

**Summary Status Table in Response to the  
Report of the Standing Committee on Public Accounts**

Ontario Disability Support Program

*Section 3.09, 2019 Annual Report of the Office of the Auditor General of Ontario*

*Ministry of Children, Community and Social Services*

| Rec     | Committee's Recommendation                                                                                                                                                                                                                                                               | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Outstanding undertaking (including timeline)                                                              |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Rec # 1 | <p>1. The Standing Committee on Public Accounts recommends that the Ministry of Children, Community and Social Services should</p> <p>1a) determine and evaluate which ODSP policies and procedures and economic and social factors have led to ODSP caseload growth in Ontario; and</p> | <p>Response for 1a&amp;b:</p> <p>The Ministry has:</p> <ul style="list-style-type: none"> <li>Completed an analysis of the impact of demographic factors, economic conditions, and policy and operational changes on ODSP caseload growth. The analysis indicates: (1) demographic factors are positively correlated with ODSP caseload growth, (2) economic factors are positively correlated with ODSP caseload growth but have a lagged impact through those that transition from Ontario Works, and (3) there is a lack of correlation between key policy changes and the overall ODSP caseload growth rate, with the exception of ODSP rates changes</li> </ul> | <p>Response for 1a:</p> <p>Recommendation completed by May 2020. No outstanding Ministry undertaking.</p> |

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| Rec     | Committee's Recommendation                                                                                                                                                                                                                                                                                                                                  | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                                                                                 |
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|         | 1b) explore measures to reduce and/or eliminate the ODSP practices and procedures which have led to increased ODSP caseload growth (non-compliant with legislation and regulation), so that only individuals who are eligible for ODSP receive benefits from the program.                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Response for 1b:<br><br>The Ministry will continue to take action to ensure that only eligible individuals receive assistance from the ODSP, including to implement work outstanding (as listed later in this progress report) around medical reviews, risk-based eligibility determination and updates to the complaint assessment process. |
| Rec # 2 | 2. The Ministry of Children, Community and Social Services, in order to ensure that the ODSP financial eligibility process is carried out in accordance with provincial legislation and policy, should<br><br>2a) strengthen third-party information sharing to streamline and automate the financial eligibility verification process as much as possible; | Response for 2a & 2b:<br><br>Since February 2021, the Ministry has implemented three new automated third-party sharing processes with the province of Quebec, Service Canada (Canadian Pension Plan – Retirement (CPP-R), Old Age Security (OAS) & Guaranteed Income Supplement (GIS) and MGCS's Ontario Death Registry to support financial eligibility verification and ongoing case management for ODSP recipients.<br><br>The Ministry announced its recovery and renewal plan which includes the centralization of financial assistance optimizing digital channels and automation. The Ministry plans to leverage its new Social Assistance Digital Application (SADA) and Risk-based Eligibility Determination Model (RBED) to automate the performance of third-party checks at application. This will ensure that third party verifications are being consistently completed on all applications prior to an eligibility decision. | Response for 2a & 2b:<br><br>The Ministry has continued enhancements planned for both SADA and RBED including automating additional third-party verifications as part of RBED.<br><br>Provincial implementation for ODSP is tentatively planned for 2022.                                                                                    |
|         | 2b) monitor and track instances where caseworkers are not adequately completing the financial eligibility process;                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                              |

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|     |                                                                                                                                      | <p>The Ministry is prototyping SADA and RBED in selected areas for the Ontario Works program in advance of broader roll-out across both programs. Currently, for offices where RBED has been implemented, RBED is automatically conducting both mandatory third-party verifications (Equifax and CRA) at time of application. Note that the CRA verification can only be automatically conducted when an applicant chooses to provide his/her SIN, applicants have the option to select that that they do not have a SIN within SADA.</p>                                              |                                                                                                                                                                                                                                                                                        |
|     | <p>2c) provide mandatory and regular training for caseworkers on third-party data sources and how to identify discrepancies; and</p> | <p>Response for 2c:</p> <p>The Ministry has developed the Interpreting 3<sup>rd</sup> Party Reports (for Caseworkers) Course, which will be mandatory training for all front-line ODSP staff and has been added as part of the ODSP learning and development core curriculum.</p> <p>Province-wide training sessions commenced in March 2021, and over one-third of all ODSP caseworkers have completed this training.</p> <p>Using a blended learning format (a combination of instructor-led sessions and self-study), frontline caseworkers are oriented on how to successfully</p> | <p>Response for 2c:</p> <p>It is planned that all existing front-line ODSP caseworkers must complete this training by March 31, 2022. The course is an ongoing learning module and will also be mandatory for all new ODSP Caseworkers as part of the Caseworker learning pathway.</p> |

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|     |                                                                                                                                  | interpret common 3 <sup>rd</sup> party reports used for verifying the financial eligibility of social assistance applicants and ongoing recipients. The course includes common case scenarios and the review of fictional 3 <sup>rd</sup> party reports to help better demonstrate how the Directives, Business Processes and Policies related to information found on 3 <sup>rd</sup> party reports are applied to every-day situations. This course reviews the following 3 <sup>rd</sup> party reports: Canada Revenue Agency, Equifax, Employment Insurance, Family Responsibility Office (FRO), Ontario Student Assistance Plan (OSAP), National Child Benefit Supplement and Canada Child Benefit, Ministry of Transportation, Immigration Refugee and Citizenship Canada, Interprovincial data matches in the Social Assistance Management System (SAMS), Incarceration data matches in SAMS, Service Canada (OAS/GIS/PPP), Developmental Services Ontario & Ministry of Government and Consumer Services. |                                                                                                                                                                                                                                      |
|     | 2d) review information in the Social Assistance Management System and ensure information is regularly maintained and up-to-date. | <p>Response for 2d:</p> <p>In order to ensure the Social Assistance Management System (SAMS) system captures all missing information, such as Social Insurance Numbers, required to carry out third-party checks the Ministry has developed a new monthly SAMS report to identify clients for whom the social insurance number (SIN) is missing. This was first distributed in January 2021 and continues with ongoing report issuances as of March 2021.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Response for 2d:</p> <p>Depending on the COVID situation, in fall 2021 the Ministry plans to work with the federal government to set up clinics for those who still do not have a SIN to facilitate in them applying for one.</p> |

