



# Results-based Plan Briefing Book 2010-11

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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 2010-11**

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## Ministry of Community and Social Services Results-based Plan Briefing Book 2010-11

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### Results-based Plan: Ministry Overview

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

The [Ministry of Community and Social Services](#) supports Ontario families and individuals who are vulnerable, in need or require their government's leadership to remove barriers that prevent them from participating in their communities. Whether it is providing support during periods of financial difficulty, a safe haven away from domestic violence, or community support for people with a developmental disability, the ministry's programs work to remove obstacles that stand in the way of opportunity or that limit Ontarians' ability to participate in society.

The ministry's key areas of responsibility include:

- income and employment assistance for people in financial need and people with a disability;
- community services, such as women's shelters, counselling and other supports;
- programs and services for children and adults with a developmental disability;
- improving accessibility for all Ontarians; and
- enforcing, collecting and distributing child and spousal support payments.

The ministry's social assistance programs provide income and employment support to families and individuals facing a financial crisis and to people with a disability. Helping people who can and want to work so they can move towards financial independence is central to the success of Ontario's social assistance programs.

Community services include:

- domestic violence prevention programs and protection services for women and children fleeing violence in their homes;
- interpreters for people who are deaf, deafened or hard of hearing, and intervenors for those who are deafblind;
- support for people who are homeless or at risk of becoming homeless;
- promoting healthy Aboriginal communities through the Aboriginal Healing and Wellness Strategy; and
- providing post adoption disclosure services to adopted persons, adoptive parents and birth relatives.

The ministry also funds community-based services and supports to children and adults with a developmental disability, including residential living and community participation support programs.

Through the Family Responsibility Office, the ministry enforces court-ordered child and spousal support orders to help Ontario families get the money to which they are entitled.

Through the Accessibility Directorate of Ontario, the ministry works with people with disabilities, government and the public and private sectors to develop accessibility standards and to promote accessibility awareness and compliance throughout Ontario.

Together, these programs and services strengthen Ontario's people and communities by helping people recover from hardship, regain control of their lives and become more self-sufficient.

## **INCOME AND EMPLOYMENT SUPPORTS**

The ministry provides income assistance to families and individuals who are most in financial need. Employment support programs help social assistance recipients find and keep a job and become more financially independent.

[Ontario Works](#) provides income assistance to individuals and families in financial need and employment assistance to help people move from social assistance to a job.

The [Ontario Disability Support Program](#) provides income support to people with disabilities and employment supports to those who can and want to work.

The ministry's social assistance programs are continuing to respond to the recent global economic downturn. The ministry is projecting rising social assistance caseloads in 2010-11 as the province's economy continues to restructure. Ontario's social assistance programs will continue to help people in financial need.

Over the coming year, the ministry will be continuing to improve the way social assistance programs work to make them more accountable, efficient and to protect them as programs of last resort for people in financial need. The ministry has already begun work to improve the Ontario Disability Support Program to make it simpler to navigate and more client-centered and service-focused. This includes improvements to customer service by establishing dedicated case workers.

To support a more efficient and modern social assistance system, the ministry is moving forward to replace the social assistance technology system over the next four years. The new technology solution will:

- Incorporate worldwide best practices;
- Be more responsive to program and policy changes; and
- Allow caseworkers to focus on their clients' needs.

The ministry will be consulting with our municipal delivery agents for their input and advice throughout the project.

The Special Diet Allowance is being eliminated. In the coming months, the government will develop a new nutritional supplement program that will be administered by the Ministry of Health and Long-Term Care and will help individuals on social assistance who have medical needs.

The ministry is also proceeding with the work to implement four social assistance improvements based on the recommendations of the government's Social Assistance Review Advisory Council. The improvements would help treat social assistance recipients more fairly and let their families and friends play a larger role in supporting them.

