

[Home](#) [Government](#) [Plans and annual reports](#) [2020-2021](#)

Published plans and annual reports 2020-2021: Ministry of Children, Community and Social Services

Plans for 2020-2021, and results and outcomes of all provincial programs delivered by the Ministry of Children, Community and Social Services in 2019-2020.

On this page

1. [Ministry overview](#)
2. [2020-21 strategic plan](#)
3. [Detailed financial information](#)
4. [Historic trend table](#)
5. [Agencies, Boards and Commissions \(ABCs\)](#)
6. [Ministry organization chart](#)
7. [Appendix: 2019-20 annual report](#)
8. [2019-20 results](#)

Ministry overview

Ministry's vision

In partnership with stakeholders in the community, the Ministry of Children, Community and Social Services funds, designs and delivers programs and services to support 1 in 10 Ontarians – at any point in their life, on any given day – to build thriving and resilient communities.

Our vision is to build and sustain a connected, person-centered social services system that provides Ontarians with the right services at the right time in order to stabilize their conditions, prevent escalating

need and help build independence and an improved quality of life.

Achieving this vision means creating a proud, flexible and future focused organization that sustains and promotes the critical public services that matter most to Ontarians. It also means improving outcomes for children, youth, families and individuals who need support, advancing the interests of women across Ontario and helping new immigrants settle and integrate.

The ministry values its role in helping people reach their potential and building a stronger Ontario.

That includes youth who are in, or at risk of conflict with the law, newcomers seeking assistance with settlement and integration in their communities, and Indigenous peoples. It means support for children, youth and adults with special needs and children and youth in need of protection or services.

And it includes helping Ontarians in need of financial or other supports, including those living in poverty and women and other Ontarians who benefit from gender equality and equality of opportunity.

As we look to the future, our goal is to become and remain a strong, integrated and fiscally responsible organization that serves and supports the people of Ontario.

COVID-19 response – support for vulnerable Ontarians

In March 2020 the Government of Ontario announced a \$17 billion COVID-19 Action Plan. This investment includes additional funding to protect the health and safety of those who rely on our social services for support and those who are among the province's most vulnerable populations. This includes:

- Financial help for Ontarians needing help paying for food and housing and who are not already on Ontario Works or ODSP through COVID-19 emergency assistance
- Access to emergency benefits for Ontarians currently receiving income support from Ontario Works or the Ontario Disability Support Program
- Additional supports for Ontario-funded emergency shelters for women and children fleeing violence
- Children's aid societies continue to operate and provide services to children, youth and families. Societies are being encouraged to use technology where possible and appropriate, and do wellness check-ins while also observing local public health recommendations. Throughout the COVID-19 outbreak, youth in care who turn 18 and former youth in care who turn 21 will not age out of the supports and services they are currently receiving through children's aid societies
- Encouraging Children with Special Needs and Autism service providers to explore opportunities to implement innovative service models to support the continuity of care for children and families, where appropriate. The ministry extended the deadline to submit Ontario Autism Program registration forms and supporting documents to ensure access to interim one-time funding

Provincially-operated youth justice facilities are observing public health recommendations by restricting visitors and enhancing screens and probation offices and facilities are utilizing technology to support clients and connect youth and families

- Developmental services agencies continue to support people with developmental disabilities during the COVID-19 outbreak, residents of homes for people with disabilities and staff are provided guidance and have enhanced testing, surveillance, and personal protection equipment (PPE). Staff have also been given access to emergency child care and enhanced compensation
- The Family Responsibility Office (FRO) continues to help families get the support they are entitled to by collecting, distributing and enforcing child and spousal support payments during the COVID-19 outbreak
- Many Ontario funded settlement agencies are offering services remotely, online and by phone to help newcomers and refugees find the services they need to integrate into Ontario

2020-21 strategic plan

The Ministry of Children, Community and Social Services is following the government's overall plan to make every dollar count so we can continue to invest in critical programs.

We will work to eliminate duplication so that valuable programs and services are sustainable and working for the people of Ontario. We will continue to look for opportunities to modernize services, reduce red tape, and streamline to serve Ontarians more effectively.

The ministry is also integrating human service programs, streamlining administration, simplifying reporting requirements, and ultimately helping people in Ontario find employment and build independence. We are updating transfer payment processes, aligning and integrating service contracts, embracing technology and transforming programs to serve clients better.

The ministry is working with transfer payment agencies to transform and strengthen community and developmental services, child welfare, special needs and early intervention.

Social assistance reform

The ministry's plan to improve social assistance and employment programs is about transforming a broken, costly and patchwork system into simpler, more effective supports so that everyone can contribute to the success of the province.

By embracing technology to reform the social assistance system, the ministry is making service simpler for social assistance recipients and allowing frontline staff to spend more time with their clients. The ministry is also reducing administration, eliminating unnecessary rules and providing greater opportunities to achieve

better employment outcomes for social assistance recipients.