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|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Staff are directed to connect with clients to obtain SIN's and perform the mandatory third party CRA verification. Since the creation of this report, staff have taken action on approximately half of all the cases that require review for SIN information. Each month there are less cases to review for SIN information.</p> <p>A SIN mis-match report in Cognos was implemented on June 4<sup>th</sup> which replaces the monthly ad hoc report.</p>                                                                                                                             |                                                                                          |
| Rec # 3 | <p>3. The Ministry of Children, Community and Social Services should improve the financial eligibility process of clients transferring from Ontario Works to ODSP by</p> <p>3a) providing clear directives and communication to municipalities and staff administering Ontario Works regarding their responsibilities for performing third-party checks prior to transferring recipients to ODSP, and ODSP caseworker responsibilities in instances where these checks have not been performed; and</p> | <p>Response for 3a:</p> <p>The Ministry has updated the following directives which were released, and sent to ODSP and Ontario Works staff on March 2, 2021:</p> <p>OW Directive 2.1 Application Process<br/>OW Directive 2.4 Referral to ODSP<br/>OW Directive 9.1 Reviewing Eligibility<br/>ODSP Directive 1.1 Applications<br/>ODSP Directive 3.1 Reviewing Eligibility<br/>Business Processes and Job Aids:<br/>Ontario Works to ODSP File Transfer Checklist<br/>File Transfer: Ontario Works to ODSP Referral Note Template<br/>ODSP Intake for Recipients Referred through OW</p> | <p>Response for 3a:</p> <p>Not applicable as this recommendation has been addressed.</p> |
|         | <p>3b) monitoring Ontario Works caseworkers' compliance with completing financial eligibility requirements and putting accountability</p>                                                                                                                                                                                                                                                                                                                                                               | <p>Response for 3b:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Response for 3b:</p>                                                                  |

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|         | measures into place in instances of non-compliance.                                                                                                                                                                                                                  | The Ministry annually develops a Quality Assurance plan outlining key areas that will undergo a review to ensure processes are being followed as intended. Within its 2021-22 Quality Assurance plan, the Ministry plans to review the effectiveness of the process of Ontario Works recipients undergoing third party checks to ensure only financial eligibility clients are transferred to the Ontario Disability Support Program (ODSP). | The Ministry will undertake a quality assurance review to monitor implementation and assess performance against expectations. |
| Rec # 4 | 4. The Ministry of Children, Community and Social Services should strengthen the adjudication process by<br><br>4a) evaluating the number of disability application reviews it expects its triage adjudicators to complete and reassessing the target, if necessary; | Response for 4a:<br><br>By September 2020 the Ministry had: <ul style="list-style-type: none"> <li>evaluated the number of disability applications expected by triage adjudicators to complete (20-25 per day); and</li> <li>reassessed and updated the target to 13-16 applications at the triage stage per day.</li> </ul>                                                                                                                 | Response for 4a:<br><br>Recommendation completed by September 2020. No outstanding Ministry undertaking.                      |
|         | 4b) monitoring trends and differences in the rates that adjudicators approve applicants as disabled and take steps to facilitate corrective actions where differences are determined to be unreasonable; and                                                         | Response for 4b:<br><br>By June 2020, the Ministry had developed and implemented a process to monitor trends and investigate significant differences in the rates that adjudicators approve applicants as disabled, as well as take steps to facilitate corrective actions where differences are determined to be unreasonable.                                                                                                              | Response for 4b:<br><br>Recommendation completed by June 2020. No outstanding Ministry undertaking.                           |

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|         | 4c) implementing a formal process and adequate information tracking for adjudicators' rationales for accepting or rejecting applications and review the appropriateness of decisions to approve and reject applicants as disabled. | <p>Response for 4c:</p> <p>By July 2020, the Ministry had developed and implemented an adjudication quality assurance framework. This is a formal process to regularly review the adjudicators' rationales for approving or denying applications and review the appropriateness of decisions to approve and deny applicants as disabled.</p>                                                                                                               | <p>Response for 4c:</p> <p>Recommendation completed by July 2020. No outstanding Ministry undertaking.</p>      |
| Rec # 5 | 5. The Ministry of Children, Community and Social Services should update the Ministry's handbook and triage guidelines on a regular basis to reflect current medical information.                                                  | <p>Response for 5:</p> <p>By October 2020, the Ministry had conducted research, written, and launched the 2020 edition of the Disability Adjudication Handbook (3rd edition), which provides an update to reflect current medical information and replaces the previous edition and triage guidelines.</p> <p>The Ministry plans to continually assess current medical information and update the Disability Adjudication Handbook on a regular basis.</p> | <p>Response for 5:</p> <p>Recommendation completed by October 2020. No outstanding Ministry undertaking.</p>    |
| Rec # 6 | <p>6. The Ministry of Children, Community and Social Services should</p> <p>6a) record information about health care professionals who complete disability applications in its IT system and monitor any discrepancies; and</p>    | <p>Response for 6a:</p> <p>By September 2020, the Ministry had explored options and implemented a strategy to collect information about health care professionals who complete disability applications and monitor any discrepancies.</p>                                                                                                                                                                                                                  | <p>Response for 6a:</p> <p>Recommendation completed by September 2020. No outstanding Ministry undertaking.</p> |

