



Developmental  
SERVICES

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# The Ongoing Transformation of Developmental Services in Ontario

## **OASIS Conference**

May 8, 2015

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# Agenda

- The DS Transformation Journey
- Our Accomplishments
- Highlights from the Sector
- Sector Trends & Issues
- Looking Forward & Next Steps



# **THE DS TRANSFORMATION JOURNEY**

# Transformation

Promoting independence and inclusion through employment opportunities

Driving innovation and efficiency in service delivery

Starting housing projects recommended by our Developmental Services Housing Task Force

Initiate multi-year plan for residential service

Increasing person-directed planning services and helping more individuals develop their own plans

**Investment  
Strategy**

# Our Transformation Journey



## Institutional Care:

- \* Large congregate care
- \* Isolated from the community
- \* Many facilities government-run

1876: First provincially-run facility opens, Orillia

1967: More than 10,000 live in provincially-run facilities



## Community Living Movement (1960s, 70s):

Advocates that people with disabilities have a right to live and participate in their community

1977: Government begins closing directly-operated institutions

2009: Last three government-run institutions closed

**2004:**

Government commits to transforming developmental services



**2006:**

***Opportunities and Action*** lays out the key elements of a transformed DS system

## Key Elements of a Transformed System\*

- \* Supports for Individuals and Families
- \* Support for social inclusion
- \* Expanded respite for caregivers
- \* Residential support partnerships with families
- \* Support for critical life transitions
  - \* Supports for people with specialized needs
- \* Quality supports and services

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*System Transformation*  
Independent planning  
Standardized eligibility and assessments  
Streamlined access  
New funding approaches

# Our Transformation Vision:

To support adults with a developmental disability to live as independently as possible in the community and to support their full inclusion in all aspects of society.






# Guiding Principles

Principles	Description
Citizenship	<ul style="list-style-type: none"><li>▪ Inclusion of people with a developmental disability in all aspects of community life</li></ul>
Fairness and Equity	<ul style="list-style-type: none"><li>▪ Individuals in similar situations and with similar levels of need can access similar supports, as available</li></ul>
Accessibility and Portability	<ul style="list-style-type: none"><li>▪ More flexible and individually tailored adult services and supports</li><li>▪ Portable funding to allow for movement within province</li></ul>
Safety and Security	<ul style="list-style-type: none"><li>▪ High quality supports and safety of adults are of paramount importance</li></ul>
Accountability	<ul style="list-style-type: none"><li>▪ Accountability of the DS sector and the government to people using DS supports and services</li></ul>
Sustainability	<ul style="list-style-type: none"><li>▪ Responsible use of resources to respond to current and future needs</li></ul>

# Multi-Year DS Investment Strategy

<p><b>1</b></p>  <p>Eliminate Existing Direct Funding Waitlists</p>	<p><b>2</b></p>  <p>Support Life Transitions and Employment</p>	<p><b>3</b></p>  <p>Respond to Residential Support Needs</p>	<p><b>4</b></p>  <p>Promote System Innovation and Community Living Partnerships</p>	<p><b>5</b></p>  <p>Address System Pressures and Sustainability</p>
<p><b>\$282M</b></p>	<p><b>\$31M</b></p>	<p><b>\$188M*</b></p>	<p><b>\$110M</b></p>	<p><b>\$200M**</b></p>
<p><b>Expand</b> direct funding to provide more individuals with flexible support and options</p>	<p><b>Support</b> transitions from school into jobs and the community <b>Promote</b> greater independence, inclusion, choice and employment</p>	<p><b>Address</b> urgent support needs <b>Help</b> transition young adults, receiving youth residential services, to adult supports</p>	<p><b>Deliver</b> more efficient and cost-effective service through innovation <b>Broaden</b> community partnerships to create inclusive service options</p>	<p><b>Create</b> a well-managed DS system with consistent features, functions and processes to improve transparency, demonstrate fairness and improve client understanding</p>
<p><b>Provide</b> direct funding for approximately 13,000 adults and 8,000 children</p>	<p><b>Help</b> over 4,200 people in navigating key life transitions <b>Promote</b> projects that develop job skills and employment</p>	<p><b>Provide</b> residential support for approximately 1,400 people with urgent needs</p>	<p><b>Establish</b> a Housing Task Force <b>Launch</b> the Employment and Modernization Fund</p>	<p><b>Provide</b> more funding for agencies and frontline workers <b>Promote</b> service innovation/modernization across sector</p>

**\$810M over 3 years**

\* \$5M for Intervenor Services is included in Pillar 3.

