



# Results-based Plan Briefing Book 2007-08

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Ministry of Community and Social Services

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# Part I: Results-based Plan 2007-08

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Ministry of Community and Social Services



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## Ministry of Community and Social Services Results-based Plan Briefing Book 2007-08

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### RESULTS-BASED PLAN 2007-08

#### MINISTRY OVERVIEW

##### Ministry Vision, Mission/Mandate, Key Priorities & Results

The ministry continues to build thriving and more 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 accomplishes this through policy development and program support for a broad range of services aimed at supporting Ontario's most vulnerable.

Our 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, and
- Collecting and disbursing support payments.

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 developing and implementing 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:

- 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, and
- By First Nations.

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

## **INCOME AND EMPLOYMENT SUPPORTS**

The Ministry of Community and Social Services (MCSS) provides income and employment supports to Ontarians who are most in need.

Ontario Works (OW) provides income assistance to people in financial need, and employment assistance to help individuals move from social assistance to employment. The Ontario Disability Support Program (ODSP) provides income and employment support for people with disabilities.

In 2007-08, the ministry will continue to restore integrity to Ontario'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.

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 workforce.

The ministry will continue to implement new measures to help more social assistance recipients find and keep jobs, and prevent social assistance dependency for low-income families. This will include moving forward with the next round of submissions for the Employment Innovations Fund to engage more employers in expanding job opportunities for people on social assistance.

Ontario's income support programs are integral to the government's priority of building strong communities by providing a basic level of income to help people in need live independently. At the same time, the employment support programs 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. It also 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 funds services for people with special needs, Aboriginal people, women who must leave their home to escape violence, and people who are homeless or otherwise socially disadvantaged.

### **Investing in Stronger Aboriginal Communities**

The ministry continues to support the Aboriginal Healing and Wellness Strategy, a partnership between Ontario and 15 Aboriginal provincial/territorial organizations and independent First Nations. The Strategy focuses on improving the health and well being of Aboriginal communities in Ontario through traditional and culturally appropriate health and healing services.

In 2007-08, the Aboriginal Healing and Wellness Strategy will focus on the renewal of the Strategy for a fourth five-year term.

### **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 2007-08, the ministry will focus on innovative initiatives that facilitate transition from emergency shelter to permanent housing.

The ministry will also continue to help municipalities who offer the domiciliary hostel program to develop, implement, monitor and enforce service standards.

### **Supporting Victims of Domestic Violence**

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

In 2007-08, the ministry will build on its investments in community support, shelter, counseling and second stage housing services for victims of domestic violence.

### **Supporting People who are Deaf or Deafblind**

The ministry funds 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 2007-08, the ministry will continue to transform interpreter and intervenor services to improve equity and access, while improving accountability of services.

### **Updating Ontario's Adoption Information Laws**

During 2007-08, the ministry will continue to implement substantive changes to Ontario's adoption information laws. When fully in place, the legislation will balance greater openness with new privacy protections for adult adoptees and birth parents.

Full implementation of the legislation is expected to occur in fall 2007. Once fully implemented, the new adoption information law will allow adult adoptees and birth parents access to important identifying information, contained in adoption orders and original and substituted birth registrations.

As of January 31, 2007, the government implemented new processes to allow adult adoptees and birth parents the option to place "no contact" notices, and contact preferences on their adoption information files. Processes were also implemented to allow birth parents and adult adoptees to apply to the Child and Family Services Review Board for an order 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 help to strengthen Ontario's people and economy by assisting people to recover from domestic violence, regain control of their lives and move 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 to live, work and participate in a range of community activities, as well as clinical care and personal support services for those who have high support needs.

The ministry is continuing to transform the way it delivers services to people with a developmental disability through 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 2007-08, the ministry's transformation activities will continue to focus on building a strong community-based service system for people who have a developmental disability that is fair, easier to access and sustainable for the long-term. For example, Ontario's Community Networks of Specialized Care will continue to work with local communities and service providers to better coordinate and strengthen specialized supports.

At the same time, the ministry is working closely with families, caregivers and community agencies to provide smooth transitions to community life for residents currently living in the remaining residential facilities.