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|         | 6b) review, assess and address the appropriateness of applications completed by physicians who complete an atypical number of disability applications.                                                                                                                                                          | <p>Response for 6b:</p> <p>By September 2020, the Ministry had reviewed and assessed the appropriateness of applications completed by physicians who complete an atypical number of disability applications.</p> <p>The Ministry has also developed a plan to address any problems identified.</p>                                                                                                                                                                                              | <p>Response for 6b:</p> <p>Recommendation completed by September 2020. No outstanding Ministry undertaking.</p> |
| Rec # 7 | <p>7. The Ministry of Children, Community and Social Services should strengthen the medical review process by</p> <p>7a) analyzing the increase in the proportion of cases it does not assign a medical review by disability type and assess whether the increase is reasonable, and if not, action change;</p> | <p>Response for 7a:</p> <p>By February 2021, the Ministry had:</p> <ul style="list-style-type: none"> <li>completed an analysis by disability type of the assignment of medical review dates to disabled applicants and assessed whether any increases are reasonable, and;</li> <li>developed and implemented a process to continually assess any increases by disability type in the proportion of cases it does not assign a medical review and take corrective action as needed.</li> </ul> | <p>Response for 7a:</p> <p>Recommendation completed by February 2021. No outstanding Ministry undertaking.</p>  |
|         | 7b) reviewing and updating the requirements for obtaining evidence in support of medical review decisions and adequately documenting the rationale; and                                                                                                                                                         | <p>Response for 7b:</p> <p>By September 2020, the Ministry had completed a review and update of adjudicative practices, including requirements for obtaining evidence in support of medical review decisions and adequately documenting the rationale.</p>                                                                                                                                                                                                                                      | <p>Response for 7b:</p> <p>Recommendation completed by September 2020. No outstanding Ministry undertaking.</p> |



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|        | 7c) regularly updating the Adjudication Framework with up-to-date policies and practices.                                                                                                                                                                                                                           | <p>Response for 7c:</p> <p>The Adjudication Framework was most recently updated in June 2020 to align it with the ODSP regulation which requires adjudicators to set a medical review date unless the adjudicator is satisfied that the person's condition, impairment and restrictions are not likely to improve. The updated Framework was released to the Disability Adjudication Unit (DAU)</p> <p>The Ministry will ensure that the Adjudication Framework continues to be regularly updated with any changes to policies and practices.</p> | <p>Response for 7c:</p> <p>Recommendation completed by June 2020. No outstanding Ministry undertaking.</p>                                                                                           |
| Rec #8 | <p>8. The Ministry of Children, Community and Social Services, along with the Social Benefits Tribunal, should work together to</p> <p>8a) review the impact of Ministry attendance on the outcome of Social Benefits Tribunal hearings and determine the optimal number of hearings caseworkers should attend;</p> | <p>Response for 8a:</p> <p>By December 2020, the Ministry had:</p> <ul style="list-style-type: none"> <li>completed a review and analysis of the impact of Ministry attendance on the outcome of Tribunal hearings, and;</li> <li>implemented a revised hearing selection process to optimize the number of hearings that Case Presenting Officers (CPOs) attend and implemented a new target for CPO hearing attendance.</li> </ul>                                                                                                              | <p>Response for 8a:</p> <p>Recommendation completed by December 2020. No outstanding Ministry undertaking.</p>                                                                                       |
|        | 8b) evaluate the Ministry's written submissions to the Social Benefits Tribunal when caseworkers are absent from hearings to determine if the submissions could be improved                                                                                                                                         | <p>Response for 8b:</p> <p>In June 2021, a Ministry working group engaged in initial discussions to develop an approach and workplan to evaluate the Ministry's written submissions to the</p>                                                                                                                                                                                                                                                                                                                                                    | <p>Response for 8b:</p> <p>The Ministry plans to evaluate the Ministry's written submissions to the Social Benefits Tribunal to determine if the submissions could be improved by December 2022.</p> |

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|     |                                                                                                                                     | Social Benefits Tribunal and determine if the submissions could be improved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                       |
|     | 8c) review whether the high overturn of Ministry decisions at the Social Benefits Tribunal could be reduced;                        | <p>Response for 8c:</p> <p>By December 2020, the Ministry had:</p> <ul style="list-style-type: none"> <li>completed a review and analysis of the impact of Ministry attendance on the outcome of Tribunal hearings, which demonstrated that the Tribunal upheld Ministry decisions at a significantly higher rate when a Case Presenting Officer (CPO) was present at the hearing, and;</li> <li>implemented a revised hearing selection process to optimize CPO hearing attendance based on the risk of the Ministry's decision being overturned in the Ministry's absence, and;</li> <li>implemented a new target of 80% or more for CPO hearing attendance to ensure that the Ministry's position is effectively explained and supported at hearings. The Ministry continues to monitor the volume of Tribunal hearings and assess the Ministry's resources to continue to attend the majority of Tribunal hearings.</li> </ul> | <p>Response for 8c:</p> <p>Recommendation completed by December 2020. No outstanding Ministry undertaking.</p>                                                                                                                        |
|     | 8d) explore best practices and alternate models for appeals in other jurisdictions for lessons to enhance consistency in disability | <p>Response for 8d:</p> <p>A jurisdictional scan of the appeals frameworks in all other provinces and territories and select international jurisdictions was completed in early 2020.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Response for 8d:</p> <p>As part of the Ministry's recovery and renewal plan, the Ministry is currently piloting enhancements that include</p> <ul style="list-style-type: none"> <li>measures to improve data gathering</li> </ul> |

