

# MCCSS Update on Journey to Belonging

OASIS Business Resource Committee

Ministry of Children, Community and Social Services

2024

Ontario 

# Agenda

## Journey to Belonging: Choice and Inclusion

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Journey to Belonging Commitments

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Progress Update: Highlight on Workforce Strategy

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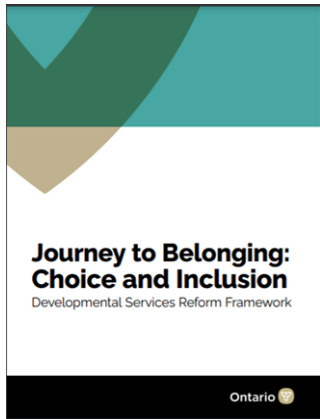
Engagement on Person-Centred Funding

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Question and Answers

# Journey to Belonging Pillars and Commitments

The plan sets out guiding principles to improve current services and supports, and long-term commitments under these three pillars:



## Putting People First

- ✓ A person-centred funding model to enable more choice and flexibility
- ✓ Better planning and earlier intervention for people, more culturally relevant supports, and reducing barriers to mainstream services

## Improving Service Experience

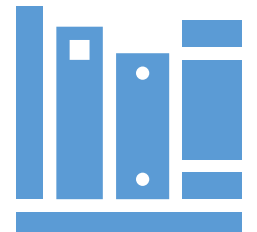
- ✓ Improvements to the application and assessment process
- ✓ Supporting the DS sector to share and adopt best practices and innovations

## Improving Quality and Accountability

- ✓ Introducing a performance measurement approach and service quality framework
- ✓ Collaborating with the sector on a workforce strategy to support a more skilled, diverse and professional workforce

# Progress Update since Spring 2024

- Continue to engage with people and organizations to help inform the design of individualized budgets.
- Awarded 41 grants to Family Support Networks across the province through the Ontario Caregiver Organization (OCO).
- Released Anti-Human Trafficking Module, Training and Public Awareness materials.
- Collaborated with Knowledge Translation and Transfer (KTT) Hub and Network to publish new resources supporting agencies in service delivery on RealXchange website, such as:
  - Using Technology to Enhance Service Delivery with AI and Virtual Reality
  - Developing a Partnership for Employment Service Delivery
- As part of the Workforce strategy:
  - Recruitment & Retention Toolkit is being developed
  - Core Competencies Cafés continue to enhance workforce skills.
  - Operational Leaders training is expanded to build on leadership skills within the province
  - Support delivery of Mental Health micro-credentials to enhance skills of Developmental Services workers.

