



MINISTRY OF COMMUNITY AND SOCIAL SERVICES



[HOME](#) | [FORMS](#) | [PUBLICATIONS](#) | [NEWS](#)

Ministry of Community and Social Services

About the ministry

- ▶ Meet the minister
- ▶ Parliamentary Assistant
- ▶ Our commitment to service excellence
- ▶ Organizational Chart
- ▶ How we help: Our stories
- ▶ Legislation
- ▶ How we help: Our videos
- ▶ Programs and services
- ▶ News room
- ▶ Publications
- ▶ Forms

Contacts

Connect With Us



2015 - 16 Published Plan

Contents

- [Ministry Overview](#)
 - [Mandate](#)
 - [Ministry Contribution to Priorities and Results](#)
- [Ministry Programs](#)
- [Ministry Planned Expenditures 2015-16](#)
- [Highlights of 2014-15 Achievements](#)
- [Ministry Organizational Chart](#)
- [Cost Sharing with the Federal Government](#)
- [Statutes Administered by the Ministry](#)
- [Agencies, Boards and Commissions](#)
- [Overall Summary \(Operating and Capital\)](#)
- [Appendix: 2014-15 Annual Report](#)

Ministry Overview

Mandate

The work of the [Ministry of Community and Social Services](#) (MCSS) helps people recover from hardship, regain control of their lives, and become more self-sufficient through work.

We provide financial and employment assistance to those in need, and help people - including those with developmental disabilities - to live more independently in their communities. Our community services support women experiencing violence and their children, Aboriginal peoples and communities, and people who are deaf, deafened or hard of hearing, or who are deafblind.

Through our Family Responsibility Office, we collect child and spousal support to help improve the financial security of people after family breakdown. Through the Aboriginal Healing and Wellness Strategy, we promote access to culturally appropriate health and community services for Aboriginal people.

The ministry is guided by a vision of an Ontario where all communities are resilient, inclusive and sustained by the economic and civic contributions of all Ontarians. We partner with municipalities, First Nations and community agencies to deliver our programs and promote opportunities for individuals and families who rely on our programs.

Our clients include:

- people in financial need;
- people with disabilities, including developmental disabilities, mental illness and people who are deaf, deafened, hard-of-hearing and deafblind;
- women experiencing violence and their children;
- Aboriginal peoples and communities;
- families entitled to child and spousal support payments; and
- adopted adults, birth relatives and adoptive parents who are seeking a range of adoption information disclosure services.

Ministry Contribution to Priorities and Results

Our key priorities are to:

- advance social assistance reform as part of the government's efforts to reduce poverty and modernize service delivery;
- transform developmental services so individuals and families can benefit from greater choice and flexibility in services, and be active members of an inclusive society;
- strengthen community services to help meet the needs of diverse populations; and
- improve child and spousal support enforcement so that families have greater financial security.

The ministry's goal is to help Ontario's most vulnerable populations achieve their potential, build independence, and improve their quality of life through strong and sustainable services and supports that help protect people from crisis, harm and social exclusion.

The ministry's work supports the government's commitment to invest in people and remove barriers to jobs with the goal of advancing economic prosperity and alleviating poverty in Ontario.



Top of page

Ministry Programs

Developmental Services

The ministry funds [services and supports for people with developmental disabilities](#) and their families. People with developmental disabilities want to be active participants in their communities. To do that, many individuals rely on a range of services and supports that promote social inclusion and involvement.

Services and supports that the ministry funds include:

- help with daily-living activities;
- community participation and employment supports;
- caregiver respite;
- professional and specialized services;
- person-directed planning; and
- residential supports.

The ministry also provides direct funding to individuals and families, which gives them choice in their support arrangements and enables them to purchase the services and supports they feel best meet their unique support needs.

In 2015-16, the ministry will continue with its multi-year investment strategy to further transform developmental services. The strategy, which began in 2014-15, will continue to focus on:

- Providing more support through direct funding so individuals and families can choose the most appropriate supports for themselves, and so that waitlists for Passport and Special Services at Home, the ministry's two direct funding programs, can be addressed.
- Helping with life transitions and employment, such as graduating from school and supporting individuals to participate in communities, including preparing individuals for employment and getting a job.
- Responding to urgent residential support needs by having more places for people to live, the most appropriate services for people with complex needs, and clear, consistent ways to make decisions about responding to and preventing urgent situations.
- Promoting system innovation and community living partnerships by leveraging the strengths of community partners to provide a wider range of innovative residential options for people through the Developmental Services Housing Task Force, while also encouraging agencies to become more efficient and cost effective.
- Continuing to deliver efficient and responsive services that promote inclusion, independence and choice.
- Continuing the professionalization and the modernization of the developmental services sector, and supporting salaries and wages for front-line workers.
- Strengthening our partnerships with Developmental Services Ontario and service providers through continued efforts to establish best practices, consistent service delivery and standards.
- Undertaking work to enhance the functionality and information capacity of the developmental services provincial Information Technology case management database system used by Developmental Services Ontario, known as

the Developmental Services Consolidated Information System (DSCIS).