The ministry will continue to deliver on the government's commitment to upload the municipal cost of benefits under Ontario Works and the Ontario Disability Support Program. Along with the agreement to upload court security costs, these uploads will result in a \$1.5 billion net annual benefit to municipalities by 2018. Once fully uploaded, they will give municipalities more financial room to serve their residents.

## **COMMUNITY SERVICES**

[Community services](#) are delivered by local and provincial non-profit agencies, municipalities and First Nations. These services help people who are deaf or deafblind, Aboriginal people, women and their children escaping violence, and people who are homeless or at risk of losing their home.

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

People who are deaf, deafened or hard of hearing, and people who are deafblind rely on the ministry for interpreter and intervenor services that help facilitate communication.

Since 2006 the ministry has been making changes to interpreter and intervenor programs to improve equity, accountability and sustainability. In 2010-11, the ministry will continue working with service providers and the intervenor community to improve equity and access to services. The ministry will also continue working with both the deaf and the deafblind communities to address the chronic shortage of interpreters and intervenors available to Ontarians.

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

The ministry supports the [Aboriginal Healing and Wellness Strategy](#), a partnership between Ontario and 14 First Nations and Aboriginal organizations. 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 government is working to renew the Aboriginal Healing and Wellness Strategy that focuses on the diverse needs and interests of Ontario's Aboriginal communities and has a goal of improving health and healing in First Nations, Métis, and Inuit communities. In 2010/11, the ministry will work with its Aboriginal partners and partner ministries to transition to a new partnership agreement and governance model.

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

The ministry will continue its central role in the government's \$87-million [Domestic Violence Action Plan](#). This includes funding for Ontario's [women's shelters](#) and ongoing support for [counselling and second stage housing services](#) for victims of domestic violence.

The ministry is also supporting the creation of two new Francophone women's shelters in Ontario, one in Toronto and one in Timmins. Villa RenouvEllement in Timmins began serving women and children in April 2010. A new shelter in Timmins for Aboriginal and non-Aboriginal women is expected to open in October 2010. Maison d'Herbergement in Toronto will begin construction in 2010. These two new shelters will help more women and children escape violence and support the Domestic Violence Action Plan's commitment to better address the unique needs of Ontario's Francophone community.

### **Preventing Homelessness**

To help people who are homeless or at risk of losing their homes, the ministry will continue to support a [range of services](#). This includes funding for emergency hostels, domiciliary hostels, emergency energy assistance and support services.

The ministry will continue to work closely with municipalities and others to help people move from shelters to permanent housing. The ministry will also continue working with municipalities that offer the domiciliary hostel program to promote compliance with provincial service standards.

### **DEVELOPMENTAL SERVICES**

The ministry supports children and adults with a developmental disability and their families. Programs and services include:

- residential and community participation supports that help children and adults with a developmental disability live, work and participate in a range of community activities;
- clinical supports; and
- personal support services for those who have high needs.

In 2010-11, the government is investing an additional \$56.3 million in the developmental services sector to provide services and supports for people who have urgent care needs and no other means of support and to continue work on the long-term transformation of Ontario's developmental services – for example, creating processes that are key to improving service, equity and fairness in the developmental services system, including designation of application entities.

In the coming year, the ministry will continue working with developmental services partners on the government's transformation plan for the developmental services sector. This includes:

- finalizing key regulations under the new Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008;
- working with the sector on a strategy to strengthen human resources; and
- improving the skills and knowledge of family doctors so they can better help patients who have a developmental disability.

## **FAMILY RESPONSIBILITY OFFICE**

The [Family Responsibility Office](#) enforces court-ordered support orders so that families get the money they are owed allowing them to lead more financially secure and self-sufficient lives.

The Family Responsibility Office has been changing its operations to improve service, enforcement, fairness and efficiency. In 2010-11, the Family Responsibility Office will continue to move toward a case management model of service delivery. This long-term project will modernize the way the Family Responsibility Office handles its work, improve customer service and greatly increase the Family Responsibility Office's ability to proactively enforce support orders.