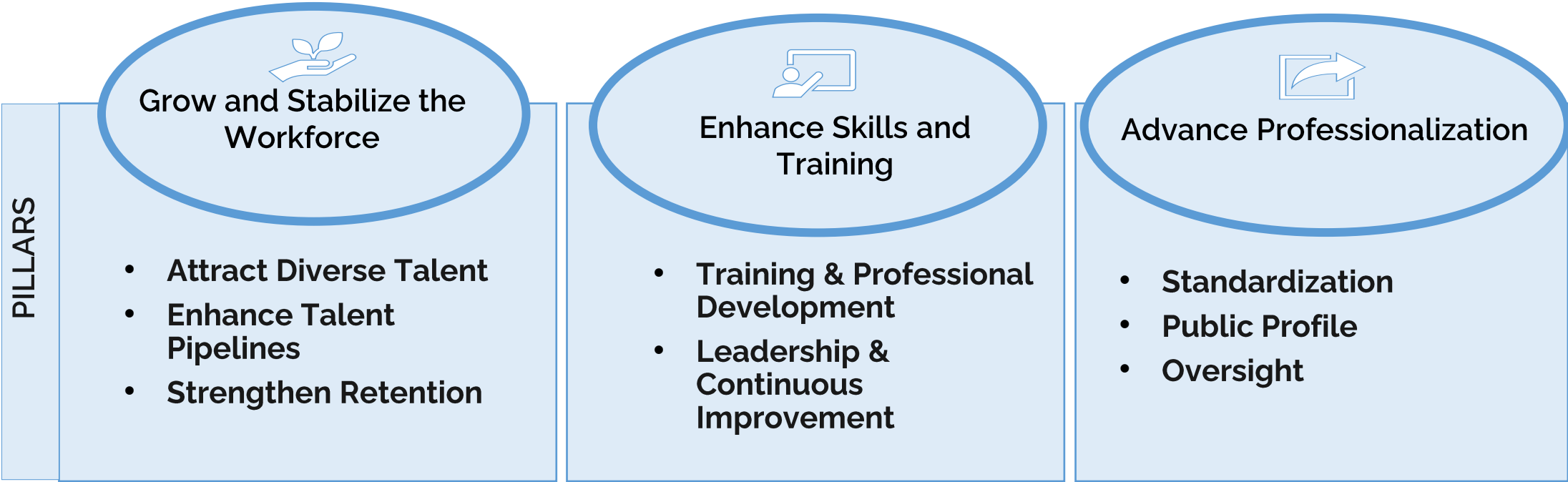


# Workforce Strategy

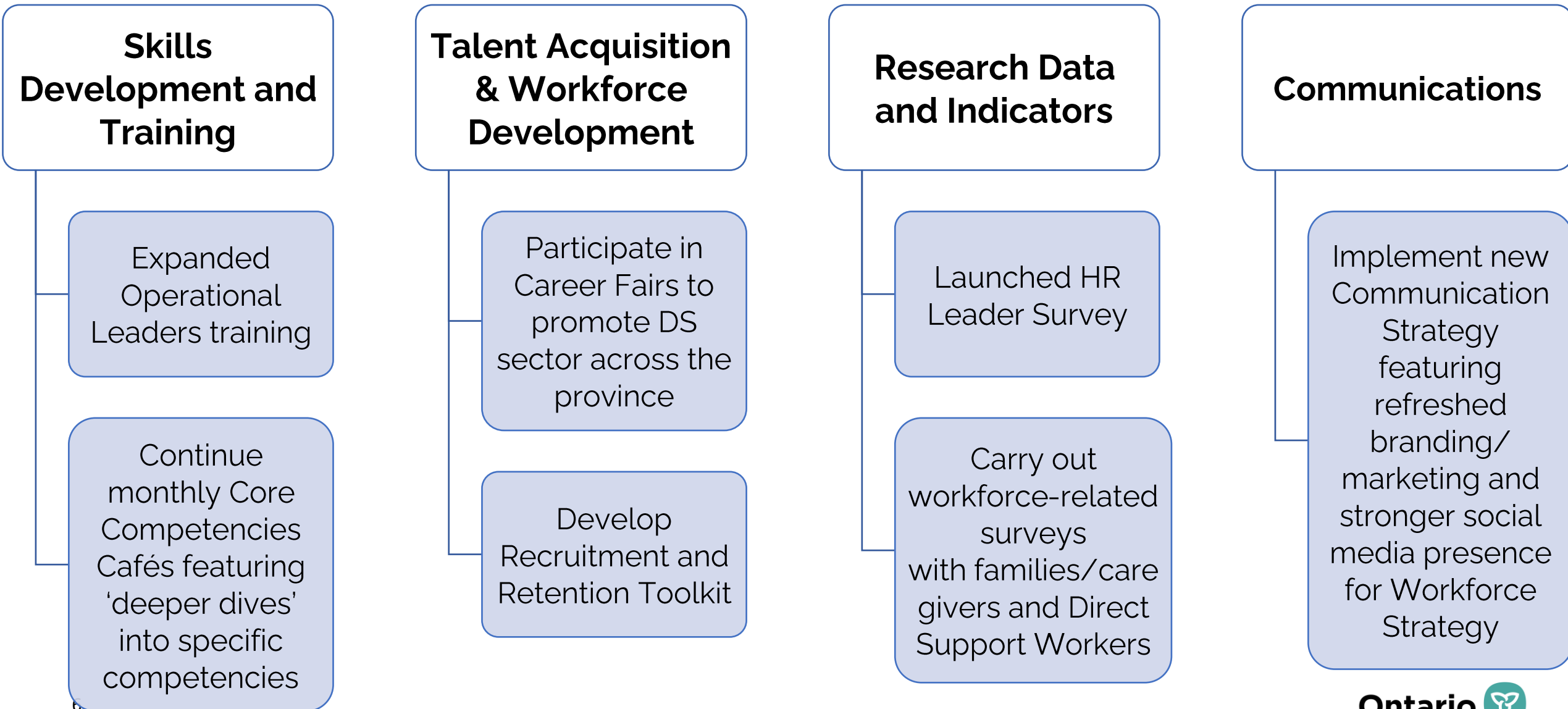
What we are working towards

- Long-term strategy to support a more skilled, diverse and professional workforce
- High-quality supports to help people participate in their communities
- Workforce that can adapt to the future and changing service delivery models