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|     | decision making between the Ministry and the appeals body; and                                                           | MCCSS reviewed appeal bodies across a variety of Canadian and international jurisdictions to understand and assess alternative appeal mechanisms, including overturn rates and potential lessons for social assistance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>- a more-streamlined process for disability adjudication to enhance the consistency of Ministry decisions.</li> </ul> <p>These pilots will inform any future additional enhancements that may be brought forward through the recovery and renewal process.</p>                                                                                                         |
|     | 8e) jointly provide the government with sufficient information to make a decision on system/appeal process improvements. | <p>Response for 8e:</p> <p>As part of MCCSS recovery and renewal plan, the Ministry has made enhancements to the social assistance appeals framework.</p> <p>Enhancements include:</p> <ul style="list-style-type: none"> <li>• measures to improve data gathering;</li> <li>• a more-streamlined process for disability adjudication to enhance information for better decision-making earlier in the process</li> </ul> <p>These enhancements are currently being piloted. Additional enhancements may be brought forward.</p> <p>These improvements will also benefit people applying for disability benefits. Improvements include:</p> <ul style="list-style-type: none"> <li>• reducing the number of touchpoints so applicants get important decisions faster</li> <li>• greater client engagement upfront and at internal review resulting in better decisions earlier.</li> <li>• providing better-informed decisions that clients can understand.</li> </ul> | <p>Response for 8e:</p> <p>By December 2022, the Ministry plans to take learnings from the pilots to inform approaches to ensure fairer, faster and better-informed decision-making across financial and disability appeals.</p> <p>The timeline for implementing this proposal has been extended in light of COVID, as the province focuses on supporting vulnerable Ontarians through the COVID crisis.</p> |

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|        |                                                                                                                                                                                                                               | MAG and MCCSS have collaborated on improvements to the social assistance appeals process, including jurisdictional scans for best practices.                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Rec# 9 | 9. The Ministry of Children, Community and Social Services, in order to ensure only eligible recipients continue to receive ODSP benefits, should<br><br>9a) require proactive communication between caseworkers and clients; | Response for 9a:<br><br>The Ministry is in the early stages of working with service delivery partners to co-design the renewed operating model for social assistance. Communication between caseworkers and clients, including points of contact and frequency of contact, will be considered within the scope of the co-design process.          | Response for 9a:<br><br>Over the next year, the Ministry will continue working with service delivery partners to design the renewed social assistance operating model.<br><br>June 2022: Renewed operating model detailed co-design complete.                                                                                                                                                                                                                                |
|        | 9b) establish a risk-based timeframe for ODSP caseworkers to review the ongoing eligibility of all ODSP recipients;                                                                                                           | Response for 9b and 9c:<br><br>The Ministry is taking steps that will ensure that cases are reviewed periodically. The implementation will differ from the language in the recommendation as the Ministry will leverage automation along with risk-based approaches to identify change in client circumstances that impact financial eligibility. | Response for 9b and 9c:<br><br>The Risk Based Eligibility Determination (RBED) framework for centralized intake has been developed and at maturity will include a technology-enabled, risk-based and a client-centred approach to determining initial and <i>ongoing</i> eligibility for social assistance.                                                                                                                                                                  |
|        | 9c) conduct eligibility reviews in accordance with the risk-based timeframe to avoid creating a backlog of cases; and                                                                                                         | Improved program integrity and administrative efficiency will be gained through the implementation of automated, risk-based approaches to eligibility decisions so that only eligible recipients receive ODSP.                                                                                                                                    | The Ministry is taking steps that will ensure that cases are reviewed periodically, and controls are in place to identify change in client circumstances that impact financial eligibility. This work is tentatively targeting implementation in 2023.<br><br>Improved program integrity and administrative efficiency will be gained through the implementation of automated, risk-based approaches to eligibility decisions so that only eligible recipients receive ODSP. |

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|         | 9d) determine the optimal number of eligibility verification reviews the Ministry should complete on an annual basis in order to ensure entitlement and fairness in the provisions of ODSP funds. | <p>Response for 9d:</p> <p>The Ministry completed an analysis to determine the resource requirements needed to achieve the target number of Eligibility Verification Process (EVP) reviews. The results of this analysis informed a business case for additional resources included as part of the Ministry's 19/20 Multi Year Plan (MYP). The Ministry received approval and the additional resources were onboarded in May 2021.</p> <p>Additionally, the Ministry continuously evaluates and improves the eligibility risk model to optimize its performance in identifying high-risk cases for review. As of March 2020, the Ministry refreshed the Eligibility Verification Process (EVP) model which is anticipated to increase the likelihood of changes in eligibility to a case after an EVP review is completed.</p> <p>A LEAN review was completed on the EVP process. A series of process improvements were recommended that will streamline the process and help the ministry achieve its targets. The recommendations are in the process of being implemented and will be completed by January 2022.</p> | <p>Response for 9d:</p> <p>The Ministry is in the process of collecting new data (i.e., EVP outcomes) based on the implementation of the refreshed EVP model.</p> <p>A secondary review of its staffing model and a cost benefit analysis to determine the optimal number of EVP reviews will be completed for ODSP.</p> |
| Rec# 10 | 10. The Standing Committee on Public Accounts recommends that: The Ministry of Children, Community and Social Services, in                                                                        | Response for 10a:<br>N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>Response for 10a:</p> <p>Additional system enhancements are still required to fully capture all EVP outcomes such as Termination/Ineligibility. Implementation</p>                                                                                                                                                    |

