

**Canada-Ontario Labour
Market Agreement
For Persons with Disabilities**

2005-06 Annual Report

December 2006

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A Message from Madeleine Meilleur, Minister of Community and Social Services

On behalf of the government of Ontario, I am pleased to present our 2006 Annual report of programs and services cost-shared under the Ontario-Canada Labour Market Agreement for Persons with Disabilities.

Since the inception of this agreement with the federal government in May 2004, Ontario has made great advancements towards improving accessibility for Ontarians with disabilities.

Our ground-breaking legislation, the Accessibility for Ontarians with Disabilities Act, 2005, is guiding our progress to a more accessible Ontario by 2025.

The programs and services under this agreement are breaking down barriers and improving the employment opportunities for people with disabilities. With improvements in employment training and vocational and life skills support, Ontarians with disabilities are increasingly pursuing career opportunities, as well as participating in their communities.

This report is a synopsis of employment-related programs and services that Ontario provides to people with disabilities. These programs represent just some of the many initiatives Ontario is pursuing to remove barriers to employment and to continue to improve accessibility for people with disabilities.

Our government believes that accessibility is a win-win for all of us. That is why it is so important that we continue the work in our communities to improve access to employment opportunities for people with disabilities and to promote accessibility in everything we do.

Madeleine Meilleur
Minister of Community and Social Services

Introduction

The Canada-Ontario Labour Market Agreement for Persons with Disabilities (LMAPD) was signed in May 2004. Under this agreement, Canada and Ontario cost share 18 employment-related programs for people with disabilities funded through the Ministries of Community and Social Services, Health and Long-Term Care, and Training, Colleges and Universities.

Federal/Provincial/Territorial Governments committed to reporting annually on programs and services funded under this framework. Each year the Province of Ontario releases an annual report which highlights Ontario's achievements in helping people with disabilities access the necessary tools they need to obtain and maintain meaningful employment.

The goal of the Labour Market Agreement for Persons with Disabilities is to improve the employment situation of persons with disabilities. To attain this goal, the following objectives are being pursued:

- Enhancing the employability of persons with disabilities;
- Increasing the employment opportunities available to persons with disabilities; and
- Building on the existing knowledge base of research, best practices, data collection practices and program evaluation.

In Unison: A Canadian Approach to Disability Issues marked the federal/provincial/territorial governments' commitment towards achieving their shared vision of full inclusion of people with disabilities in their communities and in society.

Employment is one of the pillars of full inclusion of people with disabilities into society. Many people with disabilities can and want to work, but still face barriers that prevent them from realizing their full potential.

This year's annual report presents an overview of each of the programs cost-shared under this agreement, and societal indicator data, as well as participant data highlighting the achievements made by people with disabilities as a result of the programs and services offered in Ontario.

Data Sources

The 2003-04 baseline report presented societal indicators using data from the Participation and Activity Limitation Survey. The 2004-05 Annual Report used another important Statistics Canada survey, the Survey of Labour and Income Dynamics (SLID), to present societal indicators. The 2005-06 Annual Report continues to use SLID data as it is conducted annually and is a rich source of information about income, employment, education and other topics for the adult Canadian population. Another important feature of using the SLID data is that it tracks the same individuals over a period of time, thus in some cases it may permit the reporting of trends.

It is also important to remember that SLID data are affected by a wide array of factors that are beyond the scope of the LMAPD. Because the general societal indicators do not show the degree to which LMAPD initiatives are responsible for affecting trends, we need to be careful of drawing conclusions about the link between the data and the effectiveness of the programs and services funded under the Agreement. Also, the data are based on self-reporting and therefore may not be comprehensive.

Cost-Sharing Under the Agreement

The Canada-Ontario Labour Market Agreement for Persons with Disabilities was signed in 2004, and extended for one year in March 2005. Under the Agreement the federal government agreed to share up to 50% of the cost of programs and services that meet the objectives of the Agreement. Discussions on extending the Agreement beyond March 2007 are currently underway.

In 2005-06, Ontario spent a total of \$154.2 million on programs and services funded under the LMAPD agreement, of which the federal contribution was \$76.4 million.

Section 1: Ministry of Community and Social Services

➤ **Ontario Disability Support Program – Employment Supports**

The employment supports component of the Ontario Disability Support Program (ODSP) is a customer choice driven program that focuses on removing disability-related barriers to competitive employment. The goal is to help people with disabilities find competitive employment or maintain their jobs in crisis situations where their job is at risk because of their disability.

Eligible clients can choose from a range of supports, such as job placement, job retention, employment preparation and planning assistance, skills training, job coaching, interpreter/intervenor services, adaptive software and mobility devices and workplace accommodation assistance. The client selects the specific goods and services he or she needs, as well as the supplier. The supports are identified in an employment plan, which also states the client's employment goal and the specific disability-related barriers to reaching that goal.