- Strengthening our partnership with the Ministry of Health and Long-term Care to improve access to health services for people with developmental disabilities in an effort to ensure that they receive the right services at the right time.

The multi-year strategy is driving innovation and strengthening community partnerships, addressing critical pressures in the system, continuing progress to transform services, and leading to better supports for individuals and families.

The ministry will continue to work with the ministries of Children and Youth Services, Education, Health and Long-term Care, and Training, Colleges and Universities to support smoother life transitions for people with developmental disabilities and their families.

Social Assistance

Ontario's social assistance programs provide income and employment support for those in 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 provide employment assistance to help people develop skills, remove barriers to finding and keeping jobs, and become more independent.

Social assistance reform is part of the government's Poverty Reduction Strategy. Ontario's social assistance programs affect more than 900,000 adults and children every day. Reforming the system requires a careful and measured plan that recognizes the impacts of change to clients and service delivery partners.

The government's long-term plan is to fundamentally reform the current system to:

- motivate and support people to be successful, contributing members of the workforce and their communities;
- promote greater independence through simplified access to a basic level of assistance, and core supports outside the system; and
- deliver services in a responsive and coordinated manner using modern, cost-effective tools and practices.

In 2015-16 the ministry will be moving forward on social assistance reform in two key areas:

- Developing a plan for redesigning the rate structure in consultation with clients, partners and stakeholders.
- Modernizing service delivery by continuing to implement new technology, introducing self-service options for clients and simplifying service through efficiencies such as a reloadable payment card, buy/pay direct arrangements and other paperless business practices.

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.

Community Services

Working with community partners, the ministry funds several [community service programs](#), including support for women experiencing violence and their children, interpreter services for adults who are deaf, deafened, hard-of-hearing or deafblind, intervenor services for adults who are deafblind, and health, healing and wellness programs and services for Aboriginal peoples.

The ministry also supports the provision of and access to [adoption information disclosure services](#) under the *Vital Statistics Act* and the *Child and Family Services Act*, including delivery of the Custodian of Adoption Information.

The ministry also provides funding and administrative support to the Soldier's Aid Commission, and is responsible for maintaining the legislative and regulatory framework for the *Social Work and Social Service Work Act, 1998*.

In 2015-16, the ministry will continue to support a strong service delivery system and to strengthen community agencies. The ministry will continue the three year investment in the community services sector, as part of the ministry's \$200 million system capacity investment included in the 2014 Budget. The significant investment promotes labour stability and a qualified workforce while supporting salaries and wages for front-line workers.

The ministry funds a range of [Violence Against Women](#) programs and services that include:

- emergency shelter services;
- counselling;
- transitional housing support program;
- child witness programs;
- Provincial and Regional Crisis Line Counselling; and
- Domestic Violence Community Coordinating Committees.

Our goal is to support women and their children to live free from violence through providing them with the supports they need to re-build their lives.

In 2015-16, the ministry is providing sustainable, annualized funding for [Talk4Healing](#), the Aboriginal Women's Helpline that provides culturally appropriate crisis support and referral services for Aboriginal women in northern Ontario affected by violence.

In 2015-16, the ministry will support the premier's [Action Plan to Stop Sexual Violence and Harassment](#) and improve supports for victims, led by the Ontario Women's Directorate. The Action Plan includes:

- ensuring counselling services and helplines - that currently exist across several sectors - are coordinated and integrated
- introducing an Innovations Fund, administered by the [Ontario Women's Directorate](#), to test new service delivery approaches based on best practices internationally, for example, community hubs
- strengthening the focus on sexual violence at Ontario's 48 Domestic Violence Community Coordinating Committees that work locally to prevent domestic violence and improve services to women who experience domestic abuse.

The ministry also supports [interpreter services](#) for adults who are deaf, deafened or hard of hearing, or deafblind, and [intervenor services](#) for adults who are deafblind. Both services help people communicate and participate more fully in their communities.

The ministry is engaged in a multi-year renewal strategy for the intervenor services program. The goals of the renewal strategy are to improve and maintain an intervenor services program that is fair, transparent and financially sustainable. In 2015-16, the ministry will continue developing a funding framework for the program, in consultation with stakeholders. This will include establishing clear eligibility criteria, an individualized funding model and a needs assessment tool for individuals who need intervenor services.

The ministry supports the [Aboriginal Healing and Wellness Strategy](#), which includes a wide range of health, healing and wellness programs and services that are Aboriginal-designed, delivered and managed. The Strategy is funded through five ministries, including Community and Social Services (lead ministry), Health and Long-Term Care, Aboriginal Affairs, Children and Youth Services and the Ontario Women's Directorate.

Funded organizations include First Nations, Métis, Political/Territorial Organizations and Aboriginal provincial organizations and service providers. All have a shared commitment with Ontario to reduce family violence and violence against Aboriginal women and children, and improve Aboriginal health, healing and wellness through culturally appropriate programming and ongoing collaboration. These community-based programs are available to Aboriginal peoples living on-reserve and in urban and rural communities.

In 2015-16, the ministry, together with 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 the Aboriginal Healing and Wellness Strategy.