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|     | <p>order to strengthen the eligibility verification process, should</p> <p>10a) enhance its system and processes to confirm the causes that lead to undetected changes in recipients' financial eligibility and share findings with caseworkers;</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>timeliness may need to be re-adjusted to a later date and included in a future release due to other items being prioritized.</p>                                                                                                                                                                                                                                                                                        |
|     | <p>10b) take action to address and reduce the causes that lead to undetected changes in recipients' financial eligibility; and</p>                                                                                                                   | <p>Response for 10b:<br/>N/A</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>Response for 10b:</p> <p>Following the implementation of the process in 10a, a feedback mechanism will be established to follow-up on action taken to prevent these occurrences.</p>                                                                                                                                                                                                                                    |
|     | <p>10c) explore measures to increase uptake of MyBenefits for clients to report changes in personal circumstances.</p>                                                                                                                               | <p>Response for 10c:</p> <p>The Ministry continues to expand the MyBenefits application as an online channel for recipients to report their income and review details of their payments and overpayments in near real-time.</p> <p><b>Current Existing promotion tactics</b><br/>Email to recipients</p> <ul style="list-style-type: none"> <li>• Qualifying OW and ODSP recipients are emailed on a 6- week rotation; separating each email promotion by language preference (French/ English); promoting recipients to register for MyBenefits.</li> <li>• Targeted mail (inserts)</li> </ul> | <p>Response for 10c:</p> <p>Promotional work being completed continuously.<br/>The Ministry continues to increase access to support timely self-reporting by clients by expanding MyBenefits functionality to include new Messaging service that allows clients to message caseworkers directly, and securely share documents, expense reporting and trustee access, this will further reduce overpayment occurrences.</p> |

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| Rec      | Committee's Recommendation                                                                                                                                                                                                                                                                                                                                                                                   | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                   |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• Social media posts through Facebook and Twitter</li> <li>• Email Collection Campaign to include</li> <li>• cheque inserts to all Ontario Works and Ontario Disability Clients</li> <li>• E-mail Collection and Validation through Service Ontario Contact Center Agents;</li> <li>• Use of email address as a method of verification by Caseworkers, and email collection on a "touch the file" basis</li> <li>• Update reporting forms to include email address</li> <li>• Updating email in MyBenefits</li> </ul> |                                                                                                                                                                                                                                                                                |
| Rec # 11 | <p>11. The Standing Committee on Public Accounts recommends that: The Ministry of Children, Community and Social Services, in order to reduce unintentional overpayments to ineligible recipients and intentional fraud by ineligible recipients, should</p> <p>11a) enhance its systems and processes to determine and record the cause of overpayments and take action to reduce the total number; and</p> | <p>Response for 11a:</p> <p>The Ministry is assessing options to support an analysis of the root causes of overpayments. The options for consideration will include potential system enhancements.</p>                                                                                                                                                                                                                                                                                                                                                       | <p>Response for 11a:</p> <p>A decision on implementation of potential system enhancement option will be required by senior management. Further detailed assessment of options may also be needed to support decision-making and to determine any implementation timelines.</p> |

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| Rec | Committee's Recommendation                                                                                                 | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | 11b) explore additional measures to reduce the number of undetected eligibility changes or instances of intentional fraud. | <p>Response for 11b:</p> <p>The Ministry has undertaken a number of initiatives and activities to help reduce and identify potential misuse and fraud. In addition to the program integrity changes outlined in responses 2a and 9b, the Ministry has:</p> <ul style="list-style-type: none"> <li>developed a data matching process to identify active cases with clients who may be <b>deceased</b>.</li> <li>developed an earned income data matching process, <b>income verification</b>, to identify active cases for targeted review and resolution of any eligibility issues.</li> </ul> <p>The Complaint Assessment Process (CAP) establishes procedural standards on client fraud investigation functions, where it is suspected that a person may be receiving assistance for which he or she is not eligible under the <i>ODSP Act</i>.</p> <p>The Ministry completed a comprehensive Lean Six Sigma end-to-end process review of CAP. The process review identified opportunities for improvement in the areas of process performance, case workers learning and development, roles and responsibilities alignment, and mechanisms to increase oversight and monitoring. As a result of this review, a revised CAP process, with enhancements in the areas mentioned, was developed, and is being implemented in phases. Phase 1 of the implementation of the revised ODSP Complaint Assessment Process (CAP) began in April 2021 and</p> | <p>Response for 11b:</p> <p>Please refer to responses in 2a and 9b for timelines related implementation of program integrity initiatives (e.g. RBED).</p> <p>Province-wide implementation (process and training) for ODSP will be completed by December 2021.</p> <p>Through the full implementation of the revised CAP, the Ministry will:</p> <ul style="list-style-type: none"> <li>Reinforce policies and processes related to the CAP (communication plan)</li> <li>Update existing support tools including CA Guide, SAMS User Guides, Provincial Business Process</li> <li>Provide training on the revised process and updated tools and supports (Updated eLearning has been developed and posted to LearnON)</li> <li>Implement reporting tools to measure process performance and outcomes that will also identify training gaps for potential L&amp;D opportunities</li> </ul> |