## **ACCESSIBILITY**

The ministry is responsible for leading the development of accessibility standards that are at the core of the government's plan to make Ontario accessible for people with disabilities by 2025. The standards that become law will apply to businesses and organizations across Ontario and will break down barriers that prevent Ontarians with disabilities from fully participating in the social and economic life of the province.

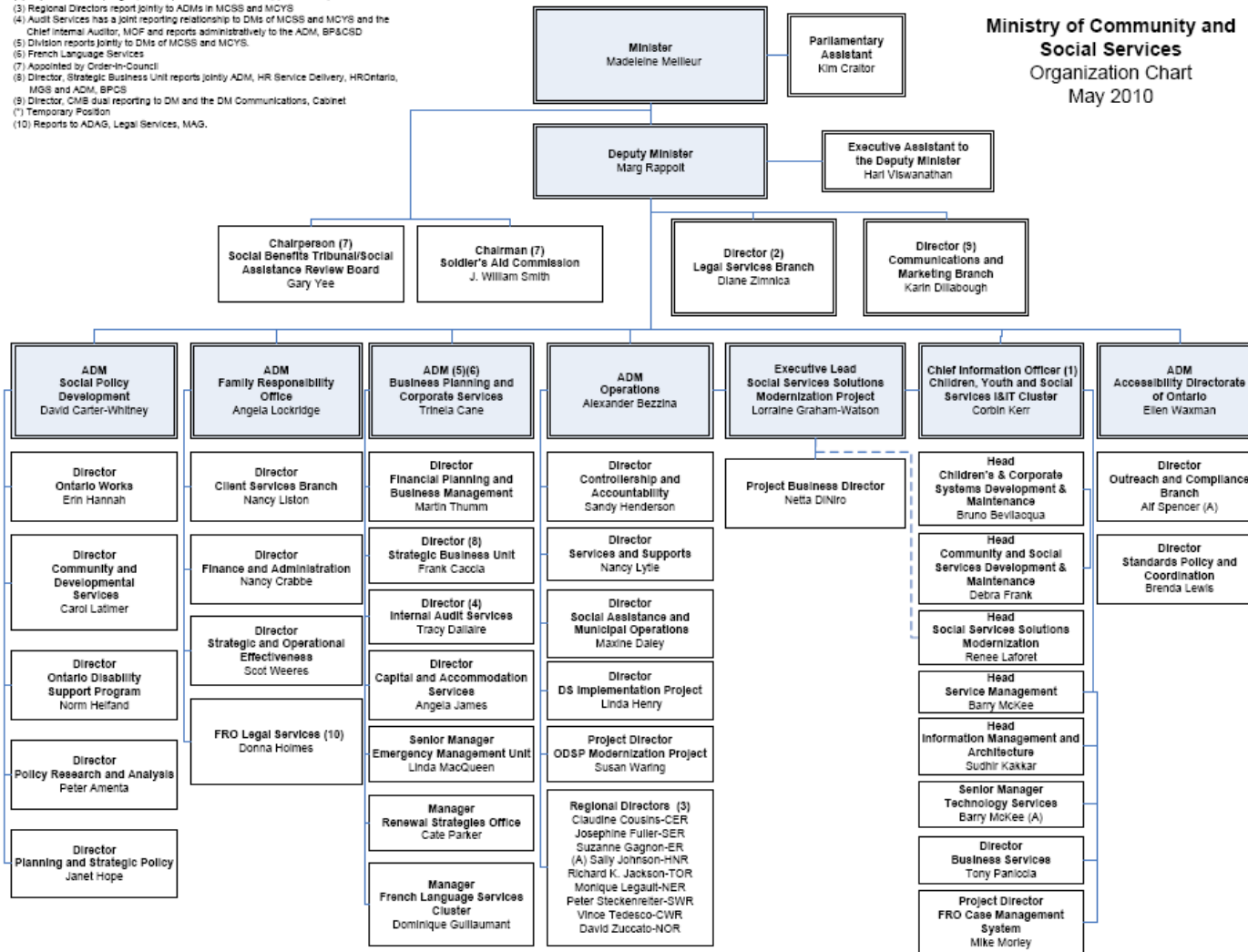
The first accessibility standard, for customer service, already applies for public sector organizations across Ontario. In 2010-11, the ministry will move its focus to educating the private and non-profit sectors about what they need to do to meet the requirements of the customer service standard in time for the January 2012 compliance deadline. The ministry will be doing this through direct outreach, education and the creation of tools and information materials that will all be available on the ministry's website.