## Pillars of Workforce Strategy Framework



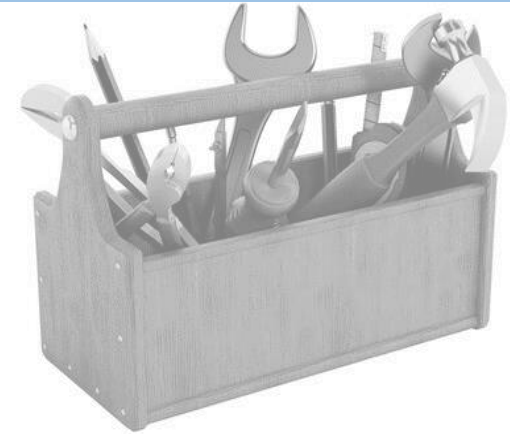
Four sector-led **Developmental Services Workforce Initiatives Steering Committee (DSWISC) Task Groups** lead the design, implementation and execution of initiatives



# Recruitment & Retention Toolkit

## What is it?

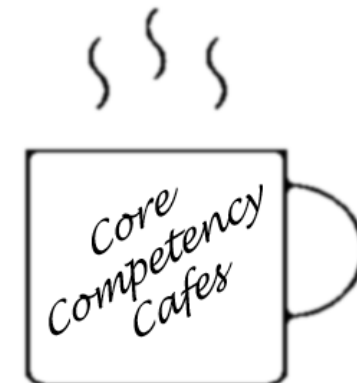
- Best practices of recruitment and retention in Developmental Services
- Tools to create recruitment and retention strategies that are unique to individual agencies



## Core Competency Cafes

## What is it?

- Cafés held monthly offering 'deeper dives' into each Competency, averaging 100-120 participants per session, hosted on RealXchange website.

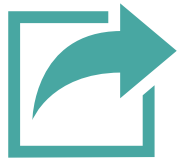


# Continued Collaboration

We are learning from the important and innovative work being done in the Developmental Services sector and the ministry is learning from partners in different ways. For example:



Reviewing the report on **possible approaches to individualized funding** in Ontario developed by the *Resources and Capabilities Working Group* of Inspired by Grassroots Subcommittee of PEDG.



Gaining insights from the Provincial Network's SPARC Benchmark Report that outlines **important data and considerations for Transfer Payment Agencies** as the system changes.



Inviting organizations to **share their established innovative approaches and practices** related to individualized service design and delivery.



# Where are we now?



- The ministry is engaging with a Technical Table to help inform the design of Individualized Budgets.
- Learning from best practices and lessons from other jurisdictions
- Gathering information from existing data
- Hearing from self-advocates, families and other sector partners.

# Myth Breaking: Person-centered Funding

As this work is underway, it is important for the ministry to keep addressing misconceptions that may still be out there:



**Myth 1**

**Everyone gets direct funding**



**Myth 2**

**People must manage their DS funding on their own**



**Myth 3**

**People's existing supports will change**



**Myth 04**

**The focus is on money over quality**

# Resources



## [The REAL Xchange is an online hub](#)

For resources, knowledge exchange, collaboration and learning in the DS Sector. Find many free webinars, modules and tools to support your work.



## [Home | DS Workforce Initiative](#)

This site will inform you on the core competencies developed for Ontario's Developmental Service, a self-assessment, coaching and information on conducting behaviour-based interviews.



## [Partners for Planning \(planningnetwork.ca\)](#)

Partners for Planning offers people who have a disability and their families/caregivers a variety of free and fee-based resources. In addition, MCCSS offers many free webinars through P4P.

Ministry of Children, Community and Social Services

# Transfer Payment Recipient (TPR) Risk Assessment

OASIS Business Resource Committee (OBRC)

Ontario



# TPR RA Context

- Using the new risk assessment process will increase consistency in risk assessment practices and allow for proportional oversight based on risk ratings
- Ministry will focus more on higher risk TPRs and reduce reporting requirements for low risk TPRs based on assessed risk
- Over time, TPR RA process will allow risk assessment information to be
  - collected through report back process or directly using TPON
  - shared across ministries to reduce duplication and increase efficiencies.

# What is the Vision for TPR Risk Management?

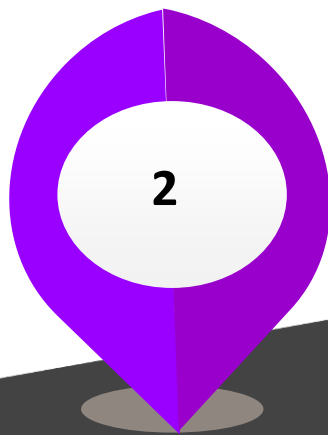
## Proportionate Oversight Optimized

Greater oversight for higher risk TPRs and reduced reporting requirements for lower risk TPRs to increase effectiveness and efficiency of risk assessment and management.