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| Rec | Committee's Recommendation | Completed undertaking                                                                                    | Outstanding undertaking (including timeline) |
|-----|----------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------|
|     |                            | has been completed for 7 ODSP sites. In Phase 2, an additional 7 ODSP sites were added end of June 2021. |                                              |

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| Rec      | Committee's Recommendation                                                                                                                                                                                                                                                                                                                                                                                  | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rec # 12 | <p>12. The Standing Committee on Public Accounts recommends that:</p> <p>The Ministry of Children, Community and Social Services should complete medical reviews on a timely basis.</p>                                                                                                                                                                                                                     | <p>Response for 12a:</p> <p>The Ministry continues to conduct medical reviews to eliminate the remaining backlog.</p> <p>Note: From March to October 2020, the Ministry withheld sending new MRPs as part of the response to the COVID-19 pandemic and has since resumed medical reviews.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>Response for 12a:</p> <p>The Ministry plans to complete the remaining backlog of medical reviews by December 2021 subject to the public health situation.</p>                                                                                                                                                                                                                                                                                                             |
| Rec #13  | <p>13. The Standing Committee on Public Accounts recommends that:</p> <p>The Ministry of Children, Community and Social Services, to improve the employment outcomes of non-disabled adults on the Ontario Disability Support Program, should</p> <p>13a) review its process for adult dependent referrals to Ontario Works employment assistance to improve their ability to obtain timely employment.</p> | <p>Response for 13a:</p> <p>The Ministry announced the first phase of its recovery and renewal plan for social assistance in September 2020, which includes enhanced access to employment and training services.</p> <p>Additionally, implementation of Employment Services Transformation (EST) demonstrates progress on this recommendation. As of January 2021, the EST initiative has implemented a new service delivery model in three catchments in Ontario. The referral path for non-disabled adults on ODSP has been designed jointly with MCCSS and Ministry of Labour, Training and Skills Development (MLTSD). It includes data that will provide capability for ensuring that referrals can be tracked and acted on in a timely manner.</p> | <p>Response for 13a:</p> <p>The EST initiative, implemented in January 2021, will also develop related service standards and further the work in this area of enhancing ODSP caseworker awareness of Employment Ontario's suite of training and employment supports;</p> <p>On June 10, 2021 MLTSD announced EST will be rolling-out to an additional nine catchment areas. This expansion will be sequenced, happening in several stages, concluding at the end of 2023</p> |
|          | <p>13b) monitor whether all adult dependents have been referred to Ontario Works</p>                                                                                                                                                                                                                                                                                                                        | <p>Response for 13b:</p> <p>To monitor whether all non-disabled adults have been referred to Ontario Works, as of January 2021, the</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Response for 13b:</p> <p>Through 2021-22, a transition strategy to review the ODSP NDA caseload will be completed in an effort to refer the appropriate level</p>                                                                                                                                                                                                                                                                                                         |

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| Rec | Committee's Recommendation                                                                                                                                                           | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Outstanding undertaking (including timeline)                                                                                                                                              |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | employment assistance or have a valid waiver in place; and                                                                                                                           | <p>Employment Services Transformation (EST) initiative has implemented a new service delivery model in three catchments in Ontario. Non-disabled adults (NDAs) within an ODSP family unit within the catchments are referred to Employment Ontario to receive employment services.</p> <p>In areas where EST has not yet been implemented, an ad hoc report was sent to local offices in November 2020 reminding staff to follow up and update cases with non-disabled adults, to ensure they are referred to Ontario Works employment assistance or have a valid waiver in place. The Ministry will continue to monitor and send ad hoc reports out to local offices to ensure all adult dependants have been referred to Ontario Works employment assistance or have a valid waiver on file.</p> | of caseload for employment services or to have a valid deferral in place. System functionality has been implemented in SAMS to support the monitoring and progress of these NDA caseload. |
|     | 13c) put in place mechanisms to confirm that local ODSP offices, managers, and caseworkers comply with legislative and policy requirements for ODSP and employment support programs. | <p>Response for 13c:</p> <p>Non-Disabled Adults, or 'NDAs', (i.e. spouses and/or dependent adults who are not the primary recipient) are reviewed to see if they have a reason to defer participation in Employment activities through Ontario Works. A recent report of NDAs who do not have an active deferral or referral on file was sent to front-line staff in November 2020, to review, follow up with clients, and refer clients to Ontario Works as required. The Ministry recently requested a regular follow up</p>                                                                                                                                                                                                                                                                     | N/A                                                                                                                                                                                       |

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| Rec      | Committee's Recommendation                                                                                                                                                                                                                                                                                           | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                                                                                             |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          |                                                                                                                                                                                                                                                                                                                      | <p>report to ensure that proper action is taken on these files. These reports will be reviewed quarterly, and the ministry will follow up with local offices to identify gaps and take corrective action as necessary.</p> <p>ODSP offices within the EST prototype have transition plans in place which ensure that offices are actively reviewing all NDAs to see if they meet the requirements for deferral or if they need to be referred to OW for Life Stabilization, which would include a potential referral to Employment Ontario</p>                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          |
| Rec # 14 | <p>14. The Ministry of Children, Community and Social Services, in order to effectively manage staffing caseloads, should</p> <p>14a) identify and implement measures to improve the efficiency and effectiveness of caseworkers' work and enable caseworkers to spend more time on high-impact client work; and</p> | <p>Response for 14a:</p> <p>Further to the Ministry's announcement of the first phase of its recovery and renewal plan for social assistance in September 2020, the Ministry released its Vision for Social Assistance Transformation on February 11, 2021. This vision outlines plans for a new social assistance delivery model where municipalities provide life stabilization support for ODSP clients, connecting them with supports such as job-readiness programs, housing, childcare, skills training and mental health services. The new service delivery model will also improve the ability of social assistance caseworkers to handle ODSP cases.</p> <p>The Ministry has begun working with service delivery partners to co-design the new service delivery model. An initial draft roadmap for the co-design process was developed in Spring 2021.</p> | <p>Response for 14a:</p> <p>Over the next year, the Ministry will continue working with service delivery partners to design the new service delivery model supported by continued testing and prototyping.</p> <p>June 2022: Co-design targeted for completion.</p> <p>June 2024: Social assistance renewal implementation targeted to be completed.</p> |