From the start of the program in 1999 to 2006, employment supports has served 30,893 clients. Of these, 27,188 have completed the program, while 8,143 were able to obtain employment and 1,620 were able to maintain employment.

2005-2006 activities:

- ✓ Employment supports served 9,120 clients.
- ✓ 5,415 clients completed programs or services.
- ✓ 2,086 clients obtained or maintained employment.

➤ **Supported Employment Programs**

Supported employment programs help people with physical and developmental disabilities who need extra assistance to adjust to employment, whether it be physically adapting to a workplace, responding to new stresses and challenges on the job, or simply becoming accustomed to the daily demands of working.

2005-2006 activities:

- ✓ Supported employment programs served 272 clients with physical disabilities and 2,589 clients with developmental disabilities.
- ✓ 1,537 clients with developmental disabilities successfully completed a supported employment program.
- ✓ 605 clients with developmental disabilities obtained or maintained employment as a result of a supported employment program.

➤ **Ontario Works Addiction Services**

The objective of the Ontario Works Addictions Services Initiative (ASI) is to improve participants' employability by facilitating access to addiction treatment for those individuals whose substance abuse is a barrier to employment. Many ASI participants have multiple barriers to employment.

The program has three elements: screening, assessment and treatment for substance abuse. Referrals take place where there are reasonable grounds to believe that a participant's substance use may be a barrier to employment and when participants come forward voluntarily. Caseworkers refer participants to specialized staff, who complete a screening process with the participant. If the screening process indicates the presence of addiction as a barrier, the participant is referred for assessment and treatment at a community addiction services agency.

The ASI is currently operating in 14 municipalities, five of which were approved in 2005-06. The Municipality of Chatham-Kent, the City of London, the City of Ottawa, the Regional Municipality of Peel, and the Counties of Wellington-Dufferin began intake in early 2006.

People receiving income support from the ODSP may also voluntarily participate in the program.

2005-2006 activities:

- ✓ Addiction Services Initiative served 1,576 clients.
- ✓ There is no set length of stay for clients in the ASI program.
- ✓ 184 clients obtained or maintained employment.

Please note that 75 per cent of the Ontario Works Addiction Services Initiative is cost-shared under the LMAPD agreement. This reflects the approximate portion of program spending that is targeted to employment supports.

➤ **Foundations Program**

Created in 2000, the Foundations program is a transition program for young adults who have a developmental disability and are leaving school. The key objective of this program is to help young people and their families make plans that lead to a successful transition from school to community-based activities, community living and/or work opportunities.

The program is administered by an approved transfer payment agency and offers innovative supports for participants using community partnerships. Participants are exposed to a variety of experiences that focus on continuing education and personal growth and development needed by each individual to achieve his/her goals for community living.

Key program elements include individualized approaches that promote greater independence, community partnerships and meaningful participant and family involvement in the design and delivery of time-limited transitional supports.

Objectives include:

- Improving the quality of community participation by focusing on informed choice, contribution and meaningful involvement
- Increasing the number of people (who have completed school) who receive appropriate cost-effective supports, both from the service system and from the community at large
- Removing barriers and disincentives to inclusion
- Promoting continuing education and personal development
- Supporting families
- Helping people move towards appropriate cost-effective day activities and/or employment based on their distinct needs and abilities. For some participants this may include employment for remuneration; for others, this may include transition to supported vocational alternatives, life skills and/or recreational programs
- Facilitating participant transition into and out of the program and linkages to other services that promote community participation