## Incorporate TPR Input into TPON RA Module

Import risk assessment information through report back process or directly using TPON to reduce workload for ministry and TPR staff.



## Risk-Based TP Administration

Integrated risk-based approach to TP contracting, reporting and oversight activities to further streamline the administrative process.



## Cross-Ministry RA Collaboration

Share or view risk assessments across ministries to reduce duplication and increase efficiencies.

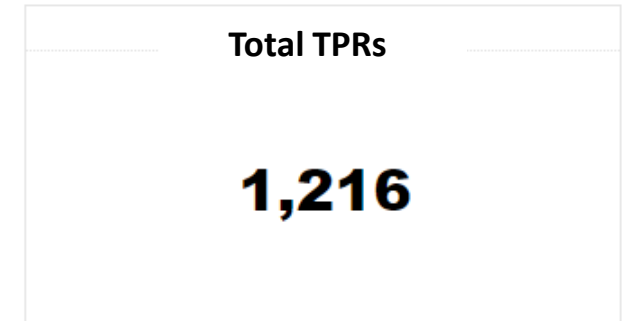
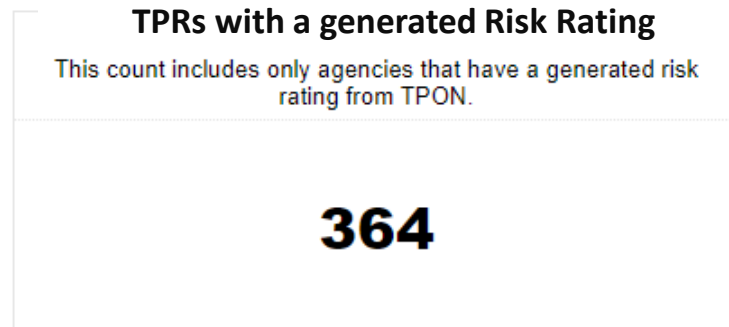


# Pilot Exercise and Implementation Timelines

- **The pilot exercise took place in Fall 2023 and included:**
  - TPRs representing a range of complexities, clients, programming and issues
  - Basic review of the TPR RA Questionnaire and risk assessment business process
  - Participant surveys to provide feedback and suggestions for improvements to the questionnaire, with most of these suggestions reflected in the version to be reviewed today
  - **51%** of ministry participants and **66%** of TPR participants agreed the questionnaire was easy to answer
  - **87%** of the participants thought the instructions were complete and easy to follow
- **Implementation Timelines**
  - TPR risk assessments are being completed in two phases:
    - Phase 1 – January to June 2024
    - Phase 2 – July - December 2024

# TPR Risk Assessment Completion Status [To be Updated]

## Overview - Agencies with a Generated Risk Rating



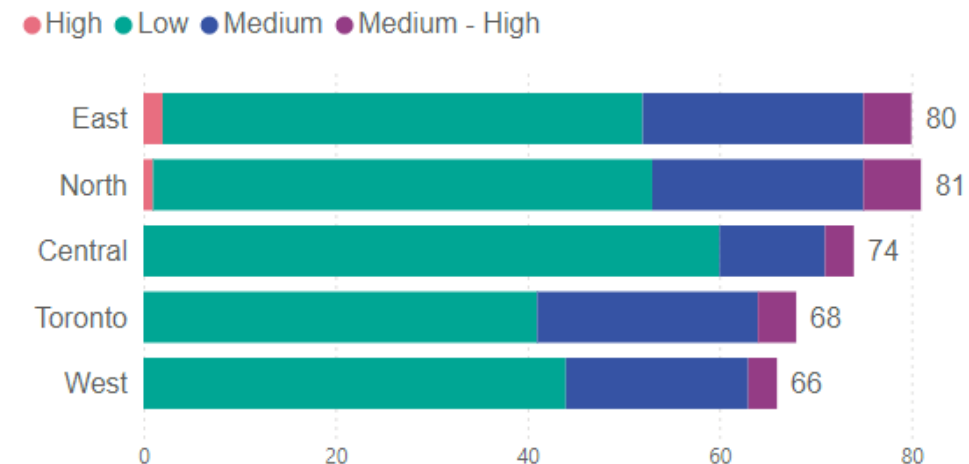
### Overall Risk by Risk Type

The distribution of agencies across each 'overall' risk rating. This 'Overall Risk' score reflects the rating generated from TPON.