\*\* \$20.5M for Intervenor and Interpreter, VAW and AHWS is included in Pillar 5.





# **OUR ACCOMPLISHMENTS**



# Big Results!

- ✓ Eliminated the 2014 waitlist for SSAH program
  - ✓ Approved new or additional Passport funding for 6,000
  - ✓ Provided 525 adults with new residential supports
  - ✓ Reached a milestone funding agreement to improve pay for front-line workers
  - ✓ Awarded funding to 38 agencies promoting employment and implementing innovative DS services and supports
  - ✓ Supporting life transitions and employment
  - ✓ Addressing system pressures and sustainability by strengthening DSO Capacity
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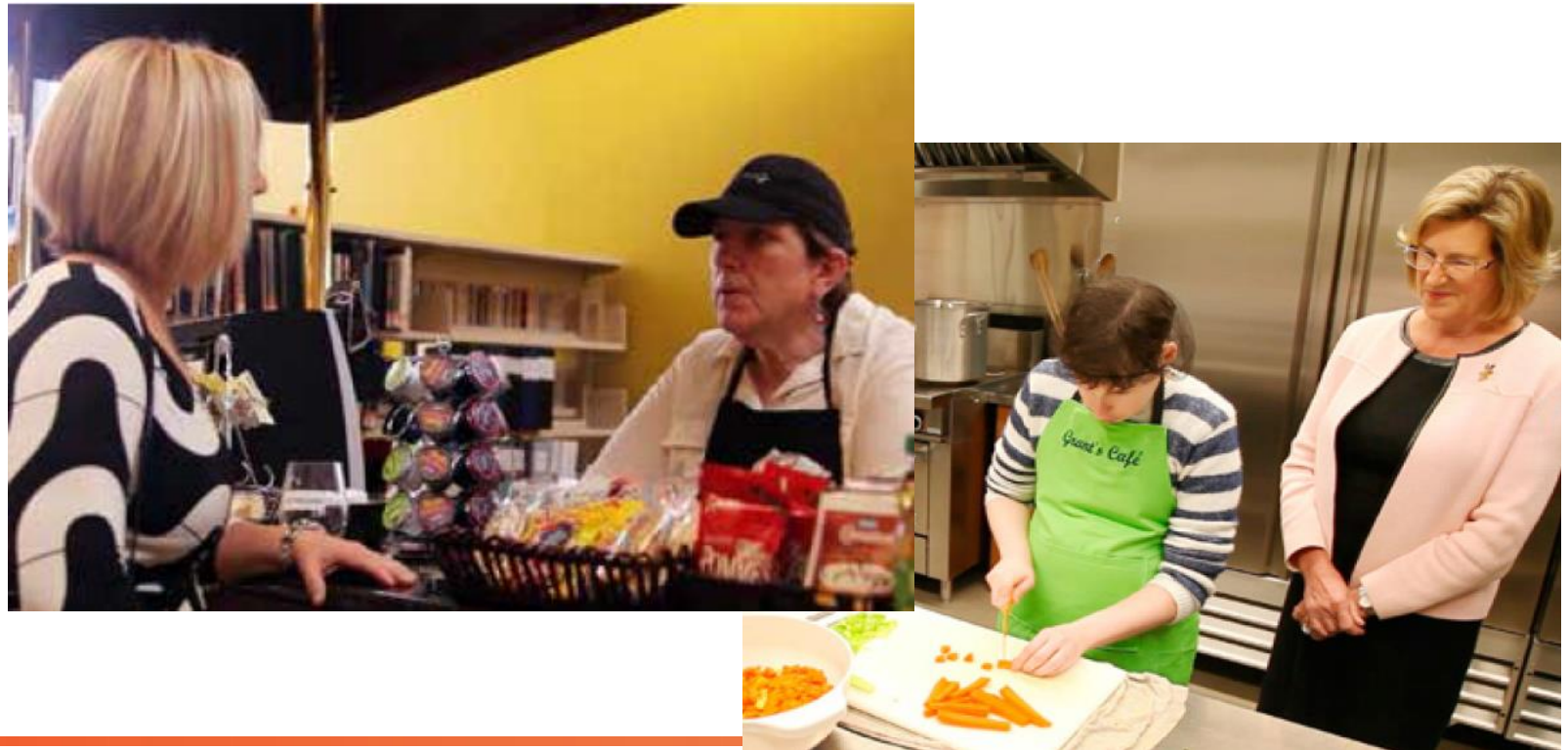