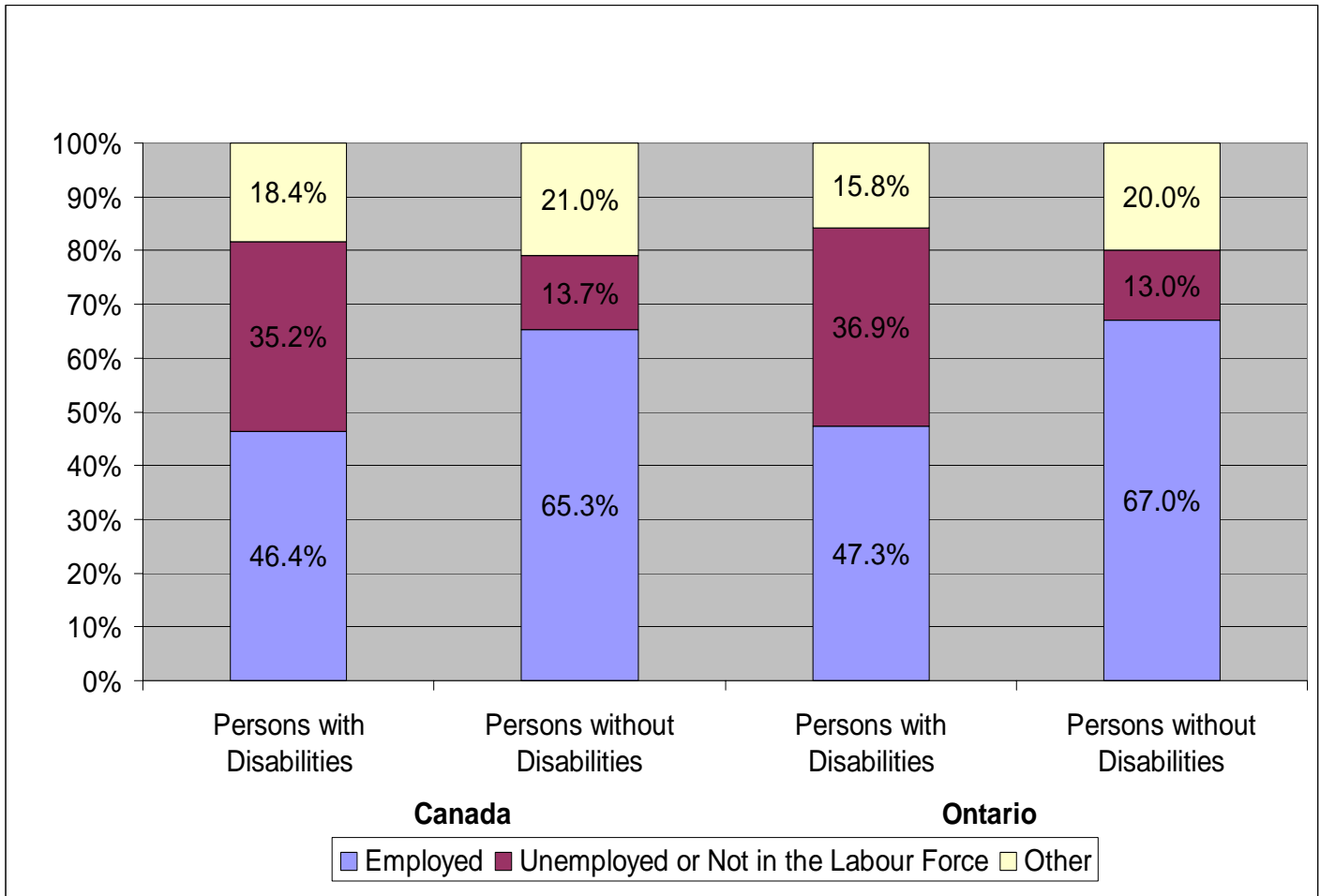
This program is targeted at young adults who have a developmental disability who have: graduated from secondary school, are living at home with their families or in other living arrangements including group homes, supported independent living or with a Family Home provider (however, priority is given to individuals who are living at home with their families), in need of assistance to transition from school to the next phase of their lives.

2005-06 Activities:

- ✓ Foundations served 3,414 clients.

Please note that 60 per cent of total spending for the Foundations program is cost-shared under the LMAPD agreement.

Labour Force Activity



Source: Statistics Canada, 2004. Survey of Labour and Income Dynamics, 2004. ¹

The above chart shows that a larger percentage of persons with disabilities in both Ontario and Canada are not in the labour force when compared with the rest of the population.

Earnings for People with Disabilities²

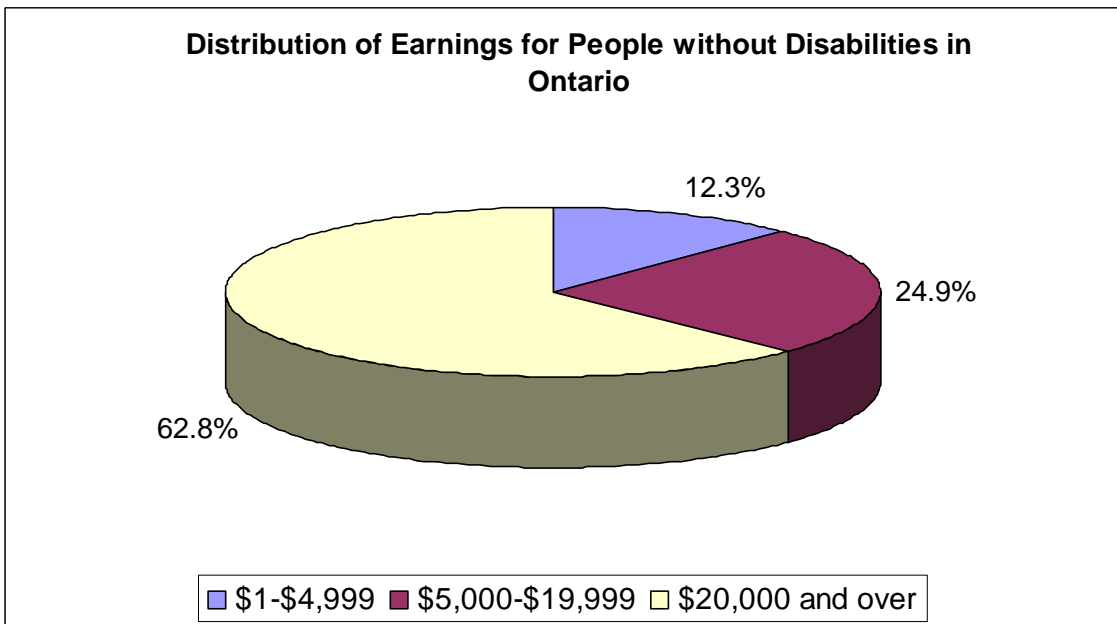
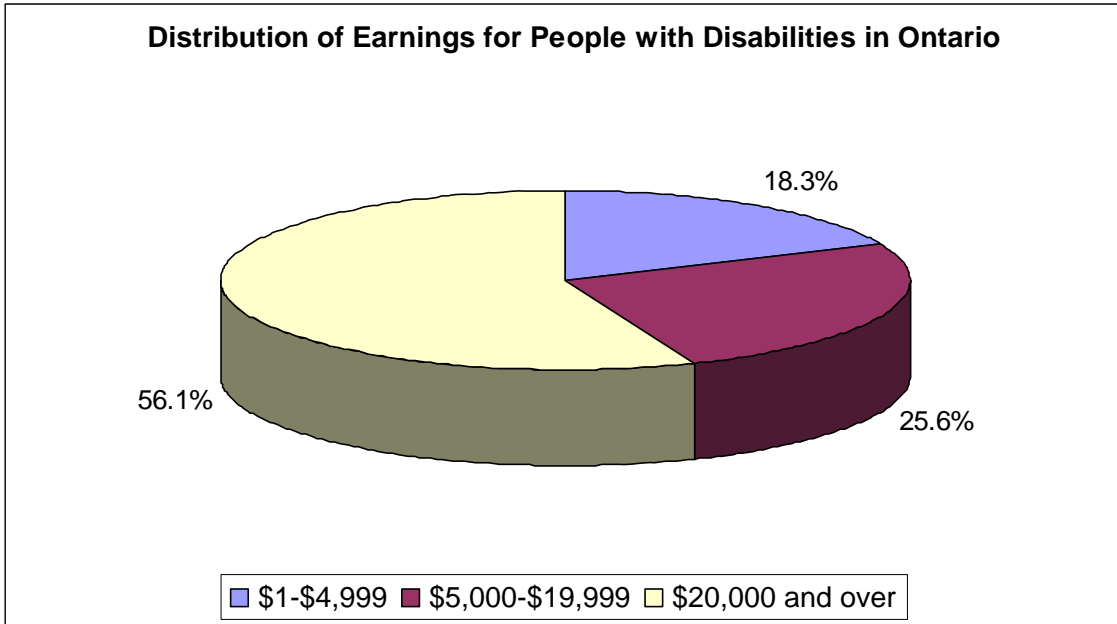
A disproportionately high number of people with disabilities in Ontario, as in the rest of the country, have no employment earnings. In 2004, 64 per cent of people with disabilities in Ontario reported earnings as a result of employment, compared to 87 per cent of non-disabled individuals who reported earnings as result of employment.

¹ Employed = people employed full-time and full-year. Other = employed part-time and/or part-year, or non-responsive. This approach provides a conservative or somewhat understated picture of overall employment experience.

² Earnings refers to any income earned as a result of employment, including self-employment. It does *not* include income from social assistance, investments, etc.

For those who do work, average earnings are lower among people with disabilities as compared to the rest of the population. The average earnings of people with disabilities in Ontario who are employed is \$32,100 while non disabled people average \$38,200.

The charts below show the income level breakdown of persons with disabilities who received income as a result of employment in 2004 as compared to people without disabilities in Ontario.



Source: Statistics Canada, 2004. Survey of Labour and Income Dynamics, 2004

Section 2: Ministry of Health and Long-Term Care

➤ **Alcohol and Drug Programs**

Alcohol and drug programs are funded by the Mental Health and Addiction branch, Ministry of Health and Long-Term Care. All programs are funded through transfer payments to independent agencies. Services include:

- Non-medical withdrawal management services that allow clients to participate in other services in the continuum of addiction treatment.
- Non-residential services, including individual, group, day/evening counselling and programming that assist clients to develop the skills required to manage their addictions, related problems and lifestyles. Assessment services, often delivered on a non-residential basis, involve an in-depth assessment of the client's ability to be successful in addiction treatment and referral to the type of services where the client is likely to receive the most appropriate treatment. Ontario has implemented standardized assessment tools for all clients and programs.
- Residential services, including those that assist clients to develop the skills required to manage their addictions, as well as related problems in order to maintain substance-free lifestyles. Recovery homes include addiction treatment and practical programming such as lifeskills and pre-vocational training.

The key objective of all drug and alcohol programs is for employed clients to maintain their employment status and for unemployed clients to receive lifeskills and pre-vocational programming, thereby enhancing their employability.

2005-2006 activities:

Statistics on Unduplicated Clients

(carryovers plus new admissions - who were treated during April 1, 2005 – March 31, 2006 in Addiction Program - LMAPD Agencies).

| 2005-06 | Non-Residential Services | Residential Services** | Withdrawal Management*** |
|--|---------------------------------|-------------------------------|---------------------------------|
| Number of individuals (unduplicated # of clients) receiving services | 46,574 | 8,888 | 16,722 |
| Number of individuals employed at admission* | 23,733 | 3,130 | 5,865 |
| Number of individuals discharged in 05/06 | 35,533 | 7,502 | 15,141 |
| Number of individuals discharged because they completed service plan | 17,031 | 4,935 | 8,259 |

* *Employed includes (Self) Employed full/part time and student/retraining*

** *Includes Recovery Homes (Supportive Housing)*

*** *Includes community and residential withdrawal management services*

Note: the above numbers are based on the number of clients receiving addiction treatment at agencies that are part of the LMAPD cost-sharing agreement. The data have been compiled by the Drug and Alcohol Treatment Information System (DATIS), a provincial client information system.

Please note that 21.3 per cent of total spending for alcohol and drug programs is cost-shared under the LMAPD agreement.

➤ **Community Mental Health Programs**

The Ministry of Health and Long-Term Care funds a variety of programs that provide employment services to people with serious mental illness. Services are provided directly, in the case of provincial psychiatric hospitals (two of three divested in 2005/06), or through third parties, which include general hospitals and community mental health agencies.

The following key elements of employment supports are delivered in the various settings described above:

- *Supports to Sustaining Education / Employment*
The goal is to provide support as required to ensure that consumers can keep their jobs or remain in their chosen educational program.

Key features include education or problem solving for consumers, employers, and co-workers as well as co-ordination and advocacy to ensure consumers have access to necessary community supports, including income, housing, counselling and medical benefits.

- *Job Development / Creation / Employer Outreach*

The goal of this service is to increase the overall number of employment opportunities available, and improve consumers' access to those opportunities. Employment opportunities include paid temporary employment and permanent jobs.

Jobs may be created through the development of a consumer-operated alternative business, an agency-sponsored business or another enterprise. Outreach, education and support are provided to employers who may be interested in hiring people with mental illness.

- *Skills Development / Training / Education*

To develop the general and/or technical skills that consumers need to succeed in their chosen job search, or to pursue their chosen educational goals, clients participate in skills development, training and education.

Key features include teaching generic skills, such as getting organized for work or getting along with colleagues, as well as specific technical skills, such as operating a cash register or a computer software program. These services may be delivered through volunteering, job coaching in unpaid or paid temporary placements with employers, or through educational programs or apprenticeships.

- *Skills Training on the Job*

Skills training on the job is designed to develop an individual's general and/or technical job skills during paid permanent employment.

Training can be delivered by a job coach, supervisor or colleagues at a local business, consumer-operated business or agency-sponsored business.

- *Job Search Skills / Job Placement*

Job Search Skills programs teach people how to prepare resumes and how to conduct themselves during job interviews. Job Placement programs approach prospective employers, attempt to match consumers to jobs, and help consumers prepare for employment interviews. Agencies and programs may provide one or both components of this core support element.

- *Employment Planning / Career Counselling*
Employment planning and career counselling is designed to help people to develop a vocational or employment plan that leads either to further education, or to entry into the labour market.

A thorough assessment of aptitudes, abilities and interests as well as the local employment market is conducted before the development of an employment plan.

- *Supported Education*
Supported education helps consumers develop a vocational goal which may involve finding employment or pursuing further education.

Support may be delivered through a range of activities, such as providing instruction in English as a Second Language, academic upgrading and/or remediation, and sessions on career planning.

- *Leadership Training*
Leadership training teaches mental health consumers the skills they need to take on a leadership role in creating and running a consumer-operated alternative business, or an agency-sponsored business.

This may involve mentoring and job shadowing, or training consumers/survivors in community development techniques. The expertise of local employers represents a vital resource for leadership training.