In 2014-15, the ministry invested additional funds to expand access to Aboriginal health, healing and wellness services such as crisis intervention/risks reduction, health/family violence awareness and education and ongoing supports for women, children and families at risk.

In 2015-16, the ministry will work with funded organizations to fully implement the increased investment that will target funding high need programs and expand the reach and quality of services.

The Family Responsibility Office

The [Family Responsibility Office](#) (FRO) collects and distributes child and spousal support payments to improve the financial security of families. Every year, FRO handles approximately 180,000 cases with about 380,000 clients, including support recipients, payors and third parties.

In 2015-16, FRO will build on its investments in technology to improve frontline client service and advance self-service channels for clients. The improvements will strengthen the effectiveness of case management and the collection of child and spousal support, putting money into the hands of families more quickly.

FRO clients will be able to begin accessing a secure, online self-service tool in phases starting in 2015-16. This online tool is part of ongoing efforts to improve client service and enhance FRO business processes. It will strengthen client services by:

- providing clients with convenient, 24/7 access to case information for routine inquiries, enabling FRO staff to focus more time on complex case issues;
- making case information available to clients on demand including account statements, financial and enforcement action information, and support orders; and
- reducing the time it takes for clients to send case-related information to FRO.

FRO is also working with the Ministries of the Attorney General and Finance, as well as ServiceOntario, to create a new, easy-to-use online service option for parents who want a simpler, faster approach to set up or change child support obligations without having to go to court. This service will speed up the process while also freeing up valuable court time. It will benefit parents and support enforcement as support obligations will more accurately reflect the financial circumstances of families. The new service is expected to be in place in fall 2015.

Leveraging technology, FRO will also continue to enhance its business models and processes to enforce support obligations and serve families more effectively.



Ministry Planned Expenditures 2015-16*

	Ministry Planned Expenditures 2015-16 (\$M)
Operating	11,062.7
Capital	69.6
BPS Consolidation	(17.4)

Ministry Planned Expenditures by Program Name 2015-16*

- **Ministry of Community and Social Services**
 - Operating \$11,062.7 million
 - Capital \$69.6 million
- **Ministry Administration Services**
 - Operating \$39.3 million
- **Adults' Services**
 - Operating \$11,023.4 million
 - Capital \$69.6 million

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



Highlights of 2014-15 Achievements

Developmental Services

- In less than a year, the ministry has made a tremendous difference for thousands of Ontarians with our three-year \$810 million dollar investment strategy for community and developmental services.
- The 2014 wait list for Special Services at Home (SSAH) was eliminated, 16 months ahead of the original two-year timeline.
- In early 2015, 14,000 people had new direct funding to purchase supports and services - two-thirds of our four-year goal under the 2014 Budget. This includes 6,000 adults through Passport and 8,000 children through SSAH.
- New residential supports have been funded for 525 adults with developmental disabilities.
- The ministry engaged stakeholders to identify ways to improve supports and help families navigate across their community to find available services and supports and has completed the Person-Directed Planning (PDP) and Facilitation Regional Initiative in which 325 people participated in a PDP planning process.
- Through the Housing Task Force, the ministry released an Expression of Interest for innovative housing solutions.
- Also the ministry awarded funding to 38 agencies through the Employment and Modernization Fund promoting employment and implementing innovative developmental services and supports.
- An agreement was reached with stakeholders on the distribution of \$180 million for front- line workers over three years to support salaries and wages; stabilize the workplace; and provide high-quality services and support for clients.
- As the ministry looks ahead to the second year, the ministry will be working closely with developmental services partners in many important areas including:

- Promoting independence and inclusion through employment opportunities
- Driving innovation and efficiency in service delivery
- The start of housing projects recommended by our Developmental Services Housing Task Force
- A multi-year plan for residential services, and
- Increasing person-directed planning services and helping more individuals develop their own plans

Social Assistance

- The 2014-15 rate changes resulted in a \$30 increase per month (almost five per cent) for single Ontario Works recipients who don't have children, and one per cent for families receiving Ontario Works and for individuals with disabilities who rely on the Ontario Disability Support Program (ODSP).
- In 2014-15, the government replaced the Northern Allowance with a new Remote Communities Allowance, providing an additional \$50 per month for individuals and families, and \$25 for each additional family member.
- Since 2003, Ontario has raised rates for Ontario Works families and ODSP recipients by 17.2 per cent and by 24.4 per cent for single Ontario Works recipients who do not have children.
- In 2015, the ministry will continue to lift the lowest rates and increase support for individuals with disabilities. The ministry will invest approximately \$100 million to increase social assistance rates by:
 - \$25 per month, or more than 3 per cent, for adult singles without children receiving Ontario Works;
 - 1 per cent for families receiving Ontario Works and individuals with disabilities receiving ODSP; and
 - 1 per cent for various other rates, including the Remote Communities Allowance and Assistance for Children with Severe Disabilities.
- With this increase, single adults without children receiving Ontario Works will get \$75 more per month than they did in 2012.