The ODSP, as it transforms, will continue to be characterized by a respectful and person-centered approach that ensures proper stewardship of public funds.

Developmental services

Our government is committed to helping to protect the needs of Ontario's most vulnerable adults and providing a sustainable system that addresses their needs.

The province provides \$2.57 billion in annual funding for developmental services - \$1.62 billion of that funding is dedicated to residential services. The ministry will continue to work towards improving the developmental services system and deliver real results for the people of Ontario.

Indigenous community and prevention supports

The government continues to work with Indigenous partners to build thriving, healthy communities. This includes reducing family violence and violence against Indigenous women and children, and supporting the healing, health and wellness of First Nations, Métis and Inuit peoples and communities in Ontario through the longstanding Indigenous Healing and Wellness Strategy. In 2019-20 Ontario invested more than \$68 million in a continuum of health, healing and wellness programs that are designed and delivered by and for Indigenous peoples, both on and off-reserve.

The ministry is also investing \$86.4 million in Indigenous Community and Prevention Supports to support improved outcomes and well-being for Indigenous children, youth and families.

Ontario Autism Program

In December 2019, after receiving and reviewing the Autism Advisory Panel's recommendations, the government announced key elements of the new needs-based OAP. The OAP will offer a range of services and interventions designed to respond to the individual needs of children and youth on the autism spectrum, and their families.

An implementation group has been established to advise the ministry on a number of key elements of the new program. The first phase of implementation began in early 2020, with additional phases throughout 2020 and 2021. During this transition, services and supports for children and youth on the autism spectrum, including evidence-based behaviour services, continued to be offered.

Beginning in January 2020, the OAP provided eligible families on the Ontario Autism Program waitlist with access to Interim One-Time funding, to purchase eligible services.

Child welfare

Our vision is for an Ontario where every child and youth who is in care, or who is receiving services from a children's aid society, has the supports they need to succeed.

Since August 2019, the Ministry has been engaging with youth, families, caregivers, First Nations, Inuit and Métis partners, lawyers, community organizations, frontline workers and child welfare sector leaders to hear their experiences and ideas. This engagement work is ongoing and will inform next steps in transforming the child welfare and licensed residential services systems.

Citizenship and immigration

The government continues to support programs and services that provide newcomers with the services, resources and tools to integrate successfully and contribute to society and the economy. Through a comprehensive program review, the Citizenship and Immigration Division is working to reduce duplication with federal language training offerings, while modernizing service delivery for greater program efficiency.

A review of settlement and integration services is underway to identify opportunities to improve program effectiveness and client outcomes, streamline delivery, achieve efficiencies and reduce duplication.

Violence Against Women

In 2019-20, the ministry invested more than \$161 million in community-based agencies across the province to provide services and supports to women and dependents who have experienced violence or are at risk of experiencing violence. This funding directly supports more than 400 agencies including Indigenous centres providing supports to Indigenous women and children.

Anti-human trafficking

The province's new Anti-Human Trafficking Strategy is a comprehensive action plan to combat human trafficking and child sexual exploitation. It will leverage interconnected programs and partnerships to maximize investment outcomes with a coordinated and aligned response to human trafficking in Ontario. More than \$307 million will be invested over the next five years in raising awareness of the issue, holding offenders accountable, protecting victims and intervening early and supporting survivors.

The Strategy expands on current investments to end trafficking, such as the ministry's investment in 2019-20 of nearly \$10 million in 34 community-based and Indigenous-led anti-human trafficking programs.

Family Responsibility Office

The Family Responsibility Office (FRO) is transforming the way it works to increase efficiency and address client service issues so that more money can get to families and children, enabling them to plan for their

family’s future. This transformation has been achieved through investments in service improvements and technology, including: alternative service channels for clients; accessible, efficient and proactive case management processes; and enhancements to FRO’s case management IT system.

Youth justice modernization

The Youth Justice modernization plan is focused on developing a comprehensive and sustainable youth justice system in order to meet the needs of youth in custody/detention and on probation. This plan will also focus on rehabilitation and the important role that plays in supporting youth and enabling active participation and positive contributions to their communities. The ministry continues to explore options to make sure it has the right spaces in the right places to address the needs of youth, with an eye to the responsible use of public funds.

Human and social services transfer payment transformation

The ministry is leading cross-government efforts to achieve an efficient human and social services system by reducing the complexity of how we fund the organizations that provide services to people. We are committed to transforming systems so service providers will spend less time processing and managing transfer payment agreements, and more time working with clients and managing programs. MCCSS is an early adopter of new transfer payment management approaches which will support change management across the Ontario Public Service by engaging and coordinating efforts across ministries and sectors.