- **Employment-Related Programs in Provincial Psychiatric Hospitals**

Inpatient and outpatient programs in psychiatric hospitals offer the following services: skills development/training, job placement, job development/creation, employment planning/career counselling and skills training on the job, as per the above descriptions. The objective of these programs is to assist people with serious mental illness to prepare for, obtain and maintain employment.

2005-2006 activities:

- ✓ These programs served 1,247 clients.
- ✓ 475 clients completed programs or services.
- ✓ 219 clients were able to obtain employment.
- ✓ 231 clients were able to maintain employment.

- **Supported Employment**

Supported employment and other employment-related services are offered by a variety of agencies and businesses in the community that focus on meeting the needs of people with serious mental illness. Agency-sponsored businesses are owned and operated by mental health agencies to provide rehabilitation and employment for people with serious mental illness. These kinds of businesses offer employment opportunities which pay employees minimum wage or higher.

As well, some community agencies focus exclusively on providing employment supports to people with mental illness while other agencies offer additional services such as case management, which may include an employment support component. The overall objective of these programs is to increase employability by helping individuals to prepare for, obtain and maintain employment.

2005-2006 activities:

- ✓ Supported employment served 5,826 clients.
- ✓ 1,688 clients completed the program.
- ✓ 2,053 clients were able to obtain employment.
- ✓ 1,146 were able to maintain employment.

- **Supported Education**

Supported education programs operate within the community college system. The programs are offered to people with serious mental illness who are interested in furthering their education and/or finding employment. Services include providing instruction in English as a second language, academic upgrading, career planning and on-site support. The objective is to help individuals develop a vocational goal.

2005-2006 activities:

- ✓ Supported education served 281 clients.
- ✓ 161 clients completed the program.
- ✓ 84 clients were able to obtain employment.
- ✓ 38 were able to maintain employment.

- **Consumer-Operated Alternative Businesses**

Alternative businesses are developed and operated by consumer employees. The businesses offer full time and part-time employment at market rate or higher. The services provided include job development, work adjustment, job placement and supported employment. Self-

employment development opportunities also exist for consumers who want to earn income through independent contract work.

2005-2006 activities:

- ✓ Alternative businesses served 451 clients.
- ✓ 70 clients completed the program.
- ✓ 393 clients were able to obtain employment.
- ✓ 284 were able to maintain employment.

➤ **Attendant Services**

Program objective is to assist people with physical disabilities who require attendant services, including support at work to maintain paid employment and/or while attending an adult education program to obtain a degree or certificate.

Attendant services include:

- Lifting and transferring;
- Dressing/undressing;
- Washroom assistance including toileting, emptying leg bag, bathing and washing;
- Assistance with eating; and
- Other activities consistent with helping an individual prepare for a work day or classroom.

Eligibility Criteria:

- Insured under the Health Insurance Act of Ontario; and
- 16 years of age or older; and
- Able to direct their own personal support and homemaking services; and
- Unable to have their needs met through other existing programs or services.

Attendant services are provided through three program streams:

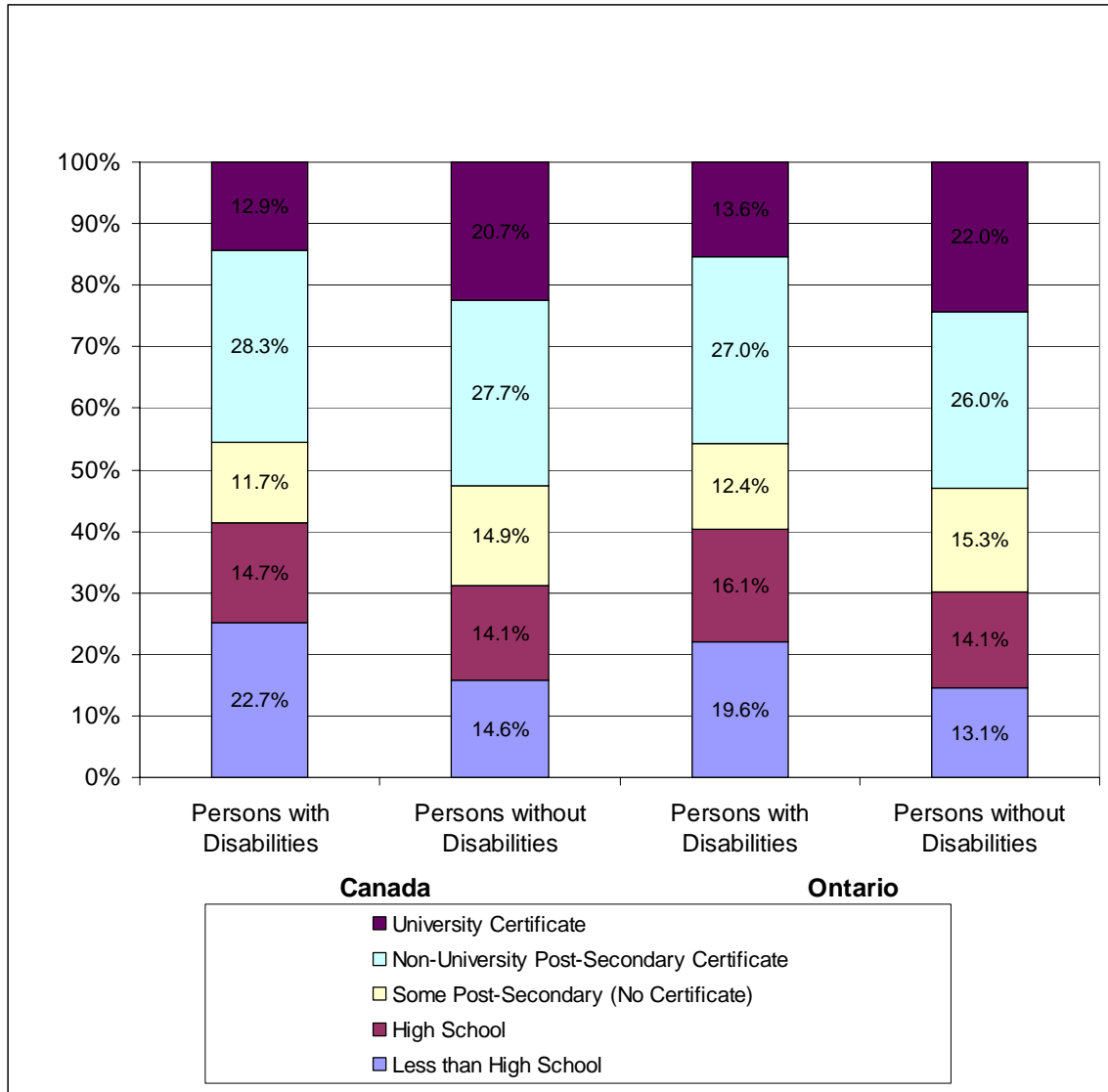
1. Attendant services in supportive housing (on-site pre-scheduled and on-call service availability 24 hours a day);
2. Attendant outreach services (pre-scheduled attendant services generally available from early morning to late evening); and
3. Direct funding – self-managed attendant services (participant is provide funding in lieu of attendant services and uses the funding to employ attendants).

2005-2006 activities:

- ✓ Attendant services served 440 clients³

³ Approximately 6,000 clients are served each year in all attendant services programs. 440 represents the number of clients who received attendant services in the workplace or at a post secondary educational facility in support of a program leading to a degree, or certificate.

Highest Level of Education Attainment



Source: Statistics Canada, 2004. Survey of Labour and Income Dynamics, 2004.

Note: percentages do not total one hundred as some individuals did not respond to this question.

The above chart illustrates that a greater percentage of persons with disabilities did not complete high school, compared to the rest of the population. In addition, fewer persons with disabilities obtained university certificates, compared with the rest of the population.

Section 3: Ministry of Training, Colleges and Universities

A broad range of programs and services at the post-secondary level have been identified for cost-sharing. These programs and services assist students as they work towards the successful completion of their post-secondary education, thus enabling them to obtain and maintain meaningful employment.

➤ **Accessibility Fund for Students with Disabilities**

Funding is provided to colleges and universities to assist them in meeting their obligations under the Ontario Human Rights Code to make their programs and services accessible to students with disabilities. This funding is intended to supplement any expenditures colleges and universities make from their general revenues to meet their legal obligations.

2005-2006 activities:

- ✓ The number of clients served is expected to be reported in the annual report to the Ministry of Training, Colleges and Universities in December 2006.

➤ **Print-Alternate Materials Fund**

This fund covers expenses that occur with providing print-alternate materials for students with disabilities in colleges and universities.

2005-2006 activities:

- ✓ The print-alternate materials fund served 425 clients.

➤ **Educational Support Services**

- **George Brown College Support Services for the Hearing-Impaired**
These funds are administered by George Brown College to provide support services, including sign-language interpreters, to deaf, deafened and hard of hearing students at colleges in the Greater Toronto Area (GTA) and those in special programs offered at George Brown College.

2005-2006 activities:

- ✓ The George Brown College support services fund for the hearing-impaired served 145 students in the Greater Toronto Area.

- **Canadian Hearing Society**

Through an agreement with the Canadian Hearing Society, funds are used to provide interpreter and computerized note-taking services for part-time deaf, deafened and hard of hearing students at post-secondary institutions.