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 Ontario.

## **FAMILY RESPONSIBILITY OFFICE**

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

In 2007-08, the ministry will implement the final stage of legislative changes coming out of the Family Responsibility and Support Arrears Enforcement Amendment Act, 2005. This includes the authority to suspend hunting and sports fishing licenses of payors who are refusing to make court-ordered child support payments.

The ministry will also implement a new case management business structure that will allow the FRO to move from a reactive to a proactive, client-based approach.

The FRO supports the government's priority of strong people and a 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 DIRECTORATE OF ONTARIO**

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

In 2007-08, the Accessibility Directorate of Ontario will continue its work with a broad range of sectors to create proposed accessibility standards. The first proposed accessibility standard developed under the Accessibility for Ontarians with Disabilities Act, 2005 – customer service – has been completed. The transportation standard will soon be completed and work will continue on developing additional proposed standards.

The ministry is continuing to 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 key performance measures:

### **Developmental Services**

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

### **Customer Service**

- The percentage of women served by the VAW program who have safety plans for themselves and their children will increase in 2007-08.
- The percentage of individuals who are deaf, deafened, hard of hearing or deafblind in Ontario that seek service and that actually receive interpreter or intervenor services. A baseline will be available in 2007-08 at which point targets will be set for the out years.
- The percentage of support orders that are in full or partial compliance is expected to be 67 per cent in 2007-08.

### **Poverty**

- An increase of participants that are leaving Ontario Works with employment earnings and continue to establish a baseline to measure future increases in the number of participants leaving Ontario Works with employment earnings.
- The increase in the number of ODSP recipients with earnings.
- The increase in the average monthly earnings for ODSP cases.

### **Accessibility**

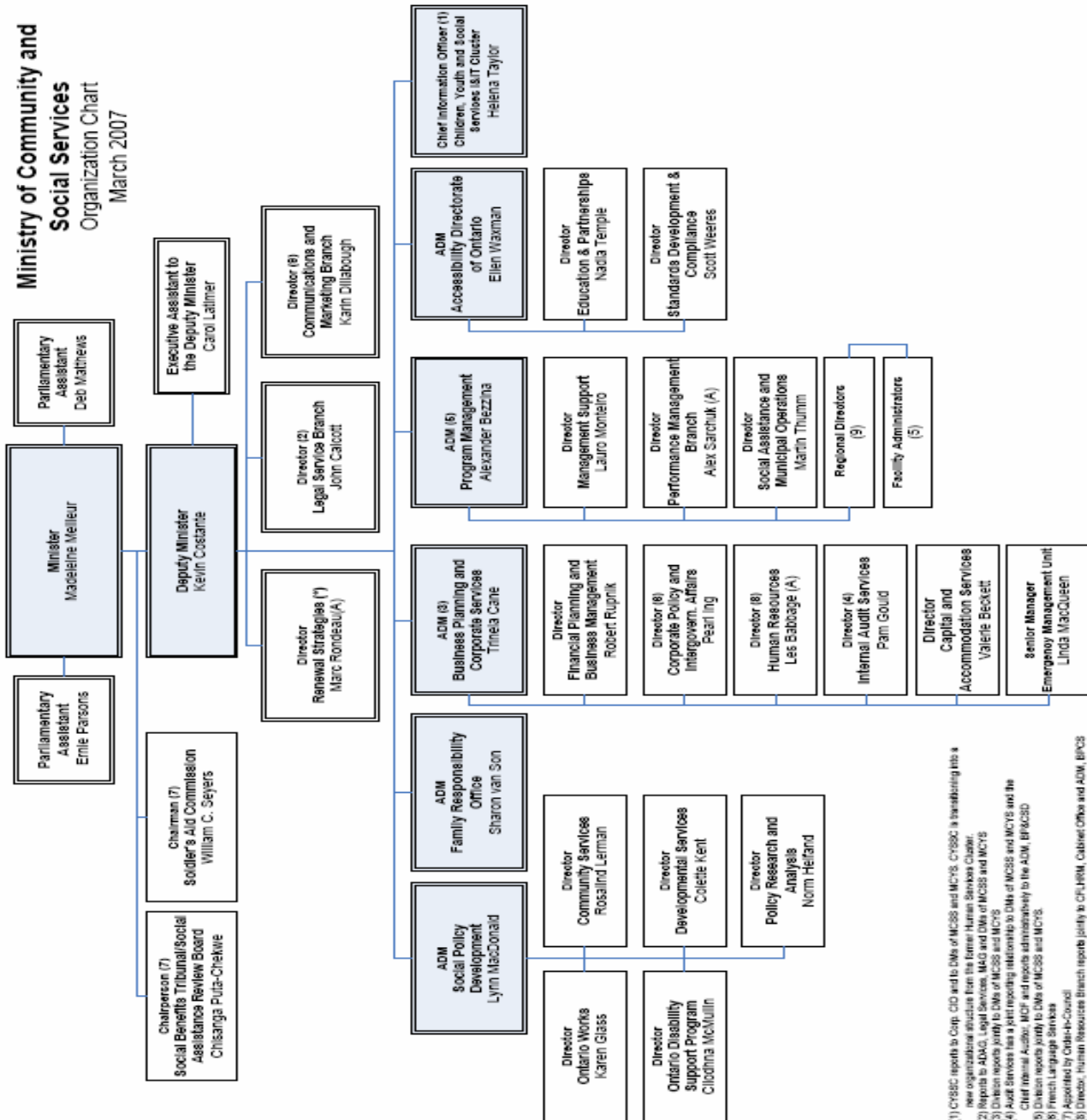
- In 2007-08, the Transportation Standards Development Committee will complete the proposed transportation accessibility standard. MCSS will establish Standards Development Committees to propose standards in information and communications as well as the built environment and employment. A proposed customer service standard will be submitted to the Minister and Cabinet with the intent of having the regulations published in the Ontario Gazette in the summer of 2007.