Three more proposed standards were finalized in 2009: transportation, information and communications, and employment. In late 2010, the ministry expects to finalize the last accessibility standard: the Accessible Built Environment Standard. If this proposed accessibility standard is approved, the ministry will work with the Ministry of Municipal Affairs and Housing to propose incorporating the substance of the standard into the next version of the Ontario Building Code.

# Ministry of Community and Social Services Results-based Plan Briefing Book 2010-11

- (1) CYSSC reports to Cons. CIO and to DMs of MCSS and MCYS.
- (2) Reports to ADAG, Legal Services, MAG and DMs of MCSS and MCYS
- (3) Regional Directors report jointly to ADMs in 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, BP&CSD
- (5) Division reports jointly to DMs of MCSS and MCYS.
- (6) French Language Services
- (7) Appointed by Order-in-Council
- (8) Director, Strategic Business Unit reports jointly ADM, HR Service Delivery, HR Ontario, MGS and ADM, BP&C
- (9) Director, CMB dual reporting to DM and the DM Communications, Cabinet
- (\*) Temporary Position
- (10) Reports to ADAG, Legal Services, MAG.

## Ministry of Community and Social Services Organization Chart May 2010



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## Ministry of Community and Social Services

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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, 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 ministry receives federal funding under the 1965 Indian Welfare Agreement and the Labour Market Agreement for Persons with Disabilities, for selected programs. For the 2010-11 fiscal year, federal funding under this agreement is:

#### Cost Sharing with the Federal Government

	<u>CASH</u>	<u>PSAB</u>
<b>1965 Indian Welfare Agreement</b>		
Ontario Works	\$ 70,800,000	\$ 76,900,000
<b>Subtotal</b>	<b>\$ 70,800,000</b>	<b>\$ 76,900,000</b>
<b>Labour Market Agreement for Persons with Disabilities</b>		
Employment Services and Supports	\$ 25,706,000	\$ 25,706,000
Developmental Services	\$ 12,500,000	\$ 12,500,000
<b>Subtotal</b>	<b>\$ 38,206,000</b>	<b>\$ 38,206,000</b>
<b>Total</b>	<b>\$ 109,006,000</b>	<b>\$ 115,106,000</b>

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## Ministry of Community and Social Services

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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. (On proclamation, section 194 paragraph 1 of the *Long-Term Care Homes Act, 2007* will repeal the *Charitable Institutions Act*.)
- *Child and Family Services Act*, R.S.O. 1990, c. C.11  
Sections 162 – 165 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

- *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*, S.O. 2008, c.14 (Note: This Act has not been proclaimed)
- *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 2010-11

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#### Agencies, Boards and Commissions

	2010-11 Estimates \$	2009-10 Interim Actuals \$	2008-09 Actuals \$
Social Benefits Tribunal/Social Assistance Review Board <sup>1,2</sup>	7,468,200	7,673,526	7,952,484
Soldiers' Aid Commission	253,200	190,408	169,069

<sup>1</sup>Historical data has been restated to reflect Operating Requirements.

<sup>2</sup> **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 1988. The Chair, Vice Chairs and Members are appointed by Order-In-Council and are remunerated per Government Schedule. The administrative staff of the Tribunal are members of the OPS.

