



Results-based Plan Briefing Book 2013-14

Ministry of Community and Social Services

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Results-based plan 2013-14

Ministry overview

Vision, Mission/Mandate

The work of the [Ministry of Community and Social Services](#) (MCSS) is guided by a vision of a province where 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 the individuals and families who rely on our programs.

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 also collect court-ordered child and spousal support to help families be more financially secure.

We strive to help vulnerable Ontarians have the opportunity to fully participate in, and contribute to, our communities. 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 help vulnerable people with both immediate support and longer-term assistance that helps them find work, become more independent and participate in their communities.
- To improve services by making them more efficient and easier to use for the people who need them.

The ministry works to promote these priorities to support the social and economic resiliency of Ontarians and to encourage people to participate and contribute to the life of our province to the best of their ability.

Ministry Activities

Helping Vulnerable People

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

The ministry has been making changes to the intervenor services program to improve access in a service system that is more accountable and sustainable. This includes developing a revised policy framework and funding model which would allocate funding more equitably and within available resources, and attracting more people to become intervenors and interpreters.

Ontario's social assistance programs provide income and employment 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 and their families. Both programs also provide employment assistance that helps people find jobs and become more independent.

The [Commission for the Review of Social Assistance in Ontario](#) released its final report – *Brighter Prospects: Transforming Social Assistance in Ontario* – in October 2012.

The report provides advice to government on reforming the social assistance system and includes 108 recommendations. Guided by the recommendations, we are taking initial steps to help people move into jobs, achieve greater financial independence and set the stage for long-term social assistance transformation as a cornerstone of a renewed Poverty Reduction Strategy.

The initial steps to reform include:

- increasing financial support by one per cent for families receiving Ontario Works and people with disabilities who rely on social assistance;
- providing single adults without children who receive Ontario Works with a top-up of \$14 per month;

- allowing all social assistance clients to earn up to \$200 per month without affecting their level of assistance;
- increasing the amount of assets Ontario Works clients are allowed to retain;
- simplifying the rules on self-employment earnings and treatment of gifts in Ontario Works;
- enhancing flexibility in how assets are treated in First Nation and remote northern communities; and
- establishing a Partnership Council on Employment Opportunities for People with Disabilities to champion hiring people with disabilities.

Social assistance is a complex system affecting almost 900,000 vulnerable adults and children every day. Reforming this system requires a careful and measured plan that recognizes the impacts of change on clients and service delivery partners. We will engage with clients, employers and key stakeholders about how best to improve social assistance, working toward a long-term and sustainable plan for reform. This includes working with partners to develop a simpler, more flexible employment benefit structure that is effective in helping people get the support they need to work.

We have also been taking early action in the area of employment supports and services that are available to social assistance recipients. The ministry has initiated a series of roundtable discussions with stakeholders that are intended to explore strategies for:

- Improving social assistance employment services and support for those who are able to work.
- Working with employers to better connect clients and people with disabilities to the workforce.

Working with community partners, we will continue our ongoing support for the [programs and services](#) that empower women and children to live free from violence. Our programs offer community-based counselling, 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 re-build their lives.

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

The ministry also supports the [Aboriginal Healing and Wellness Strategy](#) which includes a wide range of health and family healing programs and services that are Aboriginal-designed, delivered and managed. AHWS programs and services are 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.

Funded organizations include First Nations, Political/Territorial Organizations and Aboriginal provincial organizations and service providers 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, this year the ministry as well as partner ministries will continue to work closely with First Nations, Métis and Aboriginal leaders and organizations to build relationships and develop new approaches for collaboration to support the effective delivery of AHWS.

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
- child and spousal support collection and enforcement
- social assistance programs

In 2013-14, the ministry will continue to transform the developmental services system so that it is more responsive, fair and financially sustainable. The next steps for transformation include:

- Expanding the use of 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.
- Expanding options for direct funding to give families more choice and flexibility in selecting the supports that are right for them.

The [Family Responsibility Office](#) continues its work to modernize its operations to improve service, enforcement and efficiency. In 2013, the office launched a new case management information technology system. FRO will continue to eliminate outdated business models, processes and technology to serve clients more effectively and enforce support orders faster.

