



Results-based Plan Briefing Book 2012-13

Ministry of Community and Social Services

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Table of Contents

Results-based Plan 2012-13

Results-based Plan 2012-13	1
Organization Chart	6
Cost Sharing with the Federal Government	7
Ministry Statutes	8
Agencies, Boards and Commissions	9
Ministry Planned Expenditures 2012-13	10
Overall Summary (Operating and Capital)	11

Appendix I: Annual Report 2011-12

2011-12 Annual Report	12
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Results-based Plan 2012-13

Ministry Overview

Vision, Mission/Mandate

The work of the [Ministry of Community and Social Services](#) is guided by a vision of a province in which all communities are resilient, inclusive and sustained by the economic and civic contributions of all Ontarians. We partner with community organizations, agencies and local governments to provide services, programs and policies that open up opportunities for all Ontarians.

With municipalities, First Nations and community agencies, we help people recover from hardship, regain control of their lives and become more self-sufficient through work. We collect court-ordered child and spousal support to help families be more financially secure. In partnership with both private and public sector organizations, we work to remove barriers that prevent Ontarians from participating in the life of our province. We also provide supports and services to 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 both immediate support and longer-term assistance that helps them find work and become more independent, and
- to improve services by making them more efficient and easier to use for the people who need them.

Together, these priorities help support the social and economic resiliency of Ontarians and encourage people to participate and contribute to the life of our province to the best of their ability.

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 2012-13 we will continue to build on the progress already made in our accessibility plan. Four out of five of the province's accessibility standards are now law. These accessibility standards will apply to all provincial and municipal governments, non-profit 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.

We will continue to reach out to private sector and non-profit organizations to help them [report](#) their compliance with the [first accessibility standard – customer service](#). This will include more than 60,000 organizations that are required to file an online compliance report by December 31, 2012. We will also provide a variety of tools to help organizations meet the requirements of the newest accessibility standards covering information and communications, transportation, and employment.

We are continuing our work to finalize the proposed [built environment standard](#). The ministry is working in partnership with the Ministry of Municipal Affairs and Housing, and with other ministries to complete analysis on what requirements will be proposed as regulations. Increasing accessibility will help increase Ontario's retail sales revenues and make Ontario a destination of choice for tourists.

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

These services and supports include:

- community accommodation, including intensive support 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, community participation services and supports including vocational and pre-vocational supports, employment supports, recreational and volunteer supports, and
- activities of daily living services and supports.

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.

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

The [Commission for the Review of Social Assistance in Ontario](#) will publish its final report in June 2012. The report is expected to provide guidance on how to make our social assistance systems work more effectively with other assistance programs and better serve the people who need them.

The [Family Responsibility Office](#) 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 \$675 million in support payments annually.

In 2012-13, the Office will launch its new case management system. This will improve customer service and make it easier for people to work with case managers.

We will continue our support for a [range of services that help women](#) who are experiencing violence. Our programs offer community-based emergency shelter services, counseling, transitional housing support and other programs. Our goal is to give women and their children a safe place to escape from violence and to provide them with the supports they need to rebuild their lives.

We will also continue to contribute to multi-ministry initiatives to build on the government's [Domestic Violence Action Plan](#).

To help people who are homeless, hard-to-house or at risk of losing their homes, the ministry supports a [range of services](#) including emergency hostel services, the domiciliary hostel program, emergency energy assistance and homelessness prevention services.

In 2012-13, the ministry will continue its work with the Ministry of Municipal Affairs and Housing to consolidate housing and homelessness programs as part of the government's Long-Term Affordable Housing Strategy. This will give our municipal partners increased flexibility to address homelessness and housing issues in their communities.

The ministry also supports the [Aboriginal Healing and Wellness Strategy](#) which includes a wide range of health and family healing programs and services funded by the government through five ministries, including Community and Social Services (government lead), Health and Long-Term Care, Aboriginal Affairs, Children and Youth Services, and the Ontario Women's Directorate. (Ministry of Citizenship and Immigration).

Funded organizations include First Nations, Political/Territorial Organizations and Aboriginal organizations that have a shared commitment with Ontario to reduce family violence and improve Aboriginal healing, health and wellness through culturally appropriate programming and ongoing collaboration.

Building on a renewed commitment to the Strategy with a new governance and accountability model, this year the ministry continues to work closely with Aboriginal leaders and organizations to move to direct contracts with AHWS-funded organizations, effective April 1, 2012. We are also developing new collaborative approaches to advance the shared goals for community driven programs to reduce family violence and improve Aboriginal healing, health and wellness.