The Family Responsibility Office

- In 2014-15, FRO collected \$678 million in support payments for families, including \$40 million in social assistance recoveries that were paid back to the province and municipalities for support recipients who relied on social assistance.
- With a program cost of \$53.8 million in 2014-15, FRO collected more than \$12 in support for families for every dollar it spent. By the end of 2014-15, FRO had collected more than \$7.4 billion in support payments for families since October 2003.
- 2014-15 was the first full year of operation following the implementation of FRO's new case management technology in 2013. Collections were up for a total of \$678 million in 2014-15 compared to collections of \$664 million in 2013-14 when the system was implemented and stabilized.
- With the FRO Case Management System (FCMS) now fully adopted, it has strengthened FRO's financial management control and is a foundation for strengthening case management going forward.
- In 2015-16, FRO will focus on leveraging its investments in technology and continuing to improve its business processes to serve clients more effectively. FRO clients will begin to have access to a secure, online self-service in 2015-16. FRO is also working with the Ministries of the Attorney General and Finance, as well as ServiceOntario, to create the Child Support Service, an online administrative child support calculation service, expected to be in place in the fall of 2015.

Community Services

- 2014 marked the 20th anniversary of the Aboriginal Healing and Wellness Strategy (AHWS). AHWS has grown to 460 health and healing projects across the province. In 2013-14, AHWS provided direct services to more than 42,000 clients.
- In 2014-15, MCSS provided more than \$145 million for programs that help women experiencing violence and their children find safety and rebuild their lives, including \$83.4M for 96 emergency shelter agencies to support 2,045 beds dedicated for use by abused women and their children, \$28.6M for counselling services for women and children, and \$14.6M to help abused women find housing and connect with local community supports.
- A \$1.93 million investment will help to build a new women's shelter to serve Elgin County. The shelter will replace the existing Women's House Emergency Shelter to better meet the needs of local women and children who have experienced violence in their homes.



Ministry organizational chart

This is a text version of an organizational chart for the Ministry of Community and Social Services as of October 13, 2015. The chart shows the following hierarchical structure with the top level assigned to the Minister of Community and Social Services.

- 0.Minister of Community and Social Services - [Helena Jaczek](#)
 - 0.Parliamentary Assistant - [Soo Wong](#)
 - 0.**(Appointed by Order-in-Council)**
 - Chairman, Soldiers' Aid Commission - Colin Rowe (A)
 - 0.Reporting to the Deputy Minister - Janet Menard
 - 0.0.Executive Assistant to the Deputy Minister - Josh Vandezande
 - 0.0.Director, Legal Services Branch - Diane Zimnica **(also reports to Assistant Deputy Attorney General, Legal Services, Ministry of the Attorney General)**
 - 0.0.Director, Communications and Marketing Branch - Garth Cramer **(also reports to the Deputy Minister Communications, Cabinet)**
 - 0.0.ADM, Social Policy Development - Erin Hannah (A)
 - 0.0.0.Director, Ontario Works - Anna Cain (A)
 - 0.0.0.Director, Community Supports Policy Branch - Barbara Simmons
 - 0.0.0.Director, Ontario Disability Support Program - Gloria Lee (A)
 - 0.0.0.Director, Policy Research and Analysis - Aki Tefera
 - 0.0.0.Director, Planning and Strategic Policy - Laura Summers (A)
 - 0.0.ADM, Family Responsibility Office - Jeff Butler (A)
 - 0.0.0.Director, Client Services Branch - Mena Zaffino
 - 0.0.0.Director, Finance and Administration - Sandra Yee (A)
 - 0.0.0.Director, Strategic and Operational Effectiveness - Sylva McCormick
 - 0.0.0.Director, Support Services Branch - Susan Pettersone (A)
 - 0.0.0.Director, FRO Legal Services - Shannon Chace
 - 0.0.ADM, Business Planning and Corporate Services - Nadia Cornacchia
 - 0.0.0.This division reports jointly to Deputy Ministers of the Ministry of Community and Social Services and the Ministry of Children and Youth Services.
 - 0.0.0.Director, Financial Planning and Business Management - Blair Dunker
 - 0.0.0.Director, Strategic Business Unit - Patricia Kwasnik (A) **(Reports jointly to Assistant Deputy Minister, Human Resources Service Delivery, HROntario, Ministry of Government Services and Assistant Deputy Minister, Business Planning and Corporate Services)**
 - 0.0.0.Director, Community Services Audit Services - Gord Nowlan **(Joint reporting relationship to the Deputy Ministers of MCSS and MCYS and the Chief Internal Auditor, Ministry of Finance and reports administratively to the Assistant Deputy Minister, Business Planning and Corporate Services)**
 - 0.0.0.Director, Capital Planning and Delivery Branch -Tony Paniccia (A)
 - 0.0.0.Director, Corporate Services - Michelle Gittens
 - 0.0.0.Executive Director, Organizational Renewal Directorate - Madeleine Davidson
 - 0.0.0.0.Director, Strategy & Organizational Renewal - Maxine Daley (A)
 - 0.0.0.0.Director, Regional Modernization Strategy - Karen Eisler (A)
 - 0.0.ADM, Community and Developmental Services - Karen Chan
 - 0.0.0.Director, Service Delivery and Supports - Sal Marrello
 - 0.0.0.Director, Controllershship and Accountability - Lourdes Valenton (A)
 - 0.0.0.Director, Program Policy Implementation - Christine Kuepfer
 - 0.0.Regional Directors (report jointly to Assistant Deputy Ministers in MCSS and MCYS)
 - 0.0.0.David Remington - Central Region
 - 0.0.0.Nicole True (A) - North Region
 - 0.0.0.Kevin Pal - Toronto Region
 - 0.0.0.Arlene Berday - West Region
 - 0.0.0.Laurie-lee Steels (A) - East Region