In 2013-14, we will continue to improve our delivery of social assistance programs to make them work better for the people who need them. These improvements include:

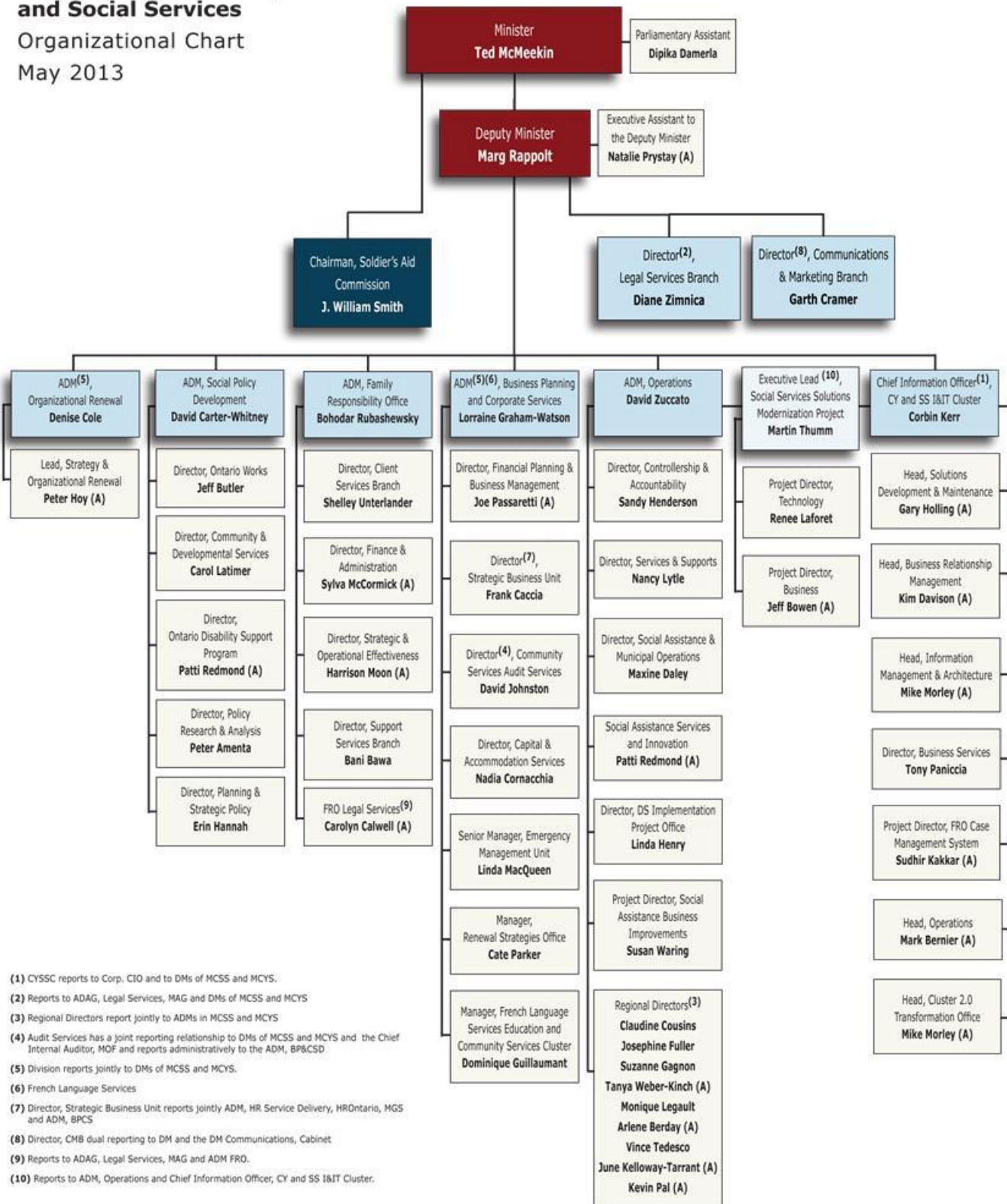
- Continuing work on a new modernized technology system that will allow us to deliver social assistance more efficiently and effectively, with greater flexibility to respond to policy and program changes.
- Improving social assistance employment supports and services for those who are able to work.
- Working with employers to better connect clients and people with disabilities to the workforce.

We will also continue 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.