Cross-ministry collaboration on social policy priorities

The ministry in co-partnership with the Ministry of Health, is leading collaboration across ministries to develop effective solutions in response to complex policy and service delivery challenges. We will continue to actively identify and lead forward-looking, outcome-focused, and integrated social policy to improve the lives of Ontarians. MCCSS will continue to partner on social policy SMART initiatives to ensure horizontal ministry collaboration and strategic alignment across the various transformation initiatives.

Table 1: Ministry Planned Expenditures 2020-21 (\$M)	
Category	Amount (\$M)
COVID-19 Approvals ^[1]	20.0
Other Operating	17,621.1
Capital	56.1

Total	17,697.2
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Detailed financial information

Combined operating and capital summary by vote

Operating expense						
Description	Estimates 2020-21 (\$)	Change from 2019-20 Estimates (\$)	Change from 2019-20 Estimates (%)	Estimates 2019-20 ^[2] > (\$)	Interim Actuals 2019-20 ^[2] (\$)	Actuals ^[2] (\$)
Ministry Administration	108,175,900	(18,722,500)	(14.8)	126,898,400	140,698,355	1
Children and Adult Services	17,690,614,900	703,252,500	4.1	16,987,362,400	17,394,049,986	16,9
Poverty Reduction Strategy	1,700,000	(5,600,000)	(76.7)	7,300,000	7,300,000	
Statutory Appropriations	80,640,587	48,540,100	151.2	32,100,487	42,660,487	
Ministry Total Operating Expense	17,881,131,387	727,470,100	4.2	17,153,661,287	17,584,708,828	17,0
Consolidation	(239,989,800)	25,326,800	(9.5)	(265,316,600)	(277,926,100)	(31
Ministry Total Operating Expense Including Consolidation	17,641,141,587	752,796,900	4.5	16,888,344,687	17,306,782,728	16,7
Total Operating	17,800,490,800	678,930,000	4.0	17,121,560,800	17,542,048,341	17,0

Expense to be Voted

Operating Assets						
Description	Estimates 2020-21 (\$)	Change from 2019-20 Estimates (\$)	Change from 2019-20 Estimates (%)	Estimates 2019-20 ^[2] (\$)	Interim Actuals 2019-20 ^[2] (\$)	Actuals 2018-19 ^[2] (\$)
Ministry Administration	1,000	0	0	1,000	1,000	0
Children and Adult Services	43,707,000	0	0	43,707,000	44,007,000	44,022,410
Poverty Reduction Strategy	1,000	0	0	1,000	1,000	0
Children, Community and Social Services Capital Program	1,000	0	0	1,000	1,000	0
Ministry Total Operating Assets	43,710,000	0	0	43,710,000	44,010,000	44,022,410
Total Operating Assets to be Voted	43,710,000	0	0	43,710,000	44,010,000	44,022,410

Capital Expense						
Description	Estimates 2020-21 (\$)	Change from 2019-20 Estimates (\$)	Change from 2019-20 Estimates (%)	Estimates 2019-20 ^[2] (\$)	Interim Actuals 2019-20 ^[2] (\$)	Actuals 2018-19 ^[2] (\$)

Children, Community and Social Services Capital Program	22,978,200	(14,480,300)	(38.7)	37,458,500	29,335,500	39,901,360
Statutory Appropriations	39,633,700	(1,489,200)	(3.6)	41,122,900	41,122,900	36,837,398
Ministry Total Capital Expense	62,611,900	(15,969,500)	(20.3)	78,581,400	70,458,400	76,738,758
Consolidation	(6,504,300)	(2,500,000)	62.4	(4,004,300)	(2,644,900)	(4,811,133)
Ministry Total Capital Expense Including Consolidation	56,107,600	(18,469,500)	(24.8)	74,577,100	67,813,500	71,927,625
Total Capital Expense to be Voted	22,978,200	(14,480,300)	(38.7)	37,458,500	29,335,500	39,901,360

Capital Assets						
Description	Estimates 2020-21 (\$)	Change from 2019-20 Estimates (\$)	Change from 2019-20 Estimates (%)	Estimates 2019-20 ^[2] (\$)	Interim Actuals 2019-20 ^[2] (\$)	Actuals 2019-20 ^[2] (\$)
Children, Community and Social Services Capital Program	22,807,400	(441,000)	(1.9)	23,248,400	17,884,100	24,1

Ministry Total	22,807,400	(441,000)	(1.9)	23,248,400	17,884,100	24,1
Capital Assets						
Ministry Total	17,697,249,187	734,327,400	4.3	16,962,921,787	17,374,596,228	16,840,7
Operating and Capital Including Consolidation (not including Assets)						
Total Capital Assets to be Voted	22,807,400	(441,000)	(1.9)	23,248,400	17,884,100	24,1

Historic trend table

Historic trend analysis data				
Description	Actual 2017-18 [3] (\$)	Actual 2018-19 [3] (\$)	Estimates 2019-20 [3] (\$)	Estimates 2020-21 (\$)
Ministry Total Operating and Capital Including Consolidation and Other Adjustments (not including Assets)	16,300,138,135	16,840,770,327	16,962,921,787	17,697,249,187
	0	0	3%	1%
				4%