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| Rec | Committee's Recommendation               | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | 14b) take steps to reduce inefficiencies | <p>Response for 14b:</p> <p>As of January 2021, the Employment Services Transformation (EST) initiative has implemented a new service delivery model in three catchments in Ontario. These catchment areas are Hamilton-Niagara Peninsula, Muskoka-Kawarthas and Peel Region.</p> <p>The new service delivery model looks to more effectively meet the needs of job seekers, businesses and communities through partnership with the Ministry of Labour, Training and Skills Development (MLTSD), Employment Ontario and local Service System Managers. The shift in providing employment supports via MLTSD aims to reduce current workload pressures within ODSP offices and creates opportunities for more efficient processes.</p> <p>The Ministry has implemented and is expanded the ODSP Contact Centre project. This project has been implemented in 11 ODSP offices (including 9 EST); and provides tier 1 support via a Service Ontario call centre model. The project aims to reduce current workload pressures within ODSP offices and creates opportunities for more efficient processes. ODSP staff time can be saved and redirected to perform other high-impact and meaningful interactions.</p> <p>In December 2020 the Ministry launched 2-Way messaging within the MyBenefits application, this initiative allows for direct messaging communication</p> | <p>Response for 14b:</p> <p>Limited launch of digital disability forms MVP targeted for September 2021, with broader MVP launch in March 2022.</p> <p>Centralized intake is tentatively planned to roll out to ODSP offices by spring 2022.</p> <p>The final decision on the timeline for expansion of centralized ODSP benefits administration to all remaining ODSP offices has not yet been made.</p> <p>Social assistance renewal implementation targeted to be completed by June 2024.</p> |

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| Rec | Committee's Recommendation | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Outstanding undertaking (including timeline) |
|-----|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
|     |                            | <p>between clients and their caseworker. This initiative will continue to expand through-out 2021</p> <p>To reduce administrative burden, streamline processes and free up caseworker time, the Ministry launched prototypes in nine ODSP sites to centralize key ODSP benefits administration in November 2020. In these sites, benefits applications are processed by a central team rather than at the local office. As of January, 80% of select ODSP benefits has been processed through a central team. In early 2021, roll-out of centralized ODSP benefits administration was expanded to the following ODSP locations:</p> <ul style="list-style-type: none"> <li>• Bracebridge</li> <li>• Brampton</li> <li>• Brantford</li> <li>• Hamilton</li> <li>• Lindsay</li> <li>• Mississauga</li> <li>• Peterborough</li> <li>• Simcoe</li> <li>• St. Catharines</li> <li>• Barrie</li> <li>• Burlington</li> <li>• Cambridge</li> <li>• Guelph</li> <li>• Kitchener/ Waterloo</li> <li>• Newmarket</li> <li>• Orillia</li> <li>• Woodstock</li> </ul> |                                              |

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| Rec      | Committee's Recommendation                                     | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Outstanding undertaking (including timeline) |
|----------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
|          |                                                                | <p>In November 2020, the Ministry launched a simplified online application to support centralized and automated intake. As of March 2021, centralized intake was live in 15 Ontario Works sites, providing information to refine processes before being expanded to ODSP sites in the future.</p> <p>As of July 2020, Electronic Document Management, which streamlines filing and document retention, is live in all ODSP offices.</p> <p>In January 2021, the Ministry received approval to proceed with a minimum viable product (MVP) for digital disability forms.</p> <p>Combined, these key elements reduce time spent on administration to allow caseworkers more time to support clients through crisis and focus on high-impact work.</p> <p>The Ministry continues to work with municipalities to develop a multi-year plan for social assistance, including co-design of a renewed operating model, that will start by looking at how to better align service delivery so that people are getting the right supports at the right time.</p> |                                              |
| Rec # 15 | 15. The Standing Committee on Public Accounts recommends that: | Response for 15a:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Response for 15a:                            |

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| Rec | Committee's Recommendation                                                                                                                                                                                                                                                                          | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                                                                                                                      |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | <p>The Ministry of Children, Community and Social Services, in order to ensure employment support programs benefit ODSP recipients, should</p> <p>15a) regularly assess the needs of the population of ODSP recipients and identify those who may benefit from appropriate employment supports;</p> | <p>The Common Assessment tool, an employment readiness assessment, is shared tool between Employment Ontario and MCCSS, launched as an optional tool for two ODSP offices in August 2020. In January 2021 the Ministry implemented the Employment Services Transformation (EST) prototype in nine ODSP offices, this includes the use of the Common Assessment tool across all nine prototype sites. The Common Assessment allows for the collection of employment readiness data and aids caseworkers and Employment Ontario to determine employment readiness.</p>                                                                                                                                                                                                                           | <p>On June 10, 2021 MLTSD announced EST will be rolling to an additional nine catchment areas. This expansion will be sequenced, happening in several stages, concluding at the end of 2023.</p> <p>The Ministry is targeting full province wide roll out for EST starting in 2022/23. This will allow for the facilitation of the full implementation of the recommendation.</p> |
|     | <p>15b) regularly provide the information on employment supports to those ODSP recipients who may benefit from them; and</p>                                                                                                                                                                        | <p>Response for 15b:</p> <p>In many local offices, new ODSP recipients are provided with a “welcome package” of information about the program, including information about ODSP employment supports.</p> <p>Local offices who are not currently providing a written welcome package for new clients received a reminder on March 8, 2021, encouraging them to provide a welcome package to including information about working while on ODSP and employment supports. This package may also include a list of local service providers, and/or information about employment benefits and how employment income impacts the amount of ODSP provided. This is intended to introduce the type of employment services and supports available within ODSP, and recipients interested in pursuing</p> | <p>N/A</p>                                                                                                                                                                                                                                                                                                                                                                        |