2005-2006 activities:

✓ The Canadian Hearing Society grant served 67 students.

- **Interpreter and Intervener Funds**

Funds are used to provide resources for colleges outside the Greater Toronto Area, and for universities throughout the province to assist these institutions in defraying the actual expenses for sign-language interpreters, interveners, computerized note takers and real-time captioning for deaf, deafened and hard-of-hearing students.

2005-2006 activities:

✓ The Interpreter and Intervener Funds served 174 clients.

➤ **Learning Opportunities Initiatives**

- **Enhanced Services Fund**

Enhanced services funds up to two full-time positions at each public post-secondary institution to help college and university students with learning disabilities get help from learning strategists and assistive technologists with expertise in learning disabilities.

- **Regional Assessment and Resource Centres**

Funding is provided to two regional assessment and resource centres at Queen's University, Kingston, and Cambrian College, Sudbury. These centres provide diagnoses, research and support to the public to help promote successful academic outcomes for post-secondary students with learning disabilities.

2005-2006 activities:

✓ The Regional Assessment and Resource Centres served 585 clients.

- **French Language Assessment Project**

Under this project, funding was used to support the French language adaptation of a number of standard psychological and other assessment tools to make them available for the first time in French. These tools are available for the assessment of learning disabilities for francophone students.

➤ **Out-of-Country Bursary for Deaf Students**

This bursary is available through the Ontario Student Assistance Program to assist deaf, deafened, and hard-of-hearing students who attend out-of-country institutions because they require instruction in American Sign Language. Students receive the bursary for all eligible education costs including tuition, books and supplies, and living expenses in excess of \$350 per week of study. Students with financial need are eligible to receive financial assistance for the first \$350 per week of study through the Canada-Ontario Integrated Student Loan.

2005-2006 activities:

- ✓ The Out-of-Country Bursary for Deaf Students was provided to 113 clients.

Section 4:

Program Expenditures

| LMAPD ELIGIBLE PROGRAM | FINAL ELIGIBLE EXPENDITURES (\$ MILLIONS) | |
|--|--|--------------|
| | 2004-2005 | 2005-2006 |
| Ministry of Community and Social Services | | |
| ODSP: Employment Supports | 35.1 | 32.1 |
| Supported Employment | 9.8 | 9.7 |
| Ontario Works: Addiction Services (75% of total expenditures are cost-shared. Total spending in 2004-05 was \$4 million and in 2005-06 was \$6.5 million) | 3.0 | 4.9 |
| Foundations Program (60% of total expenditures are cost-shared. Total spending in 2004-05 was \$16.1 million and in 2005-06 was \$24 million*) | 9.6 | 14.4** |
| Sub-Total | 57.5 | 61.1 |
| Ministry of Health and Long Term Care | | |
| Alcohol and Drug Programs (21.3% of total expenditures are cost-shared. Total spending in 2004-05 was \$84.5 million and in 2005-06 was \$85.3 million) | 18.0 | 18.2 |
| Employment Related Programs in Provincial Psychiatric Hospitals | 3.6 | 3.5 |
| Community Mental Health Employment Programs: | | |
| Supported Employment | 7.9 | 8.5 |
| Supported Education | 0.6 | 0.3 |
| Consumer Operated Alternative Business | 2.1 | 2.2 |
| Attendant Services | 2.8 | 5.4 |
| Sub-Total | 35.0 | 38.1 |
| Ministry of Training, Colleges and Universities | | |
| Accessibility Fund for Students with Disabilities | 16.9 | 20.7 |
| Print-Alternate Materials Fund | 1.1 | 1.4 |
| George Brown College Support Services for Hearing Impaired | 1.0 | 1.6 |
| Educational Support Services | 2.1 | 2.4 |
| Learning Opportunities Initiative | 7.9 | 6.6 |
| Out-of-country Bursary for Deaf Students | 2.8 | 2.2 |
| Sub-Total | 31.8 | 34.9 |
| Administration Cost @ 15% of the total Provincial Expenditures | 18.6 | 20.1 |
| Total Expenditures | 142.9 | 154.2 |
| Federal Contribution | 71.5 | 76.4 |

*Includes \$5.4 million total spending for Passport program.

** Includes \$3.3 million for eligible expenditures under Passport program.

Looking Ahead

Ontario looks forward to continuing to assist Ontarians with disabilities to overcome challenges they often face when seeking employment. We know that more needs to be done, and the statistics included in this report paint a compelling picture. We need to look for more ways to work together to enhance the supports and services we provide so that no one who wants to work is left out. Ontario will continue to pursue our goal of full inclusion for our citizens with disabilities in all areas of society by funding programs that provide people with disabilities with an opportunity to prepare for the workplace and to secure jobs.