For additional financial information, see:

<https://www.ontario.ca/page/expenditure-estimates>

<https://www.ontario.ca/page/public-accounts>

<https://budget.ontario.ca/2020/marchupdate/index.html>

Agencies, Boards and Commissions (ABCs)

Agencies, Boards and Commissions (ABCs)			
Commission	2020-21 Estimates	2019-20 Interim Actuals	2018-19 Actuals
	\$	\$	\$
Soldiers' Aid Commission	253,200	253,200	73,048

The Soldiers' Aid Commission (SAC) provides financial support of up to \$2,000 over a twelve-month period for home, health, specialized equipment and personal supports to eligible veterans and their spouses/dependent children.

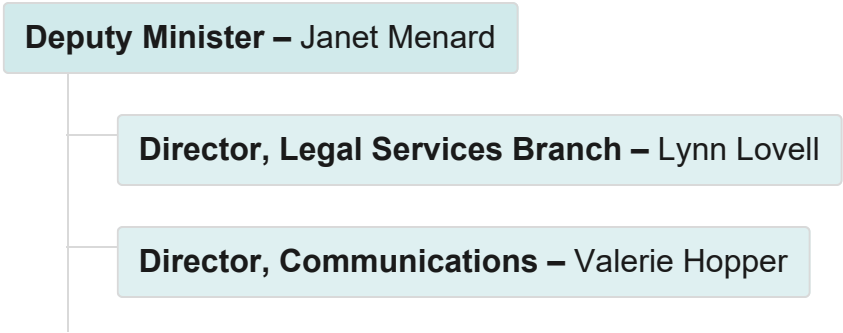
An eligible veteran is an individual in financial need who resides in Ontario, enlisted in the Canadian Armed Forces or an Allied nation and served overseas or served with the armed forces in Canada during the First or Second World Wars or the Korean War.

MCCSS provides SAC annual funding for payments to applicants approved for financial assistance and Commissioner's travel and meal expenses in accordance with the Travel, Meal and Hospitality Directive.

The Commission is comprised of eight Commissioners appointed by the Lieutenant Governor through an Order in Council. The appointments are set without fixed terms.

The relationship between SAC and the ministry is governed by a Memorandum of Understanding (MOU) between the Commission and the Minister. The Chair of the Commission reports directly to the Minister of MCCSS.

Ministry organization chart



Director, Delivery Unit – Chris Ling

ADM, Social Assistance Operations Division – Keith Palmer

Director, Social Assistance Service Delivery – Patti Redmond

Director, Social Assistance Central Services – Andres Laxamana

Director, Social Assistance Performance and Accountability – Jeff Bowen

ADM, Social Assistance Policy, Planning and Innovation Division – Nelson Loureiro

Director, Business Innovation and Implementation – Sunny Sharma

Director, Social Assistance Program Policy – Laura Belfie

Director, Social Assistance Reform Program Management – Lindsay Jones

ADM, Youth Justice – David Mitchell

Director, Operational Support and Program Effectiveness – Paul Wheeler

Director, Planning and Program Development – Tamara Stone

Director, Divisional Services – Jim Faulkner

Director, Youth Justice Direct Operated Facilities – Paul Wheeler

Director, Youth Probation Services – Angela James

Regional Directors – Karen Singh, Jeff Gill, Linda Chihab, Kevin Pal, Sandra Russell

ADM, Child Welfare and Protection – David Remington

Director, Residential Services – Greg Douglas

Director, Child Welfare Operations – Michael Richardson

Director, Child Welfare Secretariat – Tatum Wilson

Director, Children and Youth at Risk – Saba Ferdinands

Director, Child Well-being – Sarah Caldwell

Regional Directors – Karen Singh, Jeff Gill, Linda Chihab, Kevin Pal, Sandra Russell

ADM, Children with Special Needs – Jennifer Morris

Director, Client Services – Harrison Moon

Director, Children's Facilities – Shannon Bain

Director, Ontario Autism Program Project – Sarah Hardy

Director, Early Child Development – Stacey Weber

Director, Specialized Services and Supports – Jane Cleve

Regional Directors – Karen Singh, Jeff Gill, Linda Chihab, Kevin Pal, Sandra Russell

ADM, Community Services – Rupert Gordon

Director, Provincial Anti-Human Trafficking – Jennifer Richardson

Director, Service Delivery & Supports – Diane Wise

Director, Community Supports Policy – Laura Summers

Director, Program Policy Implementation – Christine Kueper

Regional Directors – Karen Singh, Jeff Gill, Linda Chihab, Kevin Pal, Sandra Russell