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| Rec | Committee's Recommendation                                                                                                                                                    | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                                                                                                                                               | <p>employment are encouraged to discuss with their caseworker how the program can assist them. Local offices have posters and brochures and may have a video that runs in the lobby that promotes Employment supports.</p> <p>Some offices have taken the opportunity of connecting with clients in receipt or formerly in receipt of CERB as a target group to reach out and offer information on the employment supports available. This will be expanded into other reports the local offices receive to ensure that clients are aware of the supports available at other points of contact.</p> <p>As part of The Employment Services Transformation, ODSP local offices will encourage ODSP recipients to complete the common assessment tool and support referrals to Employment Ontario where appropriate.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|     | <p>15c) track and analyze the employment outcomes by employment service provider (for-profit and non-profit) and monitor if ODSP recipients receive long-term employment.</p> | <p>Response for 15c:</p> <p>The Ministry records employment outcomes of ODSP recipients served by ODSP Employment Supports (ODSP ES) service providers in the Employment Supports Management System (ESMS). These outcomes inform service provider contracts and determine incentive payments.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Response for 15c:</p> <p>By December 2021: The Ministry will complete an analysis of employment outcomes of ODSP recipients served by ODSP ES service providers and the extent to which they achieve long-term employment.</p> <p>Ministry of Labour, Training and Skills Development (MLTSD) and MCCSS will monitor, track and evaluate employment outcomes as part of the employment services transformation. This will include monitoring the number of ODSP clients referred to Employment</p> |

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| Rec      | Committee's Recommendation                                                                                                                                                                                                                                                           | Completed undertaking                                                                                                                                                                                                                                                                                                                                                                                                           | Outstanding undertaking (including timeline)                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                 | Ontario for employment services, client outcomes, and evaluation of Service System Managers outcomes.                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Rec # 16 | 16.The Ministry of Children, Community and Social Services should work with the Ministry of Labour, Training and Skills Development to put in place processes that prevent payment to two different service providers for the same employment outcomes                               | <p>Response for 16a:</p> <p>Under the Employment Services Transformation initiative, as of April 1, 2020, ODSP Employment Supports Service Provider contracts were transferred to the Service System Managers under the MLTSD. Moving forward, former ODSP Employment Supports service providers in the Employment Services Transformation catchment areas will only have a contract through Employment Ontario, not MCCSS.</p> | <p>Response for 16a:</p> <p>On June 10, 2021 MLTSD announced EST will be rolling to an additional nine catchment areas. This expansion will be sequenced, happening in several stages, concluding at the end of 2023.MLTSD will become responsible for the contracts with service system managers who may contract employment services to service providers within their community. As there will be no MCCSS contracts with employment services provider, this recommendation will be not applicable in the future.</p> |
| Rec # 17 | <p>17. The Ministry of Children, Community and Social Services, in order to make informed and publicly transparent decisions using outcome-based information, should</p> <p>17a) design and implement performance indicators and targets for the program and recipient outcomes;</p> | <p>Response for 17a:</p> <p>The Ministry is in the process of finalizing a Performance Measurement Framework (PMF) for Social Assistance (SA). As part of the PMF, MCCSS will be measuring program and recipient outcomes across a broad range of life stabilization and employment-related indicators for social assistance clients, including ODSP.</p>                                                                       | <p>Response for 17a:</p> <p>The Ministry is expecting to finalize and approve the SA PMF in Summer 2021.</p>                                                                                                                                                                                                                                                                                                                                                                                                             |

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| <b>Rec</b> | <b>Committee's Recommendation</b>                                                      | <b>Completed undertaking</b>                                                                                                                                                                                                                                     | <b>Outstanding undertaking (including timeline)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | 17b) regularly monitor the performance of the program against performance metrics; and | <p>Response for 17b:</p> <p>Data collection on most indicators has begun through the Common Assessment in January 2021, while other indicators are already collected through SAMS. The Common Assessment is currently only available in EST prototype sites.</p> | <p>Response for 17b:</p> <p>Data collection across the province is contingent on the province-wide rollout of EST as well as on the implementation of re-administration functionality into the Common Assessment so that changes in outcomes can be measured over time. The timing for both of these items is still to be determined.</p> <p>The Ministry expects to set targets starting in June 2022 for select indicators that draw on existing data. The provincial rollout of EST and the implementation of Common Assessment re-administration will determine the timing for target-setting for the indicators that depend on these two contingencies. Typically, at least 12 months of data collection are required prior to target-setting.</p> |
|            | 17c) report publicly on program performance against performance metrics.               | <p>Response for 17c:</p> <p>N/A</p>                                                                                                                                                                                                                              | <p>Response for 17c:</p> <p>Public reporting on key performance metrics will begin once targets are set. The Ministry will explore mechanisms for reporting publicly.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |