



Results-based Plan Briefing Book 2006-07

Ministry of Community and Social Services

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Part I: Results-based Plan 2006-07

Ministry of Community and Social Services

Ministry of Community and Social Services

Results-based Plan Briefing Book 2006-07

MINISTRY OVERVIEW

The ministry will continue to build thriving and inclusive communities sustained by the economic and civic contributions of all Ontarians. The ministry's mission is to build resilience and remove obstacles that impede opportunity and participation in community life. It does this through policy development and program support for a broad range of services aimed at supporting Ontario's most vulnerable citizens.

Key areas of responsibility include:

- Income and Employment Supports
- Social and Community Services
- Services for adults with developmental disabilities
- Achieving accessibility for Ontarians with disabilities.

Ministry supported programs primarily serve people who are in financial need, women and children escaping domestic abuse, people who are homeless or at risk of becoming homeless, adults with a developmental disability and families who receive court-ordered support payments.

The ministry works with people with disabilities and with public and private sector organizations to create an accessible society through the development and implementation of accessibility standards.

The ministry is also responsible for the framework that governs the disclosure of adoption information.

The services that the ministry supports are delivered in a variety of ways:

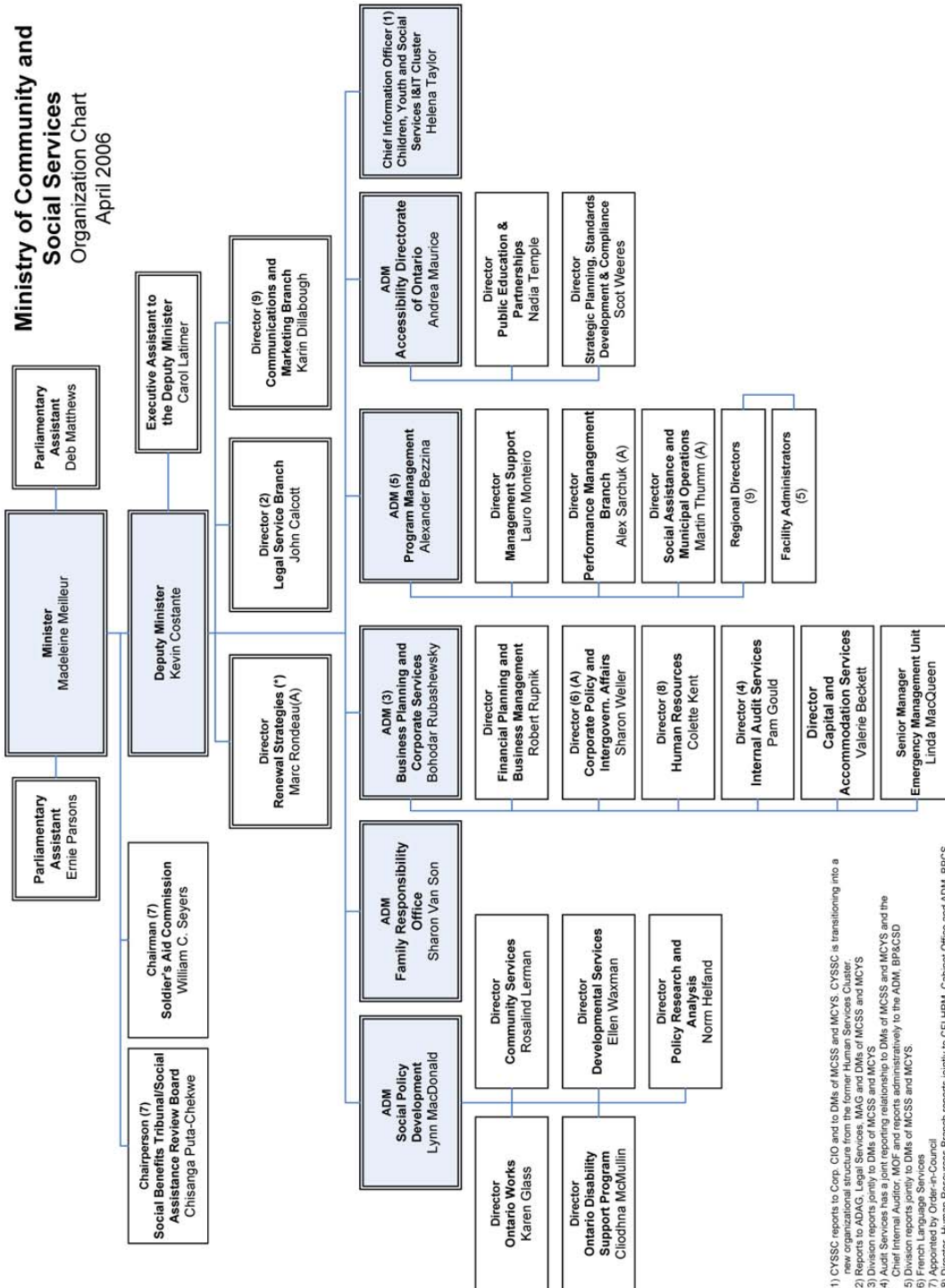
- Directly by ministry staff
- By municipal social services offices with costs shared between the province and municipalities
- By community organizations under transfer payment agreements with the ministry
- By First Nations.

Through its programs and services, the ministry aims to build more resilient families and individuals, and stronger, accessible communities across Ontario.

Ministry of Community and Social Services

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Ministry of Community and Social Services Organization Chart April 2006



(1) CYSSC reports to Corp. CIO and to DMs of MCSS and MCYS. CYSSC is transitioning into a new organizational structure from the former Human Services Cluster.
 (2) Reports to ADAG, Legal Services, MAG and DMs of MCSS and MCYS.
 (3) Division reports jointly to DMs of MCSS and MCYS.
 (4) Audit Services has a joint reporting relationship to DMs of MCSS and MCYS and the Chief Internal Auditor. MOF and reports administratively to the ADM. BR&GSD.
 (5) Division reports jointly to DMs of MCSS and MCYS.
 (6) Appointed by Order-in-Council.
 (7) Appointed by Order-in-Council.
 (8) Director, Human Resources Branch reports jointly to CFLHRM, Cabinet Office and ADM, BRPCS.
 (9) Director, CMB dual reporting to DM and the DM Communications, Cabinet.
 (*) Temporary Position.

Ministry of Community and Social Services

The Estimates, 2006-07 Results-based Plan Briefing Book

Cost Sharing with the Federal Government

The Ministry of Community and Social Services shares costs for social assistance and other social services programs with the federal government, municipalities, First Nations and other public sector organizations.

Federal Reimbursements

Effective April 1, 1996, the Ministry no longer receives direct grants from the federal government under the Canada Assistance Plan (CAP) and Established Programs Financing (EPF). CAP and EPF have been replaced with a single block transfer fund, the Canada Health and Social Transfer (CHST), which provides provinces with funding for health, post-secondary education, social assistance programs and other social services. The CHST has been further split on Canada Health Transfer (CHT) and Canada Social Transfer (CST) as of April, 2004.

Independent of block funding received by the province under the CHT and CST, the province receives federal funding under the Indian Welfare Services and the Labour Market Agreement for Persons with Disabilities, for selected programs. For the 2006-07 fiscal year, federal funding under these agreements are:

Cost Sharing with the Federal Government

	<u>CASH</u>	<u>PSAB</u>
<i>Indian Welfare Services Act</i>		
Ontario Works	\$70,472,000	\$64,794,000
Subtotal	\$70,472,000	\$64,794,000
<i>Labour Market Agreement for Persons with Disabilities*</i>		
Employment Services and Supports	\$28,400,000	\$28,400,000
Developmental Services	\$9,800,000	\$9,800,000
Subtotal	\$38,200,000	\$38,200,000
Total	\$108,672,000	\$102,994,000

*The Agreement expires on March 31, 2006. This Forecast is based on the assumption that the Agreement is going to be renewed.

Ministry of Community and Social Services

Results-based Plan Briefing Book 2006-07

Statutes Administered by the Ministry of Community and Social Services

- *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11
- *Charitable Institutions Act*, R.S.O. 1990, c. C.9
Except for the administration of all powers and duties pertaining to
 - a) An approved charitable home for the aged;
 - b) A building or part of a building that, when approved under section 3 of the Act, will be an approved charitable home for the aged;
 - c) An approved corporation that maintains and operates an approved charitable home for the aged; and
 - d) A corporation that intends to maintain and operate a charitable institution that, when approved under section 3, will be an approved charitable home for the aged.
- *Child and Family Services Act*, R.S.O. 1990, c. C.11
Sections 162 – 174 inclusive.
- *Deaf-Blind Awareness Month Act, 2000*, S.O. 2000, c.34
- *Developmental Services Act*, R.S.O. 1990, c. D.11
Except for the administration of all powers and duties in so far as they relate to the provision of Long-Term Care Programs and Services.
- *District Social Services Administration Boards Act*, R.S.O. 1990, c. D.15
- *Family Benefits Act*, R.S.O. 1990, c. F.2
- *Family Responsibility and Support Arrears Enforcement Act, 1996*, S.O. 1996, c. 31
- *Indian Welfare Services Act*, R.S.O. 1990, c. I.4
- *Ministry of Community and Social Services Act*, R.S.O. 1990, c. M.20
In so far as it relates to activities and programs respecting community and social services and except for sections 11.1 and 12 in so far as those sections relate to Long-Term Care Programs and Services.
- *Ontarians with Disabilities Act, 2001*, S.O. 2001, c. 32
- *Ontario Disability Support Program Act, 1997*, S.O. 1997, c. 25, Schedule B
- *Ontario Works Act, 1997*, S.O. 1997, c. 25, Schedule A
- *Social Work and Social Service Work Act, 1998*, S.O. 1998, c. 31
- *Soldiers' Aid Commission Act*, R.S.O. 1960, c. 377

Ministry of Community and Social Services
**The Estimates, 2006-07
Results-based Plan Briefing Book**

Agencies, Boards and Commissions

	2006-07 Estimates	2005-06 Interim Actuals	2004-05 Actuals
Social Benefits Tribunal/Social Assistance Review Board*	\$ 5,083,200	\$ 6,174,014	\$ 6,153,049
Soldiers' Aid Commission	\$ 153,200	\$ 153,200	\$ 153,200

* **The Social Benefits Tribunal (SBT)** began hearings of decisions made under the *Ontario Works Act, 1997*, and the *Ontario Disability Support Program Act, 1997*, effective June 1, 1998.

The Social Assistance Review Board (SARB) conducts appeals of decisions made under the *Family Benefits Act (FBA)*, *General Welfare Assistance Act (GWA)*, and the *Vocational Rehabilitation Services Act (VRS)*. With the phase-out of the GWA, FBA, and VRS programs, the number of appeals to SARB is declining. The only remaining appeals to be heard are under the FBA.

The Soldiers' Aid Commission accepts applications for financial assistance on behalf of veterans and/or their dependants from the Royal Canadian Legion, Department of Veterans Affairs, the Air Force and Naval Benevolent Funds.

Department of Veterans offices throughout Ontario screen the appropriateness of the applications and make referrals to the Commission.

The Chairperson and Commissioners are appointed by Order-In-Council. By law, Commissioners serve without remuneration but may claim out of pocket expenses.

RESULTS-BASED PLAN 2006-07

Income and Employment Supports

The Ministry of Community and Social Services provides income and employment supports to Ontario residents who are most in need.

Ontario Works provides income assistance to people in financial need and employment assistance to help these individuals move from social assistance to employment. The Ontario Disability Support Program (ODSP) provides income support for people with disabilities and employment supports for people with disabilities who can and want to work.

In 2006-07, the ministry will continue its work to restore integrity to the province's social assistance programs by improving accountability and sustainability, streamlining and simplifying programs, improving employment outcomes and treating social assistance recipients with fairness and dignity.

The ministry will increase the basic needs and maximum shelter allowance for social assistance recipients and their families for the second time with a two per cent rate increase in November for ODSP and December for Ontario Works. The government will also provide a further increase for families with children under 18 by permanently flowing through the July 2004, 2005 and 2006 increases to the National Child Benefit Supplement.

Building on work from previous years, the ministry will continue to eliminate unnecessary, unproductive rules and regulations, especially those that act as barriers or disincentives for people to get back into the workplace.

The ministry will continue to transform Ontario's social assistance programs through the JobsNow pilot program, helping long-term Ontario Works clients move from welfare to work. The ministry will also implement new measures that will help more social assistance recipients find and keep jobs, and prevent social assistance dependency for low-income families. This includes a new Employment Innovations Fund that will engage employers in expanding job opportunities for social assistance recipients.

Ontario's income support programs are integral to the government's priority of strong communities by providing a basic level of income to help people in need live independently. At the same time, the employment support programs support the government's efforts to strengthen Ontario's people and its economy by giving social assistance recipients critical skills and on-the-job training to improve their employment prospects and become financially independent.

Social and Community Services

The ministry supports effective and accountable social and community services for people who are most in need and invests in prevention and early intervention services to help people maintain housing, personal security and independence. Through community agencies, municipalities and First Nations, the ministry provides funding for support and services for people with special needs, Aboriginal people and people who are homeless or otherwise socially disadvantaged in society.

Investing in Stronger Aboriginal Communities

The ministry continues to support the Aboriginal Healing and Wellness Strategy, a partnership between the province and 15 Aboriginal organizations and First Nations. The strategy focuses on improving the health and well being of Aboriginal communities in Ontario through a combination of traditional Aboriginal and contemporary health and healing services.

In 2006-07, the Aboriginal Healing and Wellness Strategy will focus on improving mental health services and creating new programs for Aboriginal children and youth.

Preventing and Addressing Homelessness

To assist people who are facing a housing crisis, the ministry will continue to support a range of services that help people who are homeless or at risk of becoming homeless. This includes funding for emergency hostels, domiciliary hostels, emergency energy assistance and support services that allow people to maintain their home or independent community accommodation.

In 2006-07, the ministry will focus new investments in homelessness prevention on innovative initiatives that move people from emergency shelter to permanent housing.

The ministry will also provide \$7 million in new funding to help municipalities who offer the domiciliary hostel program develop, implement, monitor and enforce service standards.

Supporting Victims of Domestic Violence

The ministry will continue to contribute to the government's Domestic Violence Action Plan with increased supports and services to better protect women and their children who are escaping domestic violence.

In 2006-07, the ministry will build on its investments in community support, shelter, counseling and second stage housing services for victims of domestic violence. The ministry is also providing a \$1 million increase for additional counseling and support services for women who reside in one of the 500 housing units dedicated specifically to victims of domestic violence under Ontario's affordable housing strategy.

Supporting People who are Deaf or Deafblind

The ministry provides funding to non-profit agencies for interpreter and intervenor services for people who are deaf, deafened, hard of hearing or deafblind. Interpreter and intervenor services help individuals to live as independently as possible in the community.

In 2006-07, the ministry will continue to transform interpreter and intervenor services to improve equity and accessibility, while improving accountability of services. At the same time, the government will invest an additional \$11 million to strengthen interpreter and intervenor services across Ontario.

Updating Ontario's Adoption Information Laws

During 2006-07, the ministry will continue to implement the first substantive changes to Ontario's adoption information laws in 80 years. When fully in place, the legislation will balance greater openness with new privacy protections for adult adoptees and birth parents.

This year, the Province will begin implementing new processes for adult adoptees and birth parents to put "no contact" notices or contact preferences on their adoption information files. Processes will also be created to allow birth parents and adult adoptees to apply to the Child and Family Services Review Board to prevent disclosure of identifying information where there are concerns for personal safety.

Ontario's social and community services contribute to the government's priority of strong communities by helping people with disabilities participate in society, and by providing a safety net for people who do not have the resources to maintain their own shelter or who must leave their home to escape violence. By promoting health and family healing in Aboriginal communities, these programs also support the government's efforts to build a healthier Ontario. In addition, community services support the government's efforts to strengthen Ontario's people and economy by helping people recover from domestic violence, regain control of their lives and move back to self-sufficiency.

Developmental Services

The ministry provides services and supports to adults with a developmental disability and their families. These include residential and day supports that help adults with a developmental disability live, work and participate in a wide range of activities in the community, as well as clinical care and personal support services for individuals who have high support needs.

The ministry remains committed to transforming the way it delivers services to people with a developmental disability and to continuing the expansion of opportunities for community living with the closure of the Province's remaining three residential facilities for adults with developmental disabilities by March 2009.

In 2006-07, the ministry's transformation activities will continue to focus on building a strong community-based service system. Ontario's new Community Networks of Specialized Care will be working with local communities and service providers to better coordinate and strengthen specialized supports. In addition, the government is increasing funding by more than \$80 million in 2006-07 for new residential and community supports, support for community agencies and to help families caring for a family member with a developmental disability at home.

At the same time, the ministry will work with families, caregivers and community agencies to provide smooth transitions to community life for residents currently living in institutional care.

This spring, the ministry will consult on the transformation of developmental services, creating a new vision for a fair, accessible and sustainable developmental service system in Ontario.

By promoting and supporting community inclusion for adults with a developmental disability, the ministry contributes to the government's efforts to build strong communities across the province.

Family Support and Enforcement Services

The Family Responsibility Office enforces court-ordered support payments so that families get the money they are owed. The Family Responsibility Office has been transforming its operations to improve service, enforcement, fairness and efficiency.

In 2006-07, the ministry will implement the next stage of legislative changes coming out of the Family Responsibility and Support Arrears Enforcement Amendment Act, 2005. These include allowing the Family Responsibility Office discretion to stop enforcing child support if support recipients do not respond to inquiries about a child's continuing entitlement to support, and allowing the Family Responsibility Office to enforce a lower amount of support when the number of children entitled to support, under a Child Support Guidelines order, decreases.

Later in the year, the ministry will implement new technology that will allow the Family Responsibility Office to move from a reactive to a proactive, case-management approach.

The Family Responsibility Office supports the government's priority of strong people, strong economy by helping families get the money that they are owed so that they can lead financially secure, self-sufficient and productive lives.

Accessibility for Ontarians

The ministry is committed to promoting accessibility and breaking down barriers that prevent Ontarians with disabilities from fully participating in the social and economic life of the province.

In 2006-07, the Accessibility Directorate of Ontario will be working with a broad range of sectors to create the first two proposed accessibility standards – transportation and customer service – under the Accessibility for Ontarians with Disabilities Act, 2005. The proposed standards will be developed by standards development committees and released for public comment prior to being finalized in 2007.

The ministry will develop strategic partnerships and a public education program to raise awareness about accessibility and the benefits of removing barriers for people with disabilities.

At the same time the ministry will continue to support the accessibility planning requirements outlined in the Ontarians with Disabilities Act, 2001.

By promoting accessibility and social and economic inclusion for people with disabilities, the Accessibility Directorate of Ontario supports the government's priorities of strong communities and strong economy.

PERFORMANCE MEASURES

The following are the ministry's performance measures for its programs and services.

Social Assistance

- Increase in the percentage of Ontario Works participants leaving social assistance for employment in 2007-08, 2008-09 and 2009-10. In 2006-07, the ministry will establish a baseline from which to measure future increases of the number of Ontario Works participants who leave social assistance for employment.
- Maintain or increase the number of social assistance recipients with earnings.
- Increase in the overall average monthly earnings for ODSP cases.

Community Services

- Increase in the percentage of women served by ministry-funded violence against women programs who have safety plans for themselves and their children.
- Increase in the percentage of individuals who are deaf, deafened hard of hearing or deafblind in Ontario that seek and receive interpreter or intervenor services in 2007-08, 2008-09 and 2009-10. A benchmark from which to measure this increase will be established in 2006-07.

Developmental services

- 100 per cent of individuals living in ministry operated facilities in 2004-05 will have moved to community residences by March 2009.

Family Responsibility Office

- Continued increase in the percentage of support orders that are in full or partial compliance. In 2004-05, 68 per cent of support orders were in full or partial compliance; the percentage is expected to increase to 71 per cent in 2007-08.

Accessibility Directorate of Ontario

- In 2006-07, development of two accessibility standards and commence work on three additional accessibility standards.

Ministry of Community and Social Services

**Results-based Plan Briefing Book
2006-07**

TABLE 1: Ministry Planned Expenditures 2006-07

	Ministry Planned Expenditures (\$M) 2006-07
Operating	\$ 7,007
Infrastructure	\$ 38

TABLE 2: Ministry Planned Expenditures by Program Name 2006-07

<p>Ministry of Community and Social Services</p> <p>Operating \$7,007 million Infrastructure \$38 million</p>
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<p>Ministry Administration Services</p> <p>Operating \$35 million</p>
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<p>Adults' Services</p> <p>Operating \$6,972 million Infrastructure \$38 million</p>



APPENDIX I: Results-based Plan 2005-06 and Annual Report 2004-05

Ministry of Community and Social Services

Ministry of Community and Social Services

Results-based Plan Briefing Book 2006-07

RESULTS-BASED PLAN 2005-06

INCOME AND EMPLOYMENT SUPPORTS

The ministry provides income and employment supports to Ontarians who are most in need, helping them to live as independently as possible in the community.

Ontario Works provides financial and employment assistance to people who face challenges finding or keeping work. The Ontario Disability Support Program provides income support for people with disabilities and employment supports for people with disabilities who can and want to work.

In 2005-06, the ministry will focus on implementing innovative measures and eliminating barriers to help people find jobs, keep more of what they earn and, for those who are able, move toward financial independence from social assistance.

Income and employment support programs will continue to support the government's priorities of stronger people, stronger Ontario by helping people get back into the workforce and on the road to self-sufficiency.

SOCIAL AND COMMUNITY SERVICES

The ministry continues to provide effective and accountable social and community services for those most in need, while reinvesting in prevention and early intervention services.

Strengthening Aboriginal Communities

In 2005-06 the ministry will continue to support the Aboriginal Healing and Wellness Strategy, a partnership between the province and 15 Aboriginal organizations and First Nations. The strategy combines traditional Aboriginal and contemporary health and healing services to Aboriginal communities across Ontario.

The strategy's investment priorities for 2005-06 include implementation of mental health demonstration projects, improving mental health services and building new programs for Aboriginal children and youth.

Ministry of Community and Social Services

Results-based Plan Briefing Book 2006-07

Helping the Homeless

The ministry will continue to work with municipalities to support people who are homeless or at risk of becoming homeless. This includes providing municipalities with funding for emergency shelters as well as domiciliary hostels, which provide longer term housing for people who have mental health issues, developmental disabilities or are frail and elderly.

In 2005-06, the ministry will consolidate five existing homelessness prevention programs to reduce administrative burden and give municipalities more flexibility to meet the unique needs of their communities.

Supporting Victims of Domestic Violence

Through the Domestic Violence Action Plan, the ministry will continue to invest in a comprehensive approach to addressing the abuse of women and their children. The plan strengthens existing domestic violence programs and services, and places an important new emphasis on prevention and better community supports.

In 2005-06, the government will strengthen community supports including counseling, shelters and second stage housing for women and their children who are victims of domestic violence. Additional investments will help women's agencies strengthen their organizations, support staff development and improve their connection with local community and justice partners to better protect women facing abuse.

Improving Services for People who are Deaf or Deafblind

To help individuals live more independently in their communities, the ministry provides funding to non-profit agencies for interpreter and intervenor services for people who are deaf, hard of hearing or deafblind.

In 2005-06, investments will be made to provide community interpreter and intervenor services to more people and increase the amount of service an individual receives so that people can live with greater independence. The ministry will also begin the transformation of programs and services to improve equity and accessibility and to build a service system that is more accountable and sustainable.

Updating Adoption Information Laws

Changes to Ontario's adoption information disclosure laws, some of which date back to 1927, are currently under consideration by the Ontario Legislature. The proposed legislation, if passed, would address the call for more openness in adoption by adult adoptees and birth parents. The proposed changes would also balance the right of an individual to know about his or her history with the individual's right to maintain their privacy and not be contacted.

Ministry of Community and Social Services

Results-based Plan Briefing Book 2006-07

Ontario's social and community services contribute to the government's priority of strong communities by helping people live more independently in the community, and by providing shelter to those who are facing homelessness or escaping violence. Through its partnership with Aboriginal communities, promoting family health and healing the ministry also supports the government's efforts to build a healthier Ontario. Community services also support the government's efforts to build a stronger Ontario by helping to provide opportunities for all citizens to participate in their communities and by helping women return to self-reliance after escaping violence.

DEVELOPMENTAL SERVICES

The ministry provides services and supports to adults with a developmental disability and their families. This includes in-home and out-of-home services and supports that help meet individual needs and that allow adults with a developmental disability to live, work and participate in a wide range of activities in the community.

In 2005-06, the ministry will continue to work with stakeholders to transform the way it delivers services to adults with a developmental disability. This includes new investments in community-based services and accommodations. The ministry will also launch initiatives to help recruit and train professionals in the developmental services sector and strengthen specialized services for people with very high care needs. As part of its transformation plan, the ministry will also continue to expand opportunities for community living while phasing out the three remaining facilities for adults with a developmental disability by March 2009.

By creating more opportunities for the inclusion of adults with a developmental disability across the province, the ministry contributes to the government's priority of building stronger communities.

FAMILY RESPONSIBILITY OFFICE

The Family Responsibility Office enforces court-ordered support payments to help families get the support they are entitled to. In 2005-06, the Family Responsibility Office will continue to transform its operations to make it work better for Ontario families.

The Legislature is currently considering legislation that, if passed, would increase enforcement, improve fairness and enhance efficiency at the Family Responsibility Office. The ministry is also planning to implement a new case management system and acquire new technology that will further transform operations, improving client services and enforcement.

The work of the Family Responsibility Office supports the government's priority of strong people, strong economy by making sure families get the support they are owed to become, self-sufficient, stable, strong and healthy.

Ministry of Community and Social Services
**Results-based Plan Briefing Book
2006-07**

TABLE 1: Ministry Planned Expenditures 2005-06

	Ministry Planned Expenditures (\$M) 2005-06
Operating	\$ 6,595
Infrastructure	\$ 33

TABLE 2: Ministry Planned Expenditures by Program Name 2005-06

Ministry of Community and Social Services Operating \$6,595 million Infrastructure \$33 million
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Ministry Administration Services Operating \$30 million

Adults' Services Operating \$6,565 million Infrastructure \$33 million

Ministry of Community and Social Services

Results-based Plan Briefing Book 2006-07

ANNUAL REPORT 2004-05

INCOME AND EMPLOYMENT SUPPORTS

In December 2004, the government announced a new vision for Ontario's social assistance programs – one that treats people with fairness and dignity, eliminates unnecessary and unproductive rules and administration, and focuses on helping people find jobs and improve their lives.

The ministry introduced a number of changes as part of the government plan to restore integrity to Ontario's social assistance programs in 2004-05, including:

- Allowing social assistance recipients to keep registered education savings plan (RESP) funds so that their children can get an education and escape the cycle of poverty
- Allowing Ontario Works recipients to access drug benefits while they move back to work
- Simplifying the Ontario Works application process by eliminating Intake Screening Units
- Introducing new measures to recover welfare costs from sponsors of immigrants who do not live up to their sponsorship obligations.