Improving Services

In recent years, the ministry has launched several 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.

This year the ministry will continue its work to modernize our developmental services system, including:

- building a new information system for local Developmental Services Ontario offices that will give the sector and the ministry a better tool for service planning;
- developing a new funding allocation model and prioritization approach in consultation with key stakeholders, and
- moving toward a single direct funding model to give families more choice and flexibility in selecting the supports that are right for them.

The ministry is also transforming the intervenor services program to improve equity and access in a service system that is more accountable and sustainable. The ministry is working closely with the sector to increase capacity and support training and education to help people live more independently, to increase services for people currently receiving little or no service, and to provide support in emergency situations.

The Family Responsibility Office is engaged in a multi-year modernization of its operations to improve service, enforcement and efficiency. We are replacing outdated business models, processes and technology to help us serve clients more effectively and enforce support orders faster.

In 2012-13, we will continue to improve our social assistance programs to make them work better for the people who need them. These improvements include:

- 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.

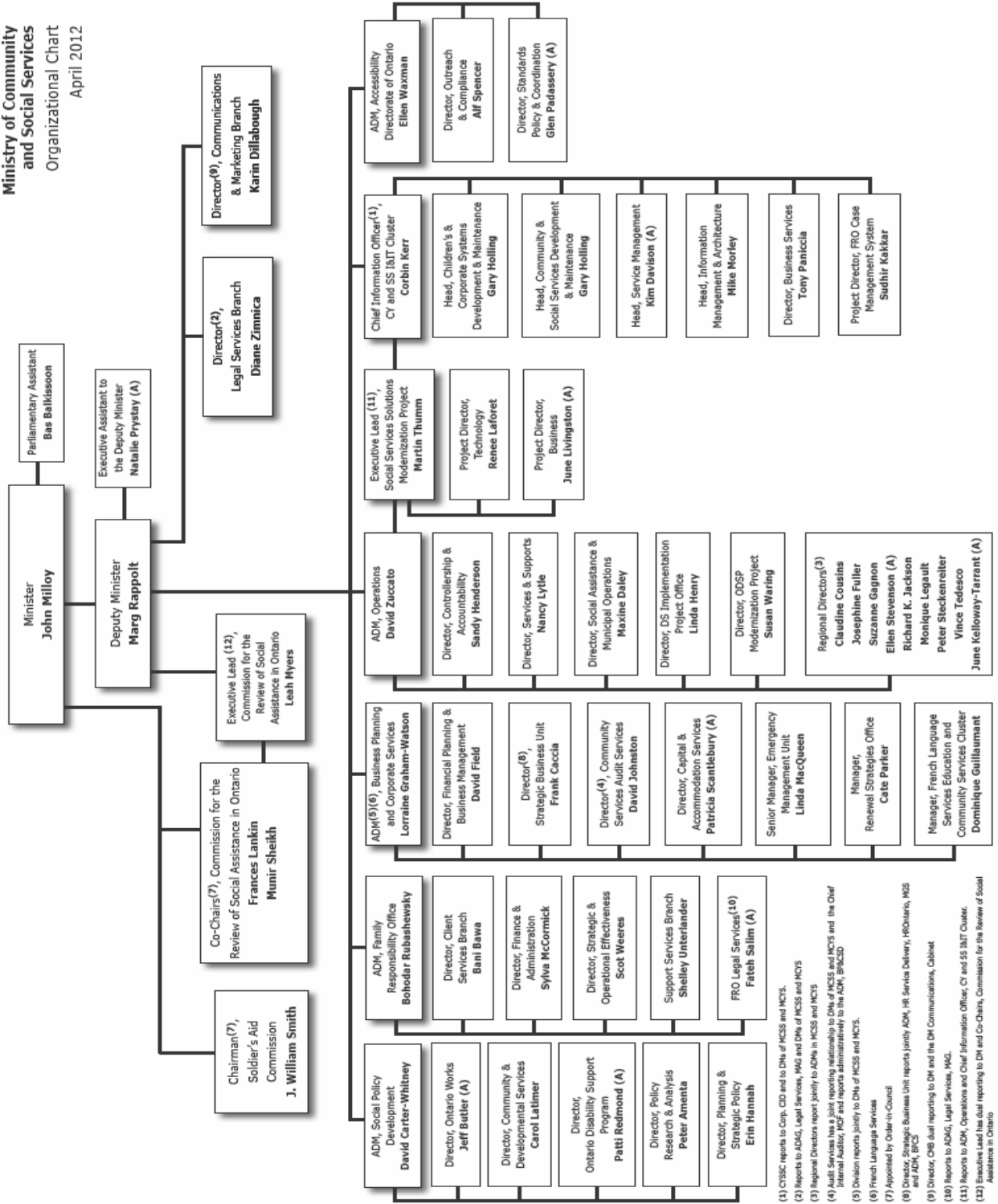
We are also continuing to upload the portion of Ontario Works financial and employment costs that is paid by municipalities. This is anticipated to save municipalities \$425 million by 2018.