## Successes to Date

- Reaching thousands more
- Strengthening families
- Promoting community inclusion
- Facilitating meaningful lives
- Strengthening critical services
- Increasing capacity

YEAR 2

# HIGHLIGHTS FROM THE SECTOR

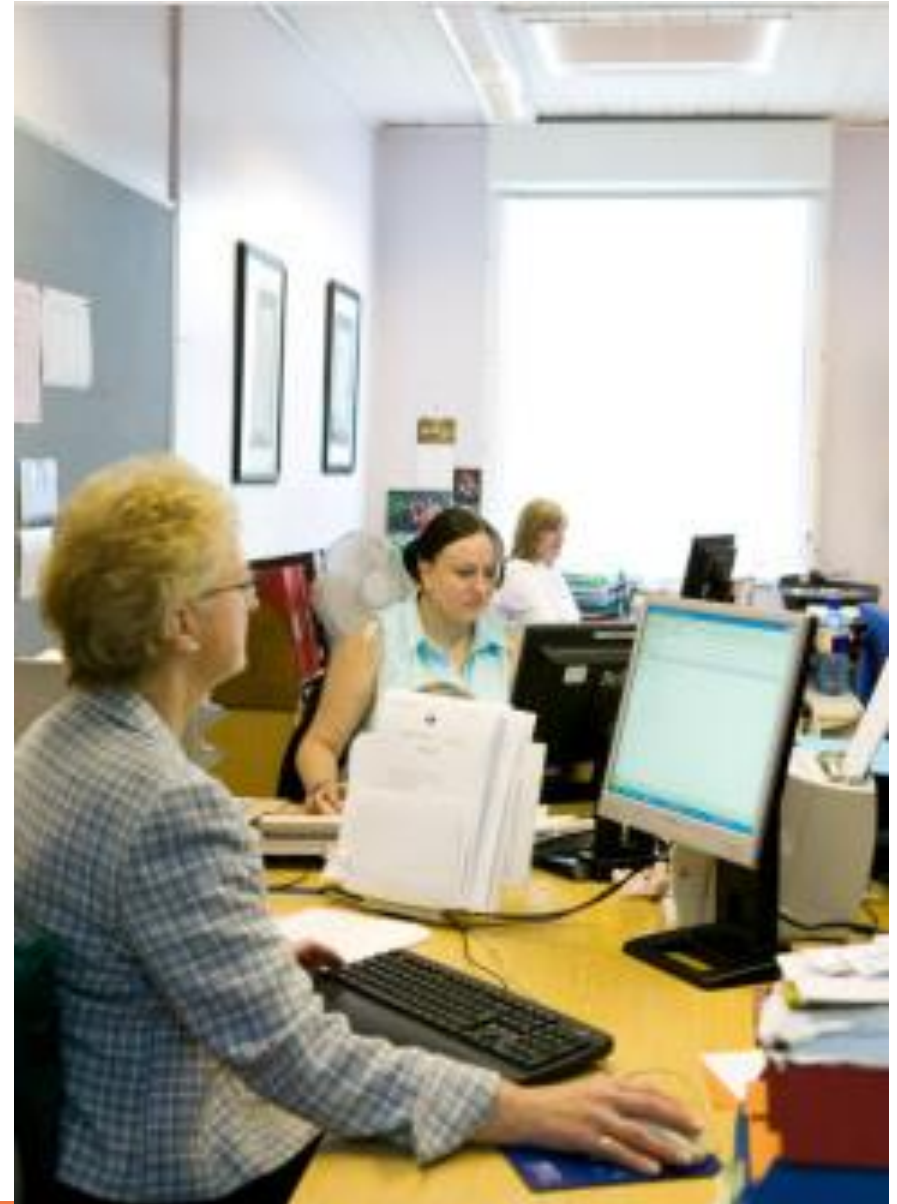


# EMF Project Highlights

## Employment Project:

*Ontario Disability Employment  
Network (ODEN)*

- Centre for Excellence in  
Employment Services



# EMF Project Highlights

## Employment Project:

*Community Living  
Algoma*

- Transition: Sheltered to Community Connections



# EMF Project Highlights

## Employment Project:

*Community Living  
Sarnia-Lambton*

- Tools for Transition



# EMF Project Highlights

## Modernization Project:

### *Community Living Mississauga*

- Inclusion Resource Team Pilot Project





# EMF Project Highlights

## Modernization Project:

*Community Living Toronto*

- Community First Project





# Enhanced Connections

- Reinvigorating our internal connections
- Talking more to one another and with you – our stakeholders and partners
- Building better relationships at every level within government