ADM, Business Intelligence & Practice – Aki Tefera

Director, Strategic Information and Business Intelligence – Mandeep Flora

Director, Policy Research and Analysis – Cindy Perry

Director, Data Science & Analytics – Harrison Moon

ADM, Strategic Policy – Karen Glass

Director, Planning and Strategic Policy – Mike Bannon

Director, Integration & Business Improvement – Sheila De Cuyper

Director, Social Assistance Strategic Policy – Yolande Davidson

Director, Modernizing Services – Charene Gillies

Director, Youth Strategies – Debbie Burke-Benn

Chief Information Officer, Children, Youth and Social Services I&IT Cluster – Aki Tefera

Director, Community and Social Services I&IT Solutions – Stanley Shiah

Director, Children and Youth I&IT Solutions – Surendra Nawbatt

Director, Shared I&IT Solutions – Jairo Munoz

Director, I&IT Strategy & Governance – David Duncan

Director, Business Optimization – Carrie Burns Solitar

Director, I&IT Operations – Paul de Gray

ADM, Citizenship and Immigration – Virginia Hatchette

Director, Strategic Policy, Research and Analytics – Barb Simmons

Director, Program Management and Evaluation – Yvonne Ferrer

ADM/CAO, Business Planning and Corporate Services – Drew Vanderduim

Director, Business Planning – Sean Keelor

Director, Controllershship and Fiscal Reporting – Josh Anger

Director, Operational Finance – Shella Salazar

Director, Strategic Business Unit – Patricia Kwasnik

Director, Community Services Audit Services – Aliza Premji

Director, Capital Planning and Delivery – Tony Lazzaro

Director, Corporate Services – Maxine Daley

ADM, Family Responsibility Office – Trevor Sparrow

Director, Client Liaison – Bani Bawa



Appendix: 2019-20 annual report

Overview:

The expanded Ministry of Children, Community and Social Services was created in June 2018. The ministry brings together several major social programs and services that support one in ten Ontarians. This year's focus was on streamlining program delivery and reducing costly and unnecessary administration work in an effort to improve outcomes for people.

2019-20 results

The Ministry of Children, Community and Social Services began streamlining and transforming program delivery this year to improve outcomes for Ontario's most vulnerable people.

Developmental and Community Services

In Ontario, there were approximately 63,600 adults eligible for developmental services in 2019-20. Ontario invested more than \$2.9 billion in services for people with developmental disabilities, as well as women and children escaping domestic violence, Indigenous people, children with mental health needs, and others

being supported in community settings.

In addition, approximately \$1.6 million was invested in more than 60 projects that will upgrade and repair (residential) settings operated by community agencies that provide services for people with developmental disabilities, as well as women and children escaping gender-based violence, Indigenous people, children with mental health needs, and others being supported in community settings.

Services provided may include speech therapy, employment, supported accommodation, and help participating in the community or home care. Some individuals may require higher levels of support like full residential care and other specialized services.

The Passport program now supports 52,000 adults with a developmental disability by providing direct funding to support activities of daily living, community participation and caregiver respite. This includes 4,200 people who received the new minimum \$5,000 approval amount in 2019-20.

In 2019-20, approximately 400 high risk people (including Crown Ward Transition Aged Youth (CW TAY), young adults in receipt of Complex Special Needs (CSN) funding and people in urgent need or crisis) were prioritized to transition to adult developmental services residential supports.

Interpreting services:

In 2018-19 Ontario funded the Canadian Hearing Services to provide Interpreting Services to more than 18,729 people who are Deaf, deafened, hard of hearing and deafblind.

Interpreting Services facilitate communication between adults who are Deaf, deafened, hard of hearing or deafblind and those with hearing and/or who do not use ASL/LSQ/non-standard forms of visual language in a variety of health, mental health, and community settings. Further, in keeping with the recognition of equality rights under the *Charter* identified in the Supreme Court of Canada's Eldridge decision (1997), Interpreting Services enable the administration and funding of emergency sign language Interpreting Services as it pertains to health or mental health services.

Intervenor services:

In 2018-19 Ontario funded 21 Transfer Payment Recipients to provide Intervenor Services to more than 615 people who have a combined loss of both hearing and vision.

The ministry continued to work with the Intervenor Services sector to finalize components of the Renewal Strategy which serves to modernize the program and provide a more transparent, accessible, equitable and provincially consistent experience for people who are deafblind while strengthening the program's overall accountability and long-term sustainability.

Beginning in 2020-21, the ministry is implementing a needs-based funding model and a common access mechanism called Access Intervenor Services that will support an equitable allocation of available resources for all Ontarians who are deafblind no matter where they live, when they become deafblind, or who their service provider is.

Ontario Autism Program

The ministry announced on December 17, 2019 that it was adopting the key recommendations of the Ontario Autism Program Advisory Panel on the design of a comprehensive, family centred and needs-based autism program. The OAP will offer a range of services and interventions designed to respond to the individual needs of children and youth on the autism spectrum, and their families.