- 0.0.ADM, Social Assistance Operations - Richard Steele
 - 0.0.0.Director, Social Assistance and Municipal Operations - Jeff Bowen (A)
 - 0.0.0.Director, Social Assistance Central Services Branch- Bob Davidson (A)
 - 0.0.0.Director, Social Assistance Service Delivery Branch - Patti Redmond
 - 0.0.0.Director, SAMS Transition Program Management - Nelson Loureiro
- 0.0.Chief Information Officer - Children, Youth and Social Services I&IT Cluster - Corbin Kerr
 - 0.0.0.Reports to Corporate Chief Information Officer and to Deputy Ministers of MCSS and MCYS
 - 0.0.0.Head, Solutions Development and Maintenance - Kevin Byrnes
 - 0.0.0.Head, Business Relationship Management - Kim Davison (A)
 - 0.0.0.Head, Information Management and Architecture - Bruno Bevilacqua
 - 0.0.0.Director, Business Services -Robert Maieron (A)
 - 0.0.0.Head, Operations - Mark Bernier
 - 0.0.0.Director, SAMS Solutions - Paul DeGray
 - 0.0.0.Head, Cluster 2.0 Transformation Office - Mike Morley (A)



Top of page

Cost Sharing with the Federal Government

MCSS shares costs for social assistance and other specified 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 Supporting Families Initiative Fund, and the Labour Market Agreement for Persons with Disabilities (LMAPD) for selected programs. Estimated federal reimbursement for the 2015-16 fiscal year under these agreements is:

Cost Sharing with the Federal Government

	Revenue
1965 Indian Welfare Services Agreement	
Ontario Works	107,152,400
Subtotal	107,152,400
Social Housing Agreement	
Supportive Housing	2,369,376
Subtotal	2,369,376
Supporting Families Initiative Fund	
Family Responsibility Office	1,028,858
Subtotal	1,028,858
Labour Market Agreement for Persons with Disabilities	
Employment Services and Supports	51,452,225
Developmental Services	11,074,000
Subtotal	62,526,225
Total	\$173,076,859



Statutes Administered by the Ministry

- [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 which are the responsibility of the Ministry of Health and Long-Term Care. Responsibility for the Act is also shared with the Ministry of Children and Youth Services and the Ministry of Education, in so far as it relates to activities and programs respecting children and youth services and child care services and programs.
- [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 which is the responsibility of the Ministry of the Attorney General.
- [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. Sections relating to the operation of funding entities and direct funding are not yet proclaimed.
- [Social Work and Social Service Work Act, 1998, S.O. 1998, c. 31](#)
- [Soldiers' Aid Commission Act, R.S.O. 1960, c. 377 \(as amended by The Soldiers' Aid Commission Act, 1970, S.O. 1970, c.83\)](#)

Agencies, Boards and Commissions

	2015-16 Estimates \$	2014-15 Interim Actuals \$	2013-14 Actuals \$
Soldiers' Aid Commission	253,200	189,900	152,455

The Soldiers' Aid Commission (SAC) provides financial assistance to veterans, their spouses or dependents who are in need. An eligible veteran is a person in financial need who resides in Ontario, enlisted in the Canadian Armed Forces and served overseas or served with the armed forces in Canada during the First or Second World Wars or the Korean War. Support is provided to assist with the payment of home or health related expenses that veterans, their spouses or dependents may have difficulty affording.

MCSS provides the SAC with accommodations for meetings and administrative support, as well as annual funding of \$253,200 for payments to applicants approved for financial assistance. This includes \$100,000 for grants for applicants with non-overseas service. The relationship between SAC and the ministry is governed by a Memorandum Of Understanding between the Commission and the minister, which is in effect until 2017.

The applicant must have insufficient income and assets to pay for the service or the support he/she is requesting. The SAC employs a screening tool to assess financial need.

Financial assistance is provided to meet a specific health or home related need when all other resources have been exhausted. Funding is provided on an individual basis and is not provided for long-term, ongoing assistance.

The SAC Chair and Commissioners are appointed by Order-In-Council. By law, Commissioners serve without pay but may claim out-of-pocket expenses. The Commission will celebrate its 100th anniversary in 2015. A Treasury Board required agency mandate review is currently underway.

Overall Summary (Operating and Capital)

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.