Overall Risk	Agency Count	Percentage (%)
High	3	0.82%
Medium - High	21	5.77%
Medium	99	27.20%
Low	250	68.68%
<b>Total</b>	<b>364</b>	<b>100.00%</b>

### Overall Risk Type by Region Analysis

Agency counts across each 'Overall' risk rating and region.





# TPR RA Questionnaire (Standard Process)

- The ministry sends to the TPR the TPR Risk Assessment (RA) Questionnaire, a fillable PDF template, to gather the information required from the TPR to answer the risk assessment questions
- The questionnaire has 41 question across eight risk categories:
  - Human Resources / People (6 questions)
  - Financial (8 questions)
  - Information & Information Technology (4 questions)
  - Program Design & Delivery (4 questions)
  - Legal (5 questions)
  - Emergency Management (4 questions)
  - Governance (7 questions)
  - Reputational Risk (3 questions)

# Alternative Risk Assessment

- Recognizing that the standard 41 question TPR RA Questionnaire may not be appropriate for all TPRs, the ministry is implementing alternative risk assessment approaches for some TPRs.
- Alternative approaches were developed for social assistance, Indigenous, lower funded, MUSH (municipal, university, school boards, hospitals) and MOH co-funded Children and Youth Mental Health TPRs.
  - For example, TPRs governed by provincial legislation/regulation and with MCCSS funding representing less than 2% of total budget may be assessed using a shortened version of the standard risk assessment questionnaire.
- If your organization has been selected for an alternative risk assessment approach, your ministry contact will be reaching out with more details about the process.

# TPR Risk Assessment (RA) Approaches

Risk Assessment Approach	In scope	Template	%*
Standard TPR RA	All TPR types	MCCSS TPR Risk Assessment Questionnaire (41 questions)	~64
TPR funding less than \$120K	Stand Alone BPS, SWW or YIPPI provider	Fast Track: Under \$120K Template	~9
Indigenous Service Provider	Most Indigenous TPRs (excluding First Nations, Tribal councils, Provincial Territorial Organizations)	Indigenous Partners Risk Assessment Template	~9
Social Assistance TPRs	Only SA funding	SA Template	~7
Regulated/Legislated TPR with MCCSS funding representing less than 2% of the TPRs overall funding	Municipality, University, Hospitals and School Boards	Fast Track: Regulated/Legislated TPR Template	~6
Children and Youth Mental Health program (CYMH-MOH) TPRs	Only CYMH program TPRs are part of this Pilot	MCCSS TPR Risk Assessment Template	~3
First Nation or First Nation governed partners	First Nations, Tribal Councils, Provincial Territorial Organizations	TBD	~2

\* Figures are as of August 19, 2024

# Risk Assessment: Risk Likelihood and Impact

- The TPR risk rating will be based on the likelihood and impact of risk for each of the 41 questions
- Detail guidance on how to choose the risk likelihood is provided in the TPR RA Questionnaire, while the risk impact level has been pre-determined by the ministry

Risk	Description
Rare (1)	Risk event is very unlikely to occur in most circumstances.
Unlikely (2)	Risk event is unlikely to occur in normal circumstances.
Possible (3)	Risk event may occur in certain circumstances
Likely (4)	Risk event is likely to occur in most circumstances.
Almost Certain (5)	Risk event will occur in normal circumstances

Impact Level	Description
Insignificant (1)	A risk event that, if it occurs, will have little or no impact on achieving outcome objectives
Minor (2)	A risk event that, if it occurs, will have negligible/inconsequential impact on achieving desired results, to the extent that one or more stated outcome objectives will fall below goals but well above minimum acceptable levels
Moderate (3)	A risk event that, if it occurs, will have limited impact on achieving desired results, to the extent that one or more stated outcome objectives will fall <i>well</i> below goals but above minimum acceptable levels
Major (4)	A risk event that, if it occurs, will have an extensive impact on achieving desired results, to the extent that one or more stated outcome objectives will fall below acceptable levels
Critical (5)	A risk event that, if it occurs, will have an excessive impact on achieving desired results, to the extent that one or more stated outcome objectives will not be achieved.

# Action Plan to Mitigate Risk

- After generating a risk rating, the Ministry Risk Assessor will identify all the questions requiring an action plan for the TPR.
- All medium high and high rated questions require action plans. The ministry may request action plans for medium risk questions at the Ministry Risk Assessor's discretion.
- TPRs will use the fillable action plan template to describe their risk mitigation strategies.

# Questions