The government is also strengthening the oversight of clinicians who provide Applied Behaviour Analysis (ABA), a therapy that primarily supports people with autism. The ministry, in collaboration with the Ministry of Health, held consultations with key stakeholders to seek feedback on how best achieve this objective through regulation, with the goal being provision of consistent and quality ABA therapy across the province. The ministries are now working to develop an effective oversight framework.

In December 2019, after receiving and reviewing the Autism Advisory Panel's recommendations, the government announced key elements of the new needs-based OAP. The OAP will offer a range of services and interventions designed to respond to the individual needs of children and youth on the autism spectrum, and their families. Families will have access to the following service pathways and program supports in the new program:

- Core services that include Applied Behaviour Analysis, speech language pathology, occupational therapy and mental health services.
- Foundational family services for all families in the program to build their capacity support their child's learning and development
- Early intervention and school readiness services to help young children access critical services when they will benefit most, and to prepare them to enter school
- Urgent and complex needs services to support children and youth who are in service, or are waiting for service, and have significant and immediate needs.
- Care Coordinators to support families throughout their journey by providing orientation to the program, service planning and navigation, and help with managing transitions.

The first phase of implementation began in early 2020, with additional phases throughout 2020 and 2021.

During this transition, services and supports for children and youth on the autism spectrum, including evidence-based behaviour services, continued to be offered. Beginning in January 2020, the OAP provided

families access to Interim One-time Funding to all eligible families on the Ontario Autism Program waitlist, who had not received a Childhood Budget, to purchase eligible services.

Social assistance

In 2019-20, about one million Ontarians received some form of monthly social assistance. Efforts were focused on service excellence, organizational effectiveness and accountability.

The ministry also made technology advancements, enhanced staff training, made stronger partnerships with community partners and streamlined processes to improve service delivery and ensure fiscal responsibility. In November 2018, the Minister launched social assistance reforms that will restore dignity, encourage employment, and empower the province's most vulnerable to break free from the poverty cycle. The government is moving forward with social assistance reforms that will help people stabilize and connect to simpler, more effective supports so that those who are able to work can move back into the workforce and everyone is better able to participate in their community.

There has been progress made with some key reform elements to achieve near-term savings, such as modernization and program integrity and accountability. We are listening and exploring the best ways to bring about positive outcomes for Ontarians in need, so we are taking the time to get this right.

In 2019-20, about one million Ontarians monthly received some form of social assistance. Efforts were focused on service excellence, organizational effectiveness and accountability. The ministry also made technology advancements, enhanced staff training, made stronger partnerships with community partners and streamlined processes to improve service delivery and ensure fiscal responsibility. In November 2018, the Minister launched social assistance reforms that will restore dignity, encourage employment, and empower the province's most vulnerable to break free from the poverty cycle. Early changes were made and will continue to improve efficiency and lay the foundation for future reforms.

Child welfare

In August 2019, the Associate Minister of Children and Women's Issues announced the launch of an engagement with youth, families, caregivers, frontline workers and child welfare sector leaders to strengthen the child welfare system for children and youth. Throughout Fall 2019, the ministry engaged broadly on opportunities to modernize the child welfare system and licenced child and youth residential services. The ministry heard from youth, families, caregivers, children's aid societies, residential service providers, community organizations, and First Nations, Métis, Inuit and urban Indigenous partners through targeted meetings, engagement tables and four public surveys with 3,543 responses.

An external review was also completed to provide the government with advice on how to continue to improve outcomes and opportunities for children and youth involved with child welfare services, while also

managing expenditures and finding opportunities to make the system more efficient and sustainable.

Citizenship and immigration

In 2018-19, the Citizenship and Immigration Division invested over \$90 million in settlement and language training services. Through the Newcomer Settlement Program, over 80,000 newcomers benefited from settlement assistance to integrate and establish themselves in Ontario. Through the Adult Language Training Program, over 70,000 newcomers received language assessment and training to develop the official language skills they need to integrate successfully into society and the labour market. The ministry also conducted a review of newcomer settlement and language training services to identify opportunities to improve program delivery and efficiency.

Violence against women (VAW) Services

Beginning in August, the Associate Minister of Children and Women's Issues met with Violence Against Women Coordinating Committees (VAWCCs) in Thunder Bay, Sudbury, and Niagara, and with all 14 Co-Chairs of the East Region VAWCCs in Ottawa to discuss priority issues in the violence against women sector.

The ministry invested approximately \$161 million in community-based agencies across the province to provide services and supports to women and dependents who have experienced violence or are at risk of experiencing violence. This funding directly supports more than 400 agencies including Indigenous centres providing supports to Indigenous women and children.

The ministry also continued the VAW Enhancements investments from 2018-19 to 2019-20:

- Increase Funding: \$11.5 million for agencies to support to their current programs, address critical service pressures, and better position them to support innovative service solutions.
- Rural and Remote Supports and Services: up to \$3.6 million for rural frontline agencies to increase collaboration, strengthen service delivery, improve culturally relevant supports for Indigenous women, and reduce geographic and transportation barriers; and
- Children and Youth Supports: up to \$2.9 million for prevention and early intervention services and supports for children and youth in VAW emergency shelters, IHWS shelters, Healing Lodges and the Family Violence Healing Program.