**The Social Assistance Review Board (SARB)** hears appeals of decisions made under the *Family Benefits Act (FBA)*, the *General Welfare Assistance Act*, and the *Vocational Rehabilitation Services Act*. SARB will cease to exist when appeals and subsequent court appeals have been decided.

**The Soldiers' Aid Commission** accepts, reviews and funds 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 application 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 2010-11**


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**Ministry Planned Expenditures 2010-11**

	<b>Ministry Planned Expenditures 2010-11 (\$M)</b>
Operating	9,239
Capital	42
BPS Consolidation	(18)

**TABLE 2: Ministry Planned Expenditures by Program Name 2010-11**

<p align="center"><b>Ministry of Community and Social Services*</b></p>
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<p align="center">Operating \$9,239 million Capital \$42 million</p>
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<p align="center"><b>Ministry Administration Services</b></p>
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<p align="center">Operating \$40 million</p>
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<p align="center"><b>Adults' Services</b></p>
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<p align="center">Operating \$9,199 million Capital \$42 million</p>
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\* Broader Public Sector Consolidation is reported by Ministry total and not by program.

## Ministry of Community and Social Services Results-based Plan Briefing Book 2010-11

### 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, build resilience, and improve their quality of life.

### Overall Summary (Operating and Capital)

Description	2010-11 Estimates \$	Change from 2009-10 Estimates		2009-10 Estimates <sup>1</sup> \$	2009-10 Interim Actuals <sup>1</sup> \$	2008-09 Actuals <sup>1</sup> \$
		\$	%			
<b><u>OPERATING AND CAPITAL EXPENSE</u></b>						
Ministry Administration	39,863,000	1,336,800	3.5%	38,526,200	34,589,947	36,006,085
Adults' Services	9,220,054,500	675,929,200	7.9%	8,544,125,300	8,597,661,591	7,957,212,528
<b>Total Including Special Warrants</b>	<b>9,259,917,500</b>	<b>677,266,000</b>	<b>7.9%</b>	<b>8,582,651,500</b>	<b>8,632,251,539</b>	<b>7,993,218,613</b>
Less: Special Warrants	0	0	-	0	0	0
<b>Total Operating and Capital to be Voted</b>	<b>9,259,917,500</b>	<b>677,266,000</b>	<b>7.9%</b>	<b>8,582,651,500</b>	<b>8,632,251,539</b>	<b>7,993,218,613</b>
Special Warrants	0	0	-	0	0	0
Statutory Appropriations	20,805,314	91,000	0.4%	20,714,314	14,939,873	25,481,635
<b>Total Ministry Operating and Capital</b>	<b>9,280,722,814</b>	<b>677,357,000</b>	<b>7.9%</b>	<b>8,603,365,814</b>	<b>8,647,191,412</b>	<b>8,018,700,248</b>
<b>Consolidation</b>	<b>(17,500,000)</b>	<b>(900,000)</b>	<b>5.4%</b>	<b>(16,600,000)</b>	<b>(18,610,126)</b>	<b>(18,115,994)</b>
<b>Total Ministry Operating and Capital including Consolidation</b>	<b>9,263,222,814</b>	<b>676,457,000</b>	<b>7.9%</b>	<b>8,586,765,814</b>	<b>8,628,581,286</b>	<b>8,000,584,254</b>

### Assets

Description	2010-11 Estimates \$	Change from 2009-10 Estimates		2009-10 Estimates \$	2009-10 Interim Actuals \$	2008-09 Actuals \$
		\$	%			
<b><u>OPERATING AND CAPITAL ASSETS</u></b>						
Adults' Services	38,148,400	(766,800)	(2.0%)	38,915,200	37,776,698	33,108,000
<b>Total Ministry Assets</b>	<b>38,148,400</b>	<b>(766,800)</b>	<b>(2.0%)</b>	<b>38,915,200</b>	<b>37,776,698</b>	<b>33,108,000</b>
Less: Special Warrants	0	0	-	0	0	0
<b>Total Assets to be Voted</b>	<b>38,148,400</b>	<b>(766,800)</b>	<b>(2.0%)</b>	<b>38,915,200</b>	<b>37,776,698</b>	<b>33,108,000</b>

<sup>1</sup> Historical data has been restated to reflect the transfer of programs to and from other ministries, Supplementary Estimates and Operating Requirements.