## **Ministry of Community and Social Services**

# Ministry of Community and Social Services

## Results-based Plan Briefing Book 2007-08

### Ministry of Community and Social Services Organization Chart March 2007



(1) CRIBC reports to CIO and to DMs of MCSB and MCTS. CRIBC is transitioning into a new organizational structure from the former Human Services Cluster.  
 (2) Reports to ADGC, Legal Services, MCO and DMs of MCSB and MCTS.  
 (3) Director reports jointly to DMs of MCSB and MCTS.  
 (4) Audit Services has a joint reporting relationship to DMs of MCSB and MCTS and the Chief Internal Auditor. MCP and reports administratively to the ADM, BPC-SD.  
 (5) Director reports jointly to DMs of MCSB and MCTS.  
 (6) French Language Services.  
 (7) Appointed by Order-in-Council.  
 (8) Director, Human Resources Branch reports jointly to CIO, HRM, Cabinet Office and ADM, BPCS.  
 (9) Director, CMB dual reporting to DM and the DM Communications, Cabinet.  
 (\*) Temporary Position.

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**Ministry of Community and Social Services**  
**Results-based Plan Briefing Book 2007-08**

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**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 1965 Indian Welfare Agreement and the Labour Market Agreement for Persons with Disabilities, for selected programs. For the 2007-08 fiscal year, federal funding under these agreements is:

**Cost Sharing with the Federal Government**

	<u>CASH</u>	<u>PSAB</u>
<b><i>1965 Indian Welfare Agreement</i></b>		
Ontario Works	\$71,573,000	\$67,383,000
<b><i>Subtotal</i></b>	<b><i>\$71,573,000</i></b>	<b><i>\$67,383,000</i></b>
<b><i>Labour Market Agreement for Persons with Disabilities</i></b>		
Employment Services and Supports	\$25,706,000	\$25,706,000
Developmental Services	\$12,500,000	\$12,500,000
<b><i>Subtotal</i></b>	<b><i>\$38,206,000</i></b>	<b><i>\$38,206,000</i></b>
<b>Total</b>	<b><i>\$109,779,000</i></b>	<b><i>\$105,589,000</i></b>



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## Ministry of Community and Social Services

### Results-based Plan Briefing Book 2007-08

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#### 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

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**Ministry of Community and Social Services**
**Results-based Plan Briefing Book 2007-08**


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**Agencies, Boards and Commissions**

	<b>2007-08 Estimates \$</b>	<b>2006-07 Interim Actuals \$</b>	<b>2005-06 Actuals \$</b>
Social Benefits Tribunal/Social Assistance Review Board*	5,063,500	6,438,286	6,174,017
Soldiers' Aid Commission	253,200	253,200	153,200

\* **The Social Benefits Tribunal (SBT)** hears appeals of decisions made under the *Ontario Works Act, 1997*, and the *Ontario Disability Support Program Act, 1997*. The Tribunal was established in June 1998.

**The Social Assistance Review Board (SARB)** hears 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 continuing to decline. 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.

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**Ministry of Community and Social Services**  
**Results-based Plan Briefing Book 2007-08**

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**Ministry Planned Expenditures 2007-08**

	<b>Ministry Planned Expenditures 2007-08 (\$M)</b>
Operating	7,331
Infrastructure	25
BPS Consolidation	(13)

**TABLE 2: Ministry Planned Expenditures by Program Name 2007-08**

**Ministry of Community and  
Social Services\***

Operating \$7,331 million  
Infrastructure \$25 million

**Ministry  
Administration  
Services**

Operating \$34 million

**Adults' Services**

Operating \$7,297 million  
Infrastructure \$25 million

\* Broader Public Sector Consolidation is reported by Ministry total and not by program.

**Ministry of Community and Social Services  
Results-based Plan Briefing Book 2007-08**

**Mandate**

The mandate of the Ministry of Community and Social Services is to promote vital and inclusive Ontario communities by delivering and funding services that help people achieve their potential, resilience, and improve their quality of life.

**Overall Summary (Operating and Infrastructure)**

Description	2007-08 Estimates \$	Change from 2006-07 Estimates		2006-07 Estimates* \$	2006-07 Interim Actuals* \$	2005-06 Actuals* \$
		\$	%			
Ministry Administration	34,083,300	(262,800)	(0.8%)	34,346,100	29,025,299	28,827,695
Adults' Services	7,304,999,200	211,077,600	3.0%	7,093,921,600	7,149,319,272	6,684,517,892
<b>Total Ministry</b>	<b>7,339,082,500</b>	<b>210,814,800</b>	<b>3.0%</b>	<b>7,128,267,700</b>	<b>7,178,344,571</b>	<b>6,713,345,586</b>
Less: Special Warrants	0	0	-	0	0	0
<b>Total to be Voted</b>	<b>7,339,082,500</b>	<b>210,814,800</b>	<b>3.0%</b>	<b>7,128,267,700</b>	<b>7,178,344,571</b>	<b>6,713,345,586</b>
Statutory Appropriations	15,278,540	(3,084,398)	-16.8%	18,362,938	18,367,300	19,360,053
<b>Total Operating and Infrastructure</b>	<b>7,354,361,040</b>	<b>207,730,402</b>	<b>2.9%</b>	<b>7,146,630,638</b>	<b>7,196,711,870</b>	<b>6,732,705,639</b>
Consolidation	(13,261,000)	(1,005,000)	8.2%	(12,256,000)	(13,694,767)	(14,369,050)
<b>Total Operating and Infrastructure including Consolidation</b>	<b>7,341,100,040</b>	<b>206,725,402</b>	<b>2.9%</b>	<b>7,134,374,638</b>	<b>7,183,017,103</b>	<b>6,718,336,589</b>

**Assets**

Description	2007-08 Estimates \$	Change from 2006-07 Estimates		2006-07 Estimates \$	2006-07 Interim Actuals \$	2005-06 Actuals \$
		\$	%			
Adults' Services	22,630,600	3,773,300	20.0%	18,857,300	18,853,300	19,759,300
<b>Total Ministry Assets</b>	<b>22,630,600</b>	<b>3,773,300</b>	<b>20.0%</b>	<b>18,857,300</b>	<b>18,853,300</b>	<b>19,759,300</b>
Less: Special Warrants	0	0	-	0	0	0
<b>Total Assets to be Voted</b>	<b>22,630,600</b>	<b>3,773,300</b>	<b>20.0%</b>	<b>18,857,300</b>	<b>18,853,300</b>	<b>19,759,300</b>

\* Historical data has been restated to reflect the transfer of programs to and from other ministries, the realignment of ministry activities, e-Ontario funding, and for Supplementary Estimates.





# APPENDIX I: Annual Report 2006-07 and Annual Report 2005-06

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Ministry of Community and Social Services

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## ANNUAL REPORT 2006-07

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### **Income and Employment Supports**

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

Ontario Works provides income assistance and employment assistance to people in temporary 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 continued 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 increased 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 also provided 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 eliminated more unnecessary, unproductive rules and regulations, especially those that act as barriers or disincentives for people to get back into the workplace.

The ministry's transformation of Ontario's social assistance programs continued with new measures that help more social assistance recipients find and keep jobs, and prevent social assistance dependency for low-income families. This included a new Employment Innovations Fund that engages employers to expand job opportunities for people on social assistance.

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 bolster 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.

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## ANNUAL REPORT 2006-07

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### **SOCIAL AND COMMUNITY SERVICES**

The ministry provided effective and accountable social and community services for people who are most in need, and invested in prevention and early intervention services to help people maintain housing, personal security and independence.

#### **Investing in Stronger Aboriginal Communities**

The ministry continued its support for the Aboriginal Healing and Wellness Strategy, a partnership between the province and 15 Aboriginal provincial/territorial organizations and independent First Nations. The Strategy focuses on improving the health and well being of Aboriginal communities in Ontario through traditional and culturally appropriate health and healing services.

In 2006-07, the Aboriginal Healing and Wellness Strategy implemented demonstration projects focused on improving mental health services.

#### **Preventing and Addressing Homelessness**

To assist people who are facing a housing crisis, the ministry continued to support municipalities to provide a range of services that help people who are homeless or at risk of becoming homeless. This included 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 focused new investments in homelessness prevention on innovative initiatives that move people from emergency shelter to permanent housing.

The ministry also provided \$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 increased supports and services for women and their children who are fleeing domestic violence in support of the government's Domestic Violence Action Plan.

In 2006-07, the ministry built on its investments in community support, shelter, counseling and second stage housing services for victims of domestic violence. The ministry also added \$1 million more for counseling and support services for women who will reside in one of the 500 housing units dedicated specifically to victims of domestic violence under Ontario's Affordable Housing Program.

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## ANNUAL REPORT 2006-07

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### **Supporting People who are Deaf or Deafblind**

The ministry increased funding by \$11 million 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 continued to transform interpreter and intervenor services to improve equity and access to services, while improving accountability of services.

### **Updating Ontario's Adoption Information Laws**

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

Full implementation of the legislation is expected to occur in fall 2007. Once fully implemented, the new adoption information law will allow adult adoptees and birth parents access to important identifying information contained in adoption orders and birth registrations.

Adult adoptees and birth parents have the option now of placing "no contact" notices and contact preferences on their adoption information files. Birth parents and adult adoptees can also apply to the Child and Family Services Review Board for an order 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.

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## ANNUAL REPORT 2006-07

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### 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 focused on building a strong community-based service system. Ontario's new Community Networks of Specialized Care are working with local communities and service providers to better coordinate and strengthen specialized supports.

In addition, the government increased 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 continued to work with families, caregivers and community agencies to provide smooth transitions to community life for residents currently living in institutional care.

The ministry consulted on the transformation of developmental services to create a new vision for a fair, easier to access and sustainable system for the long-term.

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 RESPONSIBILITY OFFICE

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

In 2006-07, the FRO launched [www.goodparentspay.com](http://www.goodparentspay.com), a new website that will help locate parents who are not paying their court-ordered support. The ministry also implemented the next stage of legislative changes coming out of the Family Responsibility and Support Arrears Enforcement Amendment Act, 2005. These included giving the FRO 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 FRO to enforce a lower amount of support when the number of children entitled to support under a Child Support Guidelines order decreases.

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## **ANNUAL REPORT 2006-07**

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FRO is moving forward with the implementation of the case management business model with integrated and multi functional teams responsible and accountable for comprehensive case management. FRO is undergoing significant organizational and business process changes in order to have an effective and sustainable service delivery model.

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 DIRECTORATE OF ONTARIO**

The ministry promotes 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 worked with a broad range of sectors to create the first two Standards Development Committees – transportation and customer service – under the Accessibility for Ontarians with Disabilities Act, 2005. The proposed customer service standard was submitted to the Minister following its unanimous adoption by the Standards Development Committee late in February 2007. The ministry also completed public recruitment and established an Information and Communications Standards Development Committee which will meet for the first time in April 2007. The Transportation Standards Development Committee continues to meet and is expected to come forward with an initial proposed standard during the Spring of 2007.

The ministry developed seven successful strategic partnerships with private sector organizations and a public education program to raise awareness about the benefits of accessibility and the requirements of the AODA. In addition, sector-specific products such as an e-learning module on accessible customer service were created to support sector-readiness and implementation of accessibility standards.

In preparation for AODA implementation, the ministry has developed a compliance assurance framework within an enterprise-wide implementation strategy.

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**ANNUAL REPORT 2006-07**


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**Ministry Interim Expenditures 2006-07**

	<b>Ministry Interim Expenditures 2006-07* (\$M)</b>
Operating	7,115
Infrastructure	81
BPS Consolidation	(14)
Staff Strength (as of March 31, 2007)	5,588.3 Full-time equivalents

\* The 2006-07 Expenditures are restated to reflect transfers with other ministries as approved in the 2007-08 Estimates.

## **ANNUAL REPORT 2005-06**

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### **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 are in temporary financial need. The Ontario Disability Support Program provides income support for people with disabilities and employment supports for those who can and want to work.

In 2005-06, the ministry focused 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 continued 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 continued its support for the Aboriginal Healing and Wellness Strategy, a partnership between the province and 15 Aboriginal provincial/territorial organizations and independent First Nations. The Strategy focuses on improving the health and well being of Aboriginal communities in Ontario through traditional and culturally appropriate health and healing services.

The Strategy's investment priorities for 2005-06 included implementation of mental health demonstration projects and improving mental health services.

#### **Helping the Homeless**

The ministry continued its work with municipalities to support people who are homeless or at risk of becoming homeless, 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 consolidated five existing homelessness prevention programs to reduce the administrative burden and give municipalities more flexibility to meet the distinct needs of their communities.



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### **Supporting Victims of Domestic Violence**

Through the Domestic Violence Action Plan, the ministry continued to invest in a comprehensive approach to addressing the violence against 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 improved community supports including counseling, shelters and second stage housing for women and their children who are victims of domestic violence. Additional investments helped 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, deafened, hard of hearing or deafblind.

In 2005-06, investments were made to provide community interpreter and intervenor services to more people and increase the amount of service an individual receives so that they can live with greater independence. The ministry also began the transformation of programs and services to improve equity and access of services in 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, were considered by the Ontario Legislature. The proposed legislation 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.

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.

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### **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 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 continued its work with stakeholders to transform the way it delivers services to adults with a developmental disability. This included new investments in community-based services and accommodations. The ministry also launched 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 continued 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 (FRO) enforces court-ordered support payments to help families get the support they are entitled to. In 2005-06, the FRO continued to make its operations work better for Ontario families.

The government introduced the Family Responsibility and Support Arrears Enforcement Amendment Act, 2005 which would increase enforcement, improve fairness and enhance efficiency at the FRO. The ministry also continued to implement a new case management system that will further transform operations and improve client services and enforcement.

The work of the FRO 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.

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**Ministry Expenditures 2005-06**

	<b>Ministry Expenditures 2005-06*</b> <b>(\$M)</b>
Operating	6,697
Infrastructure	36
BPS Consolidation	(14)
Staff Strength (as of March 31, 2006)	5,531.3 Full-time equivalents

\* The 2005-06 Expenditures are restated to reflect transfers with other ministries as approved in the 2007-08 Estimates.