the Air Force, Army and Naval Benevolent Funds.

Veterans' Affairs Canada offices throughout Ontario screen the appropriateness of the application and make referrals to the Commission.

The Chairperson and Commissioners are appointed by Order-In-Council. By law, Commissioners serve without remuneration but may claim out of pocket expenses.

¹ Note: In 2011-12 the Social Benefits Tribunal was transferred to the Ministry of the Attorney General

Ministry Planned Expenditures 2011-12

Ministry Planned Expenditures 2011-12	
	(\$M)
Operating	9,770
Capital	17
BPS Consolidation	(17)

Table 2: Ministry Planned Expenditures by Program Name 2011-12

Ministry of Community and Social Services*

Operating \$9,770 million Capital \$17 million

Ministry Administration Services

Operating \$40 million

Adults' Services

Operating \$9,730 million Capital \$17 million

* Broader Public Sector Consolidation is reported by Ministry total and not by program.

Mandate

Ministry of Community and Social Services Results-based Plan Briefing Book 2011-12

Mandate

The mandate of the Ministry of Community and Social Services is to promote vital and inclusive Ontario communities by delivering and funding services that help people achieve their potential, build resilience, and improve their quality of life.

Overall Summary (Operating and Capital)

Description	2011-12 Estimates \$	Change from 2010-11 Estimates		2010-11 Estimates ¹ \$	2010-11 Interim Actuals ¹ \$	2009-10 Actuals ¹ \$
		\$	%			
<u>OPERATING AND CAPITAL EXPENSE</u>						
Ministry Administration	40,168,800	305,800	0.8%	39,863,000	38,390,448	34,589,947
Adults' Services	9,722,637,500	510,719,300	5.5%	9,211,918,200	9,106,562,075	8,589,522,839
Total Including Special Warrants	9,762,806,300	511,025,100	5.5%	9,251,781,200	9,144,952,524	8,624,112,787
Less: Special Warrants	0	0	-	0	0	0
Total Operating and Capital to be Voted	9,762,806,300	511,025,100	5.5%	9,251,781,200	9,144,952,524	8,624,112,787
Special Warrants	0	0	-	0	0	0
Statutory Appropriations	24,082,614	3,277,300	15.8%	20,805,314	20,396,360	14,939,873
Total Ministry Operating and Capital	9,786,888,914	514,302,400	5.5%	9,272,586,514	9,165,348,884	8,639,052,659
Consolidation	(17,400,000)	100,000	(0.6%)	(17,500,000)	(17,918,669)	(17,986,745)
Total Ministry Operating and Capital including Consolidation	9,769,488,914	514,402,400	5.6%	9,255,086,514	9,147,430,215	8,621,065,914

Assets

Description	2011-12 Estimates \$	Change from 2010-11 Estimates		2010-11 Estimates \$	2010-11 Interim Actuals \$	2009-10 Actuals \$
		\$	%			
<u>OPERATING AND CAPITAL ASSETS</u>						
Adults' Services	49,127,800	10,979,400	28.8%	38,148,400	37,048,811	37,944,746
Total Ministry Assets	49,127,800	10,979,400	28.8%	38,148,400	37,048,811	37,944,746
Less: Special Warrants	0	0	-	0	0	0
Total Assets to be Voted	49,127,800	10,979,400	28.8%	38,148,400	37,048,811	37,944,746

Historical data has been restated to reflect the transfer of programs to and from other ministries, and Operating Requirements.

Note: Numbers may not add due to rounding.

Note: As of 2009-10, the Province's minor Tangible Capital Assets are capitalized on a prospective basis. Direct comparison between 2011-12, 2010-11 and earlier years may not be meaningful.



Appendix I: Annual Report 2010-11

Ministry of Community and Social Services

The Ministry of Community and Social Services helps Ontario's most vulnerable citizens with programs and services that support strong and inclusive communities and remove the obstacles that impede opportunity and participation in community life.

In 2010-11, the ministry made important progress in support of our priorities.

Removing Barriers

Accessibility

In January 2010, Ontario's public sector had to meet the requirements of Ontario's first accessibility standard – for accessible customer service. By the end of the year, 100 per cent of public sector organizations had submitted their compliance reports.

In 2010-11, the ministry continued its outreach to private and non-profit organizations to inform them about what they need to do to meet the requirements of the customer service standard by January 2012. We:

- conducted in-person outreach and education through our participation in more than 95 conferences, events and sessions
- hosted four regional information sessions for businesses
- hosted an information forum for 150 non-profit organizations
- provided tools and information online at ontario.ca/AccessOn
- undertook direct mail and email outreach which reached more than 315,000 businesses
- launched our new [YouTube channel](#) to promote accessibility to a broader audience, and
- through our EnAbling Change Partnership Program, partnered with 11 key organizations to help inform thousands of businesses and non-profits across Ontario about the standard.

Developmental Services

For people who have a developmental disability, the government again increased [services and supports](#) in 2010. An additional investment of \$36.3 million helped provide residential support for people who had urgent care needs, and to give them the help they needed to continue living at home and participating in their community.

Helping Vulnerable People

Income and Employment Supports

During 2010-11, the ministry continued to improve Ontario's social assistance programs while managing increasing social assistance caseloads and rising costs, much of that driven by global economic uncertainty.

Ontario's social assistance programs continued to help people find jobs and improve their lives:

- In 2010, 21 per cent of Ontario Works participants who left social assistance left for jobs.
- About 55 per cent of Ontario Works participants have been on the program for a year or less, and those remaining have increased their earnings by about 35 percent since 2003.
- As of February 2011, 11,351 more families on ODSP were earning income from jobs than in October 2003.

To help more than 800,000 people who rely on Ontario's social assistance programs, the government again provided a modest rate increase in fall 2010. The government also made a number of changes to Ontario's social assistance programs based on the recommendations of the [Social Assistance Review Advisory Council](#). These included:

- expanding the exemption of small payments and in-kind gifts under Ontario Works
- shortening the suspension or reduction periods for non-compliance with participation requirements
- clarifying the rules for disposing assets in relation to eligibility (e.g., for people paying off a government debt), and
- changing the shelter allowance calculation for people who share the cost of their accommodation

These improvements treat social assistance recipients more fairly and let families and friends play a larger role in supporting them.

Family Support Payments

Despite the economic climate, the [Family Responsibility Office](#) maintained compliance rates for people who are owed child or family support payments at pre-recession levels. Two-thirds of all cases were meeting most of their support obligation in 2010-11. The Office collected \$653 million in support payments, helping tens of thousands of families across Ontario receive the money that is owed to them. The Office also recovered \$42.2 million that was paid back to the province and municipalities to cover costs for people who relied on social assistance because their former partners did not pay their required support payments.

Supporting Victims of Domestic Violence

The ministry funds 2,017 beds in 97 emergency shelters for abused women, serving approximately 13,000 women and nearly 9,000 children each year.

In 2010-11, the ministry provided more than \$141 million to programs that help victims of domestic violence and work to stop violence before it happens. This includes support for:

- 51 Domestic Violence Community Coordinating Committees, which bring together justice, social services, health and other community partners to help victims of domestic violence
- 182 counselling agencies that helped approximately 55,700 women and 7,000 children
- 8,300 women and children who needed the help of our child witness program for children who have witnessed or experienced domestic violence
- 20,700 women who needed our Transitional and Housing Support Program, which helps victims of domestic violence to establish their lives, free of violence, and
- funding for multi-language provincial crisis lines which received approximately 57,400 calls from women facing violence in their homes.

The ministry also supported:

- a new Francophone women's shelter in Timmins. Villa RenouvEllement began serving women and children in April 2010
- the creation of Maison d'Herbergement in Toronto, which began construction in 2010, and
- a new shelter in Timmins to address the needs of the local community.

Improving Services

In November 2010, the government announced that the Hon. Frances Lankin and Dr. Munir Sheikh would lead the first major review of Ontario's social assistance program in 20 years. The commission began its work in January 2011.

In 2010-11, the ministry began to put in place important changes to improve service at the Family Responsibility Office. An important update of the Office's phone system will help support future changes that are aimed at improving service and enforcement results at the Family Responsibility Office.

The ministry has also been working with our Aboriginal partners to strengthen the Aboriginal Healing and Wellness Strategy. Responsibility for the Aboriginal Health Access Centres has moved to the Ministry of Health and Long-Term Care to better integrate Aboriginal service with other local health-care services. Other services that the Strategy supports will be part of a renewed Strategy that gives individual Aboriginal communities and projects more direct say in their local services.

In addition, the ministry has been working with our Aboriginal partners to develop a help line for abused Aboriginal women living in northern and remote areas. The Aboriginal Help Line

will be operational in 2012/13 and will help address the lack of services available to Aboriginal women and their families in this area.

In 2010, the ministry continued to work with Ontarians who are deafblind and community agencies to improve accountability, sustainability and equity in services for people who are deafblind. During this time, the ministry provided intervenor services for more than 300 individuals who are deafblind.

The ministry also made significant progress on its plan to modernize services for people with a developmental disability in Ontario. This included:

- laying the groundwork for new regional contact points –Developmental Services Ontario – that will act as the front door to the adult developmental services system and better serve adults who have a developmental disability and their families.
- proclaiming key sections of the **Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008** and supporting regulations, including a Minister's regulation that sets out consistent quality assurance measures for agencies and the new Developmental Services Ontario offices,
- working with community agencies to serve 1,215 more people by finding efficiencies in their organizations, and

The ministry also made several changes to the Special Diet Allowance that take effect in April 2011. The changes make the program more accountable and comply with a Human Rights Tribunal of Ontario decision.

In 2010-11, the ministry changed the way our Ontario Disability Support Program offices work. The new approach will give clients one caseworker for all of their service needs, resulting in less duplication and better understanding of the specific needs of each person who relies on the Ontario Disability Support Program.

Ministry Interim Expenditures 2010-11

	Ministry Interim Expenditures 2010-11* (\$M)
Operating	9,125
Capital	41
BPS Consolidation	(18)
Staff Strength (as of March 31, 2011)	3,835 Full-time equivalents

* The 2010-11 Expenditures are restated to reflect transfers with other ministries as approved in the 2011-12 Estimates.