Note: As of 2009-10, the Province's minor Tangible Capital Assets are capitalized on the prospective basis. Direct comparison between 2009-10 and earlier years may not be meaningful.



# APPENDIX I: Annual Report 2009-10

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Ministry of Community and Social Services

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## ANNUAL REPORT 2009-10

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### INCOME AND EMPLOYMENT SUPPORTS

During 2009-10, the ministry continued to improve Ontario's social assistance programs while managing increased social assistance caseload and costs, much of which was driven by the 2008 global economic downturn.

- Since 2008, the [Ontario Works](#) caseload has grown almost 27 per cent.
- Over the last three years, the [Ontario Disability Support Program](#) caseload has grown by five per cent per year, on average, and this rate is expected to continue given the province's aging demographic and increasing incidence of disability.

Despite the difficult economic climate, Ontario's social assistance programs worked well in helping people move back into the workforce:

- In 2009-10, nearly one fifth of Ontario Works participants left social assistance for jobs.
- About 60 per cent of the cases on Ontario Works have been on the program for a year or less; those remaining have increased their earnings by about 35 percent since 2004.
- More than 10,600 people on ODSP were earning income in 2009-10 – a 67 per cent increase since 2003-04.

In addition, the ministry made changes to social assistance rules to help break the cycle of intergenerational poverty. These include:

- Allowing full-time postsecondary students to keep all of their earnings to make it easier for them to work and save money while pursuing educational opportunities.
- Extending coverage for up-front child-care costs to people who need it to continue to work or pursue employment-assistance activities, such as job-specific skills training. This helps low-income families make the transition from social assistance to work.

In 2009-10, the ministry continued to promote the government's employment strategy for Ontario Disability Support Program clients. In January 2010, the ministry enhanced its efforts to connect employers with people using Ontario Disability Support Program's employment supports. Ontario Disability Support Program [employment services providers](#) are now using the [Don't Waste Talent](#) campaign to encourage people with disabilities to pursue employment and to give employers the tools and information they need to hire an Ontario Disability Support Program Employment Supports client.

The ministry has also embarked on a major initiative aimed at improving customer service in the ODSP program.

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## ANNUAL REPORT 2009-10

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As part of its [Poverty Reduction Strategy](#), the government established the [Social Assistance Review Advisory Council](#) in January 2010 to provide recommendations on the scope of a review of social assistance programs. The review will focus on removing barriers to employment and increasing social assistance recipients' opportunities.

### COMMUNITY SERVICES

In 2009-10, the ministry continued to provide funding to municipalities and community organizations to support an array of community services including:

- the Aboriginal Healing and Wellness Strategy;
- shelters and counselling for women and their children fleeing domestic violence;
- interpreters and intervenors for people who are deaf, deafened, hard of hearing or deafblind; and
- homelessness prevention programs and hostels for fragile or hard-to-house people.

### Investing in Stronger Aboriginal Communities

The ministry continued its support for the [Aboriginal Healing and Wellness Strategy](#), a partnership between the province and 14 Aboriginal provincial/territorial organizations and independent First Nations. To date, the Strategy has created more than 460 community-based health and healing programs, generated more than 650 jobs, and trained 1,000 staff each year in health and social services on and off reserve. In a typical year, the Strategy provides direct services to more than 40,000 clients through 360 projects. In addition, more than 450,000 community members each year take part in thousands of education and awareness activities sponsored through the Strategy.

In 2009-10, the provincial and Aboriginal partners to the Strategy began the work to renew the Strategy. In December 2009, the government committed to continue funding for Aboriginal Healing and Wellness Strategy programs and services to March 2011 to allow for the transition to a new governance model.

### Preventing and Addressing Homelessness

To assist people who are facing a housing crisis, the ministry continued to fund a range of [homelessness services](#). This included funding for emergency hostels, domiciliary hostels, emergency energy assistance and support services that allow people to stay in their homes.

The ministry also provided nearly \$36 million to municipalities to support the operations of fund approximately 280 domiciliary hostels that provide supports for people who are hard to house. Domiciliary hostels across Ontario house about 4,900 people with mental health issues, addiction issues, developmental disabilities or those who are frail and elderly.

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## ANNUAL REPORT 2009-10

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### Supporting Victims of Domestic Violence

The ministry's [services for women and their children](#) who are fleeing domestic violence are part of a coordinated network of services delivered through 13 Ontario government ministries and the [Ontario Women's Directorate](#). Together, these services support the government's \$87-million [Domestic Violence Action Plan](#) first announced in 2005.

The ministry funds 2,012 beds in 97 emergency shelters for abused women, serving approximately 13,000 women and nearly 9,000 children each year. In 2009-10, the ministry provided new funding to support an additional 83 beds in existing shelters throughout Ontario.

The ministry also built on its investments in community support, shelter, counselling and second stage housing services for victims of domestic violence. In total, the ministry provided \$140 million to programs that help reduce domestic violence, including:

- an extra \$430,000 for 48 Domestic Violence Community Coordinating Committees to continue to support a coordinated, effective system of supports to improve the community response to the needs of domestic violence victims. This included base funding to support an Aboriginal specific committee in Thunder Bay;
- an additional \$850,000 to enhance base funding for violence against women counselling agencies;
- working with the Ontario Women's Directorate and partnering with the Ontario Federation of Indian Friendship Centres to provide violence prevention training that focuses specifically on Aboriginal women;
- funding to 67 violence prevention agencies to deliver the child witness program for children who have witnessed or experienced domestic violence. In 2008-09, 4,611 children and 2,971 women participated in the program;
- funding to 127 violence prevention agencies to deliver the Transitional and Housing Support Program, which provides support to more than 20,000 women seeking to establish their lives, free of violence; and
- funding for provincial crisis lines which received more than 58,921 calls; of these 49,777 were to the Assaulted Women's Help Line and 9,144 were to the French crisis line, Femaide.

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## ANNUAL REPORT 2009-10

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### Supporting People who are Deaf or Deafblind

The ministry funds [interpreter](#) services that facilitate communication for people who are deaf, deafened or hard of hearing, and [intervenor](#) services for people who are deafblind. In 2009-10, the ministry increased agency base budgets and improved salaries to attract and retain qualified interpreter and intervenor staff. The ministry also funded training and expanded French sign language services – langue des signes québécoise – offered by the Canadian Hearing Society.

The ministry's investments are helping to increase the number of individuals who receive intervenor and interpreter services. The ministry provided interpreter services to nearly 18,000 people, and intervenor services for more than 500 individuals who are deafblind.

### Updating Ontario's Adoption Information Laws

Ontario's new [adoption information disclosure law](#) gives adopted adults and birth parents whose adoptions were registered in Ontario more access to information while protecting their privacy.

In June 2009, the province [opened adoption records](#) so adopted adults may learn the names of their birth parents and their personal history. Birth parents may now discover their adopted child's name. A birth parent or an adopted person involved in an Ontario adoption finalized before September 1, 2008 can file a disclosure veto to prevent their identifying information from being released.

The ministry works with ServiceOntario to provide post adoption disclosure services. As of the end of February, 2010, ServiceOntario had received:

- 9,634 applications for post-adoption birth information;
- 6,625 disclosure veto applications;
- 1,594 no contact notice applications; and
- 2,380 notice of contact preference applications.