Enhanced connections = Enhanced client benefits



# **LOOKING FORWARD & NEXT STEPS**



# Trends


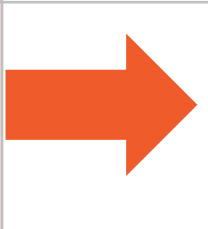
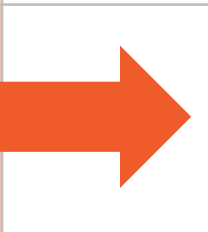
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- More clients with complex needs
  - Enhanced inclusion
  - Support for transitions
  - Increased collaboration
  - Improved accountability



# Key Considerations

- Expected growth in demand for services
  - More knowledgeable and demanding citizens; shift to client-centred supports.
  - Increasing demands and tighter budgets will drive new ways of doing business:
    - Streamline service delivery;
    - Develop strategic partnerships;
    - Maximize technology to deliver information and services.
  - Need for ongoing capacity-building in communities to support strong service delivery.
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# Transition to Future State

Current		Future
Complex and inconsistent infrastructure; difficulty in navigating the DS system		Streamlined, sustainable services Focus on quality, fairness
Increasing individual/family demands for enhanced inclusion		Flexible, accessible services among agencies
Growing service expectations, including tailored support		Available person-directed services

# What does success look like?

## DS Individuals

- Seamless transition
- Individualized funding approach
- Range of streamlined, sustainable services
- Few crises; if needed, effective client-centred interventions
- Improved quality of life
- Full acceptance in the community
- Increasing responsibility over own environment, life choices
- Understanding of the system and what is expected of one's self

## DS sector

- Modernized legislative framework
- Balanced demand for services with supply
- Public/private partnerships to enhance services
- Service providers demonstrating leadership and accountability
- Evidence-based planning and program management
- Transparency
- Improved inter-ministry collaboration / coordination
- Highly skilled and knowledgeable workforce







# Developmental Services Compliance Framework

- Public posting of compliance results to increase the transparency and accountability of the process
- Consistent timelines for follow up based on the differing severity of high risk non-compliant requirements
- Enforcement measures for outstanding non-compliances
- Conducting agency based inspections annually



# Supporting Change through Engagement

- Ensure multi-year planning focuses on high needs clients
- Collaborate with other ministries to ensure the **right services** are provided at the **right time** in the **right place**
- Enhance community planning activities and DSO collaboration with the sector
- Build leadership and sector capacity through training and education
- Expand behaviour management education and training in sector
- Engage the HR Strategy committee to identify sector and organizational objectives and related activities
- Enable ministry staff to support sector transformation

# Investing in People

## HR Strategy Steering Committee

- Partnership between the Provincial Network on Developmental Services and the Ministry
- Providing a sector-wide competency-based foundation for recruitment, training, succession planning, education and human resource practices

## Leadership Training and Development

- Leadership training for the sector that addresses governance and succession planning for the future
- Working from core Competencies of the DS Human Resources strategy to provide training to organization leaders and implement capacity building initiatives



# Modernized Service Delivery: Go Forward Plans

- Consolidation Centralize functions for a simpler delivery system
- Rationalization Effective and efficient delivery footprint for quality outcomes
- Automation Use technology to improve effectiveness, reporting and monitoring, and customer service
- Standardization Introduce a consistent customer service system experience
- Integration Promote a seamless, cross-sector customer service experience

# DS System for Tomorrow

- Provide greater choice for individuals and families
- Have a greater involvement of broader community supports;
- Provide increased employment opportunities
- Offer an improved system of responsiveness and cost- effectiveness
- Build a modern, responsive and innovative support system to provide increased levels of independence, inclusion and choice





**QUESTIONS?**