Missing and murdered indigenous women and girls

The Associate Minister of Children and Women's Issues and the Minister of Indigenous Affairs have affirmed Ontario's commitment to work with Indigenous partners to address and combat violence against Indigenous women, girls and 2SLGBTQQIA persons in Ontario. With funding support from the ministry, the Ontario Native Women's Association convened two engagement sessions focused on the Government of

Canada's Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls with Indigenous survivors, women, Two-Spirit individuals, community service providers and leaders. The sessions were held in Thunder Bay on March 9 and Toronto on March 19, 2020.

Human trafficking for the purpose of sexual exploitation

On March 6, 2020, the government announced Ontario's Anti-Human Trafficking Strategy, which will invest \$307 million over the next five years as part of a comprehensive action plan to combat human trafficking with a focus on: supporting survivors; protecting victims and intervening early; raising awareness; and holding offenders accountable for their actions.

The strategy was in response to feedback the province heard at community roundtables in the summer of 2019 and builds on the \$20 million in annual funding announced in November 2019, of which \$12.3 million was committed by the ministry to help inform a more effective and responsive approach to ending human trafficking in Ontario. This will also leverage interconnected programs and partnerships to maximize investment outcomes with a coordinated and aligned response to human trafficking in Ontario.

At the Federal-Provincial-Territorial meeting of Ministers Responsible for the Status of Women, held in Victoria, British Columbia on December 3-4, 2019, the Associate Minister advanced Ontario's commitment to combat human trafficking of women and children. Minister Dunlop further agreed to work together with federal, provincial and territorial partners to explore opportunities to host a national conference, summit or expert panel to address the pressing issue of human trafficking.

Human trafficking for sexual exploitation is a deplorable crime that robs the safety, livelihood, and dignity of those who are exploited and abused, fuels drugs and gangs and creates a significant strain on government resources.

This investment builds on the anti-trafficking work undertaken by the government in 2019-20 which included an announcement in November 2019 of \$20 million in annualized funding for victim supports and anti-human trafficking enforcement initiatives under the former Strategy, including \$12.3 million for prevention and specialized services for victims of human trafficking; \$2.9 million for law enforcement initiatives; and \$4.8 million in victim services and justice sector supports.

The range of dedicated anti-human trafficking initiatives includes annualized funding for community projects through the Anti-Human Trafficking Community Supports Fund and Indigenous-Led Initiatives Fund; prevention and awareness work through the Youth-in-Transition Worker Program; training for police, investigation and intelligence teams and assistance for victims of human trafficking in the justice system. This commitment ensures that victim supports are available on an ongoing basis, and that critical prevention and enforcement initiatives continue and are expanded.

In addition to investments, the government held Community Roundtables on sex trafficking throughout the province during the summer of 2019 which were led by Ministry of the Solicitor General Parliamentary Assistant Belinda Karahalios and Member of Provincial Parliament (MPP) Natalia Kusendova, with some meetings attended by Ministry of Children, Community and Social Services Associate Minister of Children and Women's Issues Jill Dunlop and MPPs from the host region.

While attendees varied by location, participants included representatives from: MCCSS-funded anti-human trafficking agencies, agencies serving victims, municipal police, members of the Ontario Provincial Police, children's services, women's shelters and women/youth empowerment organizations.

At Justice and Status of Women Federal Provincial Territorial (FPT) meetings in December 2019 and January 2020, Ontario advocated for improving interjurisdictional collaboration to better respond to human trafficking and called on the federal government to provide more support (including dedicated funding) to the provinces to combat human trafficking.

Continued work with federal-provincial counterparts with the ministries of the Solicitor General and Attorney General includes advocating for Criminal Code changes to better support human trafficking investigations/prosecutions and support survivors; updating the human trafficking handbook; and exploring partnering on a national conference on human trafficking.

The final, ministry-funded report on Indigenous-led engagements with human trafficking survivors and service providers in Indigenous communities was released. The participants included over 250 self-identified Indigenous human trafficking survivors. This is the largest engagement with human trafficking survivors conducted in Ontario and it was undertaken by the Ontario Native Women's Association, with funding from the ministry.

Indigenous community and prevention supports

The government continues to work with Indigenous partners to reduce family violence and violence against Indigenous women and children, and support the health and wellness of First Nations, Métis and Inuit peoples and communities in Ontario.

In 2019-20, through the longstanding Indigenous Healing and Wellness Strategy, Ontario invested over \$68M through pooled government funding (MCCSS, Ministry of Health and Ministry of Indigenous Affairs) in a continuum of health, healing and wellness programs across the province that are designed and delivered by and for Indigenous peoples.