Description	2015-16 Estimates \$	Change from 2014-15 Estimates \$	Change from 2014-15 Estimates %	2014-15 Estimates ¹ \$	2014-15 Interim Actuals ¹ \$	2013-14 Actuals ¹ \$
Operating Expense						
Ministry Administration	39,274,700	(155,300)	(0.4%)	39,430,000	39,430,000	35,745,276
Adults' Services	10,983,845,200	322,679,400	3.0%	10,661,165,800	10,478,161,769	9,889,598,048
Less: Special Warrants	0	(2,696,499,300)	(100.0%)	2,696,499,300	0	0
Total Operating Expense to be Voted	11,023,119,900	3,019,023,400	37.7%	8,004,096,500	10,517,591,769	9,925,343,324
Special Warrants	0	(2,696,499,300)	(100.0%)	2,696,499,300	0	0
Statutory Appropriations	39,611,914	(7,753,100)	(16.4%)	47,365,014	39,607,614	50,123,414
Ministry Total Operating Expense	11,062,731,814	314,771,000	2.9%	10,747,960,814	10,557,199,383	9,975,466,738
Consolidation	(17,440,900)	351,300	(2.0%)	(17,792,200)	(17,631,263)	(17,704,703)
Ministry Total Operating Expense Including Consolidation	11,045,290,914	315,122,300	2.9%	10,730,168,614	10,539,568,120	9,957,762,035
Operating Assets						
Adults' Services	45,304,000	(8,000,000)	(15.0%)	53,304,000	45,299,100	43,974,275
Less: Special Warrants	0	(13,459,300)	(100.0%)	13,459,300	0	0
Total Operating Assets to be Voted	45,304,000	5,459,300	13.7%	39,844,700	45,299,100	43,974,275
Special Warrants	0	(13,459,300)	(100.0%)	13,459,300	0	0
Ministry Total Operating Assets	45,304,000	(8,000,000)	(15.0%)	53,304,000	45,299,100	43,974,275
Capital Expense						
Adults' Services	40,931,000	26,124,600	176.4%	14,806,400	14,806,400	12,976,790
Less: Special Warrants	0	(3,282,500)	(100.0%)	3,282,500	0	0
Total Capital Expense	40,931,000	29,407,100	255.2%	11,523,900	14,806,400	12,976,790

to be Voted						
Special Warrants	0	(3,282,500)	(100.0%)	3,282,500	0	0
Statutory	28,664,500	7,309,200	34.2%	21,355,300	14,261,800	6,710,617
Appropriations						
Ministry Total Capital Expense	69,595,500	33,433,800	92.5%	36,161,700	29,068,200	19,687,407
Capital Assets						
Adults' Services	3,291,200	(9,108,800)	(73.5%)	12,400,000	39,556,100	44,880,849
Less: Special Warrants	0	(12,399,000)	(100.0%)	12,399,000	0	0
Total Capital Assets to be Voted	3,291,200	3,290,200	329020.0%	1,000	39,556,100	44,880,849
Special Warrants	0	(12,399,000)	(100.0%)	12,399,000	0	0
Ministry Total Capital Assets	3,291,200	(9,108,800)	(73.5%)	12,400,000	39,556,100	44,880,849
Ministry Total Operating and Capital Including Consolidation (not including Assets)	11,114,886,414	348,556,100	3.2%	10,766,330,314	10,568,636,320	9,977,449,442

¹ Historical data has been restated for transfers to other ministries.

Note: Numbers may not add due to rounding.



Appendix: 2014-15 Annual Report

2014-15 Achievements

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

Over the past several years, the ministry has focused on:

- long-term social assistance reform;
- making progress on the evolution of the developmental services system through critical, targeted investments;
- modernizing service delivery through more effective technologies and streamlined business processes; and
- finding ways to control program and operating expenditures.

In 2014-15, the ministry made important investments to support the ministry's priorities of helping vulnerable people and improving service quality.

Developmental Services

Real progress has been made towards a more inclusive Ontario - one in which people with developmental disabilities live as independently as possible in their communities.

The developmental services sector has already undergone significant transformation and the government remains committed to working with community partners, families and individuals to improve [supports for children and adults with developmental disabilities](#).

In 2014-15, the ministry focused on five key areas of developmental services:

- expanding direct funding;
- supporting life transitions and employment;
- responding to residential support needs;
- promoting system innovation and community partnerships; and
- addressing system pressures and sustainability.

The 2014 Ontario Budget invested an additional \$810 million over three years to significantly strengthen community and developmental services for people in Ontario. This represented the single largest increase ever to the developmental services system. This investment provides direct funding for services for approximately 21,000 people and will provide residential supports to 1,400 adults with urgent needs over four years.

During the latter part of 2014-15, the ministry approved more than 14,000 individuals (6,000 adults through passport and 8,000 children through SSAH) and families for new direct funding through the Passport and Special Services at Home programs, two thirds of the 2014 Ontario Budget commitment. In the first year of the investment, Ontario eliminated the 2014 waitlist for Special Services at Home for children with disabilities.

Approximately 525 people in urgent need have received new residential supports under the investment plan as well.

In addition, the ministry created a new [Developmental Services Housing Task Force](#). This Task Force, appointed by the minister, started its work to find broader, more inclusive housing options for people with developmental disabilities and to develop online resources for the adult developmental services system. In late 2014-15, the Task Force issued a proposal call for innovative housing solutions. The Task Force has started to review proposals and make recommendations on innovative housing solutions for adults with developmental disabilities.

An agreement was reached with stakeholders on the distribution of \$180 million for front-line workers over three years to support salaries and wages; stabilize the workplace; and provide high-quality services and support for clients.

In September 2014, the ministry launched the [Employment and Modernization Fund](#) to promote greater inclusion and independence for adults with developmental disabilities. Through an established process, the ministry reviewed hundreds of project proposals from service delivery providers from across the province and approved 38 projects that are intended to create integrated community employment opportunities for people with developmental disabilities and to modernize service delivery to create more individualized and responsive services and supports.

During 2014-15 the ministry worked closely with [Developmental Services Ontario](#) (DSO), the single point of access for provincially-funded services, on a plan to better support individuals and their families through the application process.

The ministry began the development and IT system design to automate a consistent process for DSOs to match and link individuals to available resources using the DS provincial IT case management system, the Development Services Consolidated Information System (DSCIS). The project is currently underway and will facilitate the automation of various functions of the DSOs and create ease of administration as well as consistencies across DSOs.

Social Assistance and Employment Supports

[Social assistance](#) provides help to more than 900,000 vulnerable adults and children every day.

In 2014-15, the government continued to improve the social assistance system by increasing benefits for recipients with the lowest level of support. The 2014 rate changes meant a \$30 increase (almost five per cent) for single [Ontario Works](#) recipients who don't have children, and one per cent for families receiving Ontario Works and for individuals with disabilities who rely on the [Ontario Disability Support Program](#) (ODSP).

The government replaced the Northern Allowance for recipients with a new Remote Communities Allowance, providing an additional \$50 per month for individuals and \$25 for each additional family member over and above the previous amount.

These rate increases give priority to those in deepest need - with the largest increase aimed at singles without children on Ontario Works who make up almost 60 per cent of all Ontario Works cases.

At the same time, this approach still increases the level of support provided to families on Ontario Works and ODSP recipients. Since 2003, Ontario has raised rates for Ontario Works families and individuals with disabilities by 17.2 per cent and by 24.4 per cent for single Ontario Works recipients who do not have children.

During 2014-15, the ministry continued to help social assistance recipients find and keep meaningful employment while providing the benefits they need.

- In 2014-15, approximately one per cent of the Ontario Works caseload left the program for employment, on average, each month.

- The average monthly earnings among Ontario Works cases increased by about 35 per cent between 2005-06 and 2014-15.
- In September 2014, 10.6 per cent of ODSP cases received employment earnings compared to 8.8 per cent in October 2003.

This past year the ministry continued to upload the portion of Ontario Works financial and employment costs that is currently paid by municipalities, which is expected to save municipalities \$425 million by 2018. This initiative demonstrates the government's continuing commitment to ensure that municipalities have the necessary resources to invest in social services that will improve outcomes for recipients.

The Social Assistance Management System (SAMS) was implemented in November 2014 to administer Ontario Works, Temporary Care Assistance (TCA), ODSP and Assistance for Children with Severe Disabilities (ACSD). The ministry replaced the Service Delivery Model Technology, first introduced more than a decade ago, because many of its underlying technologies were no longer supported and it had well documented shortcomings.

SAMS is now available to more than 11,000 staff in approximately 257 local offices across Ontario to manage support for more than 900,000 Ontario Works, TCA, ODSP and ACSD beneficiaries.

In the long run, SAMS will better support staff who deliver social assistance and allow the ministry to improve customer service by, for example, introducing online services for clients. SAMS will also better support program changes and has greater potential to modernize program delivery. It is a key component of the reform of Ontario's social assistance system.

Family Responsibility Office

The [Family Responsibility Office](#) (FRO) provides client-centred services to 380,000 support recipients, payors and third parties every year, receiving an average of 4,300 calls per day.

In 2014-15, FRO collected \$678 million in support payments, including \$40 million in social assistance recoveries that were paid back to the province and municipalities to cover costs for support recipients who relied on social assistance. This was an increase of \$14 million, over 2013-14 collections.

With a program cost of \$53.8 million in 2014-15, FRO collected more than \$12 in support for families for every dollar it spent. By the end of 2014-15, FRO had collected more than \$7.4 billion in support payments for families since October 2003.

Last year was the first full year that front-line staff and managers used FRO's new case management technology. With the FRO Case Management System (FCMS) now fully adopted, it has strengthened FRO's financial management control and is a pillar for improving the effectiveness of case management.

2014-15 has provided FRO with the foundation to build on its investments in technology and enhance its business processes to further improve frontline client service and create new self- service channels for clients in 2015-16. Key initiatives include:

- FRO clients will be able to begin accessing a secure, online self-service tool in 2015-16. Clients will be able to view court orders and active enforcement information, view financial information and print account statements, send information and attachments to case contacts, and request call backs from case contacts.
- FRO is also working with the Ministries of the Attorney General and Finance, as well as ServiceOntario, to create the Child Support Service. This new, easy-to-use online service is for parents who would like a simpler and faster option to set up or change child support obligations without having to go to court. The new service is expected to be in place in the fall of 2015.