Our plan also proposes several cost saving measures in 2012-13:

- take benefits that help with the costs of setting up, maintaining and repairing a residence out of social assistance, and transfer 50 percent of the program spending to Municipal Affairs and Housing to include in the first phase of housing and homelessness program consolidation; and,
- reduce spending on Ontario Works discretionary benefits by changing the existing formula for determining the amount eligible for provincial cost-sharing.

We are continuing to maximize the efficiency of the delivery of our social assistance programs. For example, the ministry is working with the Ministry of Training, Colleges and Universities to explore opportunities to integrate social assistance employment services with those of Employment Ontario. This approach is consistent with the government's priority to consolidate programs and services and to deliver programs more efficiently and cost-effectively.

**Ministry of Community
and Social Services**
Organizational Chart
April 2012



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 2012-13 fiscal year under this agreement is:

Cost Sharing with the Federal Government

	<u>Revenue</u>
1965 Indian Welfare Services Agreement	
Ontario Works	<u>\$83,075,000</u>
Total	\$83,075,000
 Labour Market Agreement for Persons with Disabilities	
Employment Services and Supports	\$31,877,200
Developmental Services	<u>\$6,328,800</u>
Subtotal	\$38,206,000
 Total	 \$121,281,000

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, and section 176.1 which is not proclaimed.
- Deaf-Blind Awareness Month Act, 2000, S.O. 2000, c.34
- 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
Except in respect of Part IV.
- Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, S.O. 2008, c.14
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

	2012-13	2011-12	2010-11
	Estimates	Interim Actuals	Actuals
	\$	\$	\$
Soldiers' Aid Commission	253,200	189,900	147,428

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.

Each of these organizations screens the appropriateness of the application and makes 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.

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

Ministry Planned Expenditures 2012-13*

	Ministry Planned Expenditures 2012-13 (\$M)
Operating	10,003.2
Capital	17.8
BPS Consolidation	(18.0)

TABLE 2: Ministry Planned Expenditures by Program Name 2012-13*

Ministry of Community and Social Services Operating \$10,003.2 million Capital \$17.8 million	
Ministry Administration Services Operating \$39.7 million	Adults' Services Operating \$9,963.5 million Capital \$17.8 million

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

Ministry of Community and Social Services
Results-based Plan Briefing Book 2012-13

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	2012-13 Estimates \$	Change from 2011-12 Estimates		2011-12 Estimates \$	2011-12 Interim Actuals \$	2010-11 Actuals ¹ \$
		\$	%			
<u>OPERATING AND CAPITAL EXPENSE</u>						
Ministry Administration	39,606,400	(562,400)	(1.4%)	40,168,800	34,131,094	38,390,449
Adults' Services	9,956,834,700	234,197,200	2.4%	9,722,637,500	9,554,029,445	9,106,562,076
Total Including Special Warrants	9,996,441,100	233,634,800	2.4%	9,762,806,300	9,588,160,539	9,144,952,525
Less: Special Warrants	0	0	-	0	0	0
Total Operating and Capital to be Voted	9,996,441,100	233,634,800	2.4%	9,762,806,300	9,588,160,539	9,144,952,525
Special Warrants	0	0	-	0	0	0
Statutory Appropriations	24,588,614	506,000	2.1%	24,082,614	15,718,015	20,396,360
Total Ministry Operating and Capital	10,021,029,714	234,140,800	2.4%	9,786,888,914	9,603,878,554	9,165,348,885
Consolidation	(18,000,000)	(600,000)	3.4%	(17,400,000)	(18,582,336)	(17,918,669)
Total Ministry Operating and Capital including Consolidation	10,003,029,714	233,540,800	2.4%	9,769,488,914	9,585,296,218	9,147,430,216

Assets

Description	2012-13 Estimates \$	Change from 2011-12 Estimates		2011-12 Estimates \$	2011-12 Interim Actuals \$	2010-11 Actuals \$
		\$	%			
<u>OPERATING AND CAPITAL ASSETS</u>						
Adults' Services	29,423,900	(19,703,900)	(40.1%)	49,127,800	40,661,292	37,048,811
Total Ministry Assets	29,423,900	(19,703,900)	(40.1%)	49,127,800	40,661,292	37,048,811
Less: Special Warrants	0	0	-	0	0	0
Total Assets to be Voted	29,423,900	(19,703,900)	(40.1%)	49,127,800	40,661,292	37,048,811

¹ Historical data has been restated to reflect the transfer of programs to other ministries.

Note: Numbers may not add due to rounding.

APPENDIX I: Annual Report 2011-12

Ministry of Community and Social Services

Annual report 2011-12

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

In 2011-12, we made important progress in support of our priorities of removing barriers, helping vulnerable people and improving services.

Removing barriers

Accessibility

Once again, the ministry led the government's plan to make [Ontario accessible for people with disabilities](#) by 2025. Under the Accessibility for Ontarians with Disabilities Act, key accessibility standards have been established that will impact areas of everyday life.

Significant progress was made in 2011-12, with four out of five accessibility standards now in effect.

On July 1, 2011, the new Integrated Accessibility Standards Regulation became law. Over the next 10 years, it will make information and communications, employment, and transportation more accessible for all Ontarians.

On January 1, 2012, Ontario's private and non-profit organizations were obligated to meet the requirements of the Accessibility Standard for Customer Service. To inform them about the standard and help them make their customer service accessible, the ministry partnered with non-profit industry associations to reach more than 360,000 businesses.

We are continuing to move forward with the accessibility standard for the built environment. It will aim to remove barriers in new and newly renovated buildings and outdoor spaces.

Since education and outreach is key to helping organizations understand and embrace accessibility, throughout 2011-12 we:

- continued in-person outreach and education at more than 19 conferences, events and sessions covering sectors from healthcare to agriculture;
- hosted more than 60 presentations and 10 webcasts about the accessibility legislation and standards;
- strengthened the information available at Ontario.ca/AccessOn, including inviting thousands of individuals to register for ongoing updates on the standards;
- created tip sheets and educational resources to help organizations make their emergency information accessible for people with disabilities;

- developed customized tools and resources for specific stakeholder groups such as the transportation sector and MPP constituency offices;
- built on the success of our YouTube channel, launched Twitter and Facebook accounts to encourage dialogue and promote accessibility to a broader audience;
- emailed more than 285,000 businesses and organizations about the customer service standard; and
- partnered with key organizations to help inform thousands of businesses and non-profits across Ontario about accessibility. The focus of this year's [EnAbling Change Partnership Program](#) was on creating resources to help the public and private sectors understand the new integrated regulation.

Developmental Services

People with a developmental disability want to be active participants in their communities. To do that, they rely on a variety of services that promote inclusion and involvement. These services include:

- residential supports, including group homes, specialized residences for people who have additional needs, such as mental health services, and host family homes;
- 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;
- community participation including employment, recreational and volunteer supports, and
- activities of daily living services and supports.

The opening of local [Developmental Services Ontario](#) offices in July 2011 marked a major step forward in transformation. As the new, single window to supports for adults with a developmental disability, Developmental Services Ontario means:

- individuals and families have one place to get consistent information and apply for supports;
- decisions about who is eligible for support are made the same way across the province;
- people don't have to apply at a number of agencies for service, or tell their stories over and over; and
- everyone is using the same application, so applying for supports is fair.

In 2011-12, an additional \$40 million was provided to families with loved ones who are living at home as well as funding for people in urgent need. This included:

- \$15 million to help families manage the extra demands on their time and energy involved in caring for loved ones at home and to help people participate in their community, and
- \$25 million for agencies to provide critical support and stabilize funding to hundreds of people who are in need of urgent care.

New legislation came into force that includes requirements on abuse prevention and reporting.

As part of transformation, the ministry is making it easier for individuals and families to apply for services and supports by moving towards a single direct funding model. As of April 2012, direct funding for adults with a developmental disability will be available through [Passport](#).

This means that Special Services at Home will no longer serve adults, but will remain a program for children and youth.

Helping vulnerable people

Income and Employment Supports

Ontario's social assistance programs provide income support for those in financial need. [Ontario Works](#) provides income assistance for individuals and families in financial need and the [Ontario Disability Support Program](#) provides income support for people with disabilities. Both programs also provide employment assistance that help people find jobs and become more independent.

During 2011-12, social assistance caseloads and costs increased with the continuing global economic uncertainty. The ministry continued to help social assistance recipients find and keep meaningful employment while providing the benefits they need:

- In 2011, 21 per cent of Ontario Works participants who left social assistance left for jobs.
- About 52 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 25 per cent since 2005.
- As of January 2012, 13,214 more families on ODSP were earning income from jobs since October 2003.

In fall 2011, the government raised social assistance rates by an additional one per cent, the seventh rate increase in the past eight years. In total, social assistance rates have increased by 13.7 per cent since 2003.

Family Support Payments

Despite the economic climate, two-thirds of all cases met most of their support obligations in 2011-12. The Office collected \$675 million in support payments, helping tens of thousands of families across Ontario get money that is owed to them. The collections include \$45.3 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 Women Experiencing Violence

In 2011-12 the ministry funded 2,041 beds in 96 Violence Against Women emergency shelters for abused women and their children. These emergency shelters serve approximately 12,000 women and nearly 8,000 children each year.

In 2011-12 we provided more than \$141 million to programs that help women experiencing violence and their children find safety and rebuild their lives. This included support for:

- 48 Domestic Violence Community Coordinating Committees that bring together partners from the community, health, education and justice sectors, to improve the community's response to violence against women;
- 180 counseling agencies that helped approximately 50,000 women and 5,000 children.
- 67 agencies delivering Child Witness Programs that provide early intervention and parenting supports to over 8,000 women and children;
- 129 agencies delivering the Transitional and Housing Support Program that helped over 20,000 women connect with housing, counseling, job training and other supports;
- provincial crisis line agencies that received more than 53,000 calls from women experiencing violence.

In 2011-12, the ministry continued to support:

- La Villa Renouvellement, the first francophone women's shelter in northern Ontario;
- A new shelter for Aboriginal and non-Aboriginal women in Timmins; and
- Toronto's first francophone shelter, Maison D'hébergement, which is expected to open in 2012.

Improving services

The Commission for the Review of Social Assistance in Ontario released two discussion papers in 2011-12, and heard from more than 2,000 people engaged through 11 community dialogues held across the province. The Commission's final report, expected in June 2012, will recommend ways to improve Ontario's social assistance programs.

The ministry continued to upload the portion of Ontario Works financial and employment costs that is currently paid by municipalities. This is expected to save municipalities \$425 million by 2018. We also invested additional funding to help municipalities cover the administrative costs associated with delivering Ontario Works. These two initiatives demonstrate the ministry's commitment to ensuring that municipalities have the necessary resources to invest in social services that will improve outcomes for recipients.

A new, more responsive and equitable funding model was introduced for Ontario Works program delivery that will better support delivery agents in improving client outcomes. We also made several changes to the [Special Diet Allowance](#) that took effect in April 2011. The changes made the program more accountable and comply with a Human Rights Tribunal of Ontario decision.

The Family Responsibility Office implemented a new case management service delivery model that provides clients with a single case contact. The Office will now contact new clients as soon as their court order or domestic contract arrives to advise them on how the program works.

In 2011-12, the ministry has been working with First Nations and Aboriginal organizations to implement a new governance and accountability model for the Aboriginal Healing and Wellness Strategy. In 2012-13, Ontario will enter into new transfer payment contracts with Aboriginal Healing and Wellness Strategy-funded organizations. Responsibility for the Aboriginal Health Access Centres has moved to the Ministry of Health and Long-Term Care to better integrate them with other primary health-care services. The renewed Strategy continues to support First Nations and Aboriginal organizations to address family violence and improve the healing, health and wellness of Aboriginal individuals, families and communities.

Interpreter services for people who are Deaf, deafened or hard of hearing, and intervenor services for people who are deafblind help people communicate and participate more fully in their communities. The ministry has continued to consult with stakeholders on the transformation of intervenor services to improve equity and access in a service system that is more accountable and sustainable.

New funding announced in 2011-12 for intervenor services is helping to:

- provide support in emergency situations;
- support training and education to help people who are deafblind to live more independently;
- attract more people to the intervenor profession, and
- increase services for people who currently receive little or no intervenor service.

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

- funding the establishment of new regional contact points – Developmental Services Ontario offices – that will act as one-window to the adult developmental services system;

- proclaiming key sections of the Services and Supports to Promote the Social inclusion of Persons with Developmental Disabilities Act, 2008 and supporting regulations, including consistent quality assurance measures for agencies and the new Developmental Services Ontario offices, and
- serving 1,215 more people by helping community agencies find efficiencies in their organizations.

Ministry Interim Expenditures 2011-12

	Ministry Interim Expenditures 2011-12 (\$M)
Operating	9,586.8
Capital	17.1
BPS Consolidation	(18.6)
Staff Strength (as of March 31, 2012)	3,634 Full-time equivalents