The network of Indigenous-led programs and services funded through the Strategy includes Healing Lodges, Community Wellness Workers, Crisis Teams, Emergency Women's Shelters and Family Violence Healing programs, and Mental Health and Addictions Treatment and Healing Centres. Indigenous Healing

and Wellness Strategy programs are delivered from more than 240 sites across the province and provide over 650 full time jobs for Indigenous peoples.

The ministry is investing \$86.4 million in Indigenous Community and Prevention Supports to support improved outcomes and well-being for Indigenous children, youth and families. Through a consolidated funding approach, the ministry will work with First Nations, Inuit, Métis and urban Indigenous partners to support the development of a coordinated system of services, prioritize prevention, and build on the success of the Family Well-Being program to reduce the over-representation of Indigenous children and youth in the child welfare and youth justice systems.

Soldiers' Aid Commission

The Soldiers' Aid Commission was the first provincially funded veterans support program in Canada. The program provides financial support of up to \$2000 over a twelve-month period for home, health, specialized equipment and personal supports to Ontario's eligible veterans of World War I, World War II and the Korean War and their spouses/dependent children. In 2018-19, the Soldiers' Aid Commission received 58 applications for assistance, of which 53 were approved, for a total of \$73,048.02.

Children and youth services

These programs help provide children and youth with the supports they need to live, grow and thrive in their communities. Many of the children, youth and families served by the ministry are vulnerable, at-risk and/or have special needs. Most of the services supported by the ministry are delivered through community-based organizations, including children's aid societies, with some services provided through direct delivery, by outside paid resources or in the form of direct funding for families to purchase services from fee-for-service providers. The ministry focus has been on supporting services that are child, youth and family centred, high quality and integrated at the community level.

Women's issues

The ministry believes in an Ontario where all girls and women reach their potential. The ministry is proud to support services and programs that advance equality for women and girls. We collaborate with women's organizations and across government to advance women's equality, support their safety and improve their economic security.

Beginning in August, the Associate Minister of Children and Women's Issues met with six Violence Against Women Coordinating Committees (VAWCCs) across the province to discuss priority issues in the sector.

The ministry also supports the delivery of violence prevention education, victim supports and training to help women join the labour market. Examples of programs include:

Kizhaay Anishinaabe Niin (I am a Kind Man): Delivered by the Ontario Federation of Indigenous Friendship Centres, Kizhaay is dedicated to engaging Indigenous men and youth in ending violence against women

- Neighbours, Friends and Family: An public education program that raises awareness about domestic violence
- Building Indigenous Women's Leadership: Delivered by the Ontario Native Women's Association and Equay-wuk, this program provides leadership training to Indigenous women to help them take on leadership roles in their communities.
- Women's Economic Security Program: Provides wrap-around services, pre-employment, apprenticeship and entrepreneurship training to vulnerable, low-income women.
- Investing in Women's Futures: Supports 23 women's centres to deliver programs and services that promote women's economic independence and safety.

In honour of International Day of the Girl, the Minister hosted a roundtable with industry partners to discuss and find solutions to the underrepresentation of women in the skilled trades.

Youth justice services

The ministry administers or funds programs and services for youth in, or at risk of conflict with the law between the ages of 12 and 17 at the time of offence. Youth justice programs are aligned with the principles and provisions set out in the federal *Youth Criminal Justice Act* and the provincial *Child, Youth and Family Services Act, 2017*. The youth justice continuum of services includes prevention, diversion, probation, custody and detention, reintegration and rehabilitation programs.

Since the *Youth Criminal Justice Act* came into force in April 2003, there has been an increased focus on prevention, diversion and community-based programs. The success of these programs has led to an 85% reduction in the number of youth who are admitted to custody and 69% reduction in detention.

Table 3: Ministry Interim Actual Expenditures 2019-20

Category	Ministry Interim Actual Expenditures (\$M) 2019-20 ^[4]
COVID-19 Approvals	\$25.0
Other Operating	\$17,281.8
Capital	\$67.8
Staff Strength ^[5] (as of March 31, 2020)	5,684.93 FTEs ^{*****}

Footnotes

- [1] [^] Additional \$57M in 2020-21 for Social Services Relief fund, Residential Services Relief fund and supports for indigenous agencies not currently included within the Printed Estimates total budget.
- [2] [^] Estimates, Interim Actuals and Actuals for prior fiscal years are restated to reflect any changes in ministry organization and/program structure. Interim Actuals reflect the numbers presented in the March 2020 Economic and Fiscal Update.
- [3] [^] Estimates and Actuals for prior fiscal years are re-stated to reflect any changes in ministry organization and/or program structure.
- [4] [^] Interim actuals reflect the numbers presented in the March *2020 Economic and Fiscal Update*.
- [5] [^] Ontario Public Service Full-Time Equivalent positions.

Ministry of Children, Community and Social Services

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