These improvements will strengthen the effectiveness of case management and the collection of child and spousal support, putting money into the hands of families more quickly.

Community Services

Supporting Women Experiencing Violence

In 2014-15, the ministry budgeted approximately \$145 million for programs that [help women experiencing violence](#) and their children find safety and rebuild their lives.

In addition, the 2014 budget invested an additional \$14.6 million over three years with the intent to ensure fair compensation and training for front-line workers. Funding was provided to agencies that provide emergency shelter services, counselling, transitional and housing support, child witness programs and crisis line support.

Interpreter and Intervenor Services

The ministry continued its multi-year strategy to transform and modernize [intervenor services](#), in collaboration with

service providers, individuals and families. Overall the renewal strategy is aimed at increasing the effectiveness of the program and making intervenor services more fair, accountable and sustainable.

In 2014-15, the ministry invested an additional \$3.8 million over three years in intervenor and interpreter services to help support a stable and well-trained workforce to deliver quality services to adults who are deafblind, or who are deaf, deafened, or hard of hearing.

In June 2014 the ministry released the Intervenor Services Program Policy Framework that establishes the policy foundation for the program and sets the strategic direction for guiding the development of the funding framework. Interim operational guidelines were issued in January 2015.

In August 2014, the Canadian National Institute for the Blind (CNIB) launched its Emergency Intervenor Service. This new provincially funded service provides 24-hour intervenor services to CNIB consumers in emergency situations, such as in hospital emergency rooms, after-hours clinics and mental health offices, police services and child welfare emergencies, and shelters and crisis centres.

In the fall of 2014, the ministry began work with stakeholders to develop a new funding framework to set a consistent approach to the allocation of program resources. The ministry will continue to hold consultations on the funding framework throughout 2015.

In 2014-15 the ministry began an Intervenor Human Resources Strategy to support education and skills development among front-line staff and management. Work will continue in 2015-16 including a public launch of the strategy, consultations as well as the creation of core competencies and learning pathways.

The [interpreter services](#) program framework is under development, in consultation with the Canadian Hearing Society. The framework will increase transparency and accountability for the program, and will help guide operations and inform future decision making. The framework will be completed in 2015-16.

Adoption Information Disclosure Services

The ministry, in partnership with the Ministries of Children and Youth Services and Government and Consumer Services, undertook a review of the operations of [adoption information disclosure services](#) in Ontario. Stakeholders, staff and the public were consulted to identify improvements that could be made to adoption information disclosure services so that they work better for adopted adults, birth families and adoptive families. The review was completed in May 2014.

The review identified a need for clearer communications with clients through improvements to the website, forms and user guides and training for front line staff. The ministries of Children and Youth Services, Government and Consumer Services and Community and Social Services are currently working towards these improvements.

The executive summary and full report of the review were published on the Ministry of Community and Social Services [website](#) in fall 2014, and a copy of the report was mailed to stakeholders who participated in the consultation.

Aboriginal Healing and Wellness Strategy

2014 marked the 20th anniversary of the [Aboriginal Healing and Wellness Strategy](#) (AHWS). AHWS has grown to 460 health and healing projects across the province. In 2013-14, AHWS provided direct services to more than 42,000 clients.

In November 2014, the ministry, as government lead, held a province-wide conference in Thunder Bay focused on training and knowledge exchange with the opportunity to recognize the work and dedication of front line workers over the past 20 years.

At the conference, the minister announced the increased investment in AHWS that will target funding for high need programs and expand the reach and quality of Aboriginal health, healing and wellness services. These include crisis intervention/risk reduction, health/family violence awareness and education, and ongoing supports for women, children and families at risk.

With this new investment, the government's total investment in AHWS in 2014-15 is \$40.6 million. This includes the ministry's investment of \$22.9 million.

The new investment will expand the reach of, and access to AHWS programs while supporting strong service delivery.

The total new investment of \$2.1 million supports enhanced salaries and wages for front-line workers, responds to growing service demands, with targeted funding for:

- new Healing Lodge sites targeted to high need geographical areas where there is existing infrastructure;
- an additional allowance to address the higher costs of delivering programs in remote fly-in communities;
- professional development in programs that historically have not benefited from a training allocation;
- crisis team debriefing personnel; and
- additional funding for shelters to address increased system pressures.

Ontario will continue to work with Aboriginal partners and service providers to build on the Strategy's successes over the years and make positive impacts for more Aboriginal individuals and families.

Infrastructure Program

In 2014-15, the ministry continued to implement its multi-year asset management plan for the ministry's 3,400 funded transfer payment agency sites. These sites are used to deliver a variety of programs, including non-residential programs (day programs, counselling, support services, administrative offices), developmental services residential facilities, including group homes, and violence against women shelters and agencies.

The asset management plan focused on sustaining existing assets to support the delivery of ministry-funded programs, supporting program enhancements to meet service demands and enabling program transformation.

Ministry Interim Expenditures 2014-15

	Ministry Interim Expenditures 2014-15 (\$M)
Operating	10,557.2
Capital	29.1
BPS Consolidation	(17.6)
Staff Strength (as of March 31, 2015)	3,704.85 Full-time equivalents