The MCSS Custodian of Adoption Information provides the following services:

- non-identifying information;
- the Adoption Disclosure Register;
- severe medical searches; and
- Adoption Orders with identifying information removed.

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## ANNUAL REPORT 2009-10

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### DEVELOPMENTAL SERVICES

The ministry supports children and adults with a [developmental disability](#) and their families with funding for day programs and residential supports, as well as clinical supports and personal services for individuals who have high support needs. In 2009/10, the ministry invested more than \$28 million to improve wages for front line workers in the sector. This is in addition to more than \$100 million invested in wages over the previous two years. Through these investments, the developmental services sector is better able to attract and retain qualified workers.

In 2009-10, the ministry worked with developmental services agencies across the province to find ways to serve more people who need developmental services and make every dollar invested in the system work harder. The ministry set specific targets for increased service and developmental services agencies exceeded the targets, redirecting more than \$19 million to serve 1,215 new clients including 750 new clients in residential services.

The ministry continued working with community agencies, families and people with a developmental disability on the long-term transformation of Ontario's developmental services. In 2009-10, the ministry consulted on two draft regulations that fall under Ontario's new *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* legislation. The draft regulations, once finalized, will set out what services and supports funded under the new Act are available for direct funding agreements, provide further detail on who is eligible for services and outline a quality assurance framework for agencies who receive funding for developmental services.

In October 2009, the new developmental services application package was launched and is being piloted with priority groups of people with a developmental disability. This is a key component of the ministry's plan to improve fairness and equity in the developmental services system. The ministry estimates that about 1,200 application packages will be completed in 2010/11.

The ministry also consulted with the developmental services community on the best approach to designating new application entities in a transformed developmental services system, and work on this will continue through 2010-11.

### FAMILY RESPONSIBILITY OFFICE

The [Family Responsibility Office](#) enforces court-ordered support orders so that families get the money they are owed so they can lead more financially secure, self-sufficient and productive lives.

In 2009-10, the Family Responsibility Office continued to move to a case management model of service delivery. This is a long-term project that will modernize the way the Family Responsibility Office handles its work, and once it is completed, clients will see continued improvements.

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The Family Responsibility Office has more than 189,000 active registered cases. And each year, lawyers make more than 17,500 court appearances, including 13,079 default hearings and 1,472 refraining motions.

Despite the economic challenges of the past year, Family Responsibility Office staff continued to maintain compliance at pre-recession levels and collected \$647.2 million in support payments. The Family Responsibility Office also recovered \$40.8 million that was paid back to the province and municipalities to cover social assistance that had been paid to recipients.

### ACCESSIBILITY

Working to meet the mandate of the *Accessibility for Ontarians with Disabilities Act, 2005*, in 2009-10 the ministry undertook a significant amount of work to support the government's goal of building an [accessible Ontario](#) by 2025. The province's first accessibility standard – accessible customer service – has applied to the public sector since January 2010. Broader public sector organizations had to report their compliance with the standard by March 31, 2010. Compliance reporting rates as of March 31, 2010 stood at approximately 90 per cent and we are continuing to work to improve accessibility in all areas of society.

Throughout 2009-10, accessibility standards development committees finalized their proposed standards for employment, information and communications, and transportation, and submitted them to the Minister. The built environment accessibility standard is expected to be finalized later this year.

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### Ministry Interim Expenditures 2009-10

	<b>Ministry Interim Expenditures 2009-10*</b> <b>(\$M)</b>
Operating	8,622
Capital	25
BPS Consolidation	(19)
Staff Strength (as of March 31, 2010)	3,757 Full-time equivalents

\* The 2009-10 Expenditures are restated to reflect Supplementary Estimates and transfers with other ministries as approved in the 2010-11 Estimates.