In winter 2005, the government delivered the first rate increase to social assistance recipients in 12 years. Prior to this, the government provided two lump-sum payments to eligible people who rely on Ontario Works and the Ontario Disability Support Program until the rate increase could take effect.

The ministry also established a new provincial emergency energy fund to provide low-income households with emergency assistance to pay energy utility arrears, security deposits and reconnection fees. The fund is administered by consolidated municipal service managers/District Social Service Administration Boards and by the Ontario Native Welfare Administrators Association on First Nations across the province.

SOCIAL AND COMMUNITY SERVICES

In 2004, the government renewed the Aboriginal Healing and Wellness Strategy for another five years, and committed an additional \$25 million over those five years to improve the health and well-being of Aboriginal peoples across Ontario.

To support people who are facing homelessness, the ministry increased funding to communities to support homelessness programs and homelessness prevention programs. These include emergency shelters as well as domiciliary hostels, which provide longer-term housing for people who have mental health issues, developmental disabilities or are frail and elderly.

Through the Home and Vehicle Modification Program, the ministry increased funding to help hundreds more Ontarians with disabilities to pay for home and vehicle modifications that will help them live safer, more independent lives.

The ministry also played an important role in helping the government deliver on its Domestic Violence Action Plan. In 2004-05, the ministry increased funding to 100 emergency women's shelters and more than 100 agencies that provide counselling for abused women and their children. This was in addition to a \$2.5 million investment to help women's shelters and second stage housing providers improve security and accessibility and implement other cost-saving upgrades.

The ministry also launched the Transitional and Housing Support program to help more than 70 women's shelters, second stage housing and community agencies provide refuge and counselling for abused women and children. The program builds on the success of existing outreach services but is more flexible and accessible, serving women in shelters, second stage housing and those living in their own homes.

DEVELOPMENTAL SERVICES

In 2004, the government launched a major review of the province's developmental services system to make sure that it is fair, accessible and sustainable for the future. The transformation plan included phasing out the three remaining provincially operated residential facilities for adults with a developmental disability, completing a government commitment that dates to 1987.

The government also invested \$22 million to improve supports that address the needs of people with a developmental disability living in the community and the community agencies that support them. The investment included additional funding for the Special Services at Home program that helps families support family members with daily living activities, and the Foundations program that helps young adults with a developmental disability make the transition from school to a wide range of community activities or work. These funds were part of the government's four-year, \$110-million commitment to strengthening community services for people with a developmental disability.

To improve access to specialized clinical services for adults with developmental disabilities, the ministry launched two new video-conferencing pilot projects to serve remote and rural communities in northwestern and southwestern Ontario. The video-conferencing projects provide clients with clinical assessments, psychiatric and counselling services, and behaviour management programs close to home.

FAMILY RESPONSIBILITY OFFICE

In 2004-05, the ministry continued to make improvements to the Family Responsibility Office to make it work better for Ontario families who are owed court-ordered support payments. These improvements have resulted in improved customer service, stronger tracking tools to locate those who default on their support obligations and more direct contact with new families who are registering with the program. The ministry also began the process of updating the Family Responsibility Office's technology in order to lay the foundation for significant, long-term changes in the office's operations.

In December 2004, the government introduced legislation that would strengthen enforcement, improve fairness and enhance efficiency at the Family Responsibility Office. The proposed legislation complements the government's commitment to implement a new case management system and technology that will further improve the Family Responsibility Office's ability to help Ontario families get the money that they are owed.

ADOPTION DISCLOSURE REFORM

Also in December 2004, the government introduced the first substantive legislative changes to Ontario's adoption information disclosure laws in almost 80 years. The proposed changes would balance improved access to information with new privacy rules for adult adoptees and their birth parents.

The proposed legislation is currently before the Legislature.

TABLE 3: Ministry Expenditures 2004-05

	Ministry Expenditures (\$M) 2004-05
Operating	\$ 6,369
Infrastructure	\$ 20
Staff Strength (as of March 31, 2005)	5,371.1