Ministry of Community and Social Services

Organizational Chart

May 2013



Cost Sharing with the Federal Government

The MCSS 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), the Social Housing Agreement, the Supportive Families Initiative Fund, and the Labour Market Agreement for Persons with Disabilities (LMAPD) for selected programs. Estimated federal reimbursement for the 2013-14 fiscal year under these agreements is:

Cost Sharing with the Federal Government

	<u>Revenue</u>
1965 Indian Welfare Services Agreement	
Ontario Works	<u>80,883,200</u>
Subtotal	80,883,200
Social Housing Agreement	
Supportive Housing	<u>2,399,000</u>
Subtotal	2,399,000
Supportive Families Initiative Fund	
Family Responsibility Office	<u>1,028,858</u>
Subtotal	1,028,858
Labour Market Agreement for Persons with Disabilities	
Employment Services and Supports	31,800,000
Developmental Services	<u>6,400,000</u>
Subtotal	38,200,000
Total	\$122,511,058

Statutes Administered by the Ministry of Community and Social Services

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

Insofar 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.

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 Commissions

	2013-14 Estimates \$	2012-13 Interim Actuals \$	2011-12 Actuals \$
Soldiers' Aid Commission	253,200	200,000	189,900

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.

Ministry Planned Expenditures 2013-14*

	Ministry Planned Expenditures 2013-14 (\$M)
Operating	10,163.7
Capital	26.2
BPS Consolidation	(16.8)

TABLE 2: Ministry Planned Expenditures by Program Name 2013-14*

Ministry of Community and Social Services Operating \$10,163.7 million Capital \$26.2 million	
Ministry Administration Services Operating \$39.4 million	Adults' Services Operating \$10,124.3 million Capital \$26.2 million

* Broader Public Sector Consolidation is reported by Ministry total and not by program. Includes Statutory Appropriations for Minister's salary, Bad Debt, and Capital Expense (amortization).

Ministry of Community and Social Services

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Mandate

The Ministry of Community and Social Services promotes resilient and inclusive communities through delivering and funding programs that help people achieve their potential, build independence and improve their quality of life.

Overall Summary (Operating and Capital)

Description	2013-14 Estimates \$	Change from 2012-13 Estimates		2012-13 Estimates ¹ \$	2012-13 Interim Actuals ¹ \$	2011-12 Actuals ¹ \$
		\$	%			
<u>OPERATING AND CAPITAL EXPENSE</u>						
Ministry Administration	39,338,400	(268,000)	(0.7%)	39,606,400	34,833,200	34,131,094
Adults' Services	10,113,716,800	407,439,400	4.2%	9,706,277,400	9,730,249,700	9,315,580,088
Total including Special Warrants	10,153,055,200	407,171,400	4.2%	9,745,883,800	9,765,082,900	9,349,711,182
Less: Special Warrants	0	0	-	0	0	0
Total Operating and Capital to be Voted	10,153,055,200	407,171,400	4.2%	9,745,883,800	9,765,082,900	9,349,711,182
Special Warrants	0	0	-	0	0	0
Statutory Appropriations	36,821,814	12,233,200	49.8%	24,588,614	21,511,814	15,718,015
Total Ministry Operating and Capital	10,189,877,014	419,404,600	4.3%	9,770,472,414	9,786,594,714	9,365,429,197
Consolidation	(16,759,900)	1,240,100	(6.9%)	(18,000,000)	(17,116,900)	(18,573,731)
Total Ministry Operating and Capital including Consolidation	10,173,117,114	420,644,700	4.3%	9,752,472,414	9,769,477,814	9,346,855,466

Assets

Description	2013-14 Estimates \$	Change from 2012-13 Estimates		2012-13 Estimates \$	2012-13 Interim Actuals \$	2011-12 Actuals \$
		\$	%			
<u>OPERATING AND CAPITAL ASSETS</u>						
Adults' Services	47,115,700	17,691,800	60.1%	29,423,900	84,570,100	40,661,292
Total Ministry Assets	47,115,700	17,691,800	60.1%	29,423,900	84,570,100	40,661,292
Less: Special Warrants	0	0	-	0	0	0
Total Assets to be Voted	47,115,700	17,691,800	60.1%	29,423,900	84,570,100	40,661,292

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 2012-13

Ministry of Community and Social Services

Annual report 2012-13

The [Ministry of Community and Social Services](#) (MCSS) 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 2012-13, 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, 2005* the government has established key accessibility standards that will impact areas of everyday life.

Ontario continued to make meaningful change for people with disabilities in 2012-13. As of January 1, 2012, all private and non-profit businesses and organizations were required to meet the accessibility requirements of the Accessibility Standard for Customer Service. Organizations with 20 or more employees had to report on their progress by submitting accessibility reports by December 31, 2012.

Compliance support was a major focus in 2012-13. Using our experience with compliance in the public sector, we streamlined and strengthened our processes so we are ready to audit, inspect and enforce compliance with the Accessibility Standard for Customer Service in the private and non-profit sectors. Leading up to the December 31 reporting deadline, the ministry reached out directly to large businesses and non-profit organizations, and provided one-on-one compliance support to those who needed it.

In 2012-13, we reached out to more than 60,000 private sector and non-profit organizations about reporting their compliance with the [Accessibility Standard for Customer Service](#). We created a step-by-step guide to help them file their online report, and sent mail and email reminders about the reporting deadline.

We also launched the accessibility [wizard](#) – an online tool to help people learn which accessibility requirements apply to their organization. The wizard is free and takes less than five minutes to complete. After answering a few questions, organizations get a personalized summary of their accessibility requirements and deadlines.

Education and outreach continue to be essential to helping organizations understand Ontario's accessibility laws and ensure they meet their requirements. In 2012-13, we:

- Continued in-person and online outreach at more than 61 conferences, events and sessions across various industries.

Hosted more than 74 presentations and five webcasts about the AODA and accessibility standards.

- Reached out to more than 89,000 organizations with inserts in Ministry of Finance tax mailings.
- Enhanced the information available at our [accessibility website](#), including new resources, information sheets and guides to help organizations comply with the Integrated Accessibility Standards Regulation.
- Continued to encourage dialogue and online engagement through our social media channels (YouTube, Facebook and Twitter). In 2012, the ministry's accessibility focused YouTube channel reached more than 100,000 views.
- 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 Program](#) was on creating resources to raise accessibility awareness among children and youth, accessible sports and recreation and universal design.

A major milestone in 2012-13 was the completion of the [Design of Public Spaces Standards \(Accessibility Standard for the Built Environment\)](#). The standard became law on January 1, 2013, as part of the Integrated Accessibility Standards Regulation. It will improve accessibility in public spaces like playgrounds, parking, trails and sidewalks.

In 2012 we also made a significant change to the role of the [Accessibility Standards Advisory Council](#). The council's mandate was expanded to include the function of a standards development committee. Putting in place a single body will streamline how accessibility standards are developed and reviewed and will help to achieve harmonized accessibility solutions in a shorter amount of time.

In February 2013, responsibility for the Accessibility Directorate of Ontario was transferred to the Ministry of Economic Development, Trade and Employment.

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 and supports that promote inclusion and involvement. These 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 adult protective services, assessment and counselling, behaviour intervention, service coordination, and speech and language therapy.
- Community participation including employment, recreational and volunteer supports.

- Activities of daily living services and supports.

The ministry continued to modernize services for people with a developmental disability. Our key accomplishments included:

- Building a new information system at Developmental Services Ontario. Once this system is fully implemented, the database will contain the records of all adults in Ontario's developmental services system. This will help improve planning and forecasting in every community and region of the province.
- Implementing a new regulation that deems eligibility for ministry-funded adult developmental services and supports. The regulation names specific groups of individuals eligible to receive services and supports under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.
- Attracting and retaining the right people to work in the sector. The goal of the Developmental Services Human Resource Strategy is to attract and retain well-qualified and trained staff in the sector. The Strategy is midway through its 10-year plan. The primary focus this year was the continued implementation of core competency training to agencies across the sector; to launch a proactive communications campaign to professionalize and promote the sector as a career of choice; and to work with the Ministry of Training, Colleges and Universities to update program standards for Developmental Services Worker programs delivered by Ontario colleges.
- Engaging with stakeholders on new guidelines for the Passport program: The ministry received a lot of feedback from individuals, families, advocates and agencies when it issued a call for input on our proposed changes to Passport in October 2012. The ministry is taking all of the comments into consideration as it works to improve the program.

Helping vulnerable people

Income and Employment Supports

Ontario's social assistance programs provide income and employment 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 in need with disabilities and their families. Both programs also provide employment assistance that help people find jobs and become more independent.

In 2012, the Ontario government consolidated a range of housing and homelessness-related programs into a single program that includes funding previously spent on the Community Start-Up and Maintenance Benefit. With this investment, municipalities now have greater flexibility to address local housing priorities. One-time funding was made available to help communities transition to the new consolidated program.

The [Commission for the Review of Social Assistance in Ontario](#) released its final report in October 2012, outlining 108 recommendations to improve the province's social assistance

programs. As part of the government's initial steps to develop an action plan later in 2013, the ministry organized roundtable discussions with stakeholders to examine ways to:

- improve social assistance employment services and support for those who are able to work
- work with employers to better connect social assistance clients and people with disabilities to the workforce

During 2012-13, 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 2012, 21 per cent of Ontario Works participants who left social assistance left for jobs.
- About 49 per cent of Ontario Works participants have been on the program for a year or less. The average monthly earnings increased by about 34 per cent between 2005 and 2012.
- As of December 2012, 13,992 more families on ODSP were earning income from jobs since October 2003.

We are continuing to update technology used in the delivery of social assistance. This modernization will allow the government to offer a secure online self-service portal for clients expected later in the year.

In fall 2012, the government raised social assistance rates by an additional one per cent, the eighth rate increase in the past years. In total, social assistance rates have increased by 14.9 per cent since 2003.

Family Support Payments

The [Family Responsibility Office](#) helps people fulfill their child and spousal support rights and obligations. Every year, FRO handles approximately 180,000 cases, representing about 380,000 clients.

FRO collected \$670 million in support payments in fiscal 2012-13, helping tens of thousands of families across Ontario get money that is owed to them. The majority of support payments are processed for support recipients within 48 hours.

FRO also recovered \$43 million in 2012-13 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 make their required support payments.

In November 2011, FRO implemented a case management service delivery model to improve customer service. Clients with a case number now have direct access to their case contact and can leave a voice mail message 24 hours a day, seven days a week.

In December 2011, FRO streamlined the registration of cases to reduce delays and began calling new clients by phone as part of the pre-registration process. The number of new clients contacted from December 2011 to March 2013 totaled over 13,000.

FRO also re-engineered its trace and locate function and gained access to more effective tracing tools. As a result, the success rate for locating FRO clients has increased from 30 per cent to over 65 per cent.

Supporting Women Experiencing Violence

In 2012-13 the ministry funded over 2,000 beds in 95 [Violence Against Women](#) emergency shelters for abused women and their children. These emergency shelters serve approximately 11,600 women and nearly 8,000 children each year.

In 2012-13 we provided more than \$142 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.
- 177 counselling agencies that helped approximately 45,000 women and 4,700 children.
- 65 agencies delivering Child Witness Programs that provide early intervention and parenting supports to nearly 2,700 women and 4,500 children.
- 127 agencies delivering the Transitional and Housing Support Program that helped over 20,000 women connect with housing, counselling, job training and other supports.
- Provincial crisis line agencies that received more than 56,000 calls from women experiencing violence.

In October 2012, Ontario launched [Talk4Healing](#), a 24 hour, 7 day a week pilot help line for Aboriginal women in northern Ontario. Operated by Beendigen Inc., an Aboriginal shelter in Thunder Bay, in partnership with the Ontario Native Women's Association, this new service offers crisis support, information and referral services in a number of Aboriginal languages.

Improving services

We 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.

In 2012-13, the ministry continued its work with First Nations and Aboriginal organizations to implement a new governance and accountability model for the Aboriginal Healing and Wellness Strategy (AHWS). 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.

Throughout 2012, MCSS and partner ministries worked with AHWS partners and service providers to develop new collaborative approaches that would continue to support Aboriginal communities' input into AHWS policies, programs and priorities. The ministry also provided training to AHWS partners and service providers on the ministry's transfer payment business processes.

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 access in a service system that is more accountable and sustainable.

The ministry has provided funding to intervenor service agencies to increase community based intervenor service for individuals currently receiving no service or less than 10 hours of service per week.

In addition, we invested \$1 million in the sector to help build capacity. Through this capacity building initiative, we supported training and education to help people who are deafblind to live more independently and to attract more people to become intervenors.

Ministry Interim Expenditures 2012-13

	Ministry Interim Expenditures 2012-13 (\$M)
Operating	9,772.1
Capital	14.5
BPS Consolidation	(17.1)
Staff Strength (as of March 31, 2013)	3,584.11 